

# Bootcamps for Emerging Technologies and essential Skills



## Topic 1: Soft Skills

### *Communication*

**Trainer: Steve Farrugia**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA).

Neither the European Union nor EACEA can be held responsible for them.

Project Number: 2022-1-CY01-KA210-VET-000082706



# Communication

*By the end of this training, you will:*

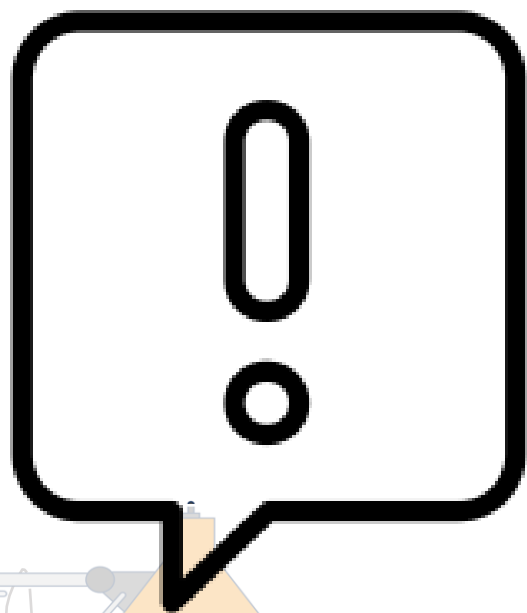
- ❖ *be able to understand the communication principles;*
- ❖ *learn how to bust anxiety (for instance, when addressing larger groups);*
- ❖ *gain valuable communication skills and techniques;*
- ❖ *learn how to implement different communication techniques in life and leadership;*



# Communication

“Communication is a process that involves sending and receiving messages through the verbal and non-verbal methods.”





You cannot not communicate.

**Communication** is about giving and receiving messages.



# Principles

- ❖ How they understand your message is influenced by your non-verbals;
- ❖ People receiving your message will apply (their own) meaning;
- ❖ The goal of communicating is to get others to think, feel or act;
- ❖ Other people's preferred style of communicating may be different;
- ❖ Some tools can be used in one-to-one(s) as well as for group communication (but not all... discretion must be exercised);



Source: Steve Farrugia

# Principles

- ❖ Your primary consideration is **YOUR AUDIENCE**: Find out what you can about them: special interests? demographics?
- ❖ Two other priorities are your:
  - **SUBJECT**: Research it properly;
  - **OBJECTIVES**: Be clear about them.
- ❖ Another non-negotiable: **BE WELL PREPARED**
  - Plan your presentation;
  - Practise it well.

# Busting Anxiety

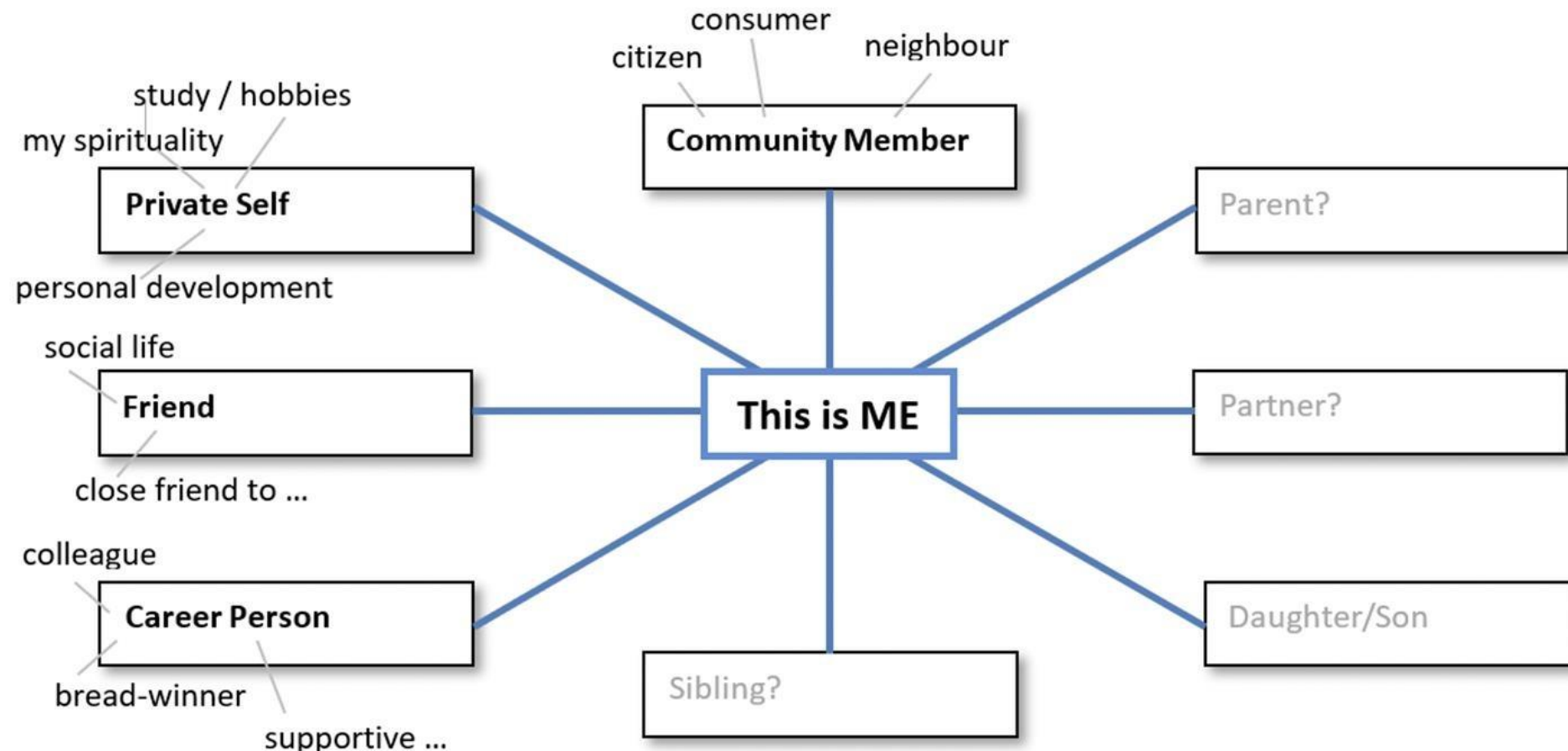
when addressing large groups

## Confidence

In which field/role do you feel most confident?

Where do your passions & expertise lie?





# Busting Anxiety

## Important facts to remember

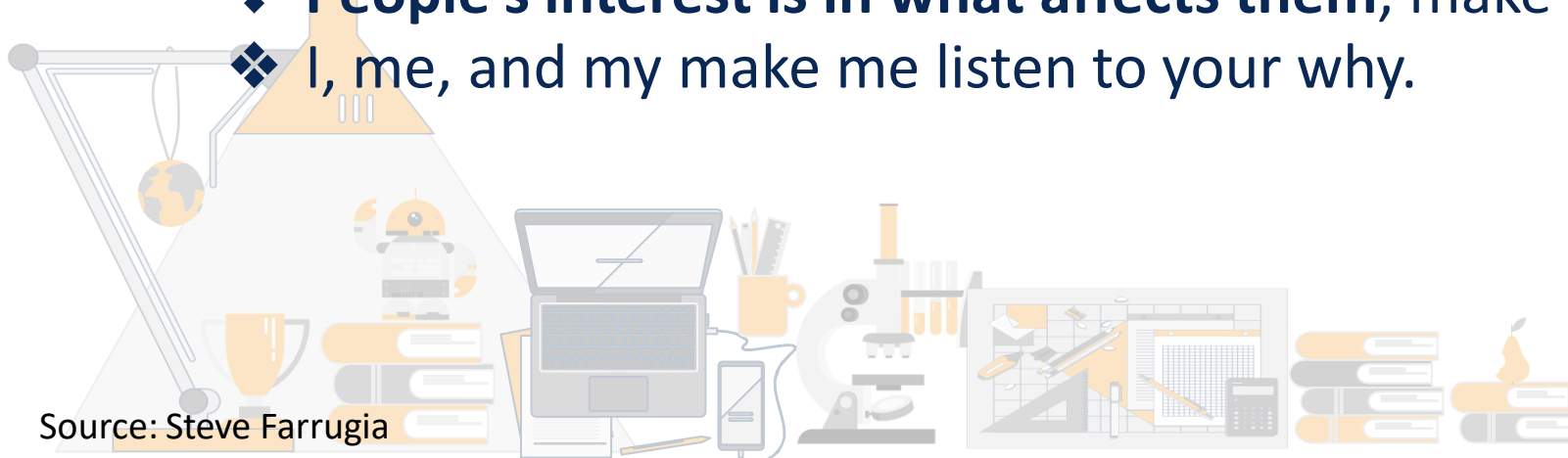
- ❖ Everybody feels some jitters before a performance;
- ❖ Stress is necessary - but we need to/can control it;
- ❖ Anxiety and Excitement feel exactly the same;
- ❖ They've come - because you know your stuff;
- ❖ Your mind controls your body... and vice versa;
- ❖ Breathing and posture are confidence strategies;
- ❖ Have a power move, or give yourself an attitude altering pepTalk.



Source: Steve Farrugia

# Things you have to keep in mind!

- ❖ **Speaking is your ART:** The more you practise, the better you become.
- ❖ **Speaking is your CHANCE:** To get your message across, don't miss it!
- ❖ **There may be an opportunity** hidden in your crowd, don't miss it!
- ❖ People have come because **they want to listen to what you have to say** - make the most of it!
- ❖ **People's interest is in what affects them**, make it relevant!
- ❖ I, me, and my make me listen to your why.



Source: Steve Farrugia

# Keep this in mind!

- ❖ **People's interest is easily lost** - keep the talk short & focused!
- ❖ **People's interest is also gained by entertainment** (interesting facts/stories).
- ❖ **Adopt famous quotes or sayings.**
- ❖ **People's interest is governed by emotion** - tell stories to make your point!
- ❖ **People won't remember much of what you say - keep speeches simple!**
- ❖ **Simple words are understood** - focus on your type of "audience."



# Special Words

## and their effects

**BECAUSE:** People need to understand the reason (why?), especially for something good.

**BUT & AND:** It deletes what went before it, so sometimes might be a wiser choice of words.

**YET:** It provides hope when the situation is negative: the subconscious waits for a different outcome.

# Special Techniques

## to influence and persuade

**Agreement frame** uses 'and' - non-confrontational.

**PCP Sandwich** acknowledges the good when giving negative feedback.

**Yes frame** conditions a positive reply.

**Nodding** while asking, predisposes affirmative response.

**Using their words** make you sound in agreement.

**Seek common ground** before disagreeing.

**Anticipation loops** create curiosity for what's to come.

**Framing** gives a perspective to an argument.

**Reframing paraphrases** their words to be more agreeable.

# Bootcamps for Emerging Technologies and essential Skills



## Topic 1: Soft Skills

### *Leadership*

**Trainer: Steve Farrugia**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA).

Neither the European Union nor EACEA can be held responsible for them.

Project Number: 2022-1-CY01-KA210-VET-000082706



# Leadership

*By the end of this training, you will:*

- ❖ learn about different personality types;*
- ❖ be clear about the importance and the role of leadership;*
- ❖ be able to determine what makes good leadership;*
- ❖ agree about the leadership traits we hate;*
- ❖ learn why it's vital for a leader to be charismatic;*
- ❖ learn what to pay attention to when making decisions.*



# Personality Types

based on the DISC Model

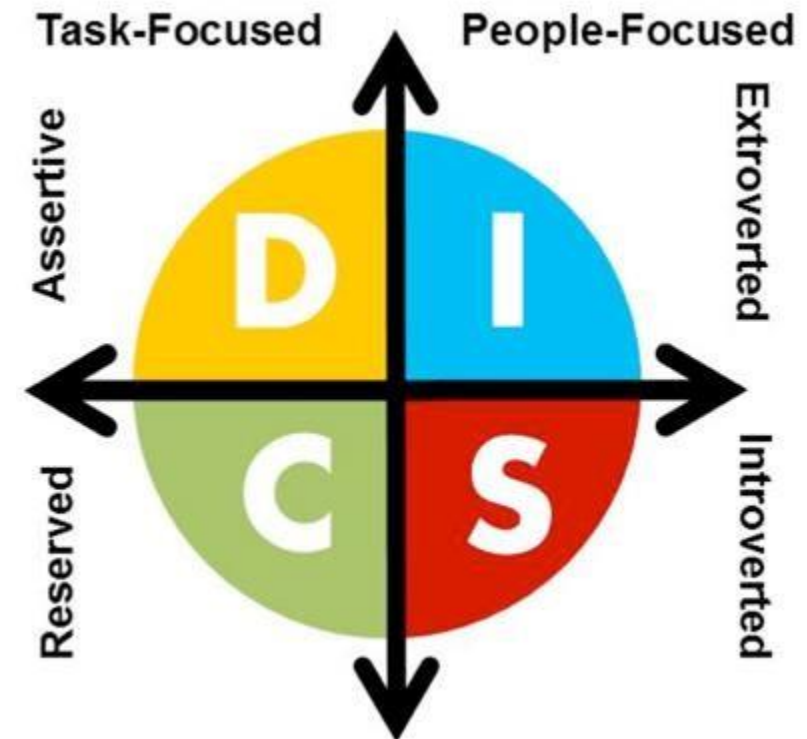


# The DISC Behavioural Model

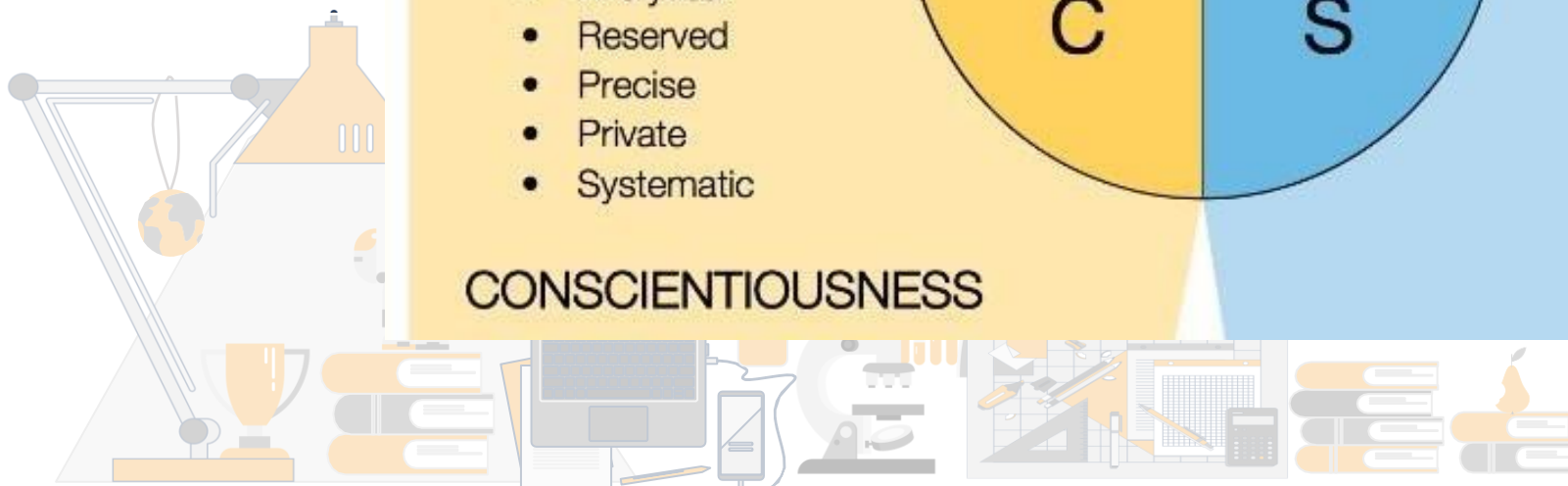
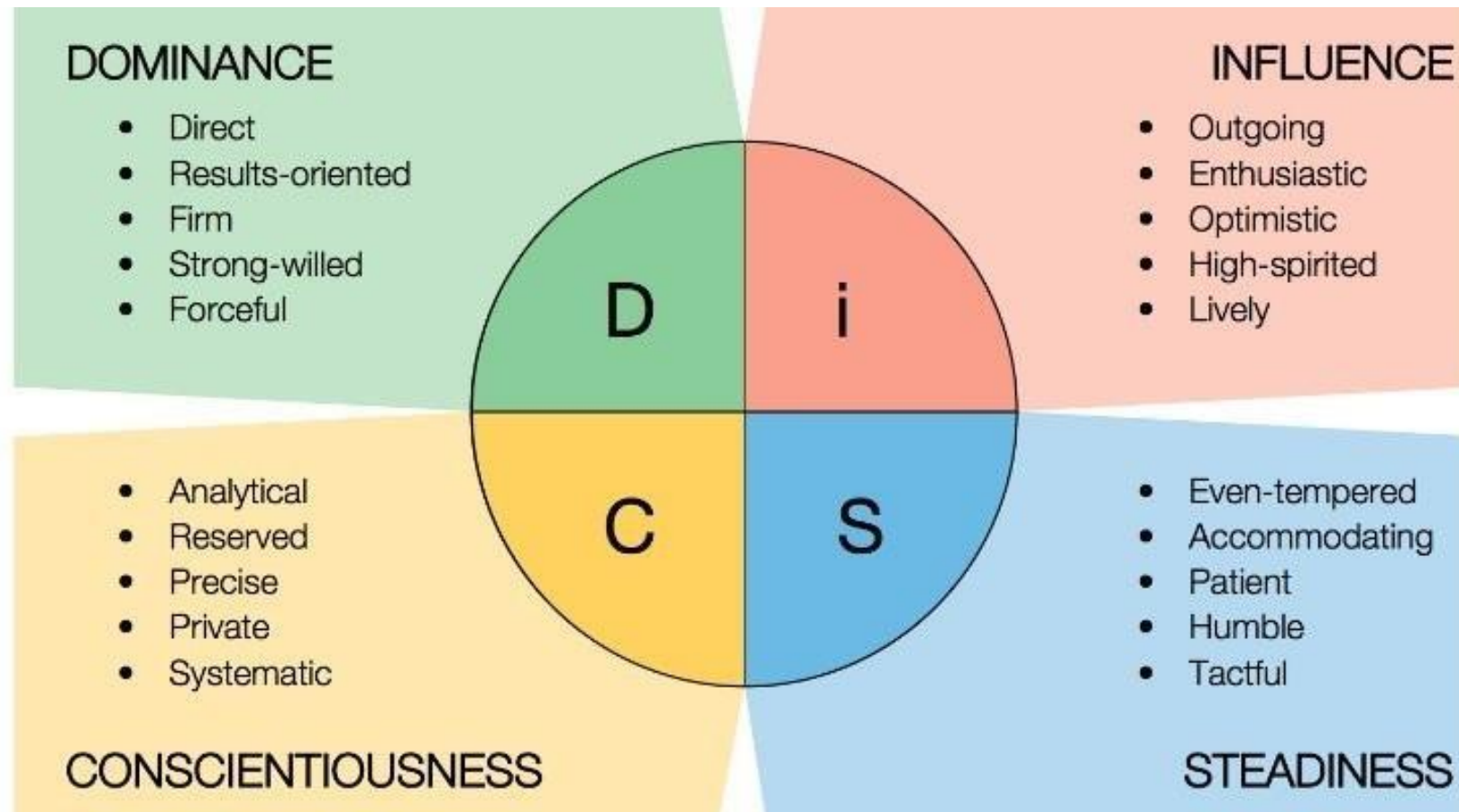
and how it affects communication  
between different personalities.

Are you more...

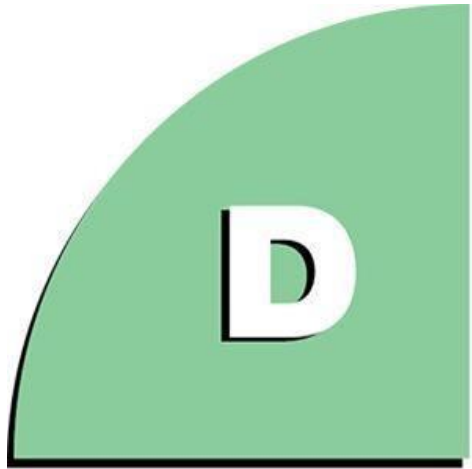
1. Reserved or outgoing?
2. Impatient or more composed?
3. Competitive or collaborative?
4. Focused on people's well-being or on getting the job done?
5. A big picture or a detail person?



# The DISC Behavioural Model



# Dominance



- ❖ Sees the big picture, hates detail;
- ❖ Quick action, hasty, impatient, competitive, decisive;
- ❖ Direct, very short, straight, forward communication;
- ❖ Demanding, controlling, lacks sensitivity to people's feelings



Source: Steve Farrugia

# Dominance

## Body Language:

- ❖ Keep your distance;
- ❖ Strong handshake;
- ❖ Direct eye contact;
- ❖ Controlled gestures;
- ❖ Lean forward.

## Word and Content:

- ❖ “Win,” “Lead the field,” “Results,” “Now,” “New,” “Challenge.”

## Pace (Speech & Action):

- ❖ Fast-Abrupt.

## Tone of Voice:

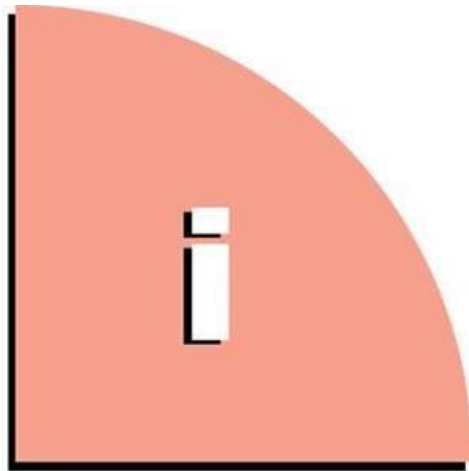
- ❖ Strong;
- ❖ Clear, loud;
- ❖ Confident;
- ❖ Direct.

## Signals to Look for:

- ❖ Look at their watch;
- ❖ Leaning back in their chair;
- ❖ Challenging or disagreeing with you.



# Influence



- ❖ Needs personal connection, hates lack of social support;
- ❖ Speaks to everyone, communicator, high energy;
- ❖ Outgoing, the heart of a party, loves (to organise) activities;
- ❖ Optimistic, friendly, uses gestures, can be hasty, clingy and excitable.



Source: Steve Farrugia

# Influence

## Body Language:

- ❖ Get close;
- ❖ Relaxed, humour;
- ❖ Friendly eye contact;
- ❖ Expressive gestures.

## Tone of Voice:

- ❖ Enthusiastic;
- ❖ High and low modulation;
- ❖ Friendly;
- ❖ Energised.

## Word and Content:

- ❖ “Fun,” “I feel,” “Sociable,” “Will make you look good,” “Exciting.”

## Pace (Speech & Action):

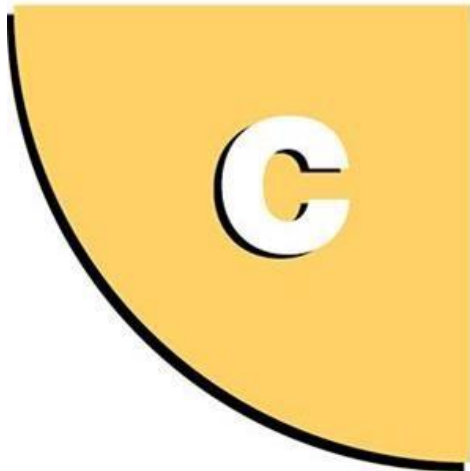
- ❖ Fast-skip around

## Signals to Look for:

- ❖ Looking around the office or room;
- ❖ Skepticism;
- ❖ Negativity.



# Conscientiousness



- ❖ Thrives on detail, calculating, reserved;
- ❖ Adheres to rules, hates risk, cautious;
- ❖ Prefers to work alone, highly organised, methodical;
- ❖ Precise, deliberate, formal, questioning, can be indecisive and suspicious.



Source: Steve Farrugia

# Conscientiousness

## Body Language:

- ❖ Keep your distance;
- ❖ Firm posture;
- ❖ Direct eye contact;
- ❖ No gestures.

## Tone of Voice:

- ❖ Controlled;
- ❖ Direct;
- ❖ Thoughtful;
- ❖ Little modulation.

## Word and Content:

- ❖ “Here are the facts,” “No risks,”  
“Proven,” “Analysis,”  
“Guarantees.”

## Pace (Speech & Action):

- ❖ Slow-methodical.

## Signals to Look for:

- ❖ Evasiveness;
- ❖ Almost no verbal communication;
- ❖ Difficult questions so you will end the meeting.



# Steadiness



- ❖ Promotes harmony, hates arguments, reserved;
- ❖ Nurtures the team, motivator, caring;
- ❖ A step-by-step, slower but steady pace, hates disorganisation and crises;
- ❖ Calm, logical, relationship builder, tends to avoid uncalculated risk.



Source: Steve Farrugia

# Steadiness

## Body Language:

- ❖ Relaxed;
- ❖ Methodical;
- ❖ Lean Back;
- ❖ Friendly eye contact;
- ❖ Small gestures.

## Word and Content:

- ❖ “Step-by-step,” “Help me out,”  
“Guarantee,” “Promise,”  
about it.” “Think

## Pace (Speech & Action):

- ❖ Slow-Logical

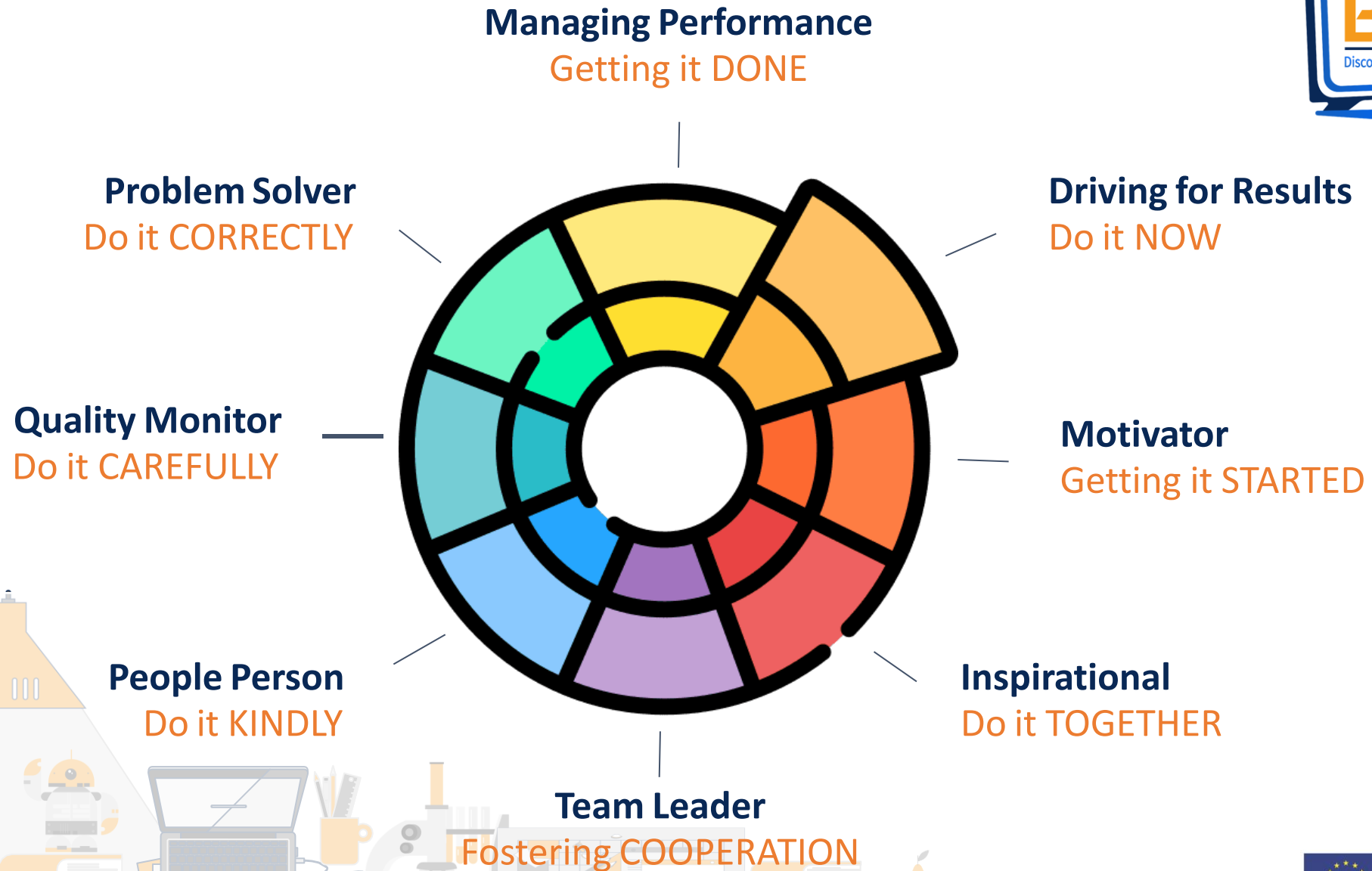
## Tone of Voice:

- ❖ Warm;
- ❖ Soft;
- ❖ Steady;
- ❖ Low Volume.

## Signals to Look for:

- ❖ Asking you to repeat the information;
- ❖ Trying to gently end the meeting





# Leadership

“Leadership is the ability of an individual or a group of people to influence and guide followers or members of an organization, society or team.”



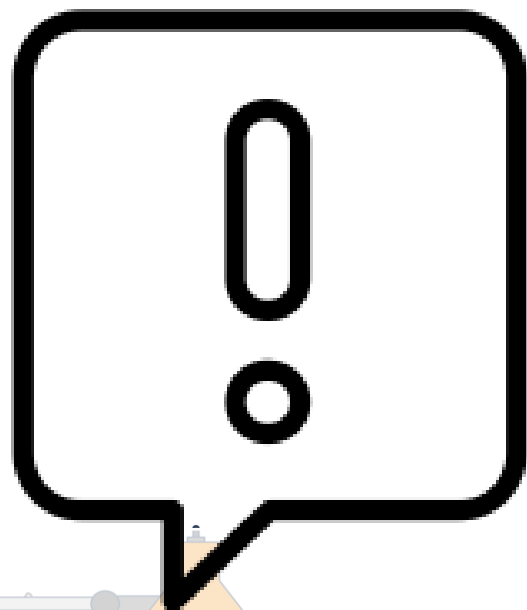
**Without leadership  
there is no focus,  
there is only chaos,  
people are lost,  
time is lost,  
all is lost.**



Source: Steve Farrugia



Co-funded by  
the European Union



**A group will achieve more than an individual **but only if** the group is organised and well-led.**



Source: Steve Farrugia



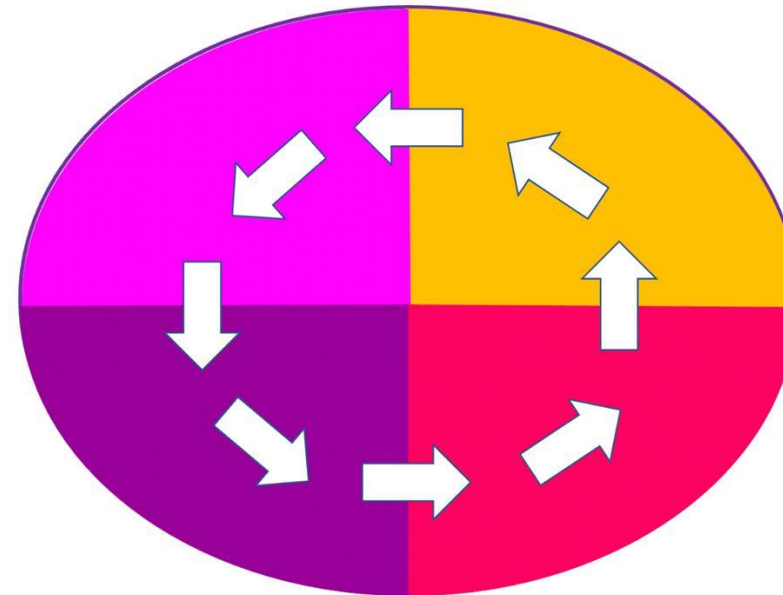
Funded by the  
Erasmus+ Programme  
of the European Union

# What is leadership?

**Leadership** is the art of getting someone else to do something you want to done because he wants to do it.

**YOU**

**OTHERS**



**LEADERSHIP**

**COMMUNICATION**



Source: Steve Farrugia

# Leadership starts with you, but it's about your people!

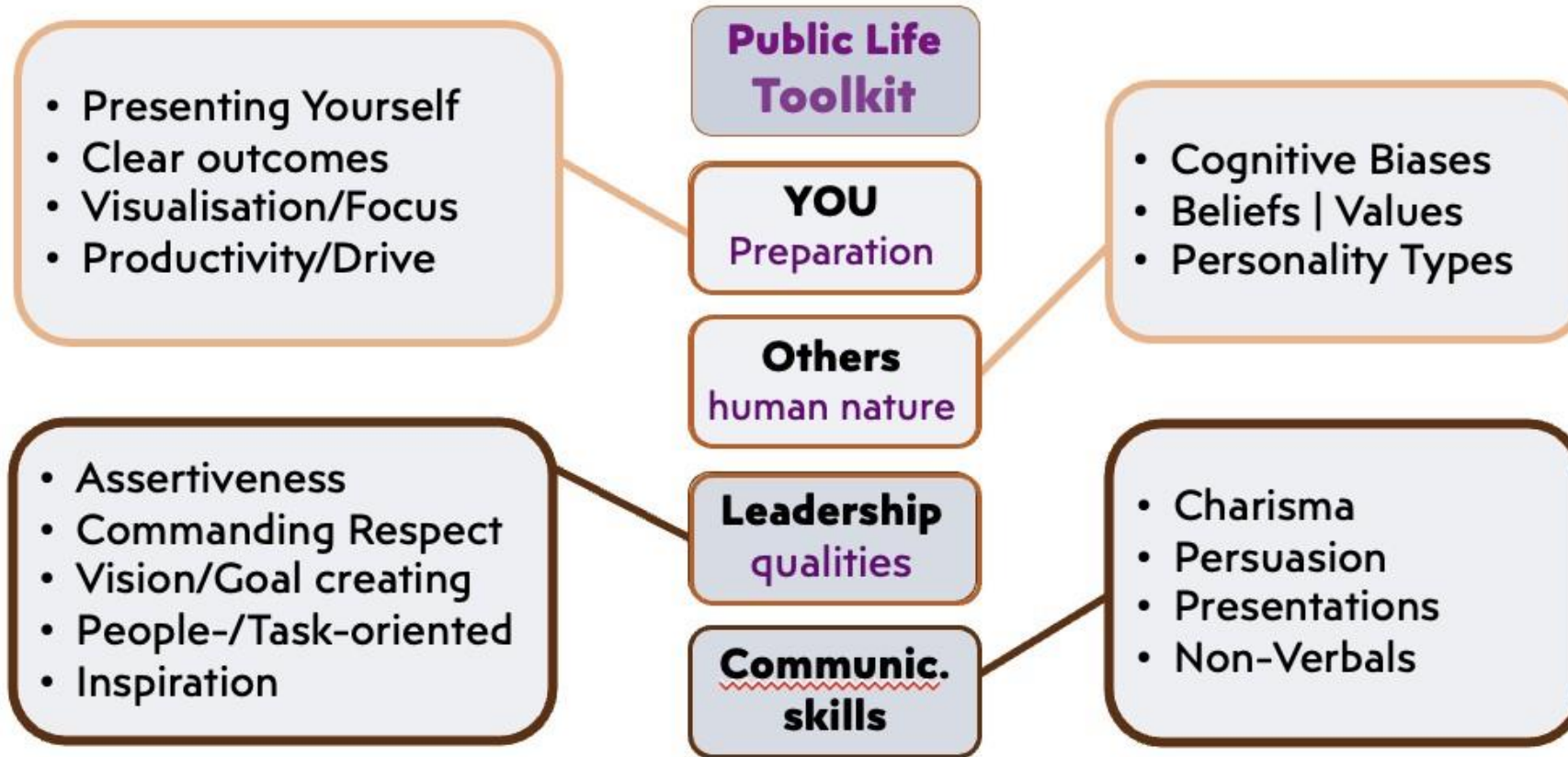
**YOU** - Preparation

**OTHERS** - for/against



Source: Steve Farrugia

# Leadership toolkit



# Activity



**Consider the questions below:**

- ❖ Is there a difference between a strong leader and a good leader?
- ❖ How do you understand the difference?
- ❖ Can you give any examples of such leaders?

# Qualities - Traits and Behaviours

**Integrity,  
Competent,  
Consulting,  
Problem Solver  
Experienced,  
Driven,**

**Bold,  
Wise,  
Caring,  
Flexible,  
Focused  
Fair,**

**Calm (under stress),  
Good listener,  
Develops People,  
Inspirational,  
Determined,  
Decisive,**

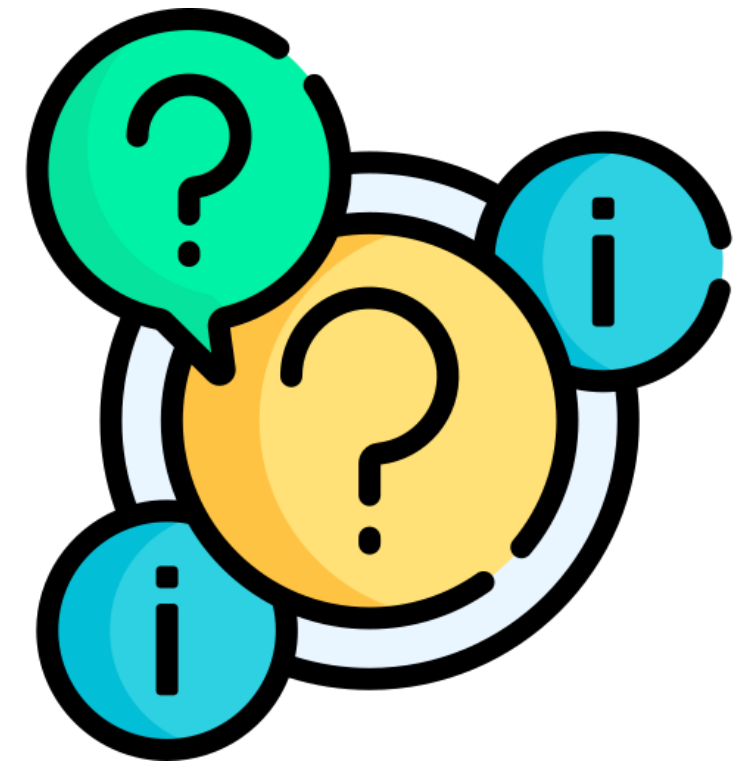
**Humility,  
Visionary,  
Protective,  
Respectful,  
Motivator,  
Disciplined**

**A good Leader develops people and creates Leaders.**

# Activity

Discuss in groups how you perceive different leaders. What are the good and bad sides of them?

- ❖ Autocratic
- ❖ Democratic
- ❖ Bureaucratic
- ❖ Transactional
- ❖ Caring
- ❖ Bottom-line focused
- ❖ Laissez-faire
- ❖ Stressed out
- ❖ People developers



# Leaders make decisions

## What if you don't have enough information?

- ❖ You will rarely have all the information you need.
- ❖ Ensure you have sufficient information; seek it out!
- ❖ People will often provide you with only as much information as they believe you need to know to agree with them. Beware! Dig deeper!
- ❖ Decisions include an element of “gut feeling.”



Source: Steve Farrugia

# Leaders make decisions

**What if you don't have enough information?  
What if you take the wrong decision?**

- ❖ Indecision can be a game loser as much as making a wrong decision.
- ❖ Don't rush a decision, but make it! Timing matters.
- ❖ Gut feeling matters where it's backed by experience.
- ❖ We all make wrong decisions: admit, adjust, learn!



Source: Steve Farrugia

# Leaders make decisions

**What if you take the wrong decision?  
What if your decision is unpopular?**

- ❖ A good/strong leader does what is best for the group, rather than for one particular individual, not even if that individual is the leader herself.
- ❖ Your job is to use a well-structured presentation to explain how everybody wins then the group wins.



Source: Steve Farrugia

# Leaders make decisions

**What if your decision is unpopular?**

**What is you need to delegate a decision and are afraid to/are insecure about this?**

- ❖ It's easy to do everything yourself, but that is NOT leadership. The leader develops team individuals by providing training and clear objectives.
- ❖ A good leader trusts and takes responsibility.



Source: Steve Farrugia

- ❖ **CHARM** - be a charming person
- ❖ **ENCHANTING** - cast your feel-good magic
- ❖ **GOOD-NATURED** - just be nice, be kind



# A Great Leader... has CHARISMA!

**It tells people that:**

- ❖ You like them - but you're not a doormat
- ❖ You're comfortable being you - be authentic!
- ❖ You're not here to impress anyone!



Source: Steve Farrugia

# A Great Leader... has CHARISMA!

It tells people that:

- ❖ You're emotionally stable - not insecure

It makes people:

- ❖ Proud to know you - want to be around you and want to help you



Source: Steve Farrugia

# A Great Leader... has CHARISMA!

This make people:

- ❖ **Trust you** - because you trusted them first
- ❖ **Admire you** - because you're modest
- ❖ **Respect you** - because you don't compromise your values to please anyone



Source: Steve Farrugia

# A Charismatic Leader

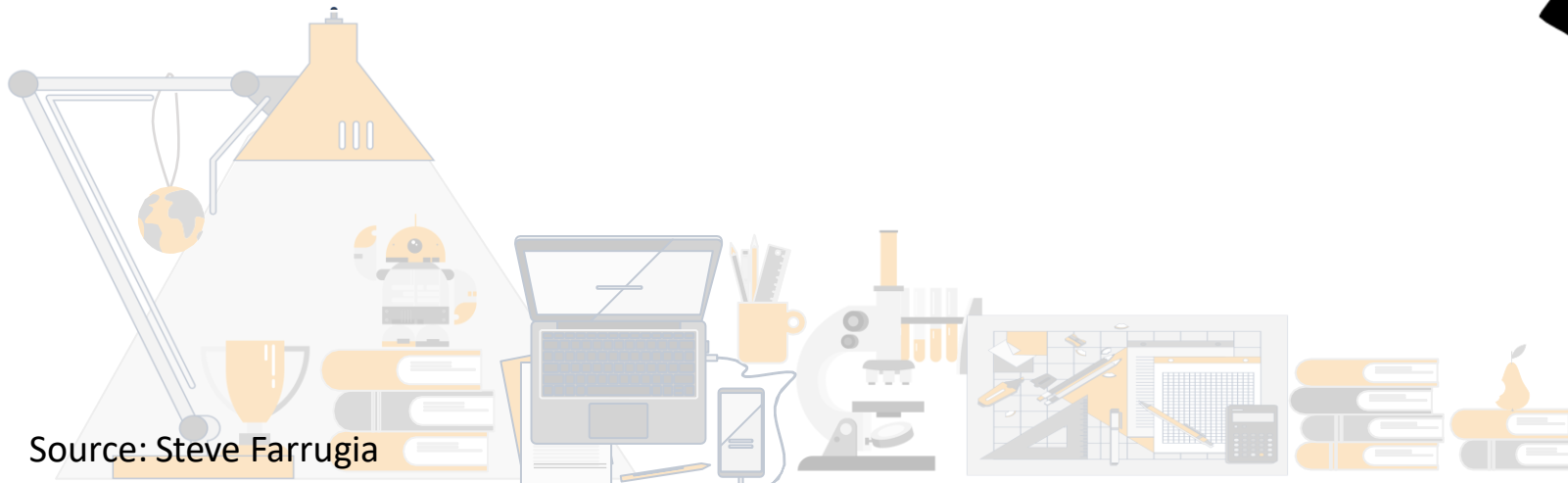
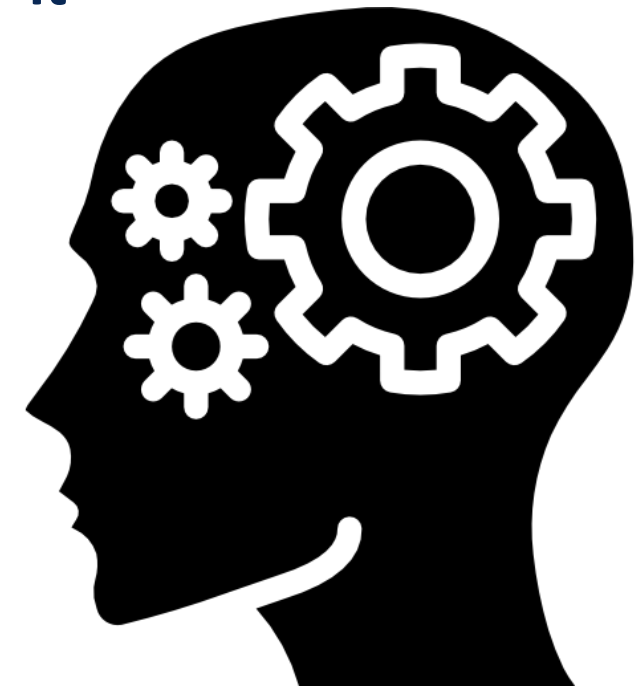
- ❖ Speaks well of others to others and to you
- ❖ Uses a kind of tone of voice - and sound honest
- ❖ Can be anyone - introverted or extroverted
- ❖ Is not out to find fault in others



Source: Steve Farrugia

# A few more thoughts...

- ❖ **Respect yourself first** - don't be a pushover
- ❖ **Respecting others is also important but...** it doesn't mean they will respect you
- ❖ **Know your aim** - don't switch values easily
- ❖ **Set boundaries** - remember you're a leader



Source: Steve Farrugia

# Bootcamps for Emerging Technologies and essential Skills



## Topic 1: Soft Skills

### *Time Management*

**Trainer:** Dagmara Dabek

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA).

Neither the European Union nor EACEA can be held responsible for them.

Project Number: 2022-1-CY01-KA210-VET-000082706



# Time Management



*This module will teach you **skills, techniques, and practical strategies** to **effectively use your time, prioritise tasks, and improve productivity.***

*By the end of this training, all participants should be able to identify their time management challenges and implement effective strategies to manage their time more efficiently.*

*Some key learning outcomes gained through this time management training are increased productivity, stress reduction, work-life balance, etc.*



A person is seen from behind, sitting at a desk and looking at a laptop. The desk is covered with various financial documents, including pie charts, bar charts, and line graphs. The laptop screen displays a candlestick chart with three labeled phases: '1. Price growing', '2. Price stable', and '3. Price declining'. A dark blue banner with white text is overlaid on the center of the image.

# INTRODUCTION TO TIME MANAGEMENT

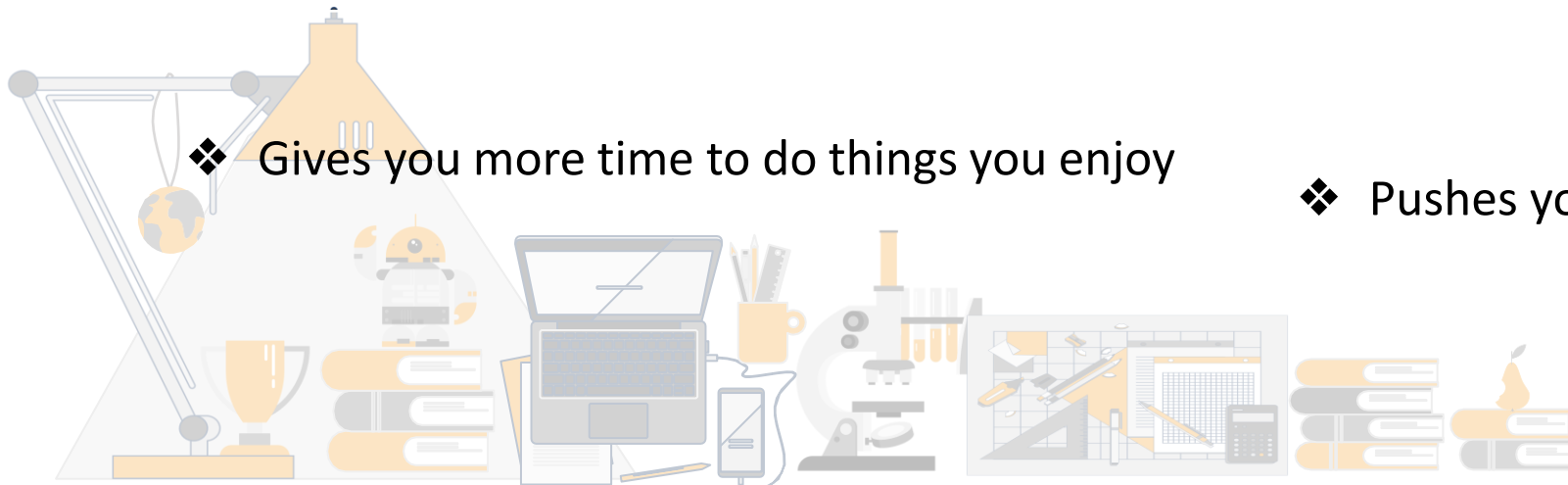


Co-funded by  
the European Union



# TIME MANAGEMENT

- ❖ **A dynamic process**
- ❖ Gives you more opportunities in the professional field
- ❖ “Deciding what to do and determining how much time to allocate to each task”
- ❖ helps you with stress relief
- ❖ Gives you more time to do things you enjoy
- ❖ Pushes you towards achieving your goals

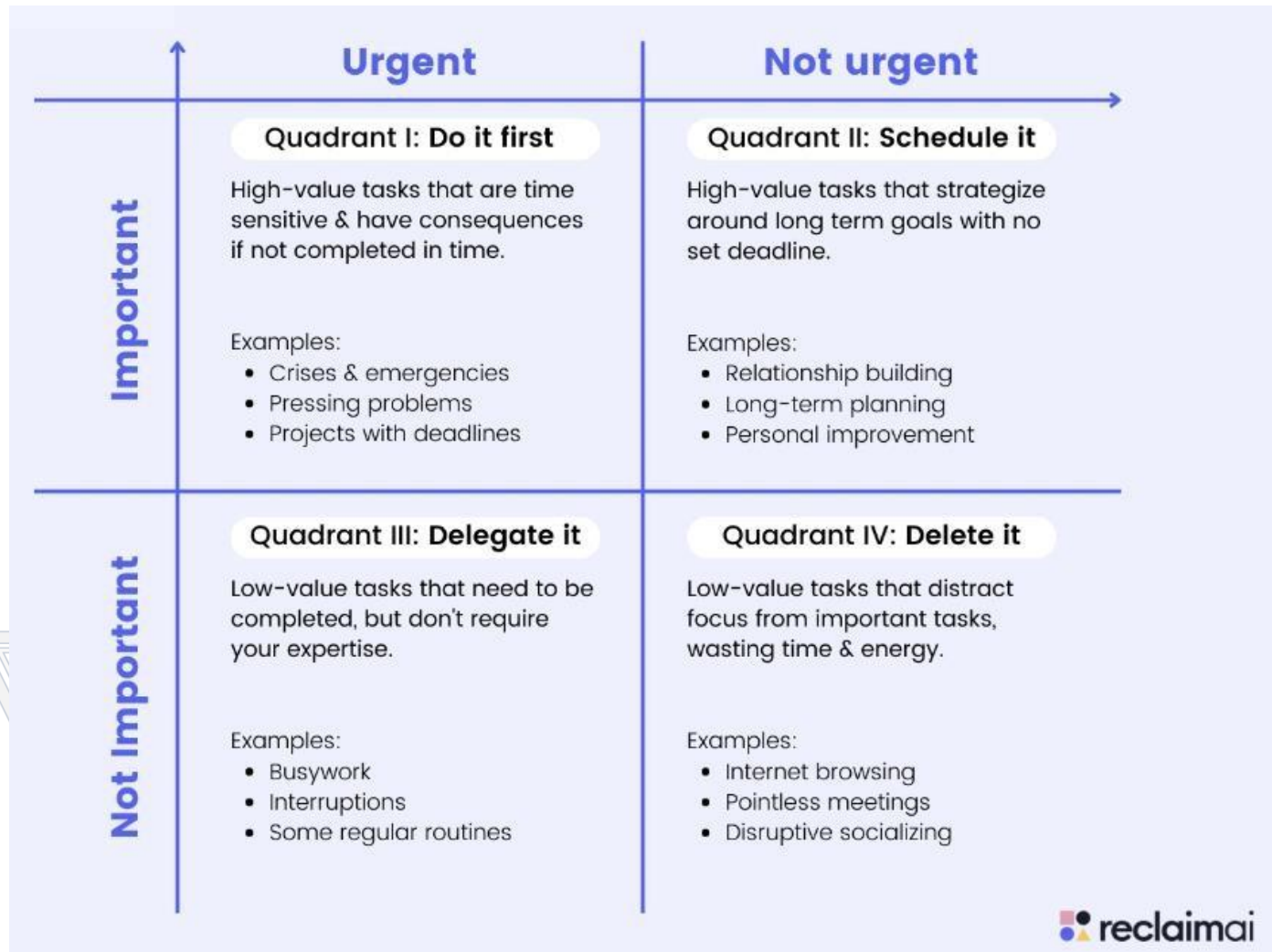




# How can you improve your **TIME MANAGEMENT** skills?



# Eisenhower Matrix

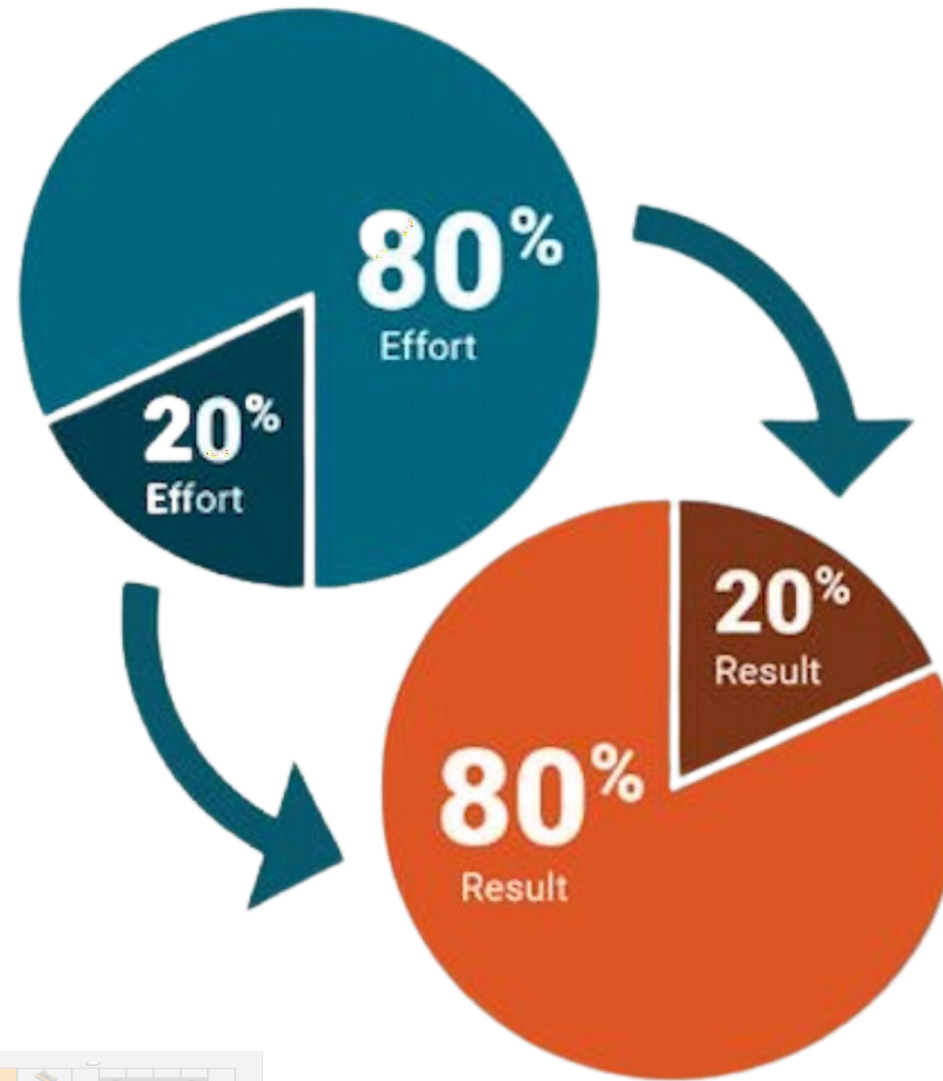


This method has you organise your tasks into 4 quadrants sorting them by **important vs. unimportant** & **urgent vs. not urgent**.

It works well for people who need to make tough decisions.

# Pareto Analysis

The 80/20 rule is the idea that **20% of actions are responsible for 80% of outcomes**. It helps you prioritize tasks that will solve problems.



# Pomodoro Technique

## THE POMODORO TECHNIQUE®

A SIMPLE METHOD TO BALANCE FOCUS WITH DELIBERATE BREAKS



- 1 PLAN YOUR TASKS  
How many pomodoros might you need?

- 2 DO 1 POMODORO  
Time for 25 mins then take a 5 min break

NO SNEAKY  
WORKING!

PROTECT  
YOUR POMODORO!



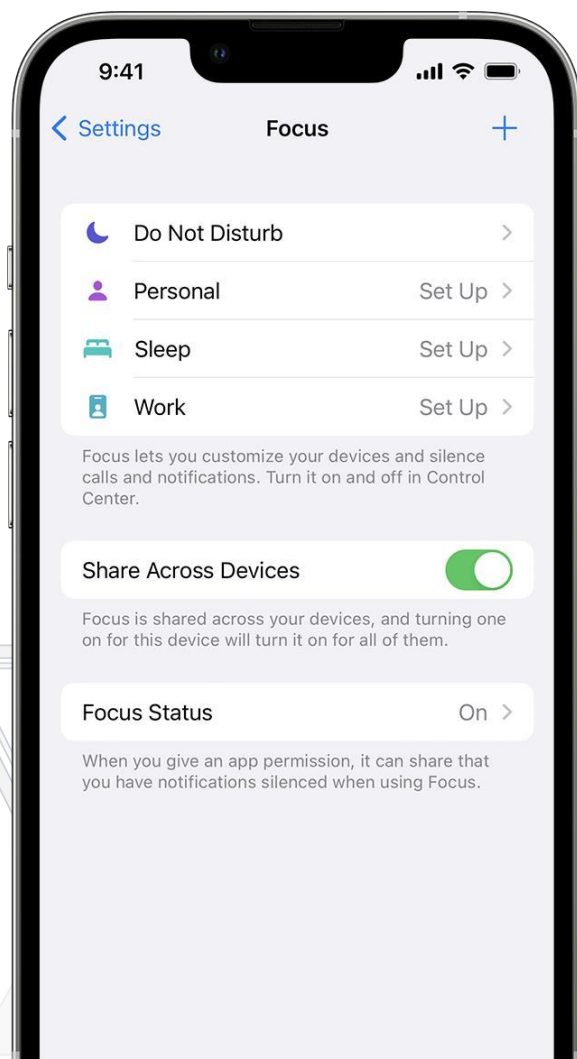
- 3 REPEAT x 4 POMODOROS  
Then take a longer break



This technique has you utilize a timer to break down your work into intervals. Each interval is known as a Pomodoro.

It can help people who feel they might be burnt out.

# Apps that can help you:



**Bear Focus Timer**



**Forest: Focus for Productivity**

**<- Both iPhones and Androids have a focus feature!**



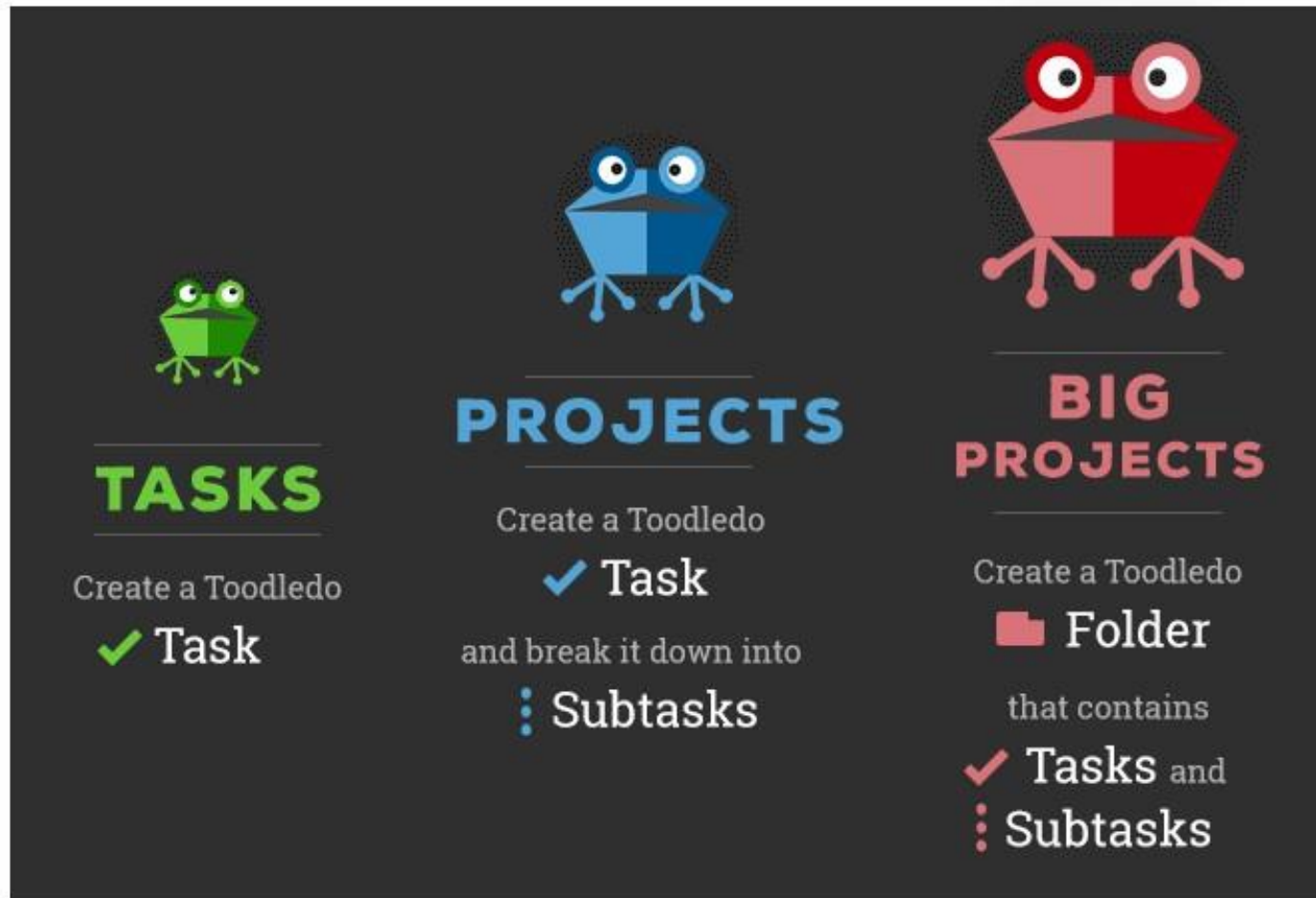
# Time Blocking Method

To use this method, assign each time block in your day to a task. These tasks can be anything from eating breakfast to studying for a test.

It works well for people with many obligations, such as working students/parents.

	SUN 11	MON 12	TUE 13	WED 14	THU 15	FRI 16	SAT 17
GMT-05							
6 AM							
7 AM		Yoga 6:30 – 7:30am	Yoga 6:30 – 7:30am	Yoga 6:30 – 7:30am	Yoga 6:30 – 7:30am	Yoga 6:30 – 7:30am	
8 AM							
9 AM		Writing 9am – 12pm	Writing 9am – 12pm	Writing/Research 9am – 12pm	Writing/Research 9am – 12pm	Writing/Research 9am – 12pm	
10 AM							
11 AM							
12 PM		Email 12 – 1pm	Email 12 – 1pm	Email 12 – 1pm	Email 12 – 1pm	Email 12 – 1pm	
1 PM	Meal Prep 1 – 3pm	Social Media, 1pm	Social Media, 1pm	Social Media, 1pm	Social Media, 1pm	Social Media, 1pm	
2 PM		Meeting with ABC 1:30 – 2:30pm	Pitching/Content Promotion 1:30 – 3:30pm		Meeting with, 2pm	Professional Development/Netw orking 1:30 – 3pm	
3 PM		Admin, 3pm		Meeting w/ Sam 2:30 – 3:30pm	Admin, 3pm	Email, 3pm	
4 PM		Email, 3:30pm	Email, 3:30pm	Email, 3:30pm	Email, 3:30pm	Weekly Review 3:30 – 4:30pm	
		Prep for tom, 4pm	Prep for tom, 4pm	Prep for tom, 4pm	Prep for tom, 4pm		

# Eat That Frog Technique



This technique encourages you to start your day by first doing the things that you may not want to do, but will benefit you in the long run.

**It works well for people with long-term goals.**



# Parkinson's Law

This law is based on the idea that the amount of time you give yourself to complete a task, is the amount of time it will take you to complete that task.

**This technique works well for procrastinators and people that work well under-pressure.**



# Is there anything else?

- 1) Take a break between tasks!** When doing a lot of tasks without a break, it is harder to stay focused and motivated.
- 1) Plan ahead!** Make sure you start every day with a clear idea of what you need to do – what needs to get done **THAT DAY**. Consider making it a habit to, at the end of each workday, go ahead and write out your “to-do” list for the next workday. That way, you can hit the ground running the following day.

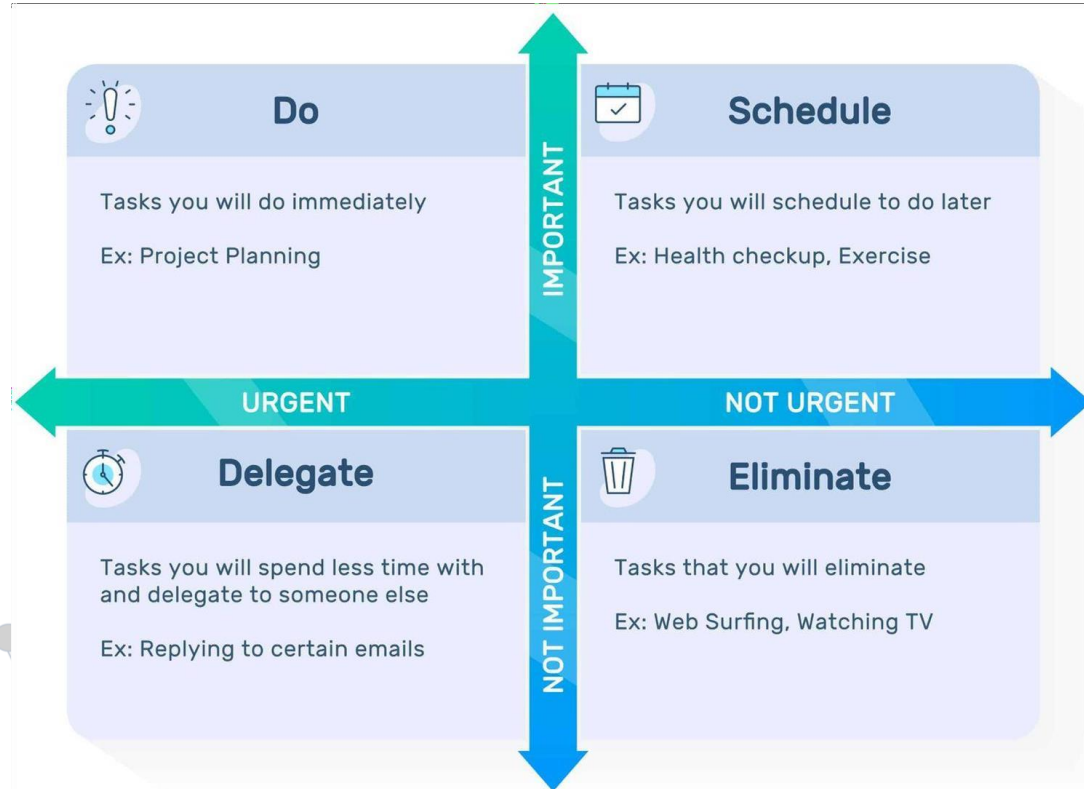




There's a time management technique for everyone! You just must choose the best one for you!



# Activity



1. Prepare a presentation for an upcoming meeting to share a new project idea.
2. Schedule a family outing or activity to spend quality time with loved ones.
3. Spend an hour browsing social media without any specific purpose.
4. Respond to urgent work emails and prioritize them based on importance.
5. Dedicate 30 minutes to engage in a physical activity or exercise routine for personal well-being.
6. Review and update your resume or LinkedIn profile to enhance professional opportunities.
7. Organize your personal email inbox, which is not crucial for your immediate tasks.
8. Reflect on personal goals and create a short-term action plan to achieve one of them.



*You get to decide where your time goes. You can either spend it moving forward, or you can spend it putting out fires. You decide. And if you don't decide, others will decide for you.*

Tony Morgan





# Any questions?

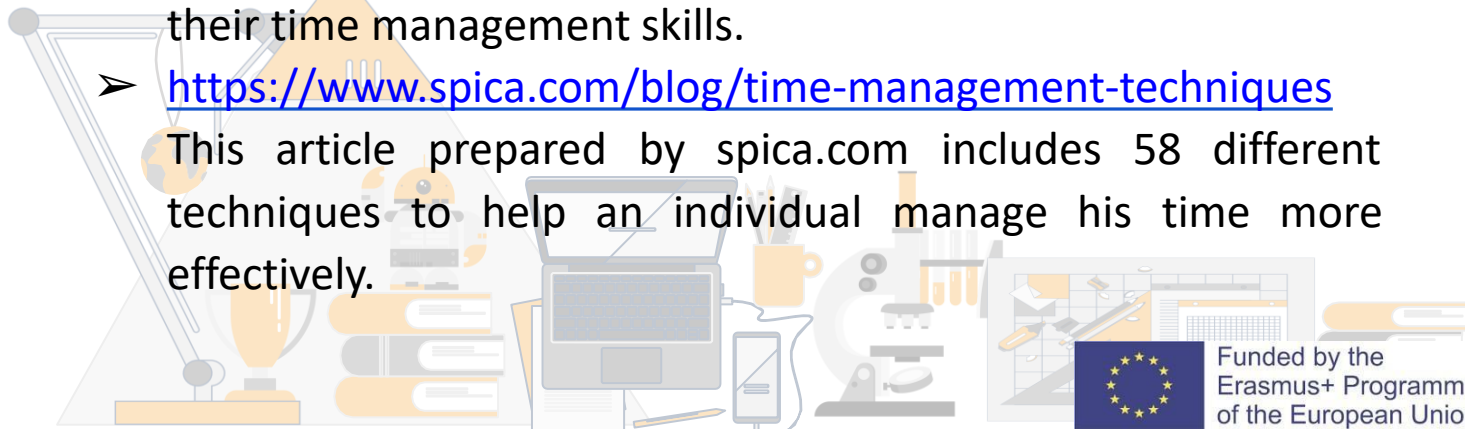


# Further reading



The following are the articles/books recommended for you to read to understand time management skills better and how to enhance them:

- “14 Time-Management Techniques To Improve Productivity,”  
<https://www.indeed.com/career-advice/career-development/time-management-techniques>
- <https://myhours.com/articles/time-management-skills-techniques-strategies-list> The article “Time Management Skills, Techniques and Strategies - The Ultimate List” highlights all possible ways in which a person can enhance their time management skills.
- <https://www.spica.com/blog/time-management-techniques>  
This article prepared by spica.com includes 58 different techniques to help an individual manage his time more effectively.



Funded by the  
Erasmus+ Programme  
of the European Union



# Bootcamps for Emerging Technologies and essential Skills



## Topic 1: Soft Skills

### *Adaptability and Flexibility*



**Trainer:** Dagmara Dabek



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA).

Neither the European Union nor EACEA can be held responsible for them.

Project Number: 2022-1-CY01-KA210-VET-000082706

# Adaptability and Flexibility



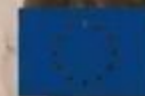
**In this module, you will learn:**

- what's the difference between adaptability and flexibility skills;
- about the importance of adaptability and flexibility in various aspects of life and work;
- practical strategies to enhance these skills;





# **INTRODUCTION TO FLEXIBILITY AND ADAPTABILITY**



Co-funded by  
the European Union



# So... What's the difference?

Adaptability is the art of making comprehensive adjustments in response to the evolving world around us.

In contrast, flexibility is about giving more or less a subtle shift without altering the core components or overall approach.

**Example: A person may be adaptable by moving to a new city to start their career and flexible by agreeing to change the date to do so.**





How can you improve  
your **Adaptability and  
Flexibility** skills?



# Follow these tips to cultivate adaptability and flexibility skills...



CHECK THE INFOGRAPHIC  
[HERE.](#)

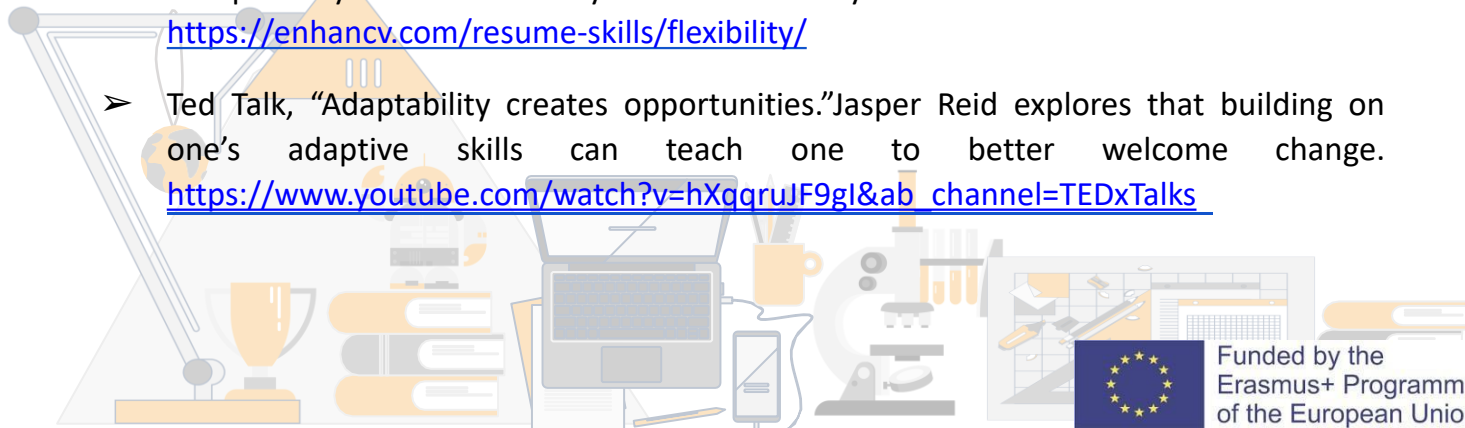


# Further reading



The following are the articles/books recommended for a participant to read to understand the concept of flexibility and adaptability skills better and how to enhance them:

- LinkedIn article, “What are some examples of adaptability and flexibility in teamwork that impressed you?” The article includes feedback from academics and experts.  
<https://www.linkedin.com/advice/3/what-some-examples-adaptability-flexibility-teamwork-impressed>
- Open Source Workplace’s article, “Importance of Workplace Adaptability and Flexibility.” The article gives a proper overview of the difference between these two skills and why they are important in the workplace.  
<https://opensourcedworkplace.com/news/importance-of-workplace-adaptability-and-flexibility>
- An article noting which skills, activities and accomplishments help one highlight their “adaptability” and “flexibility” and how they can demonstrate it in their CV.  
<https://enhancv.com/resume-skills/flexibility/>
- Ted Talk, “Adaptability creates opportunities.” Jasper Reid explores that building on one’s adaptive skills can teach one to better welcome change.  
[https://www.youtube.com/watch?v=hXqgruJF9gI&ab\\_channel=TEDxTalks](https://www.youtube.com/watch?v=hXqgruJF9gI&ab_channel=TEDxTalks)



Funded by the  
Erasmus+ Programme  
of the European Union



# Remember...

## ***BE ADAPTABLE***





# Thank you!

For more information:

[www.betesproject.eu](http://www.betesproject.eu)

[www.facebook.com/BETESproject](https://www.facebook.com/BETESproject)

[www.class365.eu](http://www.class365.eu)

[ecect.projects@gmail.com](mailto:ecect.projects@gmail.com)



Co-funded by  
the European Union