SOFT SKILLS for the changing world of work ...







THIS LEARNING IS DIFFERENT

You learn through doing. You don't have to sit an exam.

You can disagree. There are no right or wrong answers.

You get to think for yourself. This is all about critical thinking.

You get to apply this to your career. These skills will help you grow your confidence.

> I'm glad they are starting to teach this stuff in schools !

You even get the chance to be the teacher! Teach once; learn twice!

SOFT SKILLS

for the changing world of work ...

My Name:

What do I want to learn?

There is nothing
'soft' about Soft Skills.
Indeed, developing them
might be the hardest thing
you to do to develop
your career.

Stephen Carrick-Davies

Where do I learn best ?

\bigcirc	Mar and a state of the
	My current aspiration:
$\left \cup \right $	



INTRODUCTION

The world of work is changing

The growth of Artificial Intelligence, machine learning, chat bots, driver-less cars and advances in nano-technology mean that any work that can be automated will soon be taken over by machines.

The jobs of the future are therefore those which differentiate us from machines; the non-technical skills of creativity, team work, service, curiosity, social intelligence, cooperation and applying knowledge to new areas.

We call these Soft Skills.

Any work that can be automated will soon be done by machines.

The challenge is

- HOW do we learn these skills?
- WHERE do we learn these skills?
- WHY do we need to grow these skills?

This work book will help you think about these questions and help YOU discover the answers!



WHAT ARE SOFT SKILLS ?

There are various terms for these skills; life-skills, dynamic skills, even super powers! But broadly speaking they are the non-technical skills that affect how you work, including:

- How you collaborate with others
- How flexible you are
- How you solve problems
- How you manage the work
- How you present yourself

We have summarised 30 of these skills into five STEPS



S SELF MANAGEMENT SKILLS

You can't manage other people or projects if you can't manage yourself. Let's start by rating your current skill level in these 6 areas of Self Management.

SELF MANAGEMENT	Not great	(1) (2) Need help	С. СК	(Improving	(U) (S) Mastering	Score
Managing time						
Building confidence						-
Appearing smart						-
Handling emotions						=
Managing Mental health						
Understanding finances						-
					TOTAL SCORE	

Which one did you score highest on ?	Which one did you score lowest on?
How did you get good at this skill ?	Why do you think the score is low?
What advice would you give to someone else about growing this skill?	What three things can grow this skill? 1 2
	3

Who is the person in your class who could help you work on the skills where you scored lowest

SELF MANAGEMENT SKILLS

Being self-aware and developing your self-management skills can take time, but we have some exercises to help you. Remember, the more you understand yourself, the more you will be able to assess how best to communicate and work with others in a confident way. Here are four things to help you get better at self-management.

RESEARCH:

TAKE A FREE PERSONALITY TEST FOR EXAMPLE https://www.16personalities.com/



THINK:

What self-management skills and abilities have you seen in others that you would like to have yourself ?.....

TINY HABIT

Try to say one **positive** thing about yourself each day. If you find it hard, think about the people surrounding you. Are they people who make you feel good?

IMAGINE:

What exercise could you start doing which would help you build discipline into your life and keep you motivated?



TEAM WORKING SKILLS

Every job requires working with other people. Even if you end up working for yourself, you will have to work with customers, suppliers and partners. But how good are you at these skills which you need when you work in teams. How would you score yourself in these areas?

	Not great	2 Need help	С.	() () Improving	(U) (S) Mastering	Score
Being adaptable						-
Managing conflict						-
Showing empathy						-
Promoting others						
Building network						-
Showing Flexibility						
					TOTAL SCORE	-

What makes you a great team player ?

What skill do you think is the most important for a successful team?

.....

How do you get good at building your network ?

.....

.....

To grow my Team Working Skills what am I going to: Stop doing? Continue doing? Start doing?



One of the most important skills for effective teams is the ability to be empathetic. Colour in the artwork whilst you answer these 3 questions:

Who has shown you empathy recently ?

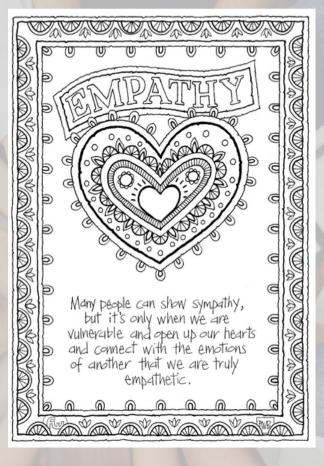
Who could you show empathy to?

What jobs require high levels of empathy?

What happens when empathy is not genuine?

TINY

Try to go out of your way to be honest and compliment a team or class member in a genuine way, and see what happens! Empathy is crucial to team work. It allows us to see things from another's perspective and helps us understand people better; where they're coming from as well as their motivations and aspirations. From that comes compassion, and selflessness.





ENTERPRISE SKILLS

You may have periods of your working life where you work for yourself. Maybe not in a full-time way, but as a side-hustle or by producing something you can sell. The skills listed below are therefore very important to master for work especially if you work for yourself. How would you rate yourself ?

BEING ENTERPRISING	G Not great	Reed help	С. В ок	() () Improving	5 Mastering	Score
Taking initiative						=
Staying motivated						=
Managing risks						=
Leading others						=
Being resilient						=
Organising skills						=
					TOTAL SCORE	=

It can take time to grow your confidence and get better at taking the initiative, but what sort of things can help you?

What areas (of personal interest) could you develop as an enterprise ?

What stops you from starting ?..... What could you do to start your enterprise?

Do you know anyone who is an entrepreneur?
What is it about them that you admire ?
Could you ask them if they could give you advice?



ENTERPRISE SKILLS

One of the hardest words to deal with if you are going to become more enterprising is the word **CHALLENGE**

Enterprising people have to constantly challenge themselves and will be challenged by others!

Where are you on the scale between submissive and assertive?

Submissive

Assertive



There are individual worksheets (like this one above) for each of the 30 STEPS so check these out at www.face.work/challenges

When was the last time in your personal life where you had to take initiative?

What was the result?.....

Have you ever taken initiative which has gone wrong ? What did you learn from this?

TINY

When you are travelling to work or school, think of one thing which you could sell. Is it a service, a product, an idea or maybe even your knowledge ?

PROBLEM SOLVING SKILLS

So much of life is about solving problems on a daily basis. So inevitably there can be problems in every job. Sometimes these problems are small sometimes they can have huge impact. So employers want staff who can spot, manage, respond and stop problems happening in the first place. How would you rate yourself?

PROBLEM SOLVING	Not great	Need help	С. В ок	(Left) (L	(U) (S) Mastering	Score
Thinking critically						=
Being creative						=
Asking questions						=
Learning from mistakes						=
Making decisions						=
Personal development						=
					TOTAL	•

Crucial to being able to solve problems is the skill of critical thinking; being able to analyse ideas, think for yourself and come to your own conclusion based on your reasoning. Of course this is easier as you gain more experience, and we often learn to be critical thinkers after we have made mis-judgements and mistakes.

List three times when critical thinking helped you make a good decision?

a)..... c)

Can you think of something really important that you realised only after making a mistake?

.....

PROBLEM SOLVING SKILLS

One of the most important skills in Problem Solving which most people ignore is the skill of asking good questions. As Albert Einstein put it:

"If I had an hour to solve a problem and my life depended on it, I would use the first 55 minutes determining the proper question to ask, for once I know the proper question, I could solve the problem in less than five minutes."

Do you agree with Einstein?

But how do we get good at asking questions? Using the grid below try to think of 5 further questions and ask 10 people these 10 questions over the next few weeks.

Ask the worker exercise

Don't worry about writing up all the answers the important thing is to get confident asking the

Below are 5 questions which other students thought about to ask people in work. Use these questions and come up with 5 more of your own so that between now and next week you find 10 people and ask these 10 questions.



questions	
QUESTION	SHORT ANSWER
1. Do you like your job?	
2. Does your boss like you?	
3. How much holiday do you get?	
4. How did you get into this job?	
5. Do you like the people you work with?	
6.	
7.	
8.	
9.	
10.	

At the end of the week you will have 100 pieces of very valuable information.

How could this information help you in your job search?

What could you do next with these contacts and advice?

TINY HABIT

Develop a habit of thinking about what you need to know and who you can approach to get the answers.





Perhaps the most important soft skill is the ability to communicate, but this is so much more than talking. Indeed, being a good listener is key to being a good team player, problem solver and managing others. How good are you at these 6 Speaking and Listening skills?

SPEAKING & LISTENING	()	2	• <u>•</u> •	(<u>)</u> 4	(U) 5	Score
	Not great	Need help	OK	Improving	Mastering	
Presenting yourself						=
Sharing your story						=
Using body language						=
Being a good listener						=
Developing digital skills						=
Mastering verbal skills						=
					TOTAL SCORE	=

The advances in AI and services such as Chat GPT means that it is even more crucial that we master our human skills of communication, storytelling and presentation skills.

Which skill above did you score highest in?
What jobs require these skills?
What area did you score lowest in?
What action could you take to improve in this area?

S SPEAKING AND LISTENING

Employers need staff who are excellent communicators. Remember everything about you 'speaks'. So think about your body language, your dress, your eye contact.



How do you like others to listen to you?

What don't you like seeing in others when you are speaking?



How good would you rate your communication skills on social media?



TINY

Try to practice good eye contact when you speak and listen. It makes a huge difference and shows you are confident and engaged.

Now that you have used this workbook to learn about these skills, how would you											
rate your skill level now?			S SELF MANAGEMENT				Need help	СК СК СК	Contraction of the second seco	Mastering	Score -
	Managing time										•
	puilding confidence										•
		to an aring small									
										•	
								6		TOTAL S	CORE
Managing Menter Understanding finances											
ТЕАМ											
WORKING			<u></u>		6						
	0	\smile		<u></u>							
Being adaptable	Not great	Need help	3	4	6						
managing conflict			OK	Improving	Masteria	ng Score					
Showing empathy											
Promoting others			-								
Building your network			0								
Showing Flexibility											
rexibility											
	E	BE	EING NTERPF			• O ot great	Need help	• • • •	Improving	Mastering	Score =
		Taking initiative									
	Staying motivated										
	Managing risks										
	Leading others										-
		Being resilient									
		Organising skills								TOTAL SCOR	. =
		Organ	liama							-	-
PROBLEM SOLVING Thinking critically Being		Not great	Reed help	С. Ск	4			1			
Dering Creative					Improving	Maste	ering				
Asking question							=				
-carning from							=				
	s										
Personal days			-				2				
Personal development	L		3							0	1.1
						TOTAL SCORE	*			Contil	nued





What did you learn from these exercises?





COMMENT

Why not photocopy these 2 pages and share the exercise with a friend?

Share your new found knowledge

POSTERS. A great way to learn is by sharing your knowledge. Why not design a poster or set of postcards or your classroom? You can use free design programs like like www.canva.com and research some great inspiration quotes or use these images designed by a Facework student at www.face.work/resources



IN THE LONG RUN, THE SHARPEST



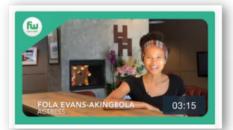
"TELL ME AND I FORGET, TEACH ME AND I MAY REMEMBER, " INVOLVE ME AND I LEARN."





"I AM ALWAYS DOING THAT WHICH I CANNOT DO, IN ORDER THAT I MAY LEARN HOW TO DO IT."

Video: Another great way is to make a short 2 minute video and share your advice to your peers about Soft-Skills. Send the videos to info@face.work if you would like your video to be shared at www.face.work/resources











the jobs of the Future TEAM OFI D REING SDEAKING MANAGEMENT WORKING ENTERPRISING SOL VINC AND LISTENING The reason we believe these skills are so important is that they will be vital for many of the jobs of the future. Here are just some. GARBAGE SMART DRONE DESIGNER HOME TRAFFIC DESIGN OPTIMIZER MANAGER ALGORITHM EARTHQUAKE METAVERSE BIAS FORECASTER PLANNER AUDITOR





See more at www.linkedin.com/business/talent/blog/talent-strategy/jobs-you-will-be-recruiting-for-in-2030t

YOU CAN ORDER COPIES OF THIS BOOKLET AND A TEACHERS' GUIDE AT WWW.FACE.WORK/RESOURCES INFO@FACE.WORK



VFACE. WORK

DEVELOP YOUR SKILLS.... EXPAND YOUR MIND... GROW WITH PEOPLE AROUND YOU...

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