



## Training activity template - Social and Soft Skills for Job Upskilling

### Training Activity Program

#### 1. Action Title

Training Action name:	Social and Soft Skills for Job Upskilling: Enhancing Communication and Teamwork Skills
Date:	[Date of the Event]
Duration:	[hours of the event]
Location:	[Venue of the Event]
Organizer	[JUMP]

#### 2. Event Objectives

This session is designed to strengthen participants' communication and teamwork abilities by introducing key social and soft skills that are essential for both personal and professional success. Through interactive activities, participants will develop confidence in expressing themselves, improve their active listening skills, and learn strategies for effective collaboration. The training will also cover conflict resolution techniques, helping participants navigate challenges in team settings with greater ease. By fostering a supportive and engaging learning environment, this session encourages participants to practice clear and assertive communication while working together on problem-solving tasks. By the end of the session, participants will have gained practical skills they can apply in real-life situations, from workplace interactions to everyday social connections, making them more adaptable and prepared for future opportunities.

#### 3. Participants – (minimum required) –

Target Group:	Young people aged 16-25
---------------	-------------------------



Number of Participants:	20 young people
Staff trainers:	2
External youth workers	2

4. Event Program	
Start Time and Registration	<p><b>09:30 - 10:00: Participant Arrival and Registration</b></p> <ul style="list-style-type: none"> <li>- Check-in and distribution of training materials</li> <li>- <b>Ice-breaker: "Speed Networking – Two Truths and a Wish"</b> Instead of just basic introductions, participants rotate in pairs and share two true things about themselves and one "wish" (e.g., something they'd love to learn or achieve in the future). The partner then has to guess which statement is the "wish." This keeps the conversation light while also hinting at their personal development goals.</li> </ul>
Opening Session	<p><b>10:00 - 10:30: Welcome and Introduction</b></p> <ul style="list-style-type: none"> <li>- Welcome speech</li> <li>- Brief introduction of the training team and program overview</li> <li>- <b>Warm-up Activity: "The Skills Web"</b> Participants stand in a circle. One person starts by saying, "One skill I have is..." (e.g., problem-solving, leadership, creativity) and throws a soft object (or ball of yarn) to another participant, who shares their skill and passes it on. By the end, they create a visible web, symbolizing how different strengths contribute to teamwork and communication.</li> </ul>
Session 1:	<p><b>10:30 - 11:30: Communication Skills Workshop</b></p> <p><u>Description:</u> <b>"The Power of Communication"</b></p>

	<p>Interactive exploration of key communication skills, including active listening, non-verbal cues, and assertiveness.</p> <p><b>Activity:</b></p> <ul style="list-style-type: none"> <li>- <b>Listening Circles:</b> Participants form small groups. One person shares a story while others practice active listening without interrupting. Afterward, listeners summarize what they heard to confirm understanding.</li> <li>- <b>Role Reversal:</b> In pairs, participants practice assertive communication using scripted scenarios (e.g., requesting a shift change at work). Trainers guide and provide feedback.</li> </ul> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- Enhance participants' ability to express themselves clearly and confidently</li> <li>- Build awareness of non-verbal communication and its impact.</li> </ul> <p><b>Trainer:</b> [trainer's Name]</p>
<b>Break</b>	<b>11:30 - 11:45:</b> Coffee and Snacks Break
<b>Session 2:</b>	<p><b>11:45 - 13:00: Teamwork and Collaboration Workshop</b></p> <p><b>Description:</b></p> <p><b>"Building Bridges: Teamwork in Action"</b></p> <p>Focus on developing teamwork and collaboration skills through fun, hands-on exercises</p> <p><b>Activity:</b></p> <ul style="list-style-type: none"> <li>- <b>Clay Challenge:</b> Teams compete to build the tallest freestanding structure using spaghetti, tape, string, and clay. The exercise emphasizes teamwork, creativity, and adaptability.</li> <li>- <b>Lost on the Moon:</b> Teams rank survival items after a spaceship crash on the moon. This activity highlights decision-making, negotiation, and consensus-building.</li> </ul> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- Promote collaboration and problem-solving.</li> <li>- Encourage self-awareness of group dynamics and roles</li> </ul> <p><b>Trainer:</b> [trainer's Name]</p>
<b>Session 3:</b>	<p><b>13:00 - 14:30: Conflict Resolution and Feedback Skills</b></p> <p><b>Description:</b></p> <p><b>"Navigating Challenges Together"</b></p>

	<p>Learn techniques for managing conflicts and giving constructive feedback.</p> <p><b>Activity:</b></p> <p><b>Conflict Role-Play:</b> Participants act out workplace scenarios involving disagreements (e.g., scheduling conflicts, miscommunication). Observers provide feedback on how the conflict was handled.</p> <p><b>Feedback Carousel:</b> Participants rotate in small groups, giving and receiving feedback on their teamwork skills based on earlier activities. Trainers guide the discussion to ensure constructive input.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>- Equip participants with tools to manage conflicts calmly and effectively.</li> <li>- Build confidence in providing and receiving feedback.</li> </ul> <p>Trainer: [trainer's Name]</p>
<b>Closing Session</b>	<p><b>14:30 - 15:00:</b> Wrap-Up and Feedback</p> <ul style="list-style-type: none"> <li>- Summary of key takeaways from the training</li> <li>- Participant feedback through an evaluation questionnaire.</li> <li>- Distribution of participation certificates.</li> <li>- Thank you and closing remarks by the organizer.</li> </ul>

<b>5. Required Resources</b>	
<b>Materials</b>	<ul style="list-style-type: none"> <li>- Notebooks and pens</li> <li>- Flipchart and markers (for team discussions and exercises)</li> <li>- Clay, spaghetti, tape, and string (for the Clay Challenge)</li> <li>- Printed role-play scenarios (for conflict resolution exercises)</li> <li>- Printed handouts (with teamwork and feedback techniques)</li> </ul>
<b>Personnel</b>	<ul style="list-style-type: none"> <li>- 2 Trainers/facilitators</li> <li>- 2 External Youth Workers</li> </ul>
<b>Technical Equipment:</b>	<ul style="list-style-type: none"> <li>- Projector and screen</li> <li>- Wi-Fi access</li> </ul>

## 6. Collaborators

[List of Collaborators]

## 7. Contact Information

<b>Contact Person:</b>	[Name of Contact Person]
<b>Phone Number:</b>	[Contact Phone Number]
<b>Email Address:</b>	[Contact Email Address]

## Additional Notes

Ensure all participants are aware of the venue location and schedule.

Volunteers should be briefed on their roles and responsibilities prior to the event.

A photographer will be documenting the event, so permission will be requested to use the images for promotional purposes.

[.....]

[.....]

[.....]