

# SUMMARY OF THE SOFT SKILLS ACQUISITION PROCESS

This sheet gives an overview of the 3 steps of the Soft Skills acquisition process as well as the tools that can be used at each step. It will help the trainer to keep in mind all the elements that will be useful and to look at the process in its entirety



## THE ERASMUS + SOFT SKILLS PROJECT

The Erasmus+ Soft skills project follow the approach of facilitating access to soft skills for people with low levels of qualification in order to accelerate their professional integration. Indeed, mastering a professional activity does not only require the implementation of technical skills specific to the job (hard skills), it also relies on the mobilization of soft skills. To do so, the partnership has developed a method as well as pedagogical tools for training in soft skills. For more information [www.softskills-project.eu](http://www.softskills-project.eu)



This first step enables to determine from the outset whether or not a trainee masters soft skill through an **interview** or an **observation**. It provides an objective view of the trainee's skills and helps to direct him/her towards the training course that best suits his/her needs or the needs of the organization he/she comes from.

### Time indication

**Preparation** : as much time as needed  
**Placement**: 30 minutes

### Tools

Placement and Assessment protocol - Generic placement grid **or** Specific placement grid - Wheels



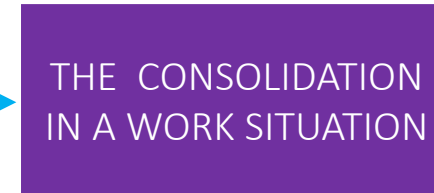
This step enables common foundations to be laid, theoretical contributions to be made while linking them to concrete life or work experiences. In this way, the trainee takes on new knowledge and makes it his own. During the training, the trainer ensures that everyone has a good understanding by using **formative assessment** tools and by rephrasing important information.

### Time indications

**Preparation** : as much time as needed  
**Training** : min. half a day

### Tools

Training kit – Toolbox - Placement and Assessment protocol



This last step allows the practical application of the new knowledge acquired during the training. The trainee has time to take what he or she has seen in training and reinvest it in everyday life/ in a work situation. It is only after a period of consolidation that we will be able to assess the trainee by **observing** him at **several times** in a fictive work situation and to attest or not if a soft skill level is acquired.

### Time indications

**Consolidation** = between a week and a month,  
**Evaluation by observation** = 30 minutes for each observation

### Tools

Facilitation techniques -Placement and assessment protocol - Generic assessment grid **or** Specific assessment grid - Wheels



[Zerobarrier](http://zerobarrier.eu) is a global solution for training at work, capitalization of skills acquired and promotion of European job mobility. On this platform, users can easily search for the tools we developed during the soft skills project, keep a track of the training sessions, record the different results of the placement test or assessments and generate CV and skills portfolios. If you want to know more about the platform and sign in, contact Solivers: [contact@zerobarrier.eu](mailto:contact@zerobarrier.eu)



# HOW TO PROCEED?

1. Read the catalog to learn more about soft skills, their definitions and the soft skills acquisition process.
  2. Select the learners you will support in the Soft Skills acquisition process and choose the Soft Skills you want to work on (no more than 3 at the same time)
- ZEROBARRIER *If it's the first time you're using Zerobarrier with your learner, create an account to your learner (Menu – Management – Manage the users – Add)*



**3.** Plan a placement test (interview or placement by observation) with your learners related to the soft skills you want to work on (no more than 3 at the same time) & prepare your placement grid

**Tools** : placement and assessment protocol + generic placement grid

**Time** : Spend as much time as you need

**4.** Do the placement test with each learner

**Tools** : Your placement grid + Wheel

**Time** : 30 minutes for each placement

ZEROBARRIER *Add the results of the placement test on Zerobarrier (MOBIPASS – Soft skills – Initial placement – Choose a learner – Add a placement)*

*How to visualize the results?*  
(MOBIPASS – Portfolio – Select your learner – select the tab “soft skills”)

**5.** Prepare the training session, don't forget to plan a formative evaluation during the training, to prepare all the materials you need as well as the attendance sheet and the satisfaction survey. Please note that you are only able to train one soft skills and one level at the same time.

**Tools** : Training kit + Toolbox + Placement and Assessment protocol + Attendance sheet + Satisfaction surveys

**Time** : Spend as much time as needed

**6.** Do the training session with your learner

**Tools** : Your training program, the satisfaction survey, the attendance sheet

**Time** : min. half a day

ZEROBARRIER *Add the training session on Zerobarrier (MOBITRAIN – Soft skills training – ADD – fill in the information (indoor training), SAVE)*

**7.** Generate a training certificate for each learner

**Tool** : Training certificate

**8.** Allow the learner to apply what they have seen during the training on the field. Advise him/her if necessary.

**Tool**: Facilitation techniques

**Time**: Between a week and a month

ZEROBARRIER *Add consolidation sessions in work situations (MOBITRAIN – Soft skills training – ADD – Fill in the information (Consolidation) – SAVE)*

**9.** Once the learner is confident and seems to master the Soft Skills, you can begin to plan the assessment process and to prepare your assessment grid. ( A soft skills level is acquired if it has been observed at least 3 times in 3 different contexts.)

**Time**: Plan 1 hours to prepare each evaluation.

**Tools**: placement and assessment protocol – Assessment grids

**10.** Do the assessments. (At least 3 observations)

**Time**: each observation should not last more than 30 minutes.

**Tools**: Your assessment grid

ZEROBARRIER *After each observation, transcribe the results (MOBIPASS – Soft skills – Assessment – Add – Fill in the information – Select the soft skills – Edit the assessment – SAVE)*

**11.** Once the Soft Skills have been observed 3 times, you can accompany your learner in writing a CV that highlights the Soft Skills acquired.

ZEROBARRIER *The application automatically generates a customizable CV, certificate and Soft Skills passport template (MOBIPASS – Portfolio – Select a trainee – Select the Tab “soft skills” – Generate the document you want/need)*