



## Promote your Soft Skills with Open Badges

### Second Newsletter

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#### The project in brief

SoftSkills4EU is an international project, that has the aims to:

- identify the key soft skills needed in Europe,
- develop a standardized system for self-evaluation and validation using the concept of open badges
- develop new e-learning tools

- and a strategy for recognition, aimed towards employers, counsellors and other relevant stakeholders.

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## SPOCC Framework module 1: Social Skills

In this newsletter we present to you the first module of the SPOCC-Framework: Social Skills.

(In the next newsletters the other modules will be presented, respectively Personal skills, Organisational skills, Cooperative skills and Creative thinking)

Within our learning material we have covered the area of SOCIAL SKILLS in five main chapters, each containing three subchapters:

### **Conflict management**

- Solving conflicts
- Analysing conflicts
- Predicting conflicts

### **Communication skills**

- Business etiquette
- Face-to-face meetings
- Web-based communication

### **Accountability**

- Responsibilities and roles in organization
- Identification of risks
- Creating positive communication atmosphere

### **Inter-cultural skills**

- Social awareness

- Fighting prejudices, stereotypes and negative personal believes
- Effective communication between members of different cultures

### **Public presentation**

- Self-confidence
- Face-to-face rhetoric
- Audience engaging web-based presentations

### **MAIN LEARNING OUTCOMES:**

I am able to analyse and understand the key practical and theoretical concepts of managing and resolving conflicts

I am able to identify the types of conflict management styles

I am able to explain the importance of good communication skills; analyse the influence of gender and cultural differences, persuasion, perception and power in conflict resolution



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## Soft Skills mentor training

SoftSkills4EU partners, together with experts from various organizations providing education, counselling and representatives of companies working in the field of human resources, have successfully completed international training for Soft Skills mentors for using the interactive platform and awarding badges. Participants learned how to operate a Moodle platform that will be useful for teaching and evaluating key Soft Skills required in a work environment.

The platform will be available soon and will allow its users to obtain Open Badges validating their knowledge. The training was implemented from 18<sup>th</sup> to 22<sup>nd</sup> November at the Emphasys Center (Nicosia, Cyprus).

Soft Skills mentors will also help to test the platform through which we can improve the materials and the badge system. The main objective of the training was to test all of developed tools and materials on the SoftSkills4EU platform. Training of professional staff focused on the use of developed e-tools and for the managing process of awarding the open badges within career guidance process (in accordance with Open Badges Eco-system for Up-skilling Soft Skills).

Each day participants focused on one of the modules:

DAY 1: SOCIAL SKILLS

- Conflict Management,
- Communication Skills,
- Intercultural Skills,
- Presentation Skills,
- Accountability

#### DAY 2: PERSONAL SKILLS:

- Positive attitudes and behaviour
- A strong sense of compliance with commitments, reliability
- Adaptability
- Innovation and ingenuity
- Openness and responsiveness to change
- Interest in lifelong learning

#### DAY 3: ORGANIZATIONAL SKILLS

- Customer Service Orientation,
- Time Management,
- Critical Thinking,
- Strategic Planning,
- Leadership

#### DAY 4: CREATIVE THINKING SKILLS:

- Innovativeness
- Constant improvement
- Analytical thinking
- Implementing changes

- Fostering creativity

#### DAY 5: CO-OPERATIVE SKILLS:

- Teamwork management
- Team building
- Flexibility and adaptability
- Working styles
- Collaboration and networking





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Curious for our next steps in Spring?: keep an eye on our website [SoftSkills4EU](https://www.softskills4eu.com)



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## You can also follow us on the social channels linked below



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