COURSE SYLLABUS

SOAR Bootcamp (Successful Onboarding And Readiness) Course

Learn how to onboard staff effectively in federal settings by planning for success, setting expectations, and ensuring readiness through structured support systems.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/soar-bootcamp-successful-onboarding-and-readiness



CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Communication Skills

- Understand the communication process and personal filters
- Identify and adjust to different communication styles
- Practice active listening and analyze verbal/non-verbal cues
- Improve clarity and effectiveness in verbal and written communication

Module 2: Presenting Ideas, Thoughts, and Opinions

- Identify factors that capture and maintain attention
- Enhance writing using active voice, proper grammar, and clear structure
- Develop persuasive and audience-sensitive verbal communication
- Use tone, organization, and presentation techniques effectively

Module 3: Working with Others

- Strengthen interpersonal communication and workplace relationships
- Understand the Johari Window and core principles of connection
- Learn strategies for giving constructive feedback
- Analyze conflict stages and apply resolution techniques

Module 4: Leadership Skills for Non-Leaders

- Apply conflict resolution and negotiation strategies
- Recognize five styles of conflict management
- Use a five-step problem-solving model effectively
- Develop collaborative and influence-based leadership behaviors

Module 5: Managing Multiple Priorities

- Balance efficiency and effectiveness in daily tasks

- Apply prioritization tools like ABC analysis and the Covey matrix
- Identify and address personality-based barriers like procrastination
- Track and optimize time management through reflection and planning

Module 6: Creating Goals for Your Current Role

- Develop SMART (Specific, Measurable, Achievable, Realistic, Timely) goals
- Translate course learning into job-specific development goals
- Reflect on communication, leadership, and time management practices
- Create a personal action plan for continuous improvement