

Communication and soft skills lab

OBJECTIVE OF THE ACTIVITY

The Communication and Soft Skills Lab is a training program aimed at developing transversal (soft) skills that are essential for entering and succeeding in the job market. The Workshop involves analyzing the soft skills most in demand by companies: each skill is explored through self-assessment tools and a variety of exercises — individual, small-group, and peer evaluation — to apply these competencies in a professional context.

STRUCTURE AND CONTENTS OF THE ACTIVITY

The workshop is conducted entirely online, in asynchronous mode, using the interactive modules available on the Moodle platform.

The program covers the following topics:

- Relational skills
- Effective communication
- Assertiveness
- Emotional intelligence
- Neurophysiology, strategies, and stress management techniques
- Ability to define and pursue personal goals
- Teamwork: group work phases and relational dynamics
- Potential development
- Inner dialogue
- Resilience
- Self-efficacy
- Optimism
- Determination
- Proactivity

INVOLVED TEACHING STAFF

Dr. Viviana Chignoli

ACQUIRED SKILLS FOR EMPLOYABILITY

At the end of the program, students will have learned a methodology for assessing their own soft skills and for developing and maintaining a continuous focus on improving their abilities. With a view to continuous improvement, they will in particular be able to:

- Communicate effectively by critically observing their own communicative attitudes and behaviors;
- Practice active listening and adopt assertive communication styles;
- Enhance motivational, emotional, relational, and affective dimensions in social interactions;
- Interact effectively in groups by managing conflict, contributing to collective tasks, and recognizing the value of each member's contribution;
- Promote the development of soft skills in others by setting an example through behaviors grounded in determination, resilience, shared values, and work objectives, while respecting everyone's sensitivities and rights.

LEARNING ASSESSMENT

Active participation in individual exercises, small group work, and peer evaluation activities, all of which are assessed in accordance with the evaluation rubrics provided for each task.

Assessed dimensions:

- Terminological accuracy in describing the importance of specific soft skills for improving one's performance;
- Argumentative coherence in representing one's level of mastery of specific soft skills;
- Clarity of expression in developing new strategies to enhance various soft skills and translate them into effective behaviors;
- Effectiveness of the communication strategies adopted during collaborative activities.

ADMISSION REQUIREMENTS

Master's students in Management Engineering are eligible to attend the course.

REQUIREMENTS FOR RECOGNITION OF THE ACTIVITY

The Open Badge is awarded to Master's degree students who have actively participated in at least 75% of the online activities of the Workshop and have completed the required exercises within the specified deadlines.

STUDENT COMMITMENT AND UNIVERSITY CREDITS

The overall student workload for the course consists of 75 hours.
This activity is worth 3 ECTS.

LOCATION OF THE LABORATORY

The activity will take place online.

SEMESTER OF DELIVERY

First semester

LANGUAGE OF INSTRUCTION

Italian