Soft Skills curriculum for IT Professionals

Objective - SayIT Curriculum is a proposal of a holistic approach towards upskilling IT professionals in the area of soft skills and it is a reference document for elaborating soft skills training for IT professionals.

Target groups - VET institutions, regulatory bodies and relevant stakeholders.

Structure – The Curriculum is structured in line with European Qualification and National Qualification Frameworks. Thematic blocks are split into 3 or 4 competences – each of the competences are supplemented by a description to be then further divided in EQF levels 3&4, 5 and 6 – with corresponding learning outcomes (knowledge, skills and competences) listed. The Curriculum is also based on a four-phase model, including planning, implementation, evaluation, and review, in accordance with the European Quality Assurance in Vocational Education and Training framework.

Thematic blocks - The Curriculum covers five main thematic blocks, i.e., Communication skills, Problem solving skills, Teamwork skills, Organisational skills and Interpersonal skills.

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THEMATIC BLOCK NO.1: COMMUNICATION SKILLS
1.1. COMPETENCE NAME: Verbal and Non-Verbal Communication
1.2. COMPETENCE NAME: Active Listening
1.3. COMPETENCE NAME: Presentation Skills
1.4. COMPETENCE NAME: Empathy
THEMATIC BLOCK NO.2: PROBLEM-SOLVING SKILLS
2.1. COMPETENCE NAME: Critical Thinking
2.2. COMPETENCE NAME: Analytical Thinking
2.3. COMPETENCE NAME: Creativity
2.4. COMPETENCE NAME Conflict Management
THEMATIC BLOCK NO.3: TEAMWORK SKILLS
3.1. COMPETENCE NAME: People Management
3.2. COMPETENCE NAME: Adaptability
3.3. COMPETENCE NAME: Time Management
3.4. COMPETENCE NAME: Intercultural Competence
THEMATIC BLOCK NO.4: ORGANISATIONAL SKILLS
4.1. COMPETENCE NAME: Multitasking
4.2. COMPETENCE NAME: Prioritisation
4.3. COMPETENCE NAME: Pressure Management
4.4. COMPETENCE NAME: Organisational Agility
THEMATIC BLOCK NO.5: INTERPERSONAL SKILLS
5.1. COMPETENCE NAME: Influencing
5.2. COMPETENCE NAME: Trust Building
5.3. COMPETENCE NAME: Motivation
5.4. COMPETENCE NAME: Negotiation

Recommendations - It has been noticed that across a few competence levels, empathy, adaptability and multitasking are key soft skills for all IT professions, while verbal communication and presentation skills are the next essential ones. Highlighted should be the importance of soft skills regardless the type of occupation, however depending on the occupation a different subset of soft skills may be required. This highly depends on the type of interactions the person stands in front of, the peculiarities of the job and the level of selected competences the person already has, as well as their openness to make new contacts, pass on information and engage in mutual activities, either with own team member or clients to the company. Observation of the behaviours of others and building positive relations based on trust and communication, either it is verbal or non-verbal, are the first steps to improving soft skills.

More information on the project website: https://sayit.erasmus.site/