



SKILLS FOR 21ST CENTURY

Why are soft skills so important for adult
learners?

The general aim of the present learning program is raising soft skills and basic skills for all citizens.

According to the report *A New Skills Agenda for Europe*, soft skills are a pathway to employability and prosperity.

- Help people obtaining good-quality jobs and fulfil their potential as confident, active citizens
- Develop competitiveness and the capacity to drive innovation and enable people to adapt to unforeseen changes.
- Represent a pull factor for investment and a catalyst in the virtuous circle of job creation and growth.
- Improve social cohesion.
- Contribute to the modernisation of labour markets in order to provide new forms of flexibility and security for job seekers, employees and employers alike.
- Many sectors are undergoing rapid technological change and digital skills are needed for all jobs, from the simplest to the most complex.

Other skills appear nonetheless crucial in the contemporary labour market:

- **Negotiation:** as even people in technical occupations will soon be expected to show greater interpersonal skills, and being able to negotiate with colleagues, managers, clients and teams, negotiation will be a desirable skill.
- **Service orientation:** being able to anticipate other people's needs and values, being able to successfully meet their demands and expectations.
- **Critical thinking:** being able of logic and reasoning, considering various solutions to a problem and being capable of developing various approaches.
- **Complex problem-solving:** being able to solve problems in complex situations, being mentally elastic.

Moreover, six key drivers of change are to be considered when considering the development of soft skills in the contemporary labour market (source: *Future Work Skills 2020*, Institute for the Future)

Extreme longevity of the population

- **Adaptability to Change** - Adaptability as a skill refers to the ability of a person to change his actions, course or approach to suit a new situation. It is pivotal in the contemporary labour market.
- **Social intelligence**: ability to connect with others in a deep and direct way, to sense and stimulate reactions and desired interactions. Socially intelligent employees are able to quickly assess the emotions of those around them and adapt their words, tone and gestures accordingly. This has always been a key skill for workers who need to collaborate and build relationships of trust, but it is even more important as we are called on to collaborate with larger groups of people in different settings.

The rise of smart machines and systems

- **Sense making**: ability to determine the deeper meaning or significance of what is being expressed.

The rise of the computational world

- **New media literacy** Ability to critically assess and develop content that use new media forms, and to leverage these media for persuasive communication. New communication tools will become commonplace.

The new media ecology

- **Digital capabilities:** the ability to use basic (and eventually advanced) I.T skills. I.T skills are vital to both finding employment and performing most of modern roles. Computer literacy involves basic skills like using emails, browsing the internet effectively and using office applications that are now a minimum requirement for many jobs.

The new super-structured organisations

- **Cognitive load management:** ability to discriminate and filter information for importance, and to understand how to maximize cognitive functioning using a variety of tools and techniques. Organizations and workers will only be able to turn the massive influx of data into an advantage if they can learn to effectively filter and focus on what is important.

A more globally connected world

- **Situational adaptability:** the ability to respond to unique unexpected circumstances Tasks as different as writing a convincing legal argument or creating a new dish out of set ingredients both require novel thinking and adaptability. These skills will be at a premium in the next decade, particularly as automation and offshoring continue.

At the end of the program you will

The greater autonomy brought about better competences and ability for self-management and handle work load will increase the opportunity to lead more balanced and healthy lives for the participants. Better working patterns as experimented by the institutions in the project, with a huge positive impact on students and their families – as for the general improvement of the services offered.

improved levels of skills for employability and increased capacity for introspection and self-assessment, motivation and self-drive

Increased confidence, motivation to learn and strengthen to their aspirations, increased opportunities for professional development

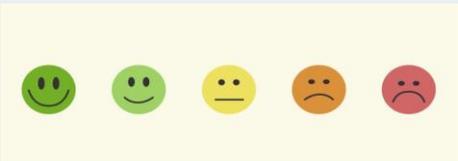
Increased motivation and satisfaction in daily work while offering an opportunity for discussing and solving common issues

Some good reason for you to participate

Read and reflect on some reasons for you to participate.

Try the test! Is free!

- ✓ To increase my self-esteem
- ✓ To increase my personal competences
- ✓ To increase my social competences
- ✓ To increase my professional competences
- ✓ To know the different options I have to get into labour market
- ✓ To get a (new/better) job
- ✓ To find further training opportunities in line with my professional profile
- ✓ To get new contacts to support me in my professional career

Key Competences	Description	How am I doing?
<p>Communication in the mother tongue (listening, speaking, reading and writing)</p>	<ul style="list-style-type: none"> ability to express and interpret concepts, thoughts, feelings, facts and opinions Ability to interact linguistically in an appropriate and creative way in a full range of societal and cultural contexts 	
<p>Digital competence</p>	<ul style="list-style-type: none"> use of computers to retrieve, assess, store, produce, present and exchange information communicate and participate in collaborative networks via the Internet. 	
<p>Learning to learn</p>	<ul style="list-style-type: none"> pursue and persist in learning, to organise one's own learning awareness of one's learning process and needs, identifying available opportunities 	
<p>Social and civic competences; social well-being</p>	<ul style="list-style-type: none"> participate in an effective and constructive way in social and working life, and particularly in increasingly diverse society knowledge of social and political concepts and structures and a commitment to active and democratic participation. 	
<p>Sense of initiative and entrepreneurship</p>	<ul style="list-style-type: none"> ability to turn ideas into action achieve objectives. This supports being aware of the context of their work and being able to seize opportunities, 	