

## Essential Soft Skills Certificate Program Outline

### Certificate Information

An Essential Soft Skills part of AMCA's Career Advancement Certificate Program. The workbook along with the exam will certify that the individual has knowledge of necessary soft skills to get more interviews, nail the interview and succeed in your new job. All Career Advancement Certificate Programs carry 10 CEUs.

### Program Blueprint

#### Introduction

#### Module 1

- The Profile of the Candidate
  - Getting Started
  - Listing Your Information
  - Special Skills and Recognitions
  - Clear, Clean and Concise
  - Saving Your Resume
  - External Resources
  - Digital Badges
  - Cover Letters
  - Email Etiquette for Resumes
  - The Application Process

#### Module 2

- Getting Your Foot in the Door
  - Preparation for the Interview
  - Personal Appearance
  - Cell Phones
  - Social Media
  - Interview Etiquette
  - The Interview
  - Tips for the Second Interview

#### Module 3

- Employee to Colleague Interactions
  - Characteristics of a Professional
  - Communications
  - Office Gossip
  - Conflict in the Workplace
  - Gender Neutrality in the Workplace
  - Camaraderie in the Workplace
  - Voice Volume
  - Practice Scenarios and Potential Resolutions
- Employee to Customer Interactions
  - The Customer Service Experience
  - The Average Customer via Face-to-Face
  - The Unhappy Customer via Face-to-Face
  - The Average Customer via Phone
  - The Not So Average Customer via Phone
  - Transferring, Taking Messages, Emails
  - Practice Scenarios and Potential Resolutions
- Workplace Etiquette
  - Use of the Computer/Cell Phone during Work Hours
  - Ethics
  - Attitude in the Workplace
  - Giving and Receiving Feedback
  - The 7 R's of Leadership
  - Organizational Skills
  - Office Protocol

#### Exam Information

Total number of questions on exam	50
Allotted time for exam	Unlimited
Modality available	Online (no proctor required)
Allowed Attempts	Unlimited for 60 days
Cost	\$158.00