



WELCOME BACK TO SKILL!

The state-of-the-art project **Soft sKills dlgitaL Learning for the ICT workforce** (SKILL) is **successfully achieving its goals** one after another to provide ICT employees with **soft skills**.

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OUR TRAINING COURSE: EU SOFT SKILLS

The curriculum of our course is ready!

The course aims at fostering the soft skills identified by the needs assessment for the targeted ICT subject matter experts (SMEs) and micro-firm groups.

The target audience(s) are:

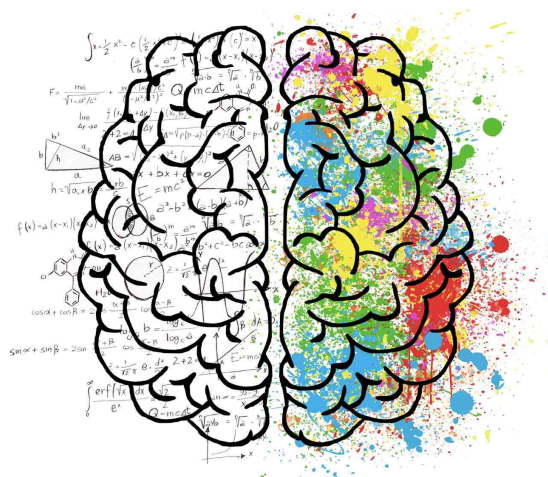
- **ICT personnel, managers and trainers;** and
- **Educators** from schools.

The participants will learn to:

- develop **relationships based on trust, respect, and mutual understanding** in the workplace;

- apply **successful customer service methods**;
- **evaluate situations** and **correct mistakes**;
- gain higher levels of **adaptability** and **flexibility** in work settings;
- demonstrate **leadership** qualities;
- develop strategies to **mitigate risks** and **overcome problems**;
- **monitor** and **plan processes** using technology;
- take the initiative to **innovate**.

The course is based on **modules** and it requires **15 hours of study**, spread **over a five-week period**. In addition, **badges** will be available to the learners **after the completion of each module**.



TRAIN THE TRAINERS

Educators have a special role in the SKILL project, as they will be the **reference people at the educational centres**.

For this reason, educators need to be **trained** to provide them with concepts, methodologies, exercises, and activities that will be useful for educators working with soft skills training.

Specifically, a course consisting of dynamic **video tutorials** will be filmed and made available to help educators add value to their classes and trainings, by explaining how to use the products generated from this project .

The expected impacts are:

- development of a **new set of skills** to ICT educators
- **guidelines** to teacher in different educational centers
- **long-lasting**, replicable, and expandable **material** in more educational centers.

We can announce that we are close to achieving this task and we are already **looking forward to sharing it!**



WHAT'S NEXT?

The **SKILL** team is already working on the two next resources!

For the **first** one, it wants to **design and develop digital soft skills learning scenarios**, while with the **second** one it aims at developing **highly interactive learning materials, such as simulations and games related to soft skills**.

The **learning scenarios** are intended to facilitate the simulation and testing of future activities, with a strong gamified, blended learning component.

Simulations and games related to soft skills are intended to **enable the employee to make decisions**, act upon them, and **witness the outcomes** in a virtual environment rather than in real life, where a wrong decision or miscommunication can have an adverse effect.

They aim at stimulating both the ICT companies and workers respectively to adopt and use these tools to develop those soft skills they lack and **gain a new value**.

STAY TUNED!



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