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TEACHING MATERIAL SYLLABUS



SoftSkills4EU:
Promote your Soft Skills with Open Badges



TEACHING MATERIAL

INFORMATION ABOUT OUTPUT

OUTPUT:

IO2: SOFT SKILLS CURRICULUM AND LEARNING TOLS

ACTIVITY:

IO2 A2: DEVELOPMENT OF CURRICULUM

OUTPUT LEADER:

EMPHASYS CENTRE

PROJECT INFORMATION

PROJECT:

SoftSkills4EU: Promote your Soft Skills with Open Badges

PROJECT TITLE:

Promote your soft skills with open badges

ACRONYM:

SoftSkills4eu

PROJECT WEBSITE:

<https://softskills4.eu/>

PROJECT E-ACADAMY:

<https://academy-softskills4.eu/>

PROJECT NO.:

2018-1-SI01-KA204-047088

PROJECT COORDINATOR:

Development and Education Centre Novo mesto (RIC Novo mesto), Slovenia

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INTRODUCTION - SYLLABUS

To become and remain competitive in today's changing business environment, it is crucial to employ highly skilled and motivated workforce. It is widely accepted and acknowledged the importance of hard skills among potential and existing employees, but it is becoming more and more recognized the importance of soft skills, as they were too often undervalued and there were no training or similar educations for soft skill learning.

The main aim of the SoftSkills4UE project is to identify the key soft skills within the competencies defined in the Europass Tool and then develop a standardized soft skills reference framework, which would be useful as a validation tool for those soft skills competences. It will bring an added value and more credibility to the already widely used Europass and can also be a starting point for a direct improvement of Europass. The impact will be visible for both, job seekers to credibly show their competencies; for employers (employing organizations) simplifying the selecting procedure or helping to more efficiently distribute already employed people to workplaces; for career counsellors to better and easier recognize the competencies thus, making counselling more efficient.

During the project SoftSkills4EU, two surveys were conducted, with the aim to understand and recognise the need for soft skills among job seekers and employers, or human resource departments. Each of the five partners conducted two surveys, including at least 70 participants, with the total of at least 350 respondents for the project.

Based on the survey results, conducted in five partner countries the partnership decided to develop five different modules: social skills, personal skills, organisational skills, cooperation and creativity skills. We have used the already established and EU-recognizable term "soft skills" to name the modules, although the framework covers not only skills but also knowledge and competence according to the the European Qualifications Framework (EQF).

The Syllabus together with the SPOCC Framework, provides guidelines and content for the design of the curriculum – teaching material. Additionally, it will be used for the pilot testing of the on-line modules to be developed.



MODULE – SOCIAL SKILLS

This course sets benchmarks for the module Social skills required. It aims to teach job seekers and adults educators how to communicate and interact with each other, both direct (verbally) and indirect (non-verbally). This module will present 5 topics of social skills. Specifically, the conflict management, the communication, the inter-cultural skills, presentation and the accountability skills will be presented in detail.

Course Module	Topics	Sub-topics
Social Skills Module	1. Conflict Management	1.1. Understanding Conflict
		1.2. Identifying The Nature of Conflict
		1.3. The Five Conflict Management Styles
	2. Communication Skills	2.1. Understanding basic concepts of communication
		2.2. How to get the right message across effectively
		2.3. Are you really listening?
	3. Intercultural skills	3.1 Intercultural Skills and Culture
		3.2. Cultural Self-Awareness
		3.3. The Ladder of Inference
	4. Presentation Skills	4.1. Understanding what presentation skills are
		4.2. How to effectively prepare a presentation.
		4.3. How to deliver a great presentation.
	5. Accountability	5.1. Understanding what accountability is.
		5.2. How accountable are you?
		5.3. How To Develop High Accountability

MODULE – PERSONAL SKILLS

This course sets benchmarks for the module Personal Skills required. It aims to teach job seekers and adults educators skills and competences such as handling stress, self-awareness, personal development, self-management and emotional intelligence.

Course Module	Topics	Sub-topics
Personal Skills Module	1. Handling stress	1.1. Identifying stressors
		1.2. How to manage stress
		1.3. Create calm in your career
	2. Self-awareness	2.1. Who am I?
		2.2. Analyse the situation
		2.3. Evaluate your own success
	3. Personal development	3.1. Personal Development Plan
		3.2. Define your goals
		3.3. Measure progress
	4. Self-management	4.1. A path to Self-management
		4.2. How to develop Self-management
		4.3. How to be productive at workplace
	5. Emotional intelligence	5.1. Social Awareness
		5.2. Identify your emotional responses
		5.3. Developing your emotional intelligence

MODULE – ORGANISATIONAL SKILLS

This module is aiming at developing general skills that are needed in every commercial and non-commercial organisation. To meet this aim, the module covers the 5 following topics: Customer Service Orientation, Time Management, Critical Thinking, Strategic Planning and Leadership.

Course Module	Topics	Sub-topics
Organisational Skills Module	1. Customer Service Orientation	1.1. Patience and attentiveness
		1.2. Efficiency and positivity
		1.3. Persuasiveness and perseverance
	2. Time Management	2.1. Personal goal setting
		2.2. Prioritization
		2.3. Keeping a To-Do List
	3. Critical Thinking	3.1. Analysis
		3.2. Self-reflection
		3.3. Logical reasoning
	4. Strategic Planning	4.1. Defining long term goals
		4.2. Problem solving and making decisions
		4.3. Planning and assigning resources, monitoring
	5. Leadership	5.1. Leadership style and delegation
		5.2. Responsibility and Risk-taking
		5.3. Negotiation

MODULE: COOPERATIVE SKILLS

Skills gained in this module are aiming at the improvement of mutual cooperation within the workplace. To meet this aim, the module covers the 5 following topics: Teamwork management, Team building, Flexibility and adaptability, Working styles, Collaboration and networking.

Course Module	Topics	Sub-topics	
Cooperative Skills Module	1. Teamwork management	1.1	Forming high performing teams
		1.2	Creating an action plan
		1.3	Monitoring the team
	2. Team building	2.1	Team building importance
		2.2	Team building techniques
		2.3	Fostering positive working atmosphere
	3. Flexibility and adaptability	3.1	Respectfulness in teamwork
		3.2	Reliability in teamwork, support and helping others
		3.3	Adjusting to changes
	4. Working styles	4.1	Assessment of working styles
		4.2	Tasks adjustment to working styles
		4.3	Creating an action plan
	5. Collaboration and networking	5.1	Efficient communication with partners
		5.2	Efficient internal communication
		5.3	Networking importance in company development

MODULE – CREATIVE THINKING SKILLS

Creative thinking skills, module aims to teach job seekers and adults educators how to be innovative, implement changes and think analytically. In this module will be present 5 topics of creative thinking skills. Specifically, the innovativeness, constant improvement, analytical thinking, implementing changes and fostering creativity.

Course Module	Topics	Sub-topics
Creative Thinking Skills Module	1. Innovativeness	1.1. How to understand innovativeness?
		1.2. Innovative companies
	2. Constant improvement	2.1. Constant improvement tools
		2.2. What constant improvement means?
	3. Analytical thinking	3.1. What analytical thinking represent?
		3.2. Seven steps to improve your analytical thinking skills
	4. Implementing changes	4.1. Importance of implementing changes
		4.2. Stages of implementing change
	5. Fostering creativity	5.1. What is fostering creativity?
		5.2. Creativity, most important skill?