

Soft Skills

AI- Nashia Scheme

Name : _____



البرنامج الوطني لتنمية مهارات الشباب
NATIONAL YOUTH PROGRAM FOR SKILLS DEVELOPMENT



DECISION MAKING



PERSONAL SKILLS SESSION - DECISION MAKING

OBJECTIVES

This Decision-Making and Creative Problem Solving session has the following three objectives:

- 1) to provide an introduction into decision-making processes
- 2) to use traditional and creative tools and techniques for identifying causes
- 3) to build and develop decision making, critical thinking and creative problem solving skills

LEARNING OUTCOMES

The session will deliver the following learning outcomes:

- 1) the ability to analyse and solve real problems
- 2) the ability to understand different perspectives on what counts as an 'effective' decision-making
- 3) the ability to develop strategic and tactical approaches to problem-solving and decision-making

WHAT IS DECISION MAKING?

The process of responding to a problem by searching for and selecting a solution or course of action that will create value

TYPES OF DECISION MAKING

Quick Decisions: these decisions enable one to maximise the opportunity at hand. However, only a good decision-maker can take decisions that are instantaneous as well as correct. In order to be able to take the right decision within a short span of time, one should also take the long-term results into consideration.

Experimental: an alternative approach to decision making is experimental in which the final decision cannot be taken until the preliminary results appear and are positive. This approach is used when one is sure of the final outcome but not yet convinced of the course of action to be taken.

Trial & Error: this approach involves trying out one or more courses of action. If a result is positive, it is pursued. If not, then a fresh course is adopted. This Trail & Error approach is adopted until the decision-maker finally arrives at a course of action that will succeed. This allows a leader/manager to change and adjust his plans until a final commitment is made.

Conditional: conditional decisions allow an individual to keep all their options open. They stick to one decision as long as the circumstances remain the same. If a competitor makes a new move, conditional decisions allow a person to adopt a different course of action.



ETIQUETTE



PERSONAL SKILLS SESSION - ETIQUETTE

OBJECTIVES

This Etiquette session has the following two objectives:

- 1) To introduce appropriate and inappropriate behaviour
- 2) To enhance verbal communication

LEARNING OUTCOMES

This session will deliver the following learning outcomes:

- 1) Increased confidence with social etiquette
- 2) Sharpened communication skills, including the ability to conduct small talk

WHAT IS ETIQUETTE?

In straightforward terms Etiquette is a code of conduct that defines expectations for social behaviour. Etiquette refers to behaving in a socially responsible way and provides guidelines which control the way a responsible individual is expected to behave in society.

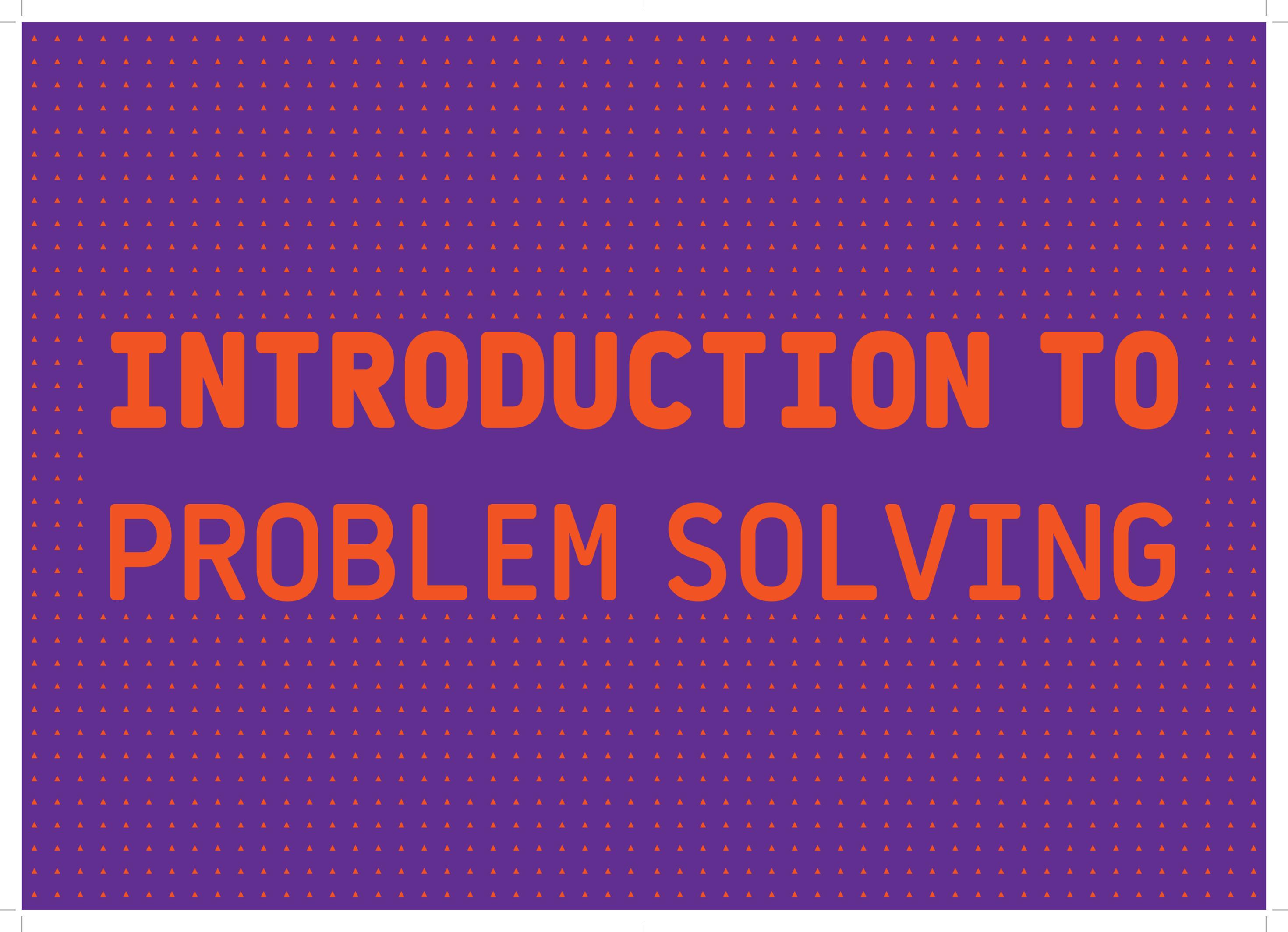
WHY DO WE NEED ETIQUETTE?

- 1) Etiquette helps you become a more cultured individual who leaves his mark wherever he goes
- 2) Etiquette guides you in the way to behave in society
- 3) Etiquette is essential to leave a lasting first impression. The way you interact with your superiors, parents, fellow workers, friends speak a lot about your personality and up- bringing
- 4) Etiquette enables the individuals to earn the respect and appreciation of society. People don't like to interact with a person who knows neither how to speak or behave. Etiquette inculcates a feeling of trust and loyalty in individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

TYPES OF ETIQUETTE

There are a number of different types of etiquette:

- **Social Etiquette** Social etiquette is important - it teaches the individual how to behave in society
- **Bathroom Etiquette** Bathroom etiquette refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. Make sure you leave the restroom clean and tidy for the next person
- **Corporate Etiquette** Corporate Etiquette refers to how an individual should behave while they are at work. Everyone needs to maintain a degree of decorum. Don't loiter unnecessarily or peep into other's cubicles
- **Wedding Etiquette** the Wedding is a special event in everyone's life. Individuals should ensure they behave sensibly at weddings.
- **Meeting Etiquette** Meeting Etiquette refers to the approach one needs to adopt when attending meetings, seminars, presentations, etc.. Always listen to what other people have to say. Never enter meeting rooms without a notepad and pen. Always make notes of important points for future reference
- **Telephone Etiquette** it is essential to learn how one should interact over the 'phone. Telephone etiquette refers to the way an individual should communicate on the 'phone. Never put the other person on hold for a long time. Always ensure you greet the other person appropriately. Take care of your pitch and tone.
- **Eating Etiquette** Individuals must follow certain decorum while eating in public. Don't eat noisily. One should not leave the table unless and until everyone has finished eating.
- **Business Etiquette** Business Etiquette includes ways in which to conduct business activities. Never cheat customers - it is unethical.



INTRODUCTION TO PROBLEM SOLVING



PERSONAL SKILLS SESSION – INTRODUCTION TO PROBLEM SOLVING

OBJECTIVES

This Problem Solving session has the following objectives:

- 1) To introduce the concept of Problem Solving
- 2) To introduce Problem Solving strategies and tactics
- 3) To apply strategies and tactics to Problems

LEARNING OUTCOMES

The session will deliver the following learning outcomes:

- 1) Understanding and awareness of problem solving tools and techniques
- 2) Enhanced participant ability to analyze problems
- 3) Ability to use problem solving techniques effectively

AN INTRODUCTION TO PROBLEM SOLVING

There are several types of problems we will explore - each requiring a different problem solving technique. This introduction is focussed on the individual approach to the problem. During this session we will have a first look at different types of problems and how we can solve them through teamwork.

NEW

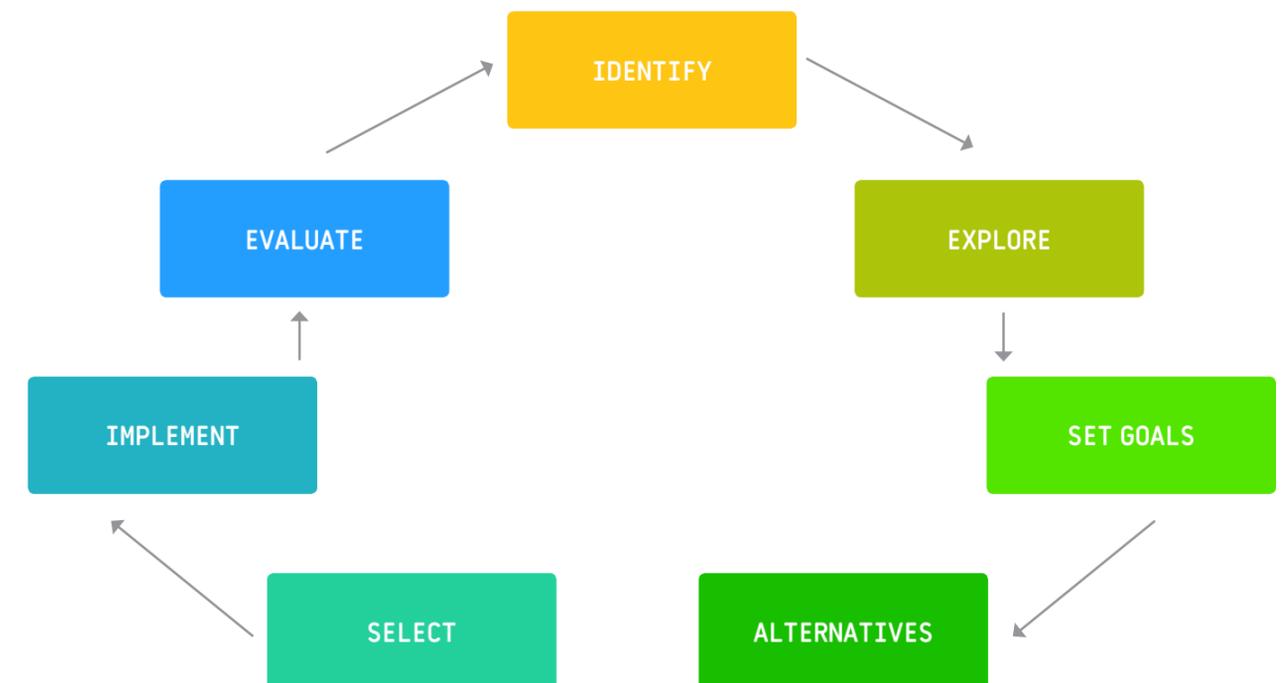
EXPERIENCED

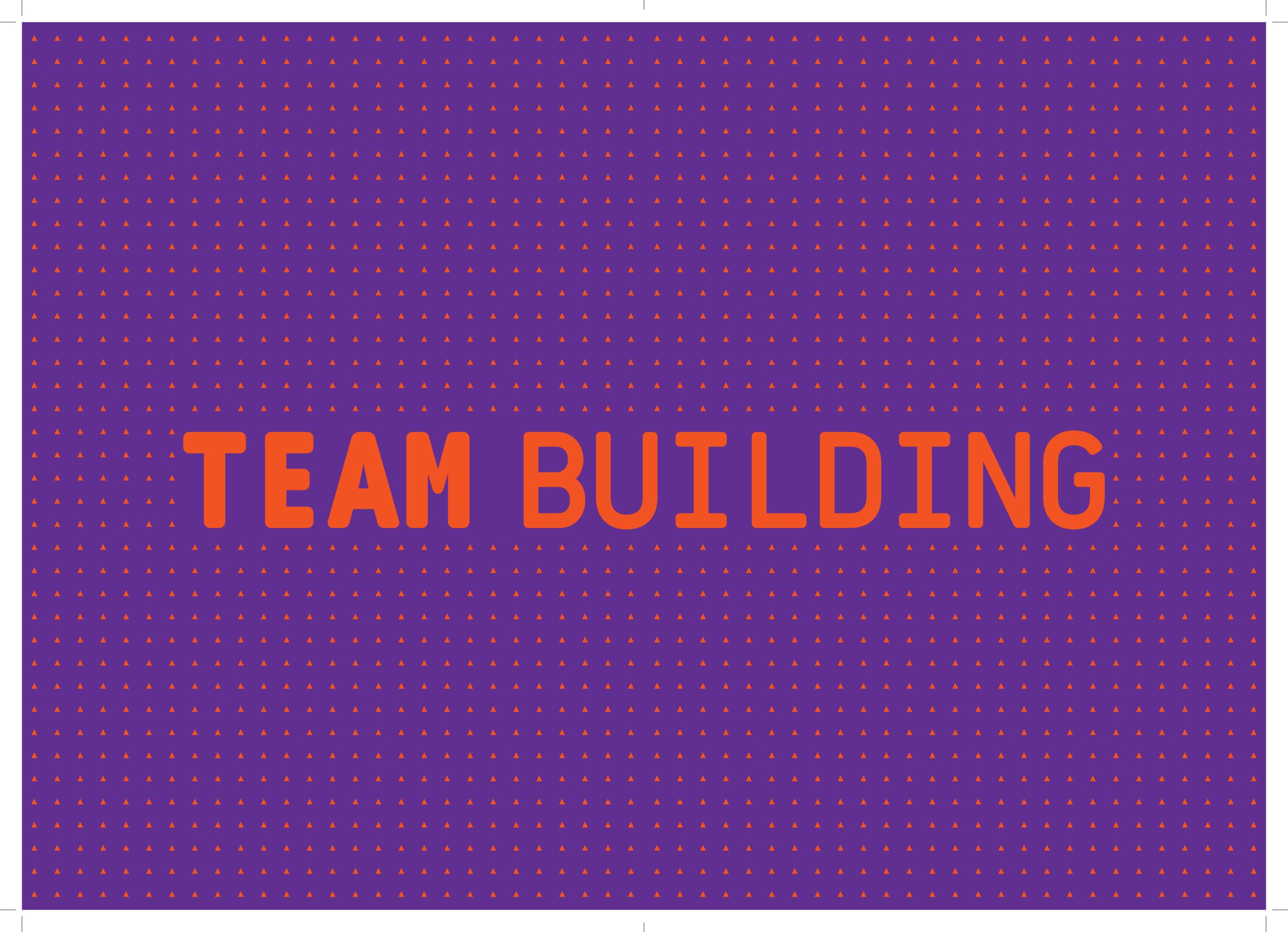
SHARED

New problems: these are situations where a person or a group experience the problem for the first time and try to find solutions in the moment

Experienced Problems: are problems previously experienced by individuals/team, who have developed techniques for overcoming them

Shared problems: are previously experienced problems which have been shared with others to ensure a broader understanding and awareness of problems and their potential solutions





TEAM BUILDING



PERSONAL SKILLS SESSION - TEAM BUILDING

OBJECTIVES

This Team Building session has the following objectives:

- 1) To start the team building process for Al Nashia participants
- 2) To explore the main skills of a team player
- 3) To practise techniques in identifying the team leader

LEARNING OUTCOMES

This session will deliver the following learning outcomes:

- 1) The understanding of the main techniques behind team building
- 2) An introduction to team leadership skills and capabilities
- 3) The ability to use the most appropriate communication tools in team management & leadership

WHAT IS TEAM BUILDING?

The process of responding to a problem by searching for and selecting a solution or course of action that will create value

A team is a number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable.»

[Katzenbach and Smith, 1993]

T = Together

E = Everyone

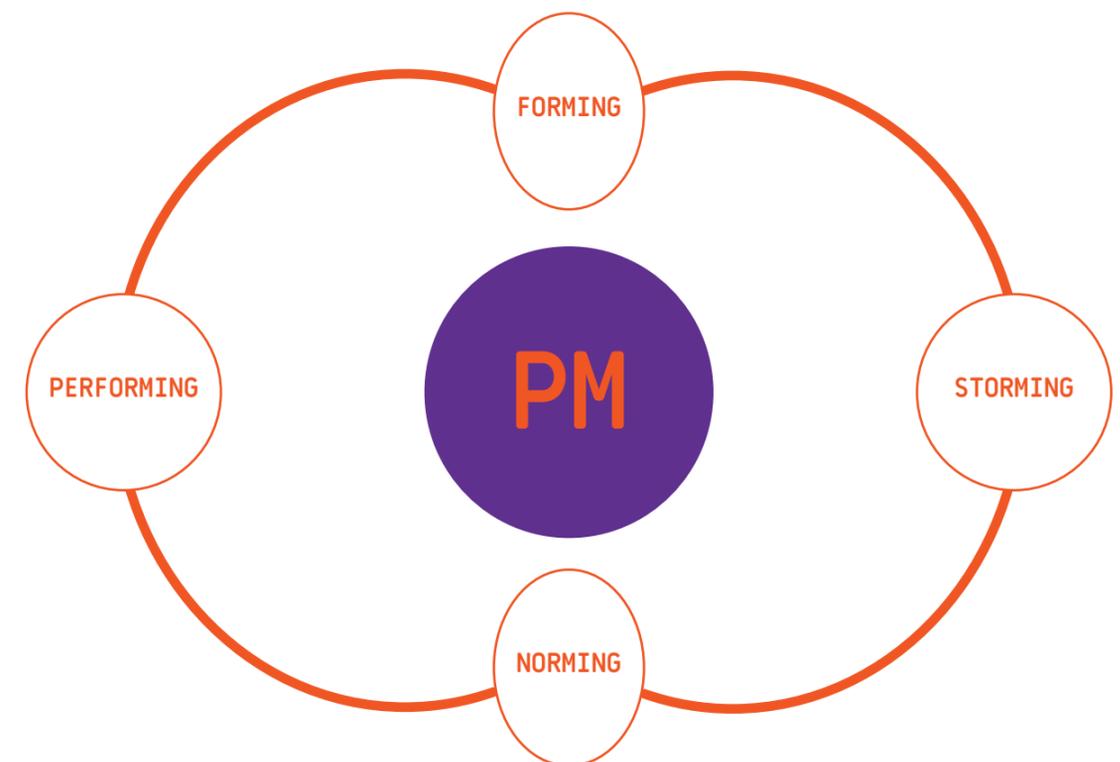
A = Achieves

M = More

WHAT ARE TEAM CHARACTERISTICS?

These are some typical Team Characteristics:

- Team members listen to each, clarify what is being said and show interest in the thoughts and feelings of others
- Differences of opinion are encouraged and freely expressed. The team does not demand narrow conformity or adherence to format that inhibit freedom of movement and expression
- The team is willing to identify conflict and focus on it until it is resolved or managed in a way that does not reduce the effectiveness of those involved.



BRUCE TUCKMAN'S TEAM LIFE CYCLE MODEL

What are the characteristics of Team Members?

- Support the team leader
- Help the team leader to succeed
- Ensure that all viewpoints are explored
- Express opinions, both for and against
- Provide open, honest and accurate information
- Support, protect and defend both the team and the team leader
- Act in a positive and constructive manner
- Provide appropriate feedback [Sandwich Philosophy]
- Understand personal and team roles
- Accept ownership for team decisions



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