smartlab

MODULE 1: SOFT SKILLS

SESSIONS	
	Session 1: Week 1
	Introduction to Soft Skills
	Critical Thinking
	Session 2: Week 2
	Teamwork
	Session 3: Week 3
	Decision – making
	Communications Skills
	Session 4: Week 4
	Personal Branding

MODULE RESUME

Soft skills relate to how you work. Soft skills include interpersonal (people) skills, communication skills, listening skills, time management, and empathy, among others. Hiring managers typically look for job candidates with soft skills because they make someone more successful in the workplace. Someone can be excellent with technical, job-specific skills, but if they can't manage their time or work within a team, they may not be successful in the workplace.

Soft skills are also important to the success of most employers. After all, nearly every job requires employees to engage with others in some way. Another reason hiring managers and employers look for applicants with soft skills is that soft skills are transferable skills that can be used regardless of the person's job. This makes job candidates with soft skills very adaptable employees.

Soft skills are particularly crucial in customer-based jobs. These employees are in direct contact with customers. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service.[1]

MODULE OBJECTIVES:

At the end of the training, the participant should be able to;

1. To be able to demonstrate understanding of key values and design of the project or solution
2. To be able to articulate the why, how and for who, of the project and the solution
3. To be able to demonstrate self management, team management and public relations (through time and resources management, team building, conflict resolutions and leadership especially in crisis)
4. To understand and use different communication tools for the intended beneficiary or stakeholder

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[1] https://www.thebalancecareers.com/what-are-soft-skills-2060852 retrieved on 14th August 2020