

YECh

Youth Volunteering Certification

Soft and Hard Skills

Didactic material to work on
the winning necessary skills
for volunteering



Erasmus+

Hard Skills

Teachable abilities or skill sets that are easy to quantify.

vs.

Soft Skills

Also known as "people skills" or "interpersonal skills."

你好吗?

Proficiency in a foreign language



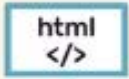
A degree or certificate



Typing speed



Machine operation



Computer programming



Communication



Flexibility



Leadership



Teamwork



Time Management

Project partners found that **soft skills** are often prized more than technical knowledge in volunteering experience of any like.

But if you have just left school, college or university, you may feel that your soft skills are not as developed as you may like.

As Soft skills tend to develop with experience, a great way to start developing these skills is to do some **volunteering**. You may have already practiced or developed some skills without even knowing it, so in this document you will find a useful set of didactic material to review most of them.

The kind of skills that are classed as 'soft' include the following:



Soft Skills

- Creative Thinking
- Critical Thinking
- Communication
- Teamwork
- Positive attitude
- Decision-making
- Leadership



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In order to obtain the **Certification**, the **Curriculum** developed in the framework of the YECh project cannot be complete without any learning material aimed at developing all set of skills. For this purpose, **experts** in the field of vocational education and training identified some **hard skills** that are as well important for any volunteer.

The kind of skills that are classed as 'hard' include the following:



Hard Skills

- Computer
- Data Analysis
- Marketing
- Management
- Design
- Network and Internet
- Foreign Languages



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DEVELOPING YOUR SOFT SKILLS: HOW VOLUNTEERING CAN HELP

Many people think volunteering is only for retired people who have time on their hands. But as well as being a great way to give something back to the community, volunteering can be a helpful way of boosting your employability. For instance, doing voluntary work during your free time or gap year can show potential employers that not only are you motivated but you also have initiative.

Most volunteering opportunities involve working with other people, which allows you to build on your team working abilities. And whatever you do, it's inevitable that you'll be faced with problems, obstacles and challenges at some stage – all of which allow you to develop your practical skills as well as your problem-solving and creative thinking skills.

Dive right into it!

PLAY A GAME TO MEASURE THE APTITUDES

Atti2de videogame is able to measure and define one's aptitudinal profile according to a specific model designed for professional development.

The great innovation is that now you do not have to answer long lists of boring multiple choice questions and then wait for someone to interpret the results in order to obtain a personalized, insightful profile.

While you are playing the game for few minutes on your PC, distracting and involving you at the same time, Atti2de identifies and checks your behaviors to give you immediately your aptitudinal profile, comparable and sharable via web.





WHEN YOU SEE THIS SYMBOL CLICK ON IT: THE SUGGESTED RESOURCE WILL AUTOMATICALLY OPEN IN YOUR BROWSER



THE SUGGESTED RESOURCE IS A VIDEO: DO NOT PANIC, IT NEVER LASTS MORE THAN 10 MINUTES.



HAVE A READ! THE SUGGESTED RESOURCE IS AN ARTICLE

Creative thinking means looking at something in a new way. It is the very definition of “thinking outside the box.”

Often, creativity in this sense involves what is called lateral thinking, or the ability to perceive patterns that are not obvious.



This learning nugget will give you an overview of Creativity and Innovation and you will be also able to see the Empath Map.

www.digitizeenterprise.org | CREATIVITY VS INNOVATION



In this Article there is a good explanation of what creative thinking is and how people can improve it by practicing. Some tips and practical examples are added too.

The Balance Careers | Creative Thinking Definition, Skills, and Examples

Creative thinking means looking at something in a new way. It is the very definition of “thinking outside the box.”

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Corporate philosopher Luc de Brabandere argues that the most incredible ideas come from relocating our minds to an entirely different box where preconceived ideas don't limit imagination.

TED@BCG LONDON | Reinventing creative thinking



Critical thinking is the ability to analyze problems in order to find ways to solve them. People should identify solutions, logically evaluate and compare them and then pick up the best one.

Being impossible to make perfect choices every time, the video explains with some clear examples and effective dynamic images some techniques in order to improve people's critical thinking.

TED-ED | 5 tips to improve your critical thinking - Lesson by Samantha Agoos

Defining critical thinking: find out more on what the concept hides and how to master it.

www.criticalthinking.org

Niger Warburton recommends the best 5 books on critical thinking, adding information about why and in which way those books are the right ones for the topic mentioned.

The best books on Critical Thinking recommended by Nigel Warburton



Communication skills are related to the ability to transmit and receive different types of information; to the ability of active listening, adapt communication style to the audience and demonstrate empathy and respect to the speaker.



A list of the best **Podcasts** to improve your Communication Skills.

player.fm



Download this game on the App store or Google play

According to a survey held under employers, key elements are being confident about the message, being clear and using appropriate tone and style. This game is a funny and interactive way to test these skills.

<https://triple-e-dge.com/games/>

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E-Platform of the Erasmus+ **WORTH PROJECT:**

UNIT 6 deals with communication skills

(Youth Employment at the WORK Life THrough Long-Term Employability Skills)



The video explains 7 tips to improve conversation and overall communication skill, whether in a business, friendship or even romantic relationship. Communication skills are a crucial ability.

Improvement Pill | How To Improve Communication Skills



Click here!



Teamwork is related to the ability to work alongside others and reach a common goal.

Amy Edmondson talks on teaming, where people come together quickly to solve new, urgent or unusual problems.

Amy Edmondson - TED Salon |
How to turn a group of strangers
into a team

Researchers explain within the example of the Google team, what makes teams successful.

Secrets Of Successful
Teamwork: Insights From
Google

Inside the article there is a list of the 10 best teamwork movies.

Read more on the website on different aspects of teamwork: promoting team building, positive team dynamics and leadership.

www.teamworkdefinition.com



Positive attitude is related to the ability to act positively, to handle stress and to convert it into a positive driving force.

A recorded motivation speech can make us think about our attitude and how important it is to have a strong and positive attitude for those people around us too. Dr Myles explains how important the power of attitude is, even if we are not perfect in every skill.

The Power of ATTITUDE - A powerful motivational speech by Dr. Myles



Provided by Marelisa Fábrega, a recovering lawyer who started writing a Blog about how to live our best lives. She focuses on how to create positive attitude, how to maintain it and why it is important.

<https://daringtolivefully.com> | 21 Ways to Create and Maintain a Positive Attitude

Decision-making skills are related to the ability to transmit and receive different types of information; to the ability of active listening, adapt communication style to the audience and demonstrate empathy and respect to the speaker.



Since a good decision-making process is part of being human, in this video people can learn to improve this skill and on how to avoid poor decision making, in everyday life too.

How To Improve Decision Making Skills | Decision Making Process

What methods can be put in place when thinking about problem solving and decision making?

The decisions taken can either lead people to success and failure, so it is vital to have the right processes in place when being approached with a problem or a decision.

www.digitizeenterprise.org/



Decisions can be made through either an intuitive or reasoned process, or a combination of the two. Here there is a theoretical material about some basics, models steps and tips regarding the topic.

ADDITIONAL MATERIAL



Leadership is related to the ability to take charge of difficult situation and guarantee the success. Moreover, a leader should be able to motivate a team and manage possible conflicts.



Through this interactive material you can understand what leadership is, how to communicate effectively, how to deal with emotional situations and complexity.

www.digitizeenterprise.org



Why is leadership important when working in a team? Have a read!

Young Leaders | The Importance Of Leadership



Leaders set direction, build an inspiring vision and create something new: in this game it is about maintaining the balance between what your robots want, what you desire and how the organization wants you to handle stuff. Your decisions have a great impact.

<https://triple-e-dge.com/games/>

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The Lead! Library

Free mobile phone App (to download on App store or Google play).

It doesn't require any type of registration and it allows people to do some quick tests on leadership and to prove personal general knowledge on issues related to remarkable contents (such as management strategies or leading values).

Computer skills are related to the ability to use basic computers' programs in order to carry out specific tasks (such as writing documents, exchanging e-mails or store information etc.)

Try to take this test and find out how much you know about the basics of computer skills! Do a quick research on the Internet to know more about difficult subjects.

Quiz: Basic Computer Skills Assessment



Alison Doyle presents 5 free and easy ways to improve your computer skills.

Alison Doyle | 5 FREE AND EASY WAYS TO IMPROVE YOUR COMPUTER SKILLS

Data Analysis skills are related to the ability to draw appropriate conclusions from the analysis and the interpretation of data. Moreover, it refers also to the ability of taking advantage of the conclusions derived to elaborate the appropriate action plan to face difficulties or problems.



The video explains to beginners what Analytics is and tries to give a more comprehensive idea on how it is used in almost all aspects of life.

Jigsaw Academy | Analytics for beginners

In the article the author has selected and briefly described 10 movies on Data Science and Machine learning.

10 must-watch movies on Data Science and Machine Learning



Click here!

Click here!



Choose your favorite podcast: each one regards the topic of data and how it affects our lives.

www.stitcher.com | DATA STORIES

Marketing skills are related to the ability to use basic professional computers' programs in order to carry out specific tasks (such as writing documents, exchanging e-mails or store information etc.)

The video is a sort of introductory lesson on marketing, through which people can learn what marketing is, how it is used to reach consumers and why it is important in business.

Study.com | Introduction to Marketing



The article explains what the role of marketing at the NGO world is and it gives examples of NGOs marketing campaigns.

Examples of successful NGO and charity marketing campaigns



Marketing skills

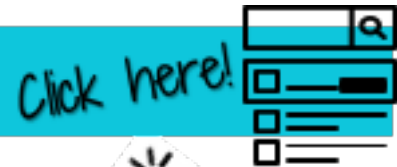
Marketing skills are related to the ability to use basic professional computers' programs in order to carry out specific tasks (such as writing documents, exchanging e-mails or store information etc.)



Click here!

This learning nugget will give people an overview of how to create a simple and effective marketing strategy, understanding especially the pros and cons of technology for start-ups. It will also provide people information on social media and e-mail marketing.

www.digitizeenterprise.org/ | Marketing and start-up basics



The aim of the video is to give people an overview of what the most important skills in marketing are and how people can use them to be successful.

www.thebalancecareers.com | Important Marketing Skills That Employers Value

Marketing skills

Management skills are related to the ability to supervise employees or subordinates; to be responsible for own tasks and to handle them autonomously; to evaluate and introduce changes to improve everyday working activities.

It describes what the different types of management skills are, which are the most important ones and how people can improve these types of skills.

University of West Canada | How can you improve your managerial skills?



It gives people a better understanding of the skills necessary to be successful in leading a nonprofit.

Six Skills that Transfer Well to Nonprofit Leadership Positions



Design skills are related to the ability to develop design or create and put into practice new applications, idea, relationships, systems or products, including artistic contributions.



Creative Bloq, ART AND DESIGN INSPIRATION
| The best free graphic design software

In this video, you'll learn the basics of layout and composition in graphic design.

Beginning Graphic Design: Layout & Composition



This easy tool allows to create nice graphic elements in an intuitive way, including a wide range of marketing products suitable for social media posts, email headers, infographics, posters, etc.

www.canva.com

Network and Internet skills are related to the ability to use the Internet to carry out professional tasks and to communicate successfully within a network made up of other individuals or groups.

The article explains the basis of networking and three simple steps about how to sharpen and improve these skills.

newhorizons.com | Networking Basics: 3 Steps to Sharpen Your Networking Skills and Advance Your Career



Click here!



Click here!

Have a look at this booklet and get an overview of tools, best practices, project organizations, partners and participants for digital participation.

DigiZation is a KA2- project funded by the **Eramus+ programme** to address the development of high-quality skills for youth workers and organisational staff, working to raise the level of participation of young people and to ensure more inclusion in participatory processes of youth from diverse backgrounds.



YOUTH VOLUNTEERING CERTIFICATION

Foreign Languages

Click here!



[Click here!](#)



Youth Volunteering Certification

Foreign Languages are related to the ability to take advantage to the personal skill of speaking foreign languages in order to carry out professional activities, performing concrete tasks.

Through this free mobile phone App people can improve their language skills by using flashcards. People can make flashcards with text, sound and images or download pre-made ones.

AnkiApp

Through this free mobile App learners will discover pattern on their own without needing to focus on language rules: it is called “implicit learning” and it is ideal for developing a foundational knowledge of a language.

Duolingo



Click here!



“Remember that the
happiest people are
not those getting
more, but those
giving more.”

— H. Jackson Brown Jr.