



**SME Counselling - RO/03/B/F/PP- 175017**

*DEVELOPMENT OF A "FRONT-LINE" ADVICE - GUIDANCE -  
COUNSELLING SCHEME FOR SMEs' EMPLOYEES*

**2004 – 2006**



*"This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein".*

**Leonardo da Vinci project RO/03/B/F/PP-175017**

## **Logo by organization**



## **SME-Counselling Social skills**

*Varese, 11th July 2006*

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## **PART 2**

**EMOTIONAL SKILLS PERSONAL  
AND SOCIAL COMPETENCES 5**

**1. PERSONAL EMOTIONAL COMPETENCES 5**

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## **Part 1**

### **Social skills**

- A set of skills that influence how to interact each other.  
Social skills include abilities as: effective communication, creativity, analytical thinking, diplomacy, flexibility, problem solving, leadership, team building and listening skills
- Personal management skills such as attitudes and behaviours that drive one's potential for growth and team work skills

### **Soft skills and Hard skills**

#### Soft skills

- Leadership
- Interpersonal influence
- Self-management

#### Hard skills

- Change management
- Performance management
- Strategic management and decision making

### **EMOTIONAL INTELLIGENCE - sources**

AMYGDALA: part of the human brain where most of the human emotional responses are processed

NEOCORTEX: part of the human brain where information are processed through different levels of brain circuits before to be wholly perceived and before to start a response

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There is a bundle of thin nervous fibres that goes straight to amygdala. This "way" enables amygdala to perceive some input directly from sense-organs. This is the reason why amygdala can response before that the same input are recorded by neocortex.



## **EMOTIONAL INTELLIGENCE - definitions**

- The ability to perceive, evaluate, and influence positively one's and other's emotions.
- The ability to identify one's emotions managing them to a personal and interpersonal level.
- Independent ability, but also complementary, to the academic intelligence measured by QI.
- Bunch of abilities that enables people to interact harmoniously.

## **EMPATHY**

**Definition:** It's the basis of the interest for "the other", it is based on emotional sympathy

**Aim:** To open oneself to one's emotions enables more to open to sense other's feelings

**Use:** To know how to feel in other's shoes

**Fields:** Professional and private life, sentimental relationship, parents-children relations, politic action

**Works on:** Non verbal communication channels: signs, gesture, voice tune, face expressions etc.



## **Part 2**

### **EMOTIONAL SKILLS PERSONAL AND SOCIAL COMPETENCES**

#### **1. PERSONAL EMOTIONAL COMPETENCES** (self management)

#### **2. SOCIAL EMOTIONAL COMPETENCES** (interpersonal relations management)

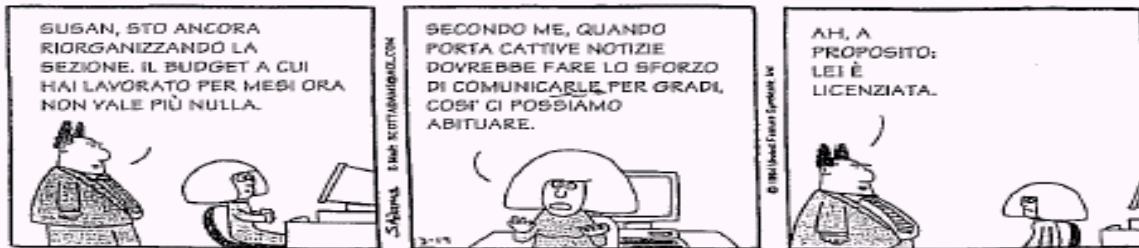
### **1. PERSONAL EMOTIONAL COMPETENCES**

- CONSCIOUSNESS= consciousness of responsibility taking
- EMOTIONAL CONSCIOUSNESS = to be able to recognize one's emotions
- CONSCIOUS SELF-EVALUATION= knowledge of one's strengths and limits
- SELF-CONFIDENCE= strong sense of self-worth and capabilities
- SELF-CONTROL= keep check of disruptive emotions
- TRUSTWORTHINESS= honesty and integrity
- ADAPTABILITY= flexibility and handling change
- INNOVATION= comfortable with new ideas, approaches and information
- ACHIEVEMENT DRIVE= striving to improve or meet standard of excellence
- COMMITMENT= aligning with the goals of the organization
- INITIATIVE= readiness to act on opportunities
- OPTIMISM= persistence in pursuing goals despite obstacles and setbacks



## **2. SOCIAL EMOTIONAL COMPETENCES**

- OTHER'S UNDERSTANDING= perceive other's emotions and concerns
- OTHER'S IMPROVEMENT= to develop other's needs supporting other's initiatives
- ORIENTATE= to anticipate and recognise other's needs (clients)
- SENSING DIVERSITY= take opportunities from personal diversity
- POLITICAL AWARENESS= to be able to read emotional dynamics and group leaders
- INFLUENCE= effective tactics for persuasion
- COMMUNICATION= listening openly and sending convincing messages
- CONFLICT MANAGEMENT= negotiating and solving disagreements
- LEADERSHIP= inspiring and guiding individuals and groups
- CHANGE CATALYST= initiating and managing change
- COLLABORATION AND COOPERATION= work with others toward shared goals through team synergies



Susan, I'm still re-organising the department and the budget you have worked on for months is now useless

I think that when you bring bad news, you should make the effort to tell them more gradually to enable us to get used to them

Oh, with regard to it: you are fired.