Life Skills

Introduction

The core life skills strategies and techniques include but are not limited to critical thinking, effective communication, decision-making, creative thinking, interpersonal relationship skills, self-awareness building skills, empathy, taking responsibility, understanding one's strengths and weaknesses and coping with stress and emotions.

Course Objectives

- Demonstrating the importance of communication skills
- Explaining how life skills effectively influence good decision making
- Discussing anger management and conflict resolution in personal interactions
- Discussing the application of social skills in the workplace
- Applying responsibility and a positive attitude in personal and work contexts

Course Outline

Demonstrate an understanding of life skills as a critical need for a healthy and productive life
- The advantages of applying life skills are explained in relation to one's everyday life and work environment
- The benefit of life skills to the environment are explained
- The life skills that a person may apply to increase productivity and quality in the workplace are identified

Demonstrate the importance of communication skills
- The skills of active listening are explained in relation to own work and personal context
- Active listening includes verbal and non-verbal communication, body language and tone
- The need for active listening is identified
- The importance of responsible communication and reporting
- The importance of team work to achieve team objectives is explained in the context of own work situation

Explain how life skills effectively influence good decision-making
- The life skills required to make effective decisions are identified in relation to own personal and work context
- The steps needed to make decisions are identified with examples
- Making decisions by applying emotional control and obtaining more information
- The importance of deferring or delaying a decision is explained in relation to examples from own work and personal context

Discuss anger management and conflict resolution in personal interactions
- The difference between assertiveness and aggression is explained with examples
- Identifying the sources which cause anger
- The different conflicts that a person may experience in the workplace are identified with examples.
- Includes, but is not limited to, inter- and intra-personal experiences
- Appropriate steps are outlined to resolve conflict
- Potential anger coping skills are identified in relation to common situations that could lead to anger

Discuss the application of social skills in the workplace.
- Inappropriate behaviour is explained in relation to workplace protocols and standards of professionalism
- Inappropriate behaviour includes but is not limited to human rights infractions and social taboos
- Appropriate behaviour in the workplace is identified in relation to own work context
- The importance of accepting instruction is explained in relation to workplace objectives and outcomes required
- The importance of accepting and providing constructive criticism in the workplace is discussed with examples
- Non-appropriate behaviours and topics of discussion are identified in relation to the workplace
- Non-appropriate behaviours and topics of discussion include, but are not limited to gender sensitivity, cultural consciousness and issues of confidentiality

Explain the concept of acting responsibly in personal and work contexts
- The principle of cause and effect are explained as they relate to acting responsibly
- The importance of acting responsibly is discussed in the context of work
- The importance of having a good attitude in the work environment is discussed with examples
- The important skills needed to present a good attitude in the work environment are outlined with examples