

Soft Skills Discussion Guide Index

Dear Instructor,

Your students' eWORKs Profiles, accessible from Teacher Portal, provide scores in the soft skills listed below. Use the Profiles to target your instruction to your students' needs.

Use this index to identify scenarios in the Discussion Guide which correlate to the skills you want to teach.

Page	Personal Qualities						Customer Care		
	Integrity	Responsibility	Self Esteem	Self Management	Sociability		Customer Relations	Decision Making	Commitment to Quality
4	X								
5							x	X	X
6			X					X	X
7			X	X					
8		X	X		X				
9								X	X
10							X	X	X
11							X	X	X
12		X					X	X	X
13		X					X	X	
14		X					X	X	X
15		X		X			X	X	
16		X		X				X	
17		X	X				X	X	X
18		X					X	X	
19			X	X				X	
20		X			X		X	X	X
21		X	X	X	X		X	X	X
22			X		X		X	X	X
23		X	X		X		X	X	X
24		X	X		X		X	X	X
25		X					X	X	X
26		X					X	X	X
27		X	X		X		X	X	X
28		X	X		X		X	X	X

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	Integrity	Responsibility	Self Esteem	Self Management	Sociability		Customer Relations	Decision Making	Commitment to Quality
29		X	X		X		X	X	X
30		X	X		X		X	X	X
31		X	X		X		X	X	X
32		X					X	X	X
33		X					X	X	X
34		X		X	X		X	X	X
35		X	X	X			X	X	X
36		X					X	X	X
37		X	X	X	X		X	X	X
38		X					X	X	X
39		X		X	X		X	X	X
40		X					X	X	X
42		X		X	X		X	X	X
43		X	X	X	X		X	X	X
44		X		X	X		X	X	X
45		X		X	X		X	X	X
46		X		X	X		X	X	X
47		X		X	X		X	X	X
48		X		X	X			X	X
49		X		X	X		X	X	X
50		X		X	X		X	X	X
51		X	X	X	X		X	X	X
52		X			X		X	X	
53				X	X		X	X	X
54		X		X			X	X	X
55		X		X			X	X	X
56		X		X	X		X	X	X
57		X			X		X	X	X
58		X		X			X	X	X
59		X		X	X		X	X	X
60		X			X		X	X	X
61		X		X	X		X	X	X