

# Enhance Your Practical, Organizational & Communication skills. Increase Your Confidence.

## Interpersonal & Practical Skills Training for the Workplace

Increase your ability and confidence with these valuable skills:

- attitudes and behavior
- working in a team
- communicating effectively
- organizing meetings
- cash and inventory control
- applying and interviewing for a job

Module Descriptions: Choose any or all 6 modules:

### INTERPERSONAL MODULES.

#### Successful Attitudes and Behavior Traits in the Workplace

- Determine which characteristics are important for each job;
- Learn which kinds of personal characteristics are important for all jobs in the work place;
- Look at positive attitudes and behaviors that are important for the work place; and
- Learn how to ask questions and share workplace related information.

12 hours/4 lessons

#### Successfully Working in a Team

- Discover practical and personality characteristics of a team player and decide which ones they feel are most valuable;
- Learn ways to become a better listener;
- Learn how to respond appropriately to, and share information well;
- Complete a Team Player survey to determine their understanding of a team dynamic; and
- Practice active listening and appropriate responses.

12 hours/4 lessons

### PRACTICAL SKILLS MODULES

#### Successful Communication Skills:

##### Assisting Customers and Telephone Skills

- Learn how to actively listen and choose appropriate verbal and nonverbal responses in a variety of work situations;
- Learn cultural differences in how people greet each other;
- Learn and practice useful phrases appropriate in the workplace;
- Learn how to greet and direct clients appropriately; and
- Learn appropriate telephone use with interactive practice.

12 hours/4 lessons



### Successfully Organizing and Making Arrangements

- Learn the components of successful meetings;
- Learn how to schedule, organize and plan meetings;
- Practice using a checklist for planning conferences or important meetings; and
- Practice communication tips essential for successful meetings.

In this Module, students will have the opportunity to visit one of the Conference sites in Phnom Penh to learn first hand how to plan for big and small meetings.

12 hours/4 lessons



### Petty Cash and Office Supply Inventory

- Learn how Petty Cash is used in an office;
- Learn why accountability and integrity are important characteristics in handling finances;
- Practice using a variety of office forms including vouchers, receipts and inventory forms;
- Learn about some of the basic office supplies, including names and functions; and
- Develop essential inventory skills.

(The Microsoft Excel course is strongly recommended to compliment and reinforce skills learned in this module).

6 hours/2 lessons



## CAREER DEVELOPMENT MODULES

### Successfully Applying and Interviewing For a Job

- Review sample CV's and Cover Letters;
- Learn how to write a professional CV using templates;
- Learn how to write a Letter of Application/Cover Letter;
- Prepare for a successful job interview; and
- Participate in actual job interview simulations.

This module will give you the opportunity to develop your own CV, learn how to write a letter of application, and practice having actual job interviews.

12 hours/4 lessons



**Contact Us At Yejj eAcademy To Register Or For More Details:  
023-99 35 60 / 092-56 60 60 [training@yejj.com](mailto:training@yejj.com)**

**Note:** While each module is taught in English with Khmer explanations as needed, students with a Pre-Intermediate level in English will be most successful.