ERA 202 Soft Skills Development

5 ECTS

Objectives – Course description

Business efficiency can be increased thanks to a good mastery of soft skills.

Neuroscience research has demonstrated the importance of emotional and social intelligence on the professional development of organizations. A better understanding of emotions causes higher efficiency and deeper involvement.

The purpose of this module is to get acquainted with the power and the use of emotions in organizations, group dynamics and in every decision-making process.

Learning content

Soft vs hard skills

Emotional intelligence & Social intelligence

Personality typology to understand workplace dynamics

Learning how to manage emotions in a professional environment: Identifying emotions/Overcoming limiting beliefs and replace them with empowering beliefs/Techniques and tools for an efficient use/Communication skills

Teamwork and leadership

Negotiation and conflict management

Learning outcome

By the end of this module, the student will demonstrate an ability at developing a critrical approach of his/her own soft skills development and applying theoretical models and grids to personal and professional experiences.

Methodology

Theoretical approach of the basic concepts and models followed by an interactive approach though experiential learning (practical cases, role plays, simulations, games)

Personal research on a case study.

Learning material

Use of Moodle with access to articles, video programmes, websites, PowerPoint presentations and Word presentations of the main topics.

Evaluation

40 % continuous assessment (active attendance, preparations, activities and assignments)

60% oral exam (prepared presentation, open questions)