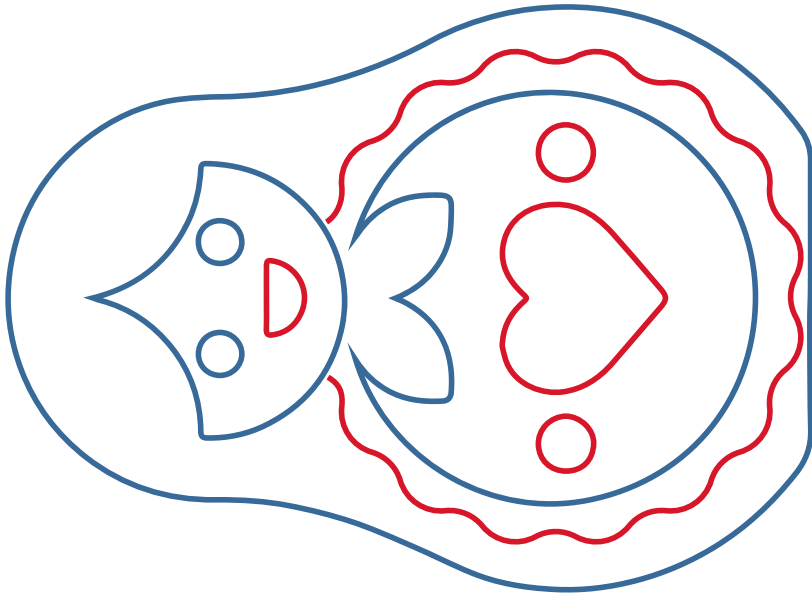
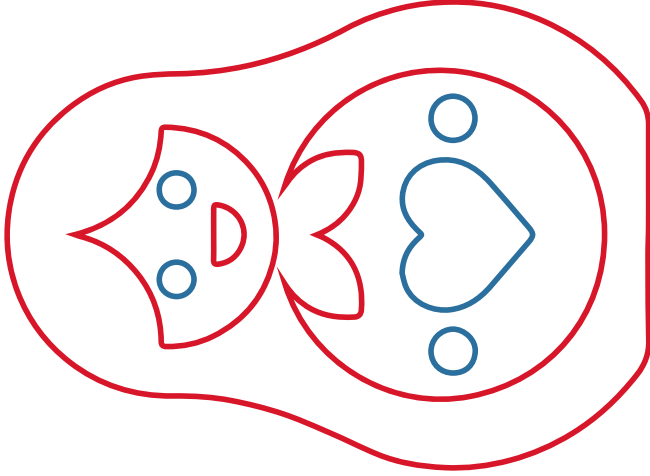


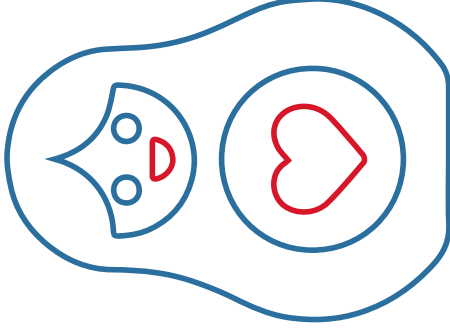
RUSSIAN NESTING DOLLS TO FILL



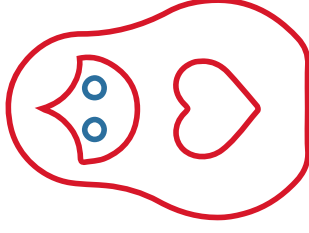
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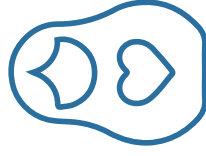
B



C



D



E

DAILY SOFT SKILLS FORM

A) Define and write about the situation below (i.e. my typical day, the birth of my child, the beginning of school, an extraordinary event: visiting relatives, child sickness ...):

B) Write down all the actions you perform, identifying the resources you use, the network you activate:

| Indicate each action in order of its execution | What do you do? | What do others do? Family members, acquaintances, services | What do you use? | Soft skills used |
|--|-----------------|---|------------------|------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |

C) Now by looking over the previous scheme, write the type of soft skill you used in the gray column.

EXAMPLES OF SOFT SKILLS

COGNITIVE SKILL

Systemic vision. This is the ability to insert events in a context, to establish the nature of their relationships and their interconnections.

Ability in analysis and synthesis. This is the ability to understand the meaning of different information at the same time, put it in order, understand it, and through synthesis, define it according to the criteria and meanings attributed.

Learning on an ongoing basis. This is the ability to recognize one's own gaps and areas for improvement, taking action to increasingly acquire and improve one's knowledge and skills.

Problem solving. This is an approach to work which, by identifying its priorities and criticalities, makes it possible to identify the best possible solutions to problems.

Self-confidence. This is the awareness of one's own value, of one's abilities, and of one's ideas beyond the opinions of others.

RELATIONAL SKILLS

Negotiation ability. This is the ability to manage complex negotiations in order to reach an agreement.

Customer Orientation. This is the ability to satisfy the customer's needs, even when not explicitly expressed, and to predict future ones.

Management of interpersonal relationships. This is the ability to manage the relationship between two or more individuals.

Communication abilities. This is the ability to transmit and share ideas and information in a clear and concise way with all one's interlocutors, to listen to them and deal with them effectively.

Team work. This is the willingness to work and collaborate with others, having the desire to build positive relationships aimed at achieving the assigned task.

REALIZATION SKILL

Flexibility/Adaptability. This is the ability to adapt to changing work contexts, to be open to new ideas and willing to collaborate with people whose points of view are also different from one's own.

Resistance to stress. This is the ability to react positively to work pressure while maintaining control, remaining focused on priorities and not transferring one's own tension to others.

Autonomy. This is the ability to perform the tasks assigned without the need for constant supervision, by making use of one's own resources.

Ability to plan and organize. This is the ability to accomplish ideas, by identifying objectives and priorities and, taking into account the time available, planning the process and organizing the resources.

Precision/Attention given to details. This is the attitude of being careful, diligent, and attentive to what you are doing, by taking care of the specifics and details for the final result.

Time management. This is the ability that leads to planning how much time to dedicate to specific activities, to increase effectiveness, efficiency and productivity.

Gestione delle priorità. È la capacità di organizzare le attività coerentemente a criteri definiti.

Management of priorities. This is the ability to organize activities coherently with defined criteria.

Achieving goals. This is the commitment, ability, and determination that is put into achieving the assigned objectives and, if possible, overcoming them.

Information management. This is the ability to effectively acquire, organize and reformulate data and knowledge from different sources, towards a defined objective.

Being Entrepreneurial/sense of initiative. This is the ability to develop ideas and to know how to organize them in projects for which realization is pursued, also taking risks in order to succeed.

MANAGERIAL SKILL

Ability to delegate. This is the ability to entrust a task to others, by assessing their abilities and selecting the appropriate task.

Management and motivation of collaborators. This is the ability to manage and organize your team, by supporting, encouraging, and rewarding it.

Development of the others. This is the ability to appreciate, motivate, and evaluate collaborators, by identifying specific development levers that are consistent with the skills possessed and the training needs of each person, thus favoring their professional growth and the involvement of one's collaborators.

Organizational awareness. This is the ability to understand that every project activity, every action, every methodological choice adopted is always regulated by decision-making styles, working methods, information flows, connection procedures, etc. as a "harmonic" and "effective" translation of the plan of activities to be carried out.

Strategic vision. This is the ability to have a general vision of "where we are headed", to see the current situation and the future one to be achieved.

Decision making. This is the ability to independently choose between different alternatives and to make effective final decisions, through the analysis and synthesis of data and information, also in conditions of uncertainty and complexity.

Governance. This is the ability to manage and govern the set of principles, rules and procedures that concern a collective whole (a society, an institution, a collective phenomenon, a family).

Planning and Monitoring. This is the ability to correctly distribute tasks and responsibilities, to establish priorities, to balance results and available resources, to plan work times and actions consistent with the objectives to be achieved, and ensuring constant monitoring.

Leadership. This is the ability to lead a group in a shared direction, with enthusiasm and energy, by stimulating the team's motivation and supporting their professional growth; an ability to assign goals, manage the activities and time for oneself and others; ability to manage group dynamics, also if conflicting.

SELECTION INTERVIEW FORM

PERSONAL QUESTIONS

Tell me about yourself _____

What are your professional goals? _____

Tell us what your main flaws and main qualities are _____

Describe your ideal work day _____

How long have you been looking for work? Why so long? _____

What is your ideal job? _____

What are the occasions when you quarrel with people, and why? _____

How do you make an important decision? _____

What do you usually do in the evening? And the weekend? _____

What TV programs do you watch and why? _____

What books do you read? _____

Do you have any hobbies? _____

If you started over again, what course of studies would you choose? _____

Why did you accept your last job? _____

What did you like best and least about your previous job? _____

Tell me about your worst and best employer... _____

QUESTIONS ABOUT THE PROPOSED JOB

What do you think about this job? _____

Why did you apply for it? _____

What do you know about our company? _____

Explain to me the reasons why we should hire you _____

What do you think you have that is more than what the other candidates have? _____

Don't you think you are lacking in experience? _____

... _____

OBSERVATION GRID - Candidates for the selection interview

| (Soft skill example) Ability to use the language appropriate to the interlocutor, to the situation ... | (Soft skill example) Did they know how to make the most of their presence? Attitude, tone of voice, interest ...) | (Soft skill example) Did they show they were motivated, responsible? | (Soft skill example) Do they have leadership skills? | (Soft skill example) Do they have the ability to manage the proposed commitment? | (Soft skill example) Do they have self-analysis skills? | (Soft skill example) Are they able to work to achieve goals? | (Soft skill example) Are they capable of handling the unexpected? |
|---|--|---|---|---|--|---|--|
| Participant 1 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |
| Participant 2 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |
| Participant 3 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |
| Participant 4 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |
| Participant 5 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |
| Participant 6 (write name) | | | | | | | |
| 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 | 0 1 2 3 4 5 |