

Soft Skills Mastery Class: A Retrospective



A Look Back: Reflecting on the journey of the Soft Skills Mastery Class and its role in empowering individuals to achieve both professional and personal success. Workforce Opportunity Services (WOS) launched this free program in November 2020—originally called the Workforce Essentials Workshop—with the goal of equipping individuals with the skills needed to advance from entry-level positions to long-term career success.

This online workshop spans a total of 12 hours, with participants dedicating 3 hours each day for four consecutive days. Upon successful completion of the course, a certificate of participation was initially issued in partnership with Columbia University Center for Technology Management and is currently being issued in partnership with Northeastern University.

The curriculum draws on over two decades of research-based experience in workforce development and covers the following essential topics:

- Self-Esteem
- Wellness
- Lifelong Learning
- Metacognition
- Problem-Solving
- Goal Setting
- Transferable Skills
- Workplace Values
- Business Culture

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The Soft Skills Mastery Class remains as relevant and impactful as ever. My favorite aspect is witnessing the growth and ah-ha moments of our participants throughout the sessions we have together. The participants come away with actionable steps to improve their interactions in the workplace and in their personal lives.

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Jessica Miller,
Senior Director of Educational Services

November 2020 through October 2024

Soft Skills Mastery Class Statistics

47 Workshops conducted

1527 Individuals registered

566 Completed the four-day Workshop

420 Earned certificate of participation

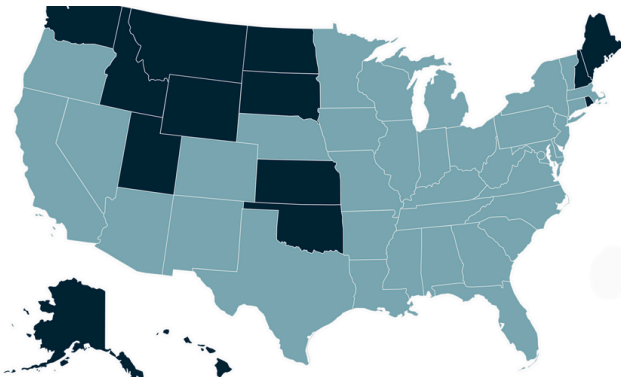
517 Total of training hours delivered

6792 Total individual training hours delivered

Participants from Across the United States and All Around the World

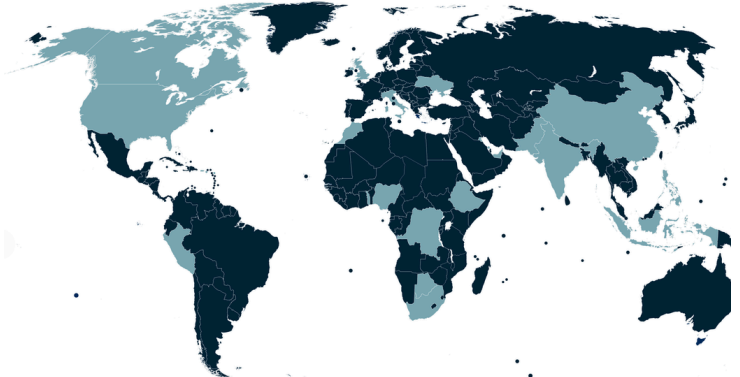
37 US States

Alabama, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Vermont, Virginia, Washington, DC, West Virginia, Wisconsin



24 Countries

Antigua, Bahrain, Botswana, Canada, China, Democratic Republic of Congo, England, Ethiopia, India, Indonesia, Italy, Kuwait, Morocco, Nigeria, Pakistan, Peru, Philippines, Puerto Rico, South Africa, St. Croix Virgin Island, Togo, Ukraine, United Arab Emirates, United States of America



Student Testimonials

"I love that the course was interactive and the topics covered were great. The assignments were well thought out and I enjoyed doing them. It made me reflect on many things about myself and made me see what I need to improve on. It was great self-assessment." **Beatriz R. (New York)**

"I am delighted to participate in this workshop and learn new techniques that will influence my work and future." **Fils M. (Democratic Republic of Congo)**

"The workshop was quite impactful. Even more so for me, providing an opportunity to continue my educational growth, whilst deployed overseas. Uncovering the "Growth vs. Fixed mindset" concept was especially empowering. Being open to new challenges as an opportunity to learn and excel, rather than deliberate avoidance due to thoughts or failure was profound."

Marlon H. (attended while deployed to Kuwait)

