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## Contact Us

Workforce & Community Education  
574 New London Turnpike  
Norwich, CT 06360

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[www.threerivers.edu](http://www.threerivers.edu)



### REFUND POLICY

Refund policy: Withdrawal from any non-credit class must be submitted in writing to the Workforce & Community Education office up to one business day prior to the first class. **Absolutely no refunds will be issued after the first class has begun.** The college reserves the right to cancel any course for which there is insufficient enrollment. In that event, a full refund will be issued.

Please note: Completion of any program does not guarantee employment.

Three Rivers Community College

574 New London Turnpike, Norwich, CT 06360

## Spring 2017 Soft Skills Classes



- \* Soft Skills for the 21st Century
- \* Learn How to Handle Challenging Conversations in the Workplace

**Three Rivers Community College**  
**Workforce & Community Education**  
Phone: 860-215-9028 ~ Fax: 860-215-9902  
Email: [WCEinfo@threerivers.edu](mailto:WCEinfo@threerivers.edu)



Soft Skills for the 21st Century-CRN #13668

Challenging Conversations-CRN #13669

\_\_\_\_\_  
**Legal Name**

\_\_\_\_\_  
**Former Name (s) - if applicable**

\_\_\_\_\_  
**Street Address**

\_\_\_\_\_  
**City State Zip Code**

\_\_\_\_\_  
**Telephone Date of Birth**

\_\_\_\_\_  
**E-mail Address**

\_\_\_\_\_  
**Social Security Number (Required by College)**

**How did you hear about our programs?**

Newspaper  Direct Mail  Internet  Email  
 Other \_\_\_\_\_

**U.S. Citizen**  Yes  No **Gender:**  Male  Female

**Race:**  White  Black, non-Hispanic  Asian  
 American Indian  Hispanic  Decline to State

**Ethnicity:**  Hispanic/Latino  Non-Hispanic/Non-Latino  
 Decline to State (None)

Check (payable to TRCC)  Visa  MC  Discover  Amex

\_\_\_\_\_  
**Credit Card # Exp. date \$ Amount \$**

\_\_\_\_\_  
**Zip Code of Credit Card holder 3 Digit Security Code**  
*(required by credit card company)*

Acknowledgement Statement:

I certify that the information provided above is, to the best of my knowledge, true and correct, and I consent to the disclosure of this and program participation information between, Three Rivers Community College, Connecticut State Colleges and Universities and state and federal Departments of Labor for the purposes of maintaining accurate student records and to monitor grant performance.

\_\_\_\_\_  
**Signature Date**

**For office use ONLY:**

\_\_\_\_\_  
**Student ID @**

\_\_\_\_\_  
**Entered By Date**

## Soft Skills for the 21st Century

**Instructor:** Deirdre Sebastian

**Days/Dates:** Friday  
March 24, 2017

**Time:** 9:00am-4:00pm

**Room:** B118

**Tuition:** \$100

**CEU's:** .6

**CRN #:** 13668

This six-hour workshop will examine soft skills in the workplace. What are soft skills, why do they matter even more now than decades ago, and how will soft skills help us on the job and interviews. We will be looking at the connection between soft skills, learned skills, and the impact emotional intelligence has on the formation and development of soft skills. Additionally, we will explore the changes in the demands of the types of soft skills employers are seeking as today's technology has altered how people interact with each other.



## How to Handle Challenging Conversations

**Instructor:** Susan Greenleaf

**Days/Dates:** Friday  
April 7, 2017

**Time:** 9:00am-4:00pm

**Room:** B118

**Tuition:** \$100

**CEU's:** .6

**CRN #:** 13669

...so you wish you had a "do-over" because you just said the wrong thing at the wrong time. Maybe you said nothing, concerned you would hurt the others feelings or ruin the relationship. This workshop will help you to find solutions to some of your toughest workplace communication problems.

So bring your specific issues with you... maybe it's dealing with difficult people--- an angry client, a backstabbing co-worker, a sexual harasser, asking for a raise. We will learn tools and techniques and will practice having that conversation. You will learn the right questions to ask yourself before that conversation takes place; you will learn the principles to guide you to know how to handle the situation if that conversation starts to take a downward spiral... you will learn statements to avoid.