COMPe4Mi –Tools for professionals to assess and develop migrants' competences

COMPe4Mi

Tools for professionals to assess and develop migrants' competences

INTELLECTUAL OUTPUT 1: Didactic Guidelines

Module 2:
Soft Skills Development
Warsaw, Poland.

Partnership:

Fundacja dla Somalii
Open for all migrants!

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INTELLECTUAL OUTPUT 2:
Didactic Guidelines

Module 2: Soft
Skills Development

The COMPe 4Mi project is designed to provide professional support for migrants as well as ensuring capacity building for professionals working with migrants in their host societies.

INTELLECTUAL OUTPUT 2:
Didactic Guidelines

Module 2: Soft Skills Development

Introduction (1/2)

Soft skills are a combination of people skills, social skills, communication skills, character traits, attitudes, career attributes, social intelligence and emotional intelligence quotients among others that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills.

These skills can include social graces, communication abilities, language skills, personal habits, cognitive or emotional empathy, time management, teamwork and leadership traits.

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Module 2: Soft Skills Development

Introduction (2/2)

Soft skills complement hard skills also known as technical skills, for productive workplace performance and everyday life competencies.

While hard skills teach us what to do, soft skills tell us how to apply our hard skills in a social environment. The aim of the module 2 of the course is to develop a wide variety of soft skills with a particular attention to the communication skill.

Many employers recognize that immigrants have the technical skills required to complete workplace tasks, but often find that they lack the equally valued "soft skills", such as communication, problem-solving and teamwork, to excel at work.

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Module 2: Soft Skills Development

Goals

- To identify the skills mostly requested by European companies in recruitment process;

- To support participants (migrants) to become aware of their potential and gain or refresh already acquired skills and abilities ;

- To integrate migrants in society and in Labour Market.

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Training content

Units

1.Introduction: what are Soft Skills?

2.Communication & Interpersonal relationship

3. Teamwork & Collaboration

4.Problem Solving/Critical thinking

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Unit 1

Introduction: what are Soft Skills?

1.1   Definition of Soft Skills

1.2   Empathy & Emotional Intelligence Quotient

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Unit 2

Communication & Interpersonal relationship

2.1 Ways We Communicate

2.2 Improving Non Verbal Communication

2.3 Listening

2.4 Openness and Honesty

2.5 Case Study

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Unit 3
Teamwork/Collaboration

3.1 Working cooperatively

3.2 Contributing to groups with ideas, suggestions, and effort

3.3 Communication (both giving and receiving)

3.4 Sense of responsibility

3.5 Healthy respect for different opinions, customs, and

3.6 individual preferences

3.7 Ability to participate in group decision-making

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Unit 4

Problem Solving/Critical thinking

4.1 Define the Problem

4.2 Generate Alternative Solutions

4.3 Evaluate the Plans

4.5 Implementation and Re-evaluation

4.6 Case Study

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Learning methods (1/2)

The learners need to see *how to put the learning into practice in the real world*. For this reason the methods to use can be the following ones:

- time to think about how to apply learning in reality

- role play

- case studies

- simulation

- problem solving

- discussion

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Learning methods (2/2)

Observing and thinking about what happened. In this case the learners prefer to stand back and view experiences from a number of different perspectives, collecting data and taking the time to work towards an appropriate conclusion.

- group activities
- observing activities
- feedback from others
- coaching
- interviews
- conclusion

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Skills & knowledge

- *Skills – to be able to:*

- *Work in teams*

- *Leadership skills*

- *Adapt to situations*

- *Relate with others*

- *Be understood, organize, organize others*

- *Knowledge – to know:*

- *Principles of communication.*

- *Forms of communication*

- *Active listening.*

- *Principles of negotiation*

Learning Outcomes (1/2)

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Oral communication skills

Learners are able to communicate confidently and effectively with a range of audiences, in a variety of modes or registers and settings and they are able to make use of different support tools, including visual, audio-visual and technological.

Interpersonal Skills

Learners are able to work effectively with a range of people in a range of different contexts, including teams, where they can be effective members and, if required, leaders, including organizing team roles and activities. Learners are capable of listening and understanding in a range of contexts.

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Problem Solving Skills

Learners are able to identify and define problems and through the use of skills of analysis and critical evaluation plan an appropriate course of action and devise solutions. Students are able to make judgments concerning different possible solutions. They will be able to make use of creative and lateral thinking.

Organizational Skills

Learners are able to set priorities, and anticipate potential problems or needs. They are able to set and achieve targets in relation to both study and workplace tasks. They are able to manage their time effectively.

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Assessment

Evaluation of the CV to evaluate the written communication skill

Interview to evaluate the oral communication skills

Group evaluation

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