# Workshop: Soft Skills Empowerment

## Sara Damiola

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

*Course aims*

The learning objectives of the workshop are for students to develop their own cross-cutting skills and to apply them in work, study and personal contexts.

The aim of the course is for participants to gain cross-cutting knowledge and understand how to discover, learn about and develop their own soft skills.

*Intended learning outcomes*

Knowledge and understanding of students’ own skills and the ability to apply what they have learned to different contexts.

By the end of the course, students will be able to identify, recognise and demonstrate applied knowledge of his or her cross-cutting skills.

***COURSE CONTENT***

* Knowing the basic elements of communication and behavioural styles
* Recognising, understanding and enhancing problem-solving skills
* Providing methods and techniques for the problem-solving process
* Developing personal skills for achieving a goal
* Reflecting on the contexts in which to express and develop soft skills
* Analysing the skills required today in employment/internship contexts
* Actively seeking work – Interviews and CV
* Learning to make choices with courage, responsibility, motivation and confidence
* From troublemaking to troubleshooting: from complaints to proactivity

ABILITY TO APPLY KNOWLEDGE AND UNDERSTANDING

At the end of the workshop, students will produce a written paper (individual or group), applying what they have learned in the sessions.

This project will be presented orally on the last day of the workshop: participants will have to demonstrate that they have a firm grasp of the subjects covered.

***READING LIST***

A. Pennati, *Capire, risolvere, migliorare: metodi e tecniche di Problem Solving per il manager pubblico*, Piacenza, Gruppo Italia Forma, 1995

F. Ciuffoli, *Problem solving con creatività : giochi logici, paradossi e test per risolvere i problemi cambiando prospettiva*, Milan, F. Angeli, copyr. 2002

L. Tesio, *Decidere*, Milan, R. Cortina, 2004

G.P Quaglino, S Casagrande, A. Castellano. *Gruppo di lavoro, lavoro di gruppo. Un modello di lettura della dinamica di gruppo. Una proposta di intervento nelle organizzazioni*, Milan,1992

G. Perricone, C. Polizzi, *Valutare gli stili cognitivi nel problem solving: prove di intelligenza applicate e proposte di potenziamento*, Trento, Erikson, 2010

S. Maioli, M.P. Mostarda, *La formazione continua nelle organizzazioni sanitarie. Tra contribuiti pedagogici e modelli operativi*, McGraw-Hill, Milan, 2000

***TEACHING METHOD***

The workshop will take place in person where possible, spread over 30 hours.

Attendance is mandatory in view of the final paper.

***ASSESSMENT METHOD AND CRITERIA***

At the end of the workshop, students must produce a written report: a project in which they will apply what they learned during the sessions.

This project will be presented orally on the last day of the workshop: during their oral presentations, students must demonstrate their grasp of the topics covered.

***NOTES AND PREREQUISITES***

There are no notes or prerequisites.

Further information can be found on the lecturer's webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENG, or on the Faculty notice board.