

GISWELM – How to give the students skills and means on their way to the European labour market
2016-1-ES01-KA202-025404

SOFT SKILLS APPROACH: LIFE SKILLS FOR EMPLOYABILITY

Short-term joint staff training
Italy, 5-9 June 2017



2016-1-ES01-KA202-025404

Course taught by: **CENTOLAVORI**, an internal department of **CENTOFORM**, dealing with Active Employment Policies:

- Career counselling
- Training
- Selection and Recruitment

Trainers: **Dott.ssa Simona Mantovani** and **D. Marcello de Felice**



Place: Ferrara (Italy)
Date: 5-9 June 2017



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“OUR IDEA TECHNOLOGY”

“Just what kind of Human Nature do you want to help design?”
asked Barry Schwart

When we work with The Most Fragile Thing -the Human Being- We have
chosen



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ESSENTIAL **SOFT SKILLS** FOR THE EMPLOYABILITY:

Self Awareness

Empathy

Self management

Problem Finding

Problem solving

Motivation

Self Regulation



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Self Efficacy Theory

Emotional Intelligence Theory

Transactional Analysis Theory



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SELF EFFICACY

Bandura/s Theory : Ability to achieve intended results

The theory of self-efficacy lies at the center of Bandura's social cognitive theory, which emphasizes the role of observational learning and social experience in the development of personality.

The main concept in social cognitive theory is that an individual's actions and reactions, including social behaviors and cognitive processes, in almost every situation are influenced by the actions that individual has observed in others.

people with high self-efficacy—that is, those who believe they can perform well—are more likely to view difficult tasks as something to be mastered rather than something to be avoided.



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GLOSSARY OF SELF EFFICACY

Affective Processes: Processes regulating emotional states and elicitation of emotional reactions.

Cognitive Processes: Thinking processes involved in the acquisition, organization and use of information.

Motivation: activation to action. Level of motivation is reflected in choice of courses of action, and in the intensity and persistence of effort.

Perceived Self-Efficacy: People's beliefs about their capabilities to produce effects.

Self-Regulations: Exercise of influence over one's own motivation, thought processes, emotional states and patterns of behavior.



EMOTIONAL INTELLIGENCE THEORY

Emotional Intelligence (EQ) is defined as the ability to identify, assess, and control one's own emotions, the emotions of others, and that of groups.

Daniel Goleman's model (1998) focuses on EI as a wide array of competencies and skills that drive leadership performance, and consists of five areas:

- SELF-AWARENESS.
- SELF-REGULATION
- SOCIAL SKILL
- EMPATHY
- MOTIVATION



EMOTIONAL INTELLIGENCE THEORY

SELF-AWARENESS : Know one's emotions, strengths, weaknesses, drives, values and goals and recognize their impact on others while using gut feelings to guide decisions.

SELF-REGULATION : Manage or redirect one's disruptive emotions and impulses and adapt to changing circumstances.

SOCIAL SKILL : Manage other's emotions to move people in the desired direction.

EMPATHY : Recognize, understand, and consider other people's feelings especially when making decisions

MOTIVATION : Motivate oneself to achieve for the sake of achievement.



EMOTIONAL INTELLIGENCE THEORY

“MOTIVATIONAL PROCESSES”

There are 3 different forms of cognitive motivators:

1. Casual Attribution (casual attributions affect motivation, performance and affective reactions mainly through belief of self efficacy)
2. Outcome Expectancies (the predictiveness of expectancy value theory is enhanced by including the influence of perceived self efficacy)
3. Cognized Goals (challenging goals enhance and sustain motivation)



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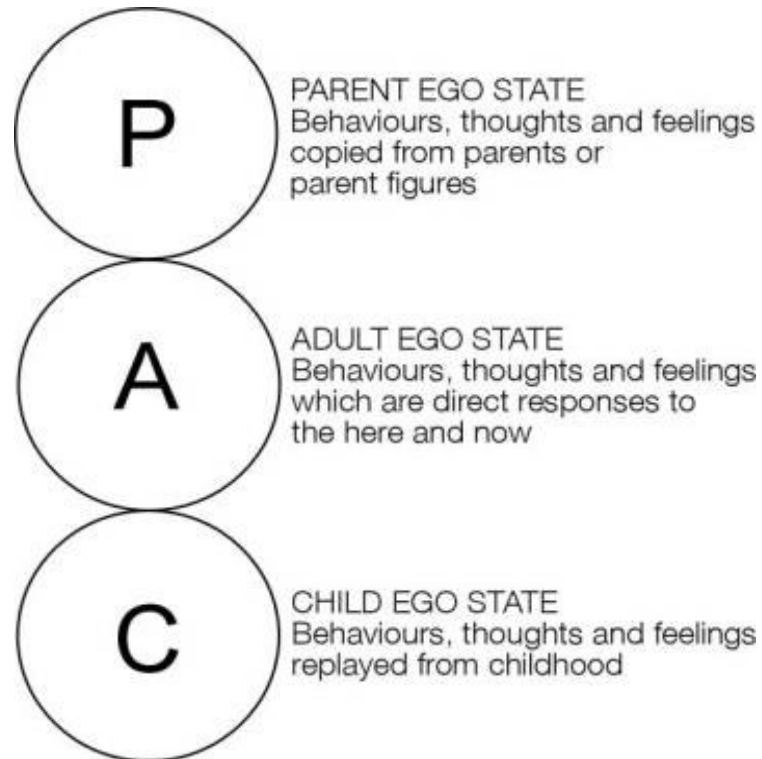
TRANSACTIONAL ANALYSIS THEORY

Transactional analysis (TA) is a psychoanalytic theory and method of therapy wherein social transactions are analyzed to determine the ego state of the patient (whether parent-like, child-like, or adult-like) as a basis for understanding behavior.



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TRANSACTIONAL ANALYSIS THEORY



SELF-ESTEEM

↓
Respect one has for self

SELF-EFFICACY

↓
Belief in one's capability to
Succeed in a situation

LOCUS OF CONTROL

↓
Perceived control over events in life

↓ self-esteem
+
↑ self-efficacy

STRONG

R ecover
I nterests
S trong
E njoy

WEAK

F ail
A void
L ose
L ack

INTERNAL

DIDN'T STUDY
ENOUGH

EXTERNAL

HARD?
BAD
TEACHER

IT'S POSSIBLE!!

SOURCES

1. Mastery of experience
2. Social Modeling

3. Social Persuasion
4. Psychological Responses

