

FORCREST

SESSION 6

Soft Skills

Fundamental skills: **“Identity, values and beliefs”**

Allow to the student to evaluate the level of harmonization, cohesion, between themselves and the project in some fields:

- **Vision**
- **Finality, goals**
- **Values**
- **Beliefs**

Fundamental skills:

“Identity, values and beliefs”

Others skills:

- definition of missions in social and economic way, values, beliefs concepts,
- learning about their own personal values related to the project,
- practical works about the project, its organization, function, ...

Personal development skills:

- **Leadership and Self Awareness**
- **To learn about some basic skills, introducing gender matters: strengths of women leader, enforcing the position of a woman in a team, gender conflicts ...)**
 - **Understand what is leader is and is not**
 - **Understand how leaders inspire, influence and achieve results**
 - **Determine and identify which leadership attributes you already Possess: To be able to exercise authority, delegate**
 - **Evaluate Self awareness or self motivation and learn how to motivate teams and difficult people**
 - **Evaluate their own needs (see Maslow pyramids and other ...)**
 - **Practical exercises about how to look and talk like a leader, to overcome the anxiety and stress with being a leader**

Personal development skills:

- **Assertiveness & Self Confidence: this is a long term objective and individual approach.**
 - **Students must recognize their own limitations, introducing genders matters.**

Personal development skills:

To learn about some basic skills:

- **Assertiveness, aggressiveness, passivity**
- **Link between assertiveness, Self image, self confidence, self esteem.**
- **Personality profiles.**
- **Voicing ideas and opinions**
- **Handle difficult situations and people confidently and assertively.**
- **Deal with criticism, confrontation, anger, and negativity effectively and positively**
- **Overcome feelings of apprehension and understand the importance of language and body language to assertiveness.**
- **Develop techniques for better working relationships using assertiveness**

Operational skills:

- **Communication (Interpersonal and Professional)**
 - **Interpersonal communication techniques related to mutual understanding: listening, perception, presentation and representation.**
 - **Active listening**
 - **Observation**
 - **Realignment**
 - **Reformulation**

Operational skills:

- Professional communication techniques:
 - Within the company: sharing information, meeting techniques, focus groups, community life ...
 - Outside the company: corporate image, socio-professional communication, media communication, corporate promotion techniques ...

Operational skills:

- **Team working**
 - **Main skills:**
 - **Definition of a team like a very small company, like a system with his own life, how does it works, what are the factors of success?**
 - **Techniques of motivation, communication skills and networking**
 - **Techniques to organize and “drive” a meeting**
 - **Evolution of the competencies of the team staff**
 - **Management techniques of the people, “entretiens d’activité”,**
 - **Evaluation and control.**

Operational skills:

- **Negotiating, conflict resolution**
 - **Origins and different kind of conflict**
 - **Understanding of differences between partners involved in a negotiation**
 - **Diagnostic of a conflict, the evolution and the critical stages in the negotiation**
 - **Personal development skills to introduce in a negotiation (assertiveness, patience, calm, honesty ...)**
 - **Principle of neutrality in a negotiation**
 - **Techniques of preparation and “driving” the negotiation, communication, listening, questioning ...**
 - **Be able to achieve a negotiation and evaluate the results for all the partners involved.**