

**Erasmus+  
Strategic Partnerships for adult education**

**Developing Life Skills and Financial Literacy of  
"Outside the Labour Force" Adults**

# **OLFA modules**



**PARTNER ORGANISATION****Asturia****MODULE****Financial literacy skills****TOPIC OF THE MODULE****Personal & family budget management****GOAL OF THE TOPIC**

Exercises on how to draw up a budget if you live alone or together.

**THE REAL CONTENT OF THE TOPIC**

What is a budget? A budget is a detailed overview of all your income on the one hand and all your expenses on the other. Your income. What's on your payslip at the end of the month? How much interest do you expect on your savings account? How much child benefit do you receive? Your expenses. This is about small, daily expenses such as your daily visit to the newsagent, but it is also about how much you spend weekly in the supermarket, how much you pay monthly on energy, on your home loan or your house rent. In addition, the amount you save annually for your pension, the budget with which you go on holiday and how much you pay in insurance premiums. A budget can be a useful tool to gain insight into your personal or family finances. By drawing up a budget, you force yourself to think about how you handle money in everyday life. How do you make a budget? Keep in mind that properly filling in a budget takes time and preparation. Before you start, write down all your income and expenses for a month. Collect at least the following information: The income per month. Common are: wages or unemployment benefits, child benefit, holiday pay, year-end bonus, interest on savings, dividends from investments, the rental income of an apartment that you rent out. The expenses. They include small, daily expenses as well as large monthly or annual expenses. Some examples: the house rent, the payment of a home loan, your mobile phone bill, car insurance. Also try to make an overview of how much you spend on average in the supermarket, on clothing, fuel and school bills. Also include your savings in the budget. With this you will have to finance exceptional expenses, such as the purchase of a new car.

**PARTNER ORGANISATION****Asturia****MODULE****Financial literacy skills****TOPIC OF THE MODULE****Basic concepts of loan and mortgage****GOAL OF THE TOPIC**

Exercises on the basic concepts of loan and mortgage

**THE REAL CONTENT OF THE TOPIC**

What is a loan or credit? If you have to make an expense for which you do not have the money immediately available, the lender (a bank or other lender) can advance the money through a loan or credit. You then pay it back with interest. This is usually done in monthly installments. Borrowing money can be done in many different ways, adapted to the situation. Do you really need a loan or credit? Your credit is usually not free. You not only have to repay the borrowed sum, but also interest and costs. So think carefully before you decide to take out a loan. It is always healthy to prepare for unexpected expenses, such as repairing the car or a broken gas boiler, by saving up a buffer. If you know well in advance what expenses are coming your way, see if it isn't better to save for it. This way you also get the necessary money, you do not have to pay for a loan and you may still earn from the interest on the money saved. A different credit for every need There are different types of loans. As a private individual, you will be offered a mortgage or consumer credit: A mortgage loan is an amount that you borrow for the purchase of a home, a building plot or for a renovation. A mortgage loan is often a larger amount and the repayment period is usually long. You can apply for a consumer credit if you want to buy a car or a new television, if you want to organize a wedding or if you temporarily have more costs and you have to go below zero on your account. Such a credit is for smaller amounts that you repay in a shorter period (compared to a mortgage loan).

There are different forms of consumer credit:

- The installment loan
- The sale or installment
- A credit facility or a budget facility
- The credit linked to a credit card
- The lease
- The credit without interest

**PARTNER ORGANISATION**

Asturia

**MODULE**

Financial literacy skills

**TOPIC OF THE MODULE**

Financial technology at consumer level - Use of a payment card

**GOAL OF THE TOPIC**

Exercises on financial technology at consumer level - Use of a payment card

**THE REAL CONTENT OF THE TOPIC**

What is a payment card? Which payment card to choose? A payment card gives you the option to: 1. Payable electronically. You insert the card into a payment terminal and make your payment with your personal PIN code. For example, you instruct your bank to write to the funds of the funds. Small amounts can often also pay contactless. Your card and the payment device must be equipped for this. This is usually the case. It is sufficient to hold your card in front of, next to from above the payment device to activate the payment. You sometimes need your payment card to pay via your bank's app. 2. You can also use your payment card at an ATM at all hours of the day to withdraw money from your account. Your bank decides whether to give you a payment card. She also owns it. She can decide to withdraw them at any time. How do you pay with a payment card? A payment card works with a payment schedule. On your payment card you will find the logos of the payment schemes with which the card works. Examples are VISA, Mastercard, Maestro and Bancontact. Merchants or public services must advertise the logos of the payment cards they visibly. This is possible with a sticker on their display case. Hanging out a payment schedule, payments must also be hanging out. He is allowed a minimum amount of payments with a payment card. The merchant may check your card and your bank for further information. Pay with your PIN code The merchant enters the amount due on the payment terminal. Look at the amount on the screen of the terminal. If everything is correct, insert the card into the payment terminal and confirm your agreement with your secret four-digit PIN code. Contactless payment If there are radio waves on your card and on the payment terminal, you can pay contactless. Hold your credit card debit card against the payment terminal. Is the amount less than 50 euros? Then you do not have to enter a PIN code. Pay with your signature For a payment with a credit card, in some countries you still have to sign instead of entering your PIN code. The trader can then ask for your identity card to check your signature.

How do you withdraw money from an ATM?

- Insert your card into the slot. Follow the direction indicated by the image.
- You will be presented with a menu with several options, including "cash withdrawal". Select that option on the touch screen or with the buttons.
- Choose the amount you wish to withdraw.
- The machine asks for your pin code.
- Don't forget to take your card out of the machine.

**PARTNER ORGANISATION**

Asturia

**MODULE**

Financial literacy skills

**TOPIC OF THE MODULE**

Internet banking

**GOAL OF THE TOPIC**

Exercises on internet banking

**THE REAL CONTENT OF THE TOPIC**

PC banking and mobile banking 1. What is PC banking or internet banking? PC banking or PC banking, internet banking, home banking or home banking: all words for banking via a computer or tablet connected to the internet. This way you have access to your accounts 24 hours a day, 7 days a week. You can transfer money, check your bank accounts, make investments and take out loans at any time. Such a service requires optimal security so that your bank details do not fall into the wrong hands. In Belgium, most banks make it a point of honor to offer their clients a secure online banking platform. They use several secure systems: Some banks work with a card reader. Whenever you want to do internet banking, you insert your bank card into a card reader that gives you a unique code that gives you access to the online banking platform; sometimes the account holder can always log in with itsme in a subsequent phase (i.e. no longer with a card reader). Other banks opt for a pin code that, without using your bank card, gives you a unique access code every time you want to use internet banking. With some smartphones this can be done via fingerprint or face scan. And finally, there are banks that only work with an identification code (login) and a password. 2. What is mobile banking? Since the advance of the smartphone, most banks also offer an app with which you can bank. Those apps have become extremely popular.

What you can do with it (depending on bank to bank):

- Check the balance of your accounts and credit cards
- Look up transactions in the history of your accounts
- Transfer money • Instant payment by scanning a QR code
- Subscribing to investment or insurance products
- Make stock exchange transactions
- Open a savings or current account
- Simulate the installment of a credit
- Apply for a credit
- Increase the limit on your credit card Banks with an app offer their own range of services.

In addition to banking, these sometimes include a range of non-banking applications such as ordering tickets on public transport and arranging parking fees. When you download a banking app, you must identify yourself with your bank card and a card reader the first time. The identification is then done with your personal code, your fingerprint or via facial recognition.

**PARTNER ORGANISATION**  
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**MODULE**  
**Learning Skills**

**TOPIC OF THE MODULE**  
**HOW TO TAKE A TEST**

**GOAL OF THE TOPIC**

Test or multiple choice tests are usually very frequent in the university. The practice we acquire as we are doing this type of exams it is usually enough to overcome them successfully. However, some specific suggestions can also help you convert what you have studied and learned in a good way. Some strategies for taking a test are the following:

**THE REAL CONTENT OF THE TOPIC**

Some strategies for taking a test are the following: 1. Find out about the material that goes into the exam. Each type of exams usually cover most of the concepts studied. 2. Visit your teacher to clarify the material a couple of weeks before the exam. 3. Study as for any other type of exam. Follow the basic learning process: develop a general framework and then learn the details well. 4. Review the most important topics and the teacher's concepts. 5. Review your notes; look at the ideas and concepts that they were emphasized in class. 6. Check your books; headings and summaries, and insist on the most important ideas. 7. As you review the material, ask yourself questions. 8. When you have reviewed all the material systematically, begin to memorize the information. Be sure to understand and use the basic terminology of the course. Memorization methods include: a) Tabs: learn to associate keywords and information related. b) Diagrams: prepare a visual scheme, give it a title and try to remember the image. c) Mnemothecnic rules: build words or phrases using the initials of the words of a series of events or concepts. 9. When you study the material, group the facts or ideas that they have similar meanings. Pay special attention to differences between the facts and ideas of each group. It can be useful to think about what it means and what it includes, and what it does not mean and what does not include. Some more strategies and guidelines to take multiple choice exams: 1. Pay attention to the time you have to take the test; It is recommended that you wear a watch. 2. Find out if there is a penalty for incorrect answers. 3. Flip through the exam: as you read it, take note of those items that seem simpler and those that they seem more complicated. 4. Start with the questions you can answer easily; do not waste time at the beginning with the most questions complicated. 5. Go back to the questions you couldn't answer on the first try. Maybe you can answer with ease now just by being more relaxed by have already answered other questions; sometimes one answer gives us clues to answer another. 6. Read and try to understand the sentence before looking at the alternatives and choosing one. Avoid jumping to conclusions about what you think the item asks. 7. Underline the key terms and the words they contribute tracks. When you come across ambiguous terms, translate them in your own words. 8. Think of the correct answer and then look for it among the alternatives. 9. You can also answer all the questions of the same topic, and avoid the mix of topics inherent in the design of this type of exams. Be careful to complete

all the items without skipping any. 10. Options which are usually incorrect: - have a very different style from the other options, - do not agree grammatically with the statement, - are not from the area or topic of the question, but they have to see with another area of the subject. When things get complicated: 1. Don't try to guess too fast! It is important to read all the alternatives and not stop when you find one you think likely. 2. You must select an alternative not only technically correct, but the most correct. Alternatives like "All of the above" or "none of the above" are very inclusive and tend to be more correct than incorrect. 3. Be careful with alternatives that include terms such as "never", "always", "guarantees", "assures". Such words are quite restrictive and very difficult to defend if elected. In most occasions they are alternatives. 4. On the contrary, other terms such as "sometimes results in", "May occasionally drift to" may be correct on more occasions. 5. Beware of options that are too long or incorporating "jargon" (informal or unscientific terminology). They are usually used as traps. 6. Use your previous knowledge of suffixes, prefixes and roots of words to make guesses smart about terms you don't know. Know the prefix "Hyper" for example, will help you interpret that hypertension refers to high blood pressure, not low. 7. If you are not sure of an answer: Stick with one or two alternatives and compare them to identify differences between them. Finally, "guess with a basis". 8. Do you think you have made a mistake in an answer? Want change it? If you are sure that your first answer is wrong, change it; but if you do not have certainties and when choosing the first answer you had a minimum security, do not change it. 9. Finally, remember that the best way to ensuring the selection of the correct option is knowing the right answer. 10. Get plenty of rest the night before the exam: distract your mind with other activities and sleep well (tired mind does not give all it can). 11. Make sure you have all the materials necessary for the exam: pencil, pen, calculator... 12. Arrive early to class and choose a comfortable place. Try to avoid those colleagues who make you nervous.

**PARTNER ORGANISATION**  
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**MODULE**  
**Learning Skills**

**TOPIC OF THE MODULE**  
**HOW TO TAKE CLEAR AND READABLE NOTES IN CLASS**

**GOAL OF THE TOPIC**

One of the fundamental pillars of the study are the notes you take in class, which will help you later create your study material (notes, diagrams, summaries, etc.). That is why it is so important to take good notes in class. Now, you will wonder how you should take notes in class so here you have some tips and guidelines that will might help you take notes in class and create A+ notes.

**THE REAL CONTENT OF THE TOPIC**

SET UP: 1. You must remain silent, focused and aware of what you are doing and says the teacher. 2. Pay attention to the beginning and end of the explanation. At first they are usually state the objectives of what is to be explained. And in the end the conclusions or make a summary with the most important ideas. 3. Read the topic first. If you read the subject the day before, your notes will be magnificent as they will be much more structured and will provide a special attention to those points that you did not understand at home. 4. Read how the notes of the previous day ended. Before starting the teacher the explanation of the day dedicates three minutes to read the notes that you took the day before. MATERIAL: 1. Blank sheets of paper, stored in a tabbed binder or a A4 size notebook. 2. Do not mix: Try not to mix the different subjects in the same notebook if it is made of fixed sheets. 3. If you write on single sheets it is important to write on each sheet the date, subject and folio number. When you start a new topic, use a new sheet. HOW TO DO IT: 1. Write down only the main ideas: It cannot be copied to dictation. You should write down the main ideas with your words but rigorously. You will only copy the data such as dates, definitions, formulas, names... 2. Identify titles: It is necessary to clearly know the title of each section and subsection in which you all are. You can ask the teacher. 3. If you get lost: Leave a blank space and then you will complete it asking the teacher or your classmates. As long as the teacher is explaining you should not try to fill in the gaps because you will miss the what the teacher says right now. 4. Separate ideas: Dedicate a different paragraph to each idea that you present the teacher. And leave some space between paragraph and paragraph. Always search the clarity. 5. Use abbreviations: It's about saving time. It also facilitates visual memory. Abbreviations must be clear and must always be for yourself. You should use them whenever you can. There are supported abbreviations officially and others not. Each subject can have specific abbreviations. Such as these ones: ILLUSTRATION 1. 7ESL LEARNING ENGLISH. 6. Leave spaces: You have to leave spaces in the margins (especially when left) to later be able to annotate comments or supplements to the notes. You will also have to leave spaces between paragraphs. 7. There should not only be texts: But also graphs, drawings, formulas, schemes ... that the teacher makes or comments on. You can also do reference by page number to the

illustration that the teacher is commenting at that time. 8. You can use arrows: Arrows are used to indicate relationship between concepts on the same sheet. They can go from one paragraph to another. Do not abuse arrows because your notes will become gibberish. 9. Attentive to the teacher's expressions: It is essential to capture the indications made by the teacher of this type: "this is very important", "This idea is key", "this must be mastered", "from this formula it is deduce the others ", " concluding ... ". In these cases it is good to put in the margin "EXAM", or something similar. 10. Write coherent sentences. It's not just about copying a lot information, but also that the sentences you write make sense in themselves. If not, the notes will be of little use and we will have to lose a long time to find out what the teacher meant. AFTER: 1. Go clean? Don't go clean: It's about taking notes "decently" even if they are not a work of art. Instead of losing the time at home passing notes to clean, spend that time completing them or study. 2. It will only be cleared if the teacher requires us to have some notes impeccable and values them for the note. 3. Ask the teacher: As you explain, we may ask you to clarify some point or repeat. But we can't ask you to dictate the notes to us. No abuse. Keep in mind that some teachers do not allow you to ask questions until the end of the explanation. Please respect it. 4. Review your notes: At home, if possible the same day, review the notes. Especially if the topic was difficult, in order to fix knowledge. 5. Use the margins you left blank: They will help us to: target the key ideas, mark the concepts to remember, expand, summarize, write down doubts, possibility of that section be on the official exam, personal comments... 6. Consult colleagues: Agree with friends if you are going to miss class. You should have some reliable companions to whom you can ask for the notes if necessary. You will not only ask for the notes. Instead, you will ask the teacher's comments.

**PARTNER ORGANISATION**  
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**MODULE**  
**Learning Skills**

**TOPIC OF THE MODULE**  
**HOW TO MANAGE ASSIGNMENTS, WORKLOAD, AND MEET DEADLINES**

**GOAL OF THE TOPIC**

"The work expands to fill the time available to finish." - Parkinson's law Deadlines are a source of anxiety for many, due to the consequences that non-compliance can bring. Establishing demanding and responsible deadlines and objectives for the delivery or completion of a project is part of the logic in any dynamic. Thus, the deadlines or deadlines should not be seen as a hindrance, but rather as a temporary reference that allows you to manage variables and distribute tasks. First things first, what is a deadline? Deadlines are a narrow space of time in which a goal must be achieved. Sometimes this very connotation makes us see them as enemies, but if we play our cards wisely, they can become great allies. To do this, nothing better than to take a look at the advantages and disadvantages of these deadlines. **ADVANTAGES:** - They incite you to action as soon as possible When you narrow down a project, you automatically start assigning tasks, resources ... Speaking clearly, you work focused and you put the batteries knowing that you have to finish in a certain term. - Commits you to a goal You make a commitment to yourself to achieve a goal. Your mind activates the hammer hammer mode until you start working and, once in it, you only want to finish each task to make the famous check and move on to the next. - Keeps you away from procrastination Procrastination's best friend is a lack of target dates. - Forces you to prioritize Having a close objective in time, with a series of tasks that almost deplete your blocks of time, forces you to ignore what is not an essential task to reach the goal. **DISADVANTAGES:** If you have a short deadline and make mistakes in prioritizing your projects / tasks, you will lose the battle over time. If you go behind in time, the greater the pressure and stress. When the delays in the execution of projects arrive, pressure, anxiety and stress begin to appear and only increase exponentially over time.

**THE REAL CONTENT OF THE TOPIC**

**STRATEGIES FOR MASTERING THE DEADLINES:** 1. Set a purpose and visualize the result Define and visualize the final result that you must obtain clearly. One of the biggest problems you can find is having a project finished and the teacher not agreeing with the result due to lack of understanding. Identify exactly what the desired result is including its quality. Do the same with your work team, collaborators and everyone involved in the execution. The idea is to minimize the unexpected. 2. Set priorities Now that you know what you want and how you want it, decipher what will lead your project directly to the established objective and mark it as a priority in your action plans. The priorities, in a simplified way, are responsible for removing everything that can hinder your course to the final destination and clearly indicate the way forward to dock at the desired place. You can use any of these strategies to set your priorities. 3. Visually highlight the priority tasks in the action plans so as not to overlook them

under any circumstances. Remember every day the action plans and highlight the priority tasks, to avoid dedicating efforts to the wrong tasks. 4. Set goals Depending on the time available for the project, you should set monthly, weekly and daily goals. An interesting strategy is to set SMART goals: ✓ Specific ✓ Measurable ✓ Achievable ✓ Relevant ✓ Time-Bound 5. Divide the project into subprojects or stages Break down all the tasks you need to complete until you reach the goal you set and determine their due date. Even the smallest! It details all the necessary tasks to be carried out sequentially and those that you could do or delegate in parallel. 6. Distribute tasks realistically One way to correctly set and preview times is a Kanban board, which exists both in digital format and on a printed board. Try not to fall into hyper-optimism and plan more work each day than you or your work team can really handle. The day has a set number of hours. It has rest times, travel times and times to change focus between one task and another. When putting your action plan into action, one task at a time should be your team's top priority. 7. Take into account possible contingencies Your goal, but not your obsession, should be to get ahead of the deadline. Recognize the risks or contingencies that you may encounter during the execution phase and the possible solutions. Take into account the possible consequences of not finishing any of the phases of the project and the whole of it on time. In this case, the search for possible solutions to these consequences also applies. 8. Anticipate delays If in the end the work goes faster than expected, do not downplay your work or effort. Because do not doubt that a good part of the merit of that efficiency belongs to you. Do not forget that it is possible that in future jobs things will not be so shot. Having a little trust placed in the piggy bank never hurts for when they come badly. 9. Adopt the 1 minute rule Have your own rule to make your life easier. It is a simple concept called the one-minute rule, in which if something takes less than 60 seconds, then do it. 10. Review / Validate progress If necessary, use a whiteboard within the reach of the entire team to capture all the phases of the project and cross out what has been accomplished and clearly see what is pending with their dates. If you see that you will not be able to finish on time, do not hesitate to tell the teacher/professor as soon as possible, explaining the reasons objectively and without sweetening reality. In this way, it will become your ally and help you find a solution or reach a minimum agreement. Sharing information on time will always be much better than reaching the end of the term without having done your homework. In the latter case, you will be part of the problem and your professionalism will be called into question. 11. Lastly, don't miss the opportunity to reward yourself. Let yourself know that you have done a good job and give yourself a tribute.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****How to write a cover letter and resume (CV)****GOAL OF THE TOPIC**

A cover letter, also known as an application letter, is a personalized letter from you to the person overseeing the hiring process for the job you're applying for. A cover letter is not the same as a résumé. While a résumé provides a clear, point-by-point map of your career thus far, a cover letter tells the personal side of your career story. Ideally, your cover letter and résumé complement each other, with each document answering any questions the recruiter has about your skills and work experience after reading the other.

**THE REAL CONTENT OF THE TOPIC**

What should a cover letter include? Make sure your application letter includes all of the following:

- The position for which you're applying
- How you found the job opening
- Why you want to work for the company
- Why you're applying to the specific position you're seeking
- The skills, experience, and work-related personality traits that make you a great fit for the role

Mentioning the position you're applying for and how you found it is simple—just state your interest in the job title in your opening sentence:

- "I'm writing in response to the content writer position posted on Indeed."

When you talk about why you want to work at the company, you can't just write "because I need a job." Even if it's true, it does nothing to make you stand out as a well-qualified candidate for the role. This part of your cover letter should communicate how your specific values and career goals fit the company's mission. You might say something like:

- "As a lifelong animal rights activist, I'm excited for the opportunity to work with an organization that directly benefits threatened species."

Your cover letter also needs to talk about how and why you're qualified for the position for which you're applying. Sentences that communicate these points can look like this:

- "During my years teaching English in Japan, I developed the classroom management skills, cultural sensitivity, and linguistic knowledge base necessary to succeed as an ESL teacher."

Beyond sharing why you're interested in working for the specific employer and why you're qualified for the role, include a little bit about yourself and how this shines through at work:

- "I'm a natural organizer. In my past roles, I've helped my colleagues increase their productivity by introducing them to my favorite organization tools and strategies."

• How to write a good cover letter

When you apply for a job, it's extremely rare to be the only applicant. In nearly all cases, you're one of a group, potentially hundreds, of applicants. That means your cover letter is one of potentially hundreds the recruiter will read. This is why it's so critical that you write a cover letter that excels in the following:

- Grabs the recruiter's attention
- Effectively communicates why you're an ideal candidate for the role
- Makes you stand out from the crowd

Remember, your goal with a cover letter isn't to give the recruiter a recap of your work history (your résumé should accomplish that and you don't want to be redundant), but to intrigue them enough to

offer you an interview. Research and brainstorm first Before you start writing your cover letter, familiarize yourself with the role and its requirements. Read the job listing carefully and pull out the most important information, like which of your specific skills to highlight in your cover letter and how your experiences have prepared you for this role. Then, spend some time on the company's website to get a strong sense of the company's culture, values, and mission. Once you thoroughly understand everything the role entails, brainstorm the most effective way to communicate your suitability for the role in your cover letter. Brainstorming is a key part of the writing process. As you brainstorm, determine all the possible topics to include in your cover letter and ways to emphasize your competency for the role. Personalize the greeting The first thing the recruiter or hiring manager will notice in your cover letter is whether you addressed it to them personally. It's not always easy to find the recruiter's or hiring manager's name, but it's always worth your time to do so. If their name isn't listed in the job posting, take some time to find it. You can likely find it on the company's website. If that doesn't yield results, try LinkedIn. If you absolutely cannot find a relevant name, a generic greeting like "Dear Hiring Manager" or "Dear [Company Name] Team" is acceptable. But do this as a last resort—it's always best to directly address the person who will be making the hiring decision. Grab the reader's attention Just like a book needs to grab its reader's attention within the first few pages, your cover letter needs to grab attention within the first sentence or two. Remember, the recruiter is going to be reading lots of cover letters—cover letters that will contain pretty similar content. If your cover letter doesn't captivate them from the get-go, you could end up getting overlooked. You can grab the reader's attention by starting with an interesting fact about yourself: • "As a project manager, I'm no stranger to connecting people to keep projects moving forward. But I never imagined I'd be managing an effort to get a beached pontoon boat moving forward—until my company fishing trip last year." Just make sure your sizzling opener relates to your fitness for the role you're seeking.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to communicate in a clear and assertive manner.****GOAL OF THE TOPIC**

Being assertive means finding the right balance between passivity (not assertive enough) and aggression (angry or hostile behavior). It means having a strong sense of yourself and your value, and acknowledging that you deserve to get what you want. And it means standing up for yourself even in the most difficult situations. Being assertive doesn't mean dominating or dismissing others in order to get what you want. Acting in your own interest without considering other people's rights, feelings, desires, or needs is aggression. You can learn to be more assertive over time by identifying your needs and wants, expressing them in a positive way, and learning to say "no" when you need to. You can also use assertive communication techniques to help you to communicate your thoughts and feelings firmly and directly. It likely won't happen overnight but, by practicing these techniques regularly, you will slowly build up the confidence and self-belief that you need to become assertive. You'll also likely find that you become more productive, efficient and respected, too.

**THE REAL CONTENT OF THE TOPIC**

Assertiveness is a key skill that can help you to better manage yourself, people and situations. It can help you to influence others in order to gain acceptance, agreement or behavior change. It is the ability to express your opinions positively and with confidence. Assertive people are in control of themselves and are honest with themselves and others. Assertiveness is based on balance. It requires being forthright about your wants and needs, while still considering the rights, needs and wants of others. When you're assertive, you are self-assured and draw power from this to get your point across firmly, fairly and with empathy. How to Be Assertive It's not always easy to become more assertive, but it is possible. So, if your disposition or workplace tends to be more passive or aggressive than assertive, then it's a good idea to work on the following areas to help you to get the balance right: 1. Value Yourself and Your Rights To be more assertive, you need to gain a good understanding of yourself, as well as a strong belief in your inherent value and your value to your organization and team. 2. Voice Your Needs and Wants Confidently If you're going to perform to your full potential then you need to make sure that your priorities – your needs and wants – are met. Don't wait for someone else to recognize what you need. You might wait forever! Take the initiative and start to identify the things that you want now. Then, set goals so that you can achieve them. 3. Acknowledge That You Can't Control Other People's Behavior Don't make the mistake of accepting responsibility for how people react to your assertiveness. If they, for example, act angry or resentful toward you, try to avoid reacting to them in the same way. 4. Express Yourself in a Positive Way It's important to say what's on your mind, even when you have a difficult or negative issue to deal with. But you must do it constructively and sensitively. 5. Be

Open to Criticism and Compliments Accept both positive and negative feedback graciously and positively. If you don't agree with criticism that you receive then you need to be prepared to say so, but without getting defensive or angry.

6. Learn to Say "No" Saying "no" is hard to do, especially when you're not used to doing it, but it's vital if you want to become more assertive. Knowing your own limits and how much work you are able to take on will help you to manage your tasks more effectively, and to pinpoint any areas of your job that make you feel as though you're being taken advantage of. Remember that you can't possibly do everything or please everyone, so it's important that you protect your time and your workload by saying "no" when necessary. When you do have to say "no," try to find a win-win situation ("A win-win situation or result is one that is good for everyone who is involved.) that works for everyone.

7. Review Your Progress Every time that you try out your assertiveness, spend a couple of minutes afterward asking yourself, "How did I handle that?" "What did I do well?" "What might I do differently next time?" This will keep you on track and help you to identify areas for development. If you experience a setback, don't let it deter you. Instead, try to learn from it. It is important to recognize your successes and keep your failures in perspective.

Assertive Communication Techniques In addition to the above strategies, there are a number of simple but effective communication techniques that you can use to become more assertive. These are:

- "I" Statements Use "I want", "I need" or "I feel" to convey basic assertions and get your point across firmly. For example, "I feel strongly that we need to bring in a third party to mediate this disagreement."
- Empathy Always try to recognize and understand how the other person views the situation. Then, after taking their point of view into consideration, express what you need from them.
- Escalation If your first attempts at asserting yourself have been unsuccessful, then you may need to escalate the matter further. This means becoming firmer (though still polite and respectful) with the person who you are requesting help from, and may end in you telling them what you will do next if you still aren't satisfied, such as starting the disciplinary process. However, remember that, regardless of the consequences that you communicate to the person in question, you may still not get what you want in the end. If this is the case, you may need to take further action by setting up a formal meeting to talk about the problem, or escalating your concerns to Human Resources or your boss.
- Ask for More Time Sometimes, it's best not to say anything straight away. You might be too emotional or you might not know what it is that you want yet. If this is the case, be honest and tell the person that you need a few minutes to compose your thoughts.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to get along with others and interpersonal skills.****GOAL OF THE TOPIC**

Interpersonal skills are social skills compiled and used for all relationships. While we are mentioning the workplace in detail here and primarily taking that focus, keep in mind that these skills are used in your personal life as well. Improving your interpersonal skills will play a role in every aspect of your life and relationships. Each interaction is impacted with these technical skills of interpersonal relationships. You can maintain and manage a professional image as well as develop effectively with that outside of your career workforce. It all comes back to how you interact with others. If you hone your skills using feedback and practice, you will do far better at developing lasting foundations with clients, employees, and other interactions in your life.

**THE REAL CONTENT OF THE TOPIC**

Common interview questions about interpersonal skills You will find that employees are often asked questions in interviews to help determine whether they fit the interpersonal skills needed for the business. Most jobs require some form of interpersonal interaction and you have to be able to get along with both clients and employees on the job. Here are some examples of common interview questions that might be looking for interpersonal skill within the workplace. They include problem-solving as well as the ability to listen and work with colleagues and customers alike. 1. Describe a time in which you had to communicate to a workplace team member about something you disagreed with and how you resolved the conflict. 2. Can you provide examples of a time in which you had an angry customer and how you diffused the situation. 3. If you were part of a team project, how would you handle conflict within the team with your colleagues to ensure the project was not negatively affected? These are some prime examples of how to communicate on a more personal level. You can't determine someone's skills based on a resume or job application so it is important to effectively discuss the aspects of interpersonal skills in order to determine how effectively you might handle some of the more challenging aspects of building relationships. Strong Interpersonal skills examples When it comes to measuring interpersonal skills, we all fall into different levels. It is safe to say that some people will be stronger in some areas than others. However, we all have the ability to develop and improve our interpersonal skills if we are willing to do so. It starts with being familiar with the key concepts in order to build on those interpersonal communication skills as a whole. Active listening Listening is more than just hearing the words coming out of someone's mouth. You don't listen with the intention of responding but rather listen to hear what they have to say. Active listening means you're not forming your own response in your head while the other party is still talking. With active listening, you will pay attention to things like tone of voice, the word choices in the

conversation, the body language if they are in front of you, and every detail of what the person is trying to tell you. Engage in listening to the details and then use that to engage with others involved in the conversation. The key here is you're not interrupting or speaking over the others but truly listening and engaging.

**Dependability** In your career and in your life, you will find that people come to know your dependability. As you develop a reputation, dependability is an important skill. Employers want to know that they can depend on their people. You can promise to be dependable all day but you have to prove yourself to be dependable to employers in the professional industry. Dependability can take on several different areas. It's not just about whether or not you will show up every day for work but also whether you will complete the tasks. Can you manage your workload as needed? Will fellow team members be able to rely on you for feedback? What about for following processes and safety and security practices or simply turning off the lights and locking the doors when you finish for the day? There are many aspects to dependability but the gist of the concept is that you can be relied on.

**Leadership** Leadership is not just about management of employees but rather about your decision making in the professional industry. You do not necessarily have to be in a position of management with employers in order to exhibit leading skills within your career. A leader will display empathy and patience towards others. They have the ability to interact, make strong decisions, and can value others while working together towards a common goal. The very definition of a leader is someone who can lead. It doesn't mean they take control but rather that they are contributing towards developing colleagues to complete jobs and manage conflict as required.

**Empathy** Empathy is one of those skills that doesn't always come easily. Emotional intelligence is all about understanding how to show respect to other people's feelings. While you may not truly understand those feelings, you can relate to them and be understanding of them. It can be hard to be empathetic but an individual with good interpersonal skills will display emotional intelligence and be able to show understanding and respect for the needs and feelings of those around you.

**Compassion** Compassion can be another on the list of good interpersonal skills that is hard to adapt. Interpersonal skills require us to be able to show compassion towards other individuals for their circumstances and their struggles. This is relatable to co-workers as well as customers and it is our responsibility to be compassionate and understanding towards those we work with. It's an understanding relation show that these people feel supported and respected.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to set life and career goals****GOAL OF THE TOPIC**

Reflect and take stock of exactly what your values are. There's little motivation for success if your goals don't connect to your values. Of course, to make this work you need to know exactly what your values are. We recommend looking at 5 areas of your life — career, self, family, community, and spirit — and consider how you're living out your values in each of those areas. Gaining this perspective will give you some ideas about what you might like to change or improve. To do this, consider: How do you spend your time and energy? What are you passionate about? What do you need to do more of? What should you cut back on? And What's missing? Take time to process your thoughts and feelings, and consider feedback you've been given. List 5 things you'd like to change or do differently. Write them down as possible goals. This is the critical first step to turning your intentions into reality.

**THE REAL CONTENT OF THE TOPIC**

1. Decide. Think of something you want to do or work towards. It doesn't matter what, as long as it's something you want to do - ideally something you're interested in or feel excited by. It should be something you want to do for its own sake not for something or someone else. It can be a big thing or a small thing - sometimes it is easier to get going with something small.
2. Write it down. Writing down our goals increases our chances of sticking with them. Write down how you will know you have reached your goals and when you'd like to have achieved it by. Ask yourself: what it will 'look' like and how will you feel when you've done it? How does it connect to who or what you value in your life? Describe your goal in specific terms and timescales .
3. 4. Tell someone. Telling someone we know about our goals also seems to increase the likelihood that we will stick at them.
5. Break your goal down. This is especially important for big goals. Think about the smaller goals that are steps on the way to achieving your bigger aim. Sometimes our big goals are a bit vague, like 'I want to be healthier'. Breaking these down helps us be more specific. Having several smaller goals makes each of them a bit easier and gives us a feeling of success along the way, which also makes it more likely that we'll stay on track towards our bigger goal.
6. Plan your first step. An ancient Chinese proverb says that the journey of 1000 miles starts with one step. Even if your goal isn't to walk 1000 miles, thinking about the first step on the way will really help to get you started.
7. Keep going. Working towards our goals can sometimes be difficult and frustrating - so we need to persevere. If a step you're doing isn't working, think of something else you could try that still moves you forward, even a tiny bit.
8. Celebrate. When you reach your goal take time to enjoy it and thank those that helped you. Think about what you enjoyed and learned along the way.

Career development goals determine the success you will achieve in your career. They help you devise methods to improve your skills as a developer and gain more experience to be a

CTO. Before you set your career goals, you need to understand what you want for the next step in your career. You can come up with a project idea but how you plan to do the project to complete it is what matters. For instance, when developing an application, you can start by simply creating a static page with links to your favorite website, reading, and learning only what is necessary to complete the project. You can then tackle the next task of talking to a third-party application programming interface (API). The following are tips on how to set your goals accordingly. S.M.A.R.T Career Goals: SMART goals are: Specific, Measurable, Action-Based, Relevant, and Timeline-driven. They have start and end dates and exact metrics. SMART goals map to scheduled actions that make them easier to reach. The goals turn into doable calendar items. Ensure the goals you set are S.M.A.R.T. Setting SMART goals means that they must be:

- When establishing your career goals statement, try using the SMART goals framework. Here's what that stands for:
- Specific: Clearly state what you plan to accomplish (i.e. "start my own marketing agency focused on software clients").
- Measurable: Similarly, outline what your benchmark for success is so that you know when you've actually achieved your goal.
- Achievable: You don't want to set yourself up for disappointment, so make sure that your goal isn't so lofty that it's unattainable.
- Relevant: Ensure that what you want to accomplish is actually relevant to you (this is where that self-reflection really comes in handy!).

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to learn basic time management skills.****GOAL OF THE TOPIC**

Like our energy and money, time is a finite resource and as such, it needs to be effectively managed. Time management is about planning and controlling the amount of time you spend on specific tasks. Effective time management allows students to complete more in less time, because their attention is focused and they're not wasting time on distractions (such as social media, for example). Efficient use of time also reduces stress, as students tick off items from their to-do list. It can also provide a sense of achievement from fulfilling goals. For example, they might plan to complete an assignment by Friday so they can see friends on the weekend. Furthermore, by using time efficiently, students can complete their work on time, stay engaged with their learning, and have more time free for pursuing activities that are important to them, such as sports, hobbies, youth group and spending time with friends and family. Good time management allows students to make the most of their abilities and enjoy the satisfaction of accomplishment. It is also one of the most desirable skills for employment.

**THE REAL CONTENT OF THE TOPIC**

Some of the important skills students need to manage time effectively include:

1. **Goal-setting** It's almost impossible to use time well if you don't know what to do with it. Students can benefit from having short- and long-term goals. For example, a short-term goal might include completing their homework early each day, so they have ample time to practice music. Their long-term goal could be to play in the school or church band, or the Australian Youth Orchestra!
2. **Prioritisation** By assessing what needs to be achieved within a given timeframe, tasks can be rated according to their importance. Setting priorities for each day, week, month and year can help students accomplish their goals. It also helps to ensure activities that are vitally important but not urgent – such as personal devotions, adequate sleep and exercise – are given precedence. Some people like to prioritise easy tasks for early in the day and use the boost to move forward. Others prefer to tackle bigger jobs first.
3. **Organisation** Once priorities are set, it's important to have a plan for getting them done. Some people are naturally well-organised, and others need some help. Strategies like maintaining an up-to-date calendar and keeping a tidy study environment help. There are many useful software programs and apps to aid organisation.
4. **Managing stress** Nobody performs at their peak under excessive stress. Students need healthy ways to manage the pressures of study while maintaining productivity. Getting enough sleep and exercising are all great ways to keep stress at bay, and actually make learning more efficient. Many more ways to enhance time management will be outlined later.

**Tips on how to improve time management**

- Start with an agenda – either alone or with your help, have your child record the dates of all upcoming assignments and exams in an online or paper agenda (such as their school diary or an online calendar). Schedule in important

activities and free time, too. You can even set deadlines a few days before actual due dates to allow a margin for emergencies.

- ☑ Create a master schedule – from this agenda, block off chunks of time for study or assignment work. This will help your student to prioritise their projects and stay on target with due dates. You could start by estimating how long each project will take, then calculate how much time to allow daily or weekly. Try to schedule in some study every week day, even if it's only brief. Colour-coding different subjects can make reading the schedule easier.
- ☑ Start assignments early – leaving assignments until the last minute is stressful. Instead, encourage your child to start working on them well before they are due.
- ☑ Make project plans – when study or assignments seem overwhelming, procrastination often results. Help your child to break their study plan or project into smaller, more manageable chunks. You can give each segment its own due date to help them feel good for meeting small goals.
- ☑ Avoid multi-tasking – divided attention is an inefficient way to learn. Focus on one task at a time for maximum productivity.
- ☑ Reduce distractions – during time scheduled for schoolwork, have your child put away unnecessary devices such as mobile phones, and switch off social media notifications. Distractions can also come from internal feelings such as hunger or tiredness, so ensure they're getting adequate sleep and have snacks and water on hand.
- ☑ Take regular breaks – working on something for too long can lead to lost focus. Short breaks every half hour or so can help them to recharge. Consider having a change of scene, such as a short walk or a drink in the backyard. Just make sure they don't get side-tracked and don't return to study!
- ☑ Be an early bird – encourage your child to start their homework as early as possible after school. This gives them more time to complete it while they're alert and reduces the risk of delayed bedtimes. Also, people vary as to when they're most productive, so allow your student to tackle challenging tasks during their best time, and leave easier ones (such as organising their books or lists for the next day) when they're not at their peak.
- ☑ Set time limits – ☑ Keep a clock placed visibly before you – to stay aware of current time.
- ☑ Avoid perfectionism and fussing over unimportant details – trying to make your work perfect, especially first-time round, is frustrating and a huge time-waster. Rather, get something on the page (or into the brain). You can go back and improve it later if necessary.
- ☑ Use your downtime well – for example, students could be rehearsing their times tables or practising an oral presentation in the car on the way to or from school.
- ☑ Reward achievement – when your child has accomplished important goals, don't forget to celebrate.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****How to handle a job rejection****GOAL OF THE TOPIC**

It's frustrating and confusing to be rejected for a job after seeing signs that the interview went well. Your first thought when receiving a job rejection is likely, "Why did I get rejected after a good interview?" The first step you should take is to respond and ask the employer for feedback about the rejection. You won't change an employer's mind after they've rejected you, and that's not the goal here. But you can pick up some valuable tips and make adjustments moving forward in your job search. So either call or send an email to the person who informed you of the hiring decision and politely ask if there's any feedback they can share. Never appear as if you're trying to change their mind; that will just make the hiring manager or other interviewer hesitant to share any information. Instead, I recommend thanking them for updating you, telling them that you're always looking to improve in your job search, and then ask if they can provide any feedback to help you improve your interview skills.

**THE REAL CONTENT OF THE TOPIC**

**Make Adjustments** Knowing that you didn't quite make the cut before, and taking note of feedback on how you can improve, you can now adapt your approach for your next job interview. You have the advantage of knowing how to tweak your performance to win over the next hiring manager. Don't just vow to do better next time; be strategic. Practice answering some of the questions that caught you off guard or challenged you in your last interview. Think about topics and areas where the conversation didn't flow well or the interviewer didn't seem too impressed. Brainstorm ideas for what you could discuss next time for those topics. With some practice and planning, you can nail these topics next time. **It Might Not be Your Fault** The truth that nobody ever tells you is: Each recruiter and hiring manager is looking for different qualities in an interview and it's impossible to know beforehand what they're targeting. Companies all have unique preferences that they aren't going to disclose to a candidate. As a recruiter, I had some hiring managers tell me they wanted someone with a lot of experience. Others told me they want someone with less experience so they can pay them less. You also don't know who else you're up against in the interview process. Maybe you were amazing but two other applicants were also great, and the employer had to make a tough decision after days of debating. **Always Thank the Interviewers** If you're not already doing this, make sure to thank each individual interviewer from the company within 24 hours of your interview. This can be the difference-maker for some jobs. Not every recruiter or hiring manager cares about a thank-you email, but some do. Think of it like this: If you're one of four people in the final round of interviews, and everyone else sends thank-you emails yet you don't, how is that going to look? If each of you is qualified and could do the job well, they're going to pick the candidate who seems most interested in this position and in taking this path

in their career. And one way you show that is by thanking them, reaffirming your interest in the role, talking about how the job fits your goals for the future, and telling them you're excited to hear about the next steps as soon as they have feedback. Those are the key pieces to include in your interview thank-you emails. And this is a step I never recommend skipping.

**Know That You Are in Good Company** Job rejection stings, especially when you thought you had it in the bag, but take some comfort in knowing that practically every candidate has faced this feeling of disappointment. You likely have great skills and traits but it takes the right employer to see it. Receiving a rejection letter or email is frustrating, but you can also use them as an opportunity to reevaluate what you want and how to get it, and adjust your approach if needed. If you can find a way to use the strong emotions of rejection to drive you forward and increase your job search motivation, you'll be in a better position to land a job offer from the next company you talk to.

**Review Your Strengths** Dwelling on the negatives only serves to increase feelings of inadequacy and rejection. Focusing on the positives has the opposite effect. This is why looking at your strengths is so beneficial to improving motivation and restoring your mindset so you can get back out there and land your dream job.

- What do you have to offer that puts you above other applicants?
- When it comes to the essential criteria for the position, where in your career do you excel?

These are the areas you need to focus on, as this is where you'll score your points with employers. Perhaps in your last interview you were too modest and didn't get your strengths across. It's easy to play ourselves down; it's in our nature not to brag and boast. However, you need to get these stories of your successes into your interview to wow your potential employer. If they ask a question like, "What are your strengths?" or "Why should we hire you?" it's not the time to be humble. Working on your strengths as you handle rejection will do wonders for your confidence, too. It will give you a real sense of knowing that you have what it takes. Next time, the job is yours.

**Look to Your Next Opportunity** One smart way of handling rejection after an interview is to refocus your attention on what matters next. Look ahead to the next interview or the next steps in your job search. Go look for that next company. That's the only real way to move your job search forward now. Each interview is a fresh chance to start over.

**Practice** You've completed an interview now, you've been given feedback and you've worked out your main strengths. Now practice how you want your next interview to go. You can practice with a partner, family member, or one of your friends. Create some talking points about how you'd help your next employer in the specific jobs you're applying for.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****How to use network effectively.****GOAL OF THE TOPIC**

Before you begin to execute the strategies below, you should have an end goal in mind. What are you trying to achieve with your relationship-building efforts? Where do all these lead to? Are you trying to land a new job? Do you want new clients for your business? Is it to seek mentorship? Whatever your goals are, write them down. This way, you'll know where to invest your efforts.

**THE REAL CONTENT OF THE TOPIC**

Prioritize quality over quantity When trying to build valuable relationships, ask yourself, "what am I bringing to the table?" Knowing the answer to this question is vital because relationship building is not all about you. The other person wants value too. For this reason, your message is more likely to get a positive response if you are offering value that can make your contact's life easier. For example, if you're trying to reach out to the important stakeholders in your dream company, don't just send a message stating your request or asking how you can help. That's a surefire way to get your email archived in 5 seconds. Instead, send a value-packed email that summarizes an idea for solving one of their problems and how your skills can help in facilitating the proffered solution.

3. Make the most of your first impression When you finally have the audience of the other person, your first few words and actions matter. To leave a lasting positive impression, hone your communication skills, and be straight to the point. Above all, show interest in the other person. Everyone loves to talk about themselves. Yes, even that CEO you admire. Exploit this human nature by focusing your attention on your contact and asking questions relating to their work or interests.

4. Follow up but don't stalk Don't give up whenever your messages don't get an immediate reply. Sometimes, your contact might not read your messages because they're preoccupied. On other occasions, it might simply slip off their mind. Thus, learn to follow up after 3-5 days of not getting a response. Do this while maintaining boundaries. There is a thin line between stalking and following up. You don't want to be guilty of the latter.

5. Listen When you listen to the other person with both your heart and mind to understand their perspective, feelings, and intent, you're more likely to build an authentic connection with them. This will also separate you from the crowd because people rarely get to meet individuals who are genuinely interested in them. Show interest in your contact's life, and they will instantly like you!

6. Don't multi-task When trying quality relationships, try not to be everywhere all at once. Instead, identify the relationships you want to develop in terms of their relative importance, then prioritize accordingly. Not doing this might drain your energy and harm your networking strategy.

7. Hone your conversational skills When building new connections, you should make the best impression possible. If your conversational skills are, however, terrible and there are several

periods of awkward silence, you're likely to lose the other person. To hone your conversational skills, particularly when meeting strangers:

- Take your time when talking to come off as calm and collected
- Maintain eye contact more than  $\frac{2}{3}$  of the time
- Notice the little details about the other person and bring them to your conversation
- Offer interesting and sometimes unexpected insights
- Use precise words to convey your thoughts and feelings
- Listen more than you talk
- Ask for the other person's thoughts and opinions

8. Occasionally act as a conduit When building effective relationships, you've to recognize it's not all about you. From time to time, introduce people to each other. By doing this, you're expanding your network because such people might want to return the favor.

9. Maintain open-mindedness Your contacts and you might not share the same values, mindset, or outlook. This is where open-mindedness comes in. You should be able to look past your differences and find ways to facilitate a productive relationship. See your contacts' differences as an opportunity to learn and not a threat.

10. Remind, reinforce, and check-in Consistency is more important than frequency when building effective relationships. While you don't have to talk every time, you want to ensure you stay on top of your contacts' minds. So learn to send short notes, congratulate them on their recent feats, and inquire what they've been up to.

11. Maintain a great reputation On your part, try to keep your reputation clean and free from needless controversies. Your contacts might avoid you if you're constantly in the news for bad reasons. Nobody wants to associate with a troublemaker.

12. Diversify your networking Don't build relationships with only those with more experience than you or in your industry. Network with your peers and those outside your industry too.

13. Show gratitude Prove that you view your contact as a human being by constantly appreciating their good deeds. Send thank-you notes and tag them publicly in your appreciation content. You can send flowers as well.

14. Monitor your networking progress Use this template to document a detailed record of all your relationship-building activities. This will keep you on top of your game and help you track contacts you haven't spoken to in a while.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to make a good first impression.****GOAL OF THE TOPIC**

The first impression you make on your interviewer could determine whether or not you get hired for a job. The first impression you make on a new potential client could make or break your ability to close the sale. Unfortunately, some elements of a first impression come down to luck and are impossible to control, but let's not focus on those.

**THE REAL CONTENT OF THE TOPIC**

1. Be aware of your body language Body language speaks louder than words, even more than that; research tells us that over 90% of a first impression is based on body language. So, being aware of it is necessary. Try to have good posture and stand tall. This will make you look more confident and active. Also, it is important to look very approachable, so don't wrap your arms stiffly around each other, but be relaxed, otherwise, pretend to be. 2. A good handshake A good handshake is somewhere between too tight and too limp. You don't want to appear weak or timid, but you also do not want to squeeze someone. It is all about balance, and again, be approachable and don't be scared to take initiative. 3. Smile! Whoever it is you are meeting, a friendly smile is essential. It will give you and the other person a good feeling. When you smile, you look positive and warm, exactly how you want to appear. But keep it natural, don't burst into laughter at inappropriate times, this will cause confusion and can get annoying. 4. Be interested in the other person You may have planned things you really want to say during the conversation, but don't focus too much on saying everything that is on your list. Try to relax and go with the flow of the conversation. And most importantly: listen to the other person. In that way, you will show interest and you are able to formulate appropriate answers. Don't hesitate to ask questions and let the other person know you understand they are saying by giving non-verbal signals. Also, people love to hear their own name, so make sure you remember their name and address them personally. 5. Have good manners Whatever might happen, be on time. Keep phone numbers with you, in case of an unexpected delay. Being early is even better, it enables you to get used to the environment and you can prepare yourself a little. Be polite, greet someone in an appropriate way and don't forget to thank them at the end of your meeting. 6. Watch out for the nerves While talking to somebody, you should not constantly touch your hair, face and clothing. This can happen easily, especially when you are not conscious about it. To prevent looking nervous, put your hair up, and don't wear clothing with ruffles. 6. Wear a nice outfit You should adjust your outfit to the occasion, but always wear something that makes you feel comfortable and confident. Be stylish and eye-catching in a balanced way, so people will definitely remind you. The colour of your clothing tells others a lot about your personality, so keep that in mind. Choose colours who strengthen your appearance, but don't let them be too dominating. Nothing can go wrong

with neutral colours. Make your outfit a little bit more special with some subtle coloured accessories and some nice shoes. A watch can help you look more put-together and will enhance your style. Go for a sharp, modern watch, for a clear and organized look.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Saving Techniques****GOAL OF THE TOPIC**

Starting to keep track of your expenses is never easy. Main thing you can do is to be patient and organized. To begin, develop a simple and realistic strategy, so you can save for all your short- and long-term savings goals.

**THE REAL CONTENT OF THE TOPIC**

Record your expenses Start keeping track of all of your expenses. It may be hard to begin with but it will make your saving journey much easier. For that you can use mobile apps or a separate notebook. Once you have your data, organize the numbers by categories, such as gas, groceries and mortgage, and total each amount. Use your credit card and bank statements to make sure you're accurate—and don't forget any. Budget for savings Calculate the approximate amount you spend every month to turn expenses into workable budget. our budget should outline how your expenses measure up to your income—so you can plan your spending and limit overspending. Be sure to factor in expenses that occur regularly but not every month, such as car maintenance. Find ways to lower your spendings. Identify non-essential costs that you can cut back - restaurants, entertainment. Look for ways to save on your fixed monthly expenses like television and your cell phone, too. Think about your bad habits - just quitting smoking will save you at least 3000\$ per year. Set savings goals. Think of something that you would like to spend your savings on - it could be a new car, apartment, trip to a country you've always wanted to visit. Having a final goal in mind is a good motivation to stick to saving journey. The 50/30/20 rule Break down your finances into 3 categories: Needs (50%), Wants (30%) and Savings (20%) Needs are bare minimum things that you need to spend money on in order to survive: bills, car payments, healthcare costs etc. Wants are the non-essential items or experiences that enhance your personal lifestyle. Like a dessert after dinner, it tastes delicious, but you don't technically need it. Savings: By putting money in your savings you invest in your future. After satisfying your needs and wants you should put 20% of your finances into savings.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Career Planning****GOAL OF THE TOPIC**

Career planning is the process that allows you to discover strengths and interests which later can help with looking for a job or field you can invest in. It includes simple steps which can be used to make sure that chosen career satisfies your interests, goals and passions.

**THE REAL CONTENT OF THE TOPIC**

Step 1. Self-Exploration First, you need to determine your needs, strengths, personality, skills and talents. What is self-exploration? It is being able to describe your unique characteristics clearly and accurately regarding what you do well (skills), what is important to you (values), and what you like to do (interests). Review and analyse your past and present experience. Ask yourself : What kind of activities do you like? What types of work do you enjoy? What subjects do you enjoy studying? What kind of people do you enjoy being around? Being honest answering those questions will help you narrow down career options and eventually pick the one that meets your requirements. 2. Career exploration Based on the list of your qualities you can start looking for careers that you might be interested in. Determine for each: typical on-the-job duties, qualifications, outlook, salary, methods of entry, etc. How do your skills, values and interests correspond to the types of work you are considering? Gather basic information about careers on your list by researching, talking to people who already work in the field that you prefer. 3. Career experimentation After you narrowed down career list find ways to experience each of your possible careers, such as: Informational interviews - ask a professional if they agree to answer your questions regarding your chosen job. Job shadowing: Spend a day, week or another short period of time observing a professional on the job. Volunteering: Some organizations may allow you to volunteer for tasks that your ideal role would handle to gain more hands-on experience. Courses: Consider taking courses related to possible career choices which can help you understand the basics of your future job. 4. Decision-making and career selection Weight advantages and disadvantage of chosen career options. Make a list with ranking from the job you prefer the most. Take your time, you may have to do secondary research at this step. Consider looking for the secondary options. 5. Final planning and action Gather all the information you have learned and determine an action plan. This plan should include background information, such as your employment history, education, level of training, volunteer and other unpaid experience. It should also include your professional licenses or certifications, the results of the self-evaluations mentioned in the first section, and career counselor advice you have received. Make a list of your main goals and keep them in mind while starting your career path. 6. Use your career plan to begin your job search. Identify specific roles and companies you're interested in applying to, and compare those preferences and requirements to your career plan. See if there are steps you still need

to take or if you're qualified to apply. If you receive a job offer, determine whether the salary, benefits, location, work-life balance and responsibilities match your self-assessment and action plan.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to be able to listen consciously****GOAL OF THE TOPIC**

Listening is a significant part of communication process. Communication cannot take place until and unless a message is heard and retained thoroughly and positively by the receivers/listeners. Listening is a dynamic process. Listening means attentiveness and interest perceptible in the posture as well as expressions. Listening implies decoding (i.e., translating the symbols into meaning) and interpreting the messages correctly in communication process. Listening differs from hearing in sense that: • Hearing implies just perceiving the sounds while listening means listening with understanding whatever you are listening. Both the body as well as mind is involved in listening process. • Listening is an active process while hearing is a passive activity. • Hearing is an effortless activity while listening is an act requiring conscious efforts, concentration and interest. Listening involves both physical and psychological efforts. Effective listening requires both deliberate efforts and a keen mind. Effective listeners appreciate flow of new ideas and information. Organizations that follow the principles of effective listening are always informed timely, updated with the changes and implementations, and are always out of crisis situation. Effective listening promotes organizational relationships, encourages product delivery and innovation, as well as helps organization to deal with the diversity in employees and customers it serves. To improve your communication skills, you must learn to listen effectively. Effective listening gives you an advantage and makes you more impressive when you speak. It also boosts your performance.

**THE REAL CONTENT OF THE TOPIC**

Effective Listening Skills 1. Discover your interests' field. 2. Grasp and understand the matter/content. 3. Remain calm. Do not loose your temper. Anger hampers and inhibits communication. Angry people jam their minds to the words of others. 4. Be open to accept new ideas and information. 5. Jot down and take a note of important points. 6. Work upon listening. Analyze and evaluate the speech in spare time. 7. Rephrase and summarize the speaker's ideas. 8. Keep on asking questions. This demonstrates that how well you understand the speaker's ideas and also that you are listening. 9. Avoid distractions. 10. "Step into the shoes of others", i.e., put yourself in the position of the speaker and observe things from his view point. This will help creating an atmosphere of mutual understanding and improve the exchange of ideas in communication process. Characteristics of Good and Effective Listener Good and effective listener tries to give maximum amount of thought to the speaker's ideas being communicated, leaving a minimum amount of time for mental exercises to go off track. A good listener: 1. Is attentive- Good listener must pay attention to the key points. He should be alert. He should avoid any kind of distraction. 2. Do not assume- Good listener does not ignore the information he considers is unnecessary. He should always summarize the

speaker's ideas so that there is no misunderstanding of thoughts of speakers. He avoids premature judgements about the speakers message. 3. Listen for feelings and facts- Good listener deliberately listens for the feelings of the speaker. He concentrates totally on the facts. He evaluates the facts objectively. His listening is sympathetic, active and alert. He keenly observes the gestures, facial expression and body language of the speaker. In short, a good listener should be projective (i.e. one who tries to understand the views of the speaker) and empathic (i.e. one who concentrates not only on the surface meaning of the message but tries to probe the feelings and emotions of the speaker). 4. Concentrate on the other speakers kindly and generously- A good listener makes deliberate efforts to give a chance to other speakers also to express their thoughts and views. He tries to learn from every speaker. He evaluates the speaker's ideas in spare time. He focuses on the content of the speaker's message and not on the speaker's personality and looks. 5. Opportunizes- A good listener tries to take benefit from the opportunities arising. He asks "What's in it for me?" To conclude, effective listening enhances the communication quality. It makes all attentive. It encourages optimistic attitude, healthy relations and more participation. It leads to better decision-making in an organization. Effective listening is directly related to our ability to do team work.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****Ability to get along with others and interpersonal skills****GOAL OF THE TOPIC**

What is interpersonal communication? Interpersonal skills are often misconceived as being the same thing as communication skill sets but they are very different. In any industry that works with other people or customers, strong interpersonal skills are a valuable asset. The term interpersonal skills is directly related to how we interact with others. It's not just about communication but rather about interpersonal interaction as a whole. This diverts back to body language, emotional intelligence, people skills, eye contact, non verbal cues, and verbal communication as a whole. You can see interpersonal skill defined as a communication process that uses thoughts, feelings, emotions, and ideas to exchange thoughts and process conversation. When you look at interpersonal skills in relation to an office environment, you get a clear picture of the ability to work together as team members and reduce conflict management in the process. Difference between interpersonal skills and communication skill Interpersonal communication is primarily related to the verbal form of contact. On the same note, we should point out that communication is not just about you talking but also about your listening skills as well. How well do you listen and build relationships? One should be able to communicate effectively in the workplace with colleagues, employers, and other workplace personnel as well. The key difference in important interpersonal differentiation as opposed to communication is that interpersonal skills make it more personal. While interpersonal skills include being able to host a formative conversation, interpersonal communication skills are primarily about the conversation in general. Good interpersonal skills will be more about the bigger picture in any item of communication. Interpersonal skills are set apart to include nonverbal cues from simple eye contact to body language and even lack of response in these areas.

**THE REAL CONTENT OF THE TOPIC**

What are Interpersonal Skills? Interpersonal skills is a broad category that includes the following Communication Social skills people skills Soft skill sets Life skills Interpersonal skills are used as part of communication but they do not define communication in relationships just as public speaking skill will not define your ability to be a good communicator. These skills are about interacting with people on multiple levels - whether you're in an industry that is customer-facing or you're working with teams on an internal level. Why are interpersonal skills important? Interpersonal skills are social skills compiled and used for all relationships. While we are mentioning the workplace in detail here and primarily taking that focus, keep in mind that these skills are used in your personal life as well. Improving your interpersonal skills will play a role in every aspect of your life and relationships. Each interaction is impacted with these technical skills of interpersonal relationships. You can maintain and manage a

professional image as well as develop effectively with that outside of your career workforce. It all comes back to how you interact with others. If you hone your skills using feedback and practice, you will do far better at developing lasting foundations with clients, employees, and other interactions in your life. Common interview questions about interpersonal skills You will find that employees are often asked questions in interviews to help determine whether they fit the interpersonal skills needed for the business. Most jobs require some form of interpersonal interaction and you have to be able to get along with both clients and employees on the job. Here are some examples of common interview questions that might be looking for interpersonal skill within the workplace. They include problem-solving as well as the ability to listen and work with colleagues and customers alike. 1. Describe a time in which you had to communicate to a workplace team member about something you disagreed with and how you resolved the conflict. 2. Can you provide examples of a time in which you had an angry customer and how you diffused the situation. 3. If you were part of a team project, how would you handle conflict within the team with your colleagues to ensure the project was not negatively affected? These are some prime examples of how to communicate on a more personal level. You can't determine someone's skills based on a resume or job application so it is important to effectively discuss the aspects of interpersonal skills in order to determine how effectively you might handle some of the more challenging aspects of building relationships. Strong Interpersonal skills examples When it comes to measuring interpersonal skills, we all fall into different levels. It is safe to say that some people will be stronger in some areas than others. However, we all have the ability to develop and improve our interpersonal skills if we are willing to do so. It starts with being familiar with the key concepts in order to build on those interpersonal communication skills as a whole. Active listening Listening is more than just hearing the words coming out of someone's mouth. You don't listen with the intention of responding but rather listen to hear what they have to say. Active listening means you're not forming your own response in your head while the other party is still talking. With active listening, you will pay attention to things like tone of voice, the word choices in the conversation, the body language if they are in front of you, and every detail of what the person is trying to tell you. Engage in listening to the details and then use that to engage with others involved in the conversation. The key here is you're not interrupting or speaking over the others but truly listening and engaging.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****How to handle a job interview (online or face-to-face)****GOAL OF THE TOPIC**

How to prepare for an online interview: Before the day of your interview With virtual interviews, there are many things to consider prior to the day of your interview that you don't need to think about for an in-person meeting. Below are some things you can do ahead of time to make sure your online interview goes smoothly.

**THE REAL CONTENT OF THE TOPIC**

1. Get the details. How long is the interview expected to be? Which online service does your interviewer use? Will it be a video call or just an audio call? How many people will interview you? They may not offer much information to you unprompted, so ask your interviewer and don't be afraid to call back if you need to.
2. Choose a location for your interview. One of the most important things to consider when preparing for an online job interview is your environment. An unmade bed, dirty laundry, or cluttered office, for example, not only looks unprofessional, it'll probably be distracting to your interviewer. Not the kind of lasting impression you want to leave. Find a spot with a neutral background like a blank wall, where you can be seen on camera from the waist up. If a blank wall isn't an option, try to manipulate your background to look like a more professional setting like an (organized) office.
3. Create good lighting. Soft, natural light is ideal but, understandably, not always an option. You want plenty of light, whether natural or diffused, avoiding overhead or "cool" light sources. Two lights, positioned in front of you — one slightly to your left and the other slightly to your right — is an ideal home setup. If one of these is a window, that's even better, but table lamps will do just fine. Avoid strong back lighting or anything that will create shadows or a glare if you wear glasses.
4. Figure out which of your devices will work best. If you have multiple devices (tablet, computer, smart phone, etc.), use whichever has the most reliable technology and the one you're most comfortable with. In most cases, this is a computer, but you might find that your phone has a far better camera than your laptop. If you can set your phone up to remain still during the interview, prioritizing a superior camera over a large computer screen is recommended.
5. Do a test run (or two). If you don't already have one, sign up for an account with whichever video service your interviewer uses and make sure you download all the necessary software. If you want to be extra prepared, install the same software on an additional device in case you have trouble with one. It's best to use earbuds during an online interview to reduce noise pollution for all parties involved, and testing them out prior is a good idea. The easiest way to test everything at once is to run a trial interview with a friend, which allows you to test the video service, earbuds, lighting setup, wireless connection, and sound, ensuring everything is in working order.
6. Carry out traditional interview preparations. Do

everything you would to prepare for a face-to-face job interview: Thoroughly research the company you're interviewing with, script and rehearse answers to common interview questions (general and specific to your industry), and think of some questions you might want to ask in return. Review the job description and your own resume to help you match your answers to their specific needs. Do a little research into the person or people you'll be speaking with.

How to prepare for an online interview: The day of the interview It's easy for an interviewer to get a sense of your personality, presence, and even enthusiasm for the position with an in-person interview. While more than 50% of companies in the U.S. are trading in traditional, face-to-face interviews for video and phone calls, the latter present a unique set of challenges. As a candidate, you'll have to be especially mindful to show an employer who you are and why you're a great fit for their company, while staying aware of your devices and environment. Below are some tips for making sure the day of your interview is a success.

1. Dress professionally. Because you'll likely be visible to an interviewer only from the waist up, the blazer on top, sweats on the bottom look might be tempting. . Neutral, solid colors work best — anything too bold could create exposure issues with your webcam.
2. Eliminate distractions. It's essential that your interview environment is as free from distraction and interruption as possible.
3. Test your technology again. About 30 minutes before your interview is scheduled to begin, run some last minute tests on all the things that could potentially malfunction such as earbuds, video program, and network connection.
4. Be mindful of your body language. Body language refers to non-verbal communication through facial expressions, posture, gestures, etc. Without the face-to-face element of a traditional interview, your body language is both more noticeable and more important.
5. Log on at least 10 minutes early. With in-person job interviews, you're advised to show up at least 15 minutes before you're scheduled to be there; similarly, for your video interview, logging on at least 10 minutes.
- 6 Set up your space. Before logging on, spend a little time preparing the area around where you'll be sitting for your interview.

**PARTNER ORGANISATION****NUCLEO EDUCATIVO PER LA FORMAZIONE EUROPEA AL LAVORO INTERNAZIONALE****MODULE****Professional skills****TOPIC OF THE MODULE****How to search for a job****GOAL OF THE TOPIC**

It's known as the hidden job market: Many of the best jobs are never advertised. They are filled by candidates who learn of them by word of mouth from friends, former colleagues, and ex-bosses. Networking is another word for socializing. You can join professional associations, attend events for graduates of your school, connect with professionals who work in your field, and take every chance you get to meet up, in person or online, with others in your field. Various online sites such as LinkedIn allow you to broaden your network to include friends of friends. The bigger your network, the more likely you'll find out about new opportunities.

**THE REAL CONTENT OF THE TOPIC**

**Referrals** Some employers offer incentives to their employees for referring a successful candidate to the company. It's a win-win situation for everyone. You get a new job, and your contact gets a finder's fee for attracting a top-notch employee. That's relatively rare, but there's nothing stopping you from asking a valued friend who works in your field to let you know about any openings. The working relationships you create at every job may open other doors years in the future. **Job Boards and Career Websites** Job boards used to be just that – a solid surface on a wall where vacancies were advertised for all to see. Job boards have moved to virtual format, and that's good news for all of us since their reach is far greater. Many state governments provide job boards and job banks that can be accessed by all. You can also use job search engines or any of a vast number of career-related websites that post job openings. There also are specialized job search sites for particular fields, like Dice for tech professionals and ArtsThread for artists. These websites function in a similar way to traditional want-ads, but they have a far greater reach and a much quicker turnaround time. **Job Fairs** Job fairs are often targeted toward specific industries, although some job or recruitment fairs are more generalized. The promotional material will include a list of the organizations that will be represented. Investigate any companies that interest you, bring a batch of resumes and business cards, and get ready to sell yourself. Consider any conversations with recruiters as mini-interviews that can set you apart from other applicants. Some organizations may even offer on-site interviews to candidates that match their requirements. **Company Websites** If you already have your dream employer in mind, go directly to the career section of the company's website. If you track openings on its site, there's a chance you'll find just the opportunity that you've been waiting for. Create a list of employers that you'd like to work for and visit their websites often. If you're really set on working for a specific company it may take some time to find just the opportunity that fits your skillset. But if you've got time, this might be the optimal method for finding your dream job. **Cold Calling** If you don't see any job listings posted for a company you're particularly interested in, you might consider making a cold call.

Phone or email people in the organization after finding their contact details on the company website. Ask about upcoming vacancies, and attach a copy of your resume. Keep in mind that this kind of contact may not always be well-received. You'll be lucky to get any response at all. But there is always a chance it'll give you the inside track on upcoming vacancies.

**Headhunters and Recruiters** If you're looking for some professional help in your job search, headhunters and recruitment agencies can help. Many organizations hire through recruitment agencies to streamline the hiring process. Head hunters actively recruit individuals to fill specific vacancies. Payment is based on commission. Make sure you know up front whether you or the company is paying it. Keep in mind that many high schools and colleges have job placement services that can help new graduates to develop their resumes and assist both current students and alumni with job searches.

**Temping or Internships** Temporary employment and short-term contracts often lead to permanent positions. It's a great way to get a foot in the door or at the very least provide you with useful business contacts to call upon in the future. Many recruitment agencies can assist with locating temporary or casual positions and contract work. Internships are a great choice for students who are just graduating from college. The job placement services of many schools connect their students with opportunities. If you're just starting out and you can afford it, volunteering can be a great way to gain valuable industry contacts.

**Creative or Outlandish Tactics** In a competitive job market, some job seekers have pulled out all the stops. Billboards, chain letters with a copy of your resume attached, or even pasting your resume to yourself and walking around the city as a human billboard are just some of the methods job-seekers have used to get noticed. These methods may actually work, but be cautious. Be sure that your creative tactic is appropriate for the industry you're trying to break into.