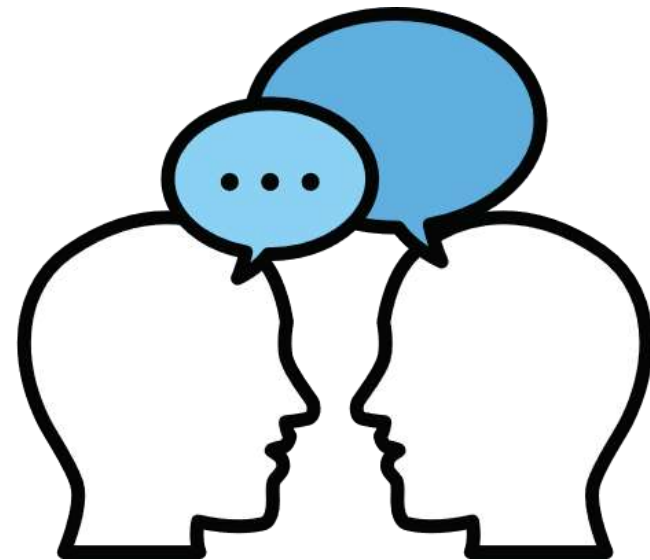


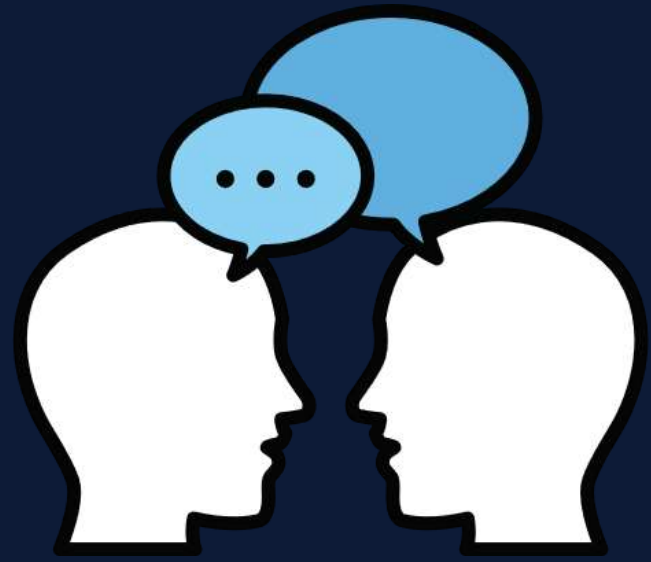


Soft Skills for employment

Prof. Monika Arsova



SOFT SKILLS



Communication skills



Active listening



Collaboration



Organization

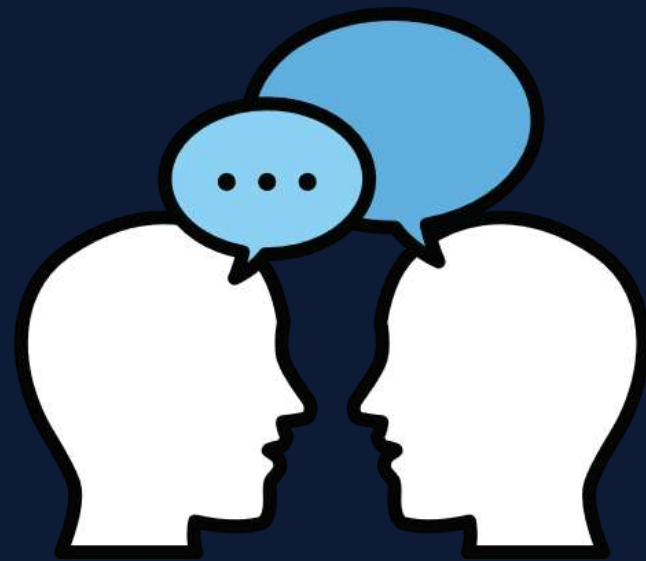


Leadership

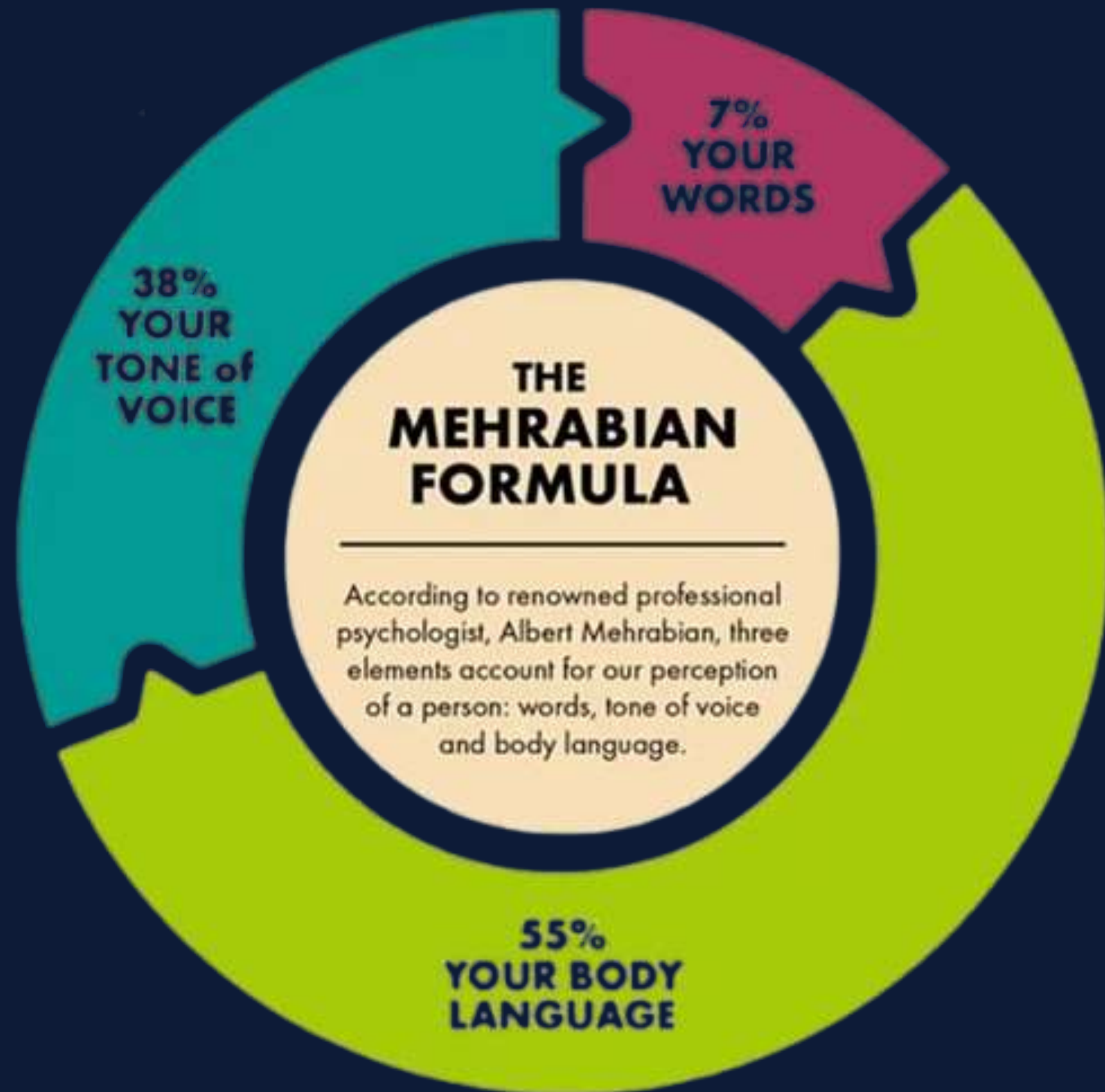


Time management

What is communication and why is it important?



- The process of exchanging ideas, thoughts, opinions, knowledge and data, so that the message is received and understood clearly, in the direction of fulfilling a certain goal
- A planned process of information exchange, which results in a specific message contained in chosen tools for promotion and transmitted through selected channels (media), directed at target groups, with the aim of long-term, constructive and sustainable relations in society.
- Strategic coordination of all messages and media by an organization in order to influence brand value.



“ When you talk, you don't learn anything new,
but when you listen - that's the real way to improve. ”

EXCERSISE:

Assessment of individual communication habits



10 minutes

Active listening

Active listening is a communication skill that involves going beyond simply hearing the words that another person speaks. It's about actively processing and seeking to understand the meaning and intent behind them. It requires being a mindful and focused participant in the communication process.

Active listening techniques include:

- Being fully present in the conversation
- Showing interest by practicing good eye contact
- Noticing (and using) non-verbal cues
- Asking open-ended questions to encourage further responses
- Paraphrasing and reflecting back what has been said
- Listening to understand rather than to respond
- Withholding judgment and advice



Example

<https://www.youtube.com/watch?v=aDMtx5ivKK0>



Organizational Skills

Being organized will allow you to meet deadlines, minimize stress, and carry out your duties more efficiently.

Being organized in the workplace involves using a range of important skills, including:

Setting goals

Delegation

Working under pressure

Self-motivation

Analytical thinking

Attention to detail

https://www.youtube.com/watch?v=KFnEf_KAIyU

How to improve your organizational skills

Make lists

One of the best ways to stay organized is to keep records of the tasks you have completed and the ones you are still working on. These can be physical lists on a pad of paper or digital lists that you access with your phone or computer.



Keep to a schedule

You can create a physical calendar or a digital time log that you keep on your phone. Creating a detailed schedule will help you to budget your time and ensure that you meet your deadlines.



Communicate with your team

Scheduling face-to-face meetings, creating records of important conversations and writing efficient emails are all ways you can communicate more effectively and minimize the chances of miscommunication.



EXCERSISE:

Speak as you Think

- Pick one chit
- 2 minutes to list as many materials as possible to complete the task mentioned on the chit successfully

10min

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