

# Life Skills

Welcome to the Hello World life skills course. This course will teach you skills that will improve your confidence, relationships, employability and day to day life.





## Some information before we get started:

- In this course, you will learn about the importance of life skills, and how to gain some for yourself.
- This course is suited to anyone who is looking to improve their confidence, employability, attitude and communication skills.
- This course was designed with young women in mind, but the material can be used for anyone over the age of 14.
- Use this course as you wish: with a trainer, in a group or self-taught. You can note down information as you go, use the discussion points and do the activities suggested. We recommend it will take about 10 hours to complete.
- Once you have completed the course, you are entitled to a Hello World certificate. You'll be given instructions on how to get one at the end of the course.

*Content provided by Women in Technology Uganda, adapted by Hello World.*

# Overview of the Course

## Session 1:

- Introduction
- Self Awareness
- Self Esteem

## Session 2

- Interpersonal relationships
- Friendship
- Reproductive Health

## Session 3

- Non-violent conflict resolution
- Stress management
- Leadership

## Session 4

- Effective Communication
- Presentation / Public Speaking

## Session 5

- Employment Skills
- Application and Curriculum Vitae
- Interview skills
- Commonly asked interview questions



# Session 1

1. Introduction
2. Self Awareness
3. Self Esteem

## What are Life Skills?

- ❖ Life skills are a set of human skills acquired through teaching or direct experience that are used to handle problems and questions commonly encountered in daily life.
- ❖ Life skills are special abilities that help a person to go through life both in good but especially in the hard times.
- ❖ Life skills are essentially those abilities that help promote mental well-being and competence in young people as they face the realities of life.

Think of some examples of life skills that you might need in your life, within the next few years... confidence, self awareness, communication, employability skills. These are some of the skills we are going to learn throughout the course.



## How are Lifeskills acquired?

They are acquired through person to person, education, experience sharing, and other social interactions.

## Why do we need Life skills?

In life, everyone needs skills to make good decisions...

- ❖ To set life goals
- ❖ To understand themselves
- ❖ To develop better relations with others
- ❖ To solve day to day problems
- ❖ To communicate and be well understood

They empower young people to take positive action to protect themselves and promote health and positive social relationships.



# Self Awareness

Self Awareness refers to a person's knowledge of themselves or having a clear perception of your personality as an individual, including one's emotions, feelings, fears, their strengths, weaknesses, thoughts, beliefs, background, culture, motivation, and emotions.

Self-awareness is knowing your personality, behaviours, habits, emotional reactions, motivations, and thought processes. It is knowledge and awareness of your own personality or character.



## What are the different types of self-awareness?

- 1. Public Self-Awareness:** This type emerges when people are aware of how they appear to others. Public self-awareness often emerges in situations when people are at the centre of attention, such as when giving a presentation or talking to a group of friends. This type of self-awareness often compels people to adhere to social norms. When we are aware that we are being watched and evaluated, we often try to behave in ways that are socially acceptable and desirable. Public self-awareness can also lead to evaluation anxiety in which people become distressed, anxious, or worried about how they are perceived by others.
- 2. Private Self-Awareness:** This type happens when people become aware of some aspects of themselves, but only in a private way. Feeling your heart skip when you see someone you are attracted to are examples of private self-awareness. It is about knowing your strengths and weaknesses.

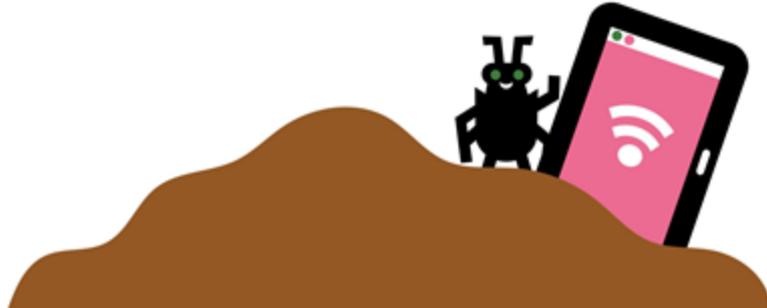
## What are the Key Areas for Self-Awareness ?!

To become more self-aware, we should develop an understanding of ourselves in many areas. These areas include;

- ❖ **Personality:** An understanding of our personalities can help us find situations in which we will thrive, and help us avoid situations in which we will experience too much stress. **For instance, are you an extrovert or introvert?** An Extrovert is a person who is social, outgoing, gregarious, friendly, social livewire, befriender, and assertive. An Introvert is a person who is shy, reserved, thoughtful, quiet, likes their own company, homebody.
- ❖ **Values:** A value is something that is of great importance to an individual- often a standard of behaviour, like respecting your neighbour or loyalty to a friend. It's important that we each know and focus on our personal values because it helps us accomplish what we consider most important. For instance, my greatest value is God, family, and decency as a woman. **What do you value most?**



- ❖ **Habits:** Our habits are the behaviours that we repeat routinely and often automatically. Although we would like to possess the habits that help us interact effectively with and manage others, we can probably all identify at least one of our habits that decrease our effectiveness. For example, biting your fingernails, among others. **What is one of your bad habits?**
- ❖ **Needs:** A need is a motivating force that compels action for its satisfaction. We have basic needs, cultural needs, intellectual and social needs. There are a variety of psychological needs that drive our behaviours such as needs for esteem, affection, belongingness, achievement, self-actualization, power and control. Needs cause motivation; and when needs aren't satisfied, they can cause frustration, conflict, and stress. For instance, need for status, power, riches. **What are the main needs that motivate you?**
- ❖ **Emotions:** Understanding your own feelings, what causes them, and how they impact your thoughts and actions is emotional self-awareness.



## Why develop Self Awareness?

- ❖ It allows you to understand other people, how they perceive you, your attitude and your responses to them in the moment.
- ❖ It promotes emotional intelligence and is an important factor in achieving success.
- ❖ It's the first step in creating what you want. Where you focus your attention, your emotions, reactions, personality, and behaviour determine where you go in life.
- ❖ With better self-awareness, we can improve our relationships, and reach our goals more effectively.
- ❖ It helps develop your skills. Having an accurate sense of who you are helps you decide what you should do to improve. Often, self-awareness will reveal a skills gap that you want to work on.
- ❖ It helps you exploit your strengths and cope with your weaknesses.
- ❖ It helps improve decision-making skills.
- ❖ It helps reduce and avoid stress.
- ❖ It helps build leadership. Knowing how to motivate yourself is tantamount to knowing how to motivate others.



# Who am I?

It's perhaps one of the most difficult questions to answer, people usually give their names, tribe and some sometimes what they do. However, who someone is, is much more than that.

Sometimes people do not know who they are because they pretend to be someone else. It is important to know that **you are special and uniquely made.**

Fill out the *Who Am I?* questions on the next slide to help you reflect on your own self awareness.



# DISCOVERING WHO I AM.

Name.....

Age/ Sex.....

Date & Place of birth .....

Tribe / Clan.....

Village / District.....

Father's name .....

Mother's name .....

Names of brothers.....

Names of sisters.....

What are your strengths? What are you good at?

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State two things you like about yourself?

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State two things you like about your tribe?

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What are your weaknesses?

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What are your greatest fears?

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What do you consider important?

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What do you want to be in the future?

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# Self Esteem

## Game: The Magic Wand

You have just found a magic wand that allows you to change three things about you. You can change anything you want. How would you change yourself? Discuss why you would make the changes.



High self esteem is important because:

- ❖ it helps you feel confident and when you are confident, you can do anything you want to do.
- ❖ In addition, people will not take you for granted or use you. You will not let them because you place a high value on yourself.

# A story to think about and reflect on:

*Sara and Sophia were best friends in school. Sara was bright and confident and always answered questions in class. Sophia was so shy and never said anything in class. Even on the playground, it was Sara who participated in the games. She won many trophies; Sophia was content to watch her friend. When they sat examinations, Sara did much better than Sophia though they both made it to the university.*

*While at the university, the two girls had many friends who were boys. Sara was friendly but kept them at a distance in order to concentrate on her studies. She got a boyfriend as she was about to finish and told him there would be no sex before marriage and if he was not ready to comply, he should leave. Sophia, on the other hand, felt if she did not sleep with her boyfriend, he would leave, so she did. She got pregnant and he left her.*

1. In five lines, write a suitable ending to this story
2. These two girls had equal opportunities to succeed.  
What do you think made a difference?
3. What are the results of low self-esteem?
4. What lessons have you drawn from the story?
5. Who would you like to be and why?



# How can a person build self-esteem?

1. Recognise what you are good at, whether it's public speaking or crafts or finances.
2. Be kind to yourself- practice positive self talk in the mirror.
3. Build positive relationships. Having good people around you to boost you and make you realise your worth is really important.
4. Say Yes to positive opportunities and be comfortable with saying no. If you don't want to do something, it's ok to say no.
5. Give yourself a challenge. Master a skill or an activity. It will give you a sense of pride and satisfaction.

Write down one thing that you are proud of about yourself. Maybe it's recent good grades in mathematics, or being a good friend to someone who was lonely, or helping little children with getting ready in the morning. Be specific and then think of the word to describe your actions i.e. hard-working, giving, respectful, loving...



# Session 2

1. Interpersonal relationships
2. Friendship
3. Reproductive Health

# Interpersonal Relationships

Write a list of ten relationships in your life- could be parents, friends, cousins, people at church. Think about ways in which you could improve any of these relationships.



## What are interpersonal relationships?

An interpersonal relationship is the relationship between two or more people.

## What are interpersonal skills?

These are skills which help people to build a good relationship.

# How to develop interpersonal skills

By Listening



By being inclusive



By being empathetic



By communicating clearly



By being honest and open

Fairness



By examining personal ethics

## What is the importance of interpersonal relationships?

1. Leads to personal development
2. Makes you feel good about yourself
3. Improves on friendship network
4. Diversifies knowledge
5. Provides support
6. Reduces stress



By being kind

By being humorous

By being social

By being Assertive



By being empathetic

By being honest and open

## What is the importance of a good friend?

1. Diversifying knowledge
2. Source of information
3. Sharing things
4. Company
5. Shoulder to lean on



Supportive

Dependable

Thoughtful

Accepting

What makes a  
good friend?

Non judgemental

Respectful

Genuine

A Good listener

Trustworthy

# What is Peer Pressure and Influence?

Peer Pressure is a feeling that you must do the same things as other people your age and social group in order to be liked or respected by them. Peer influence is the effect that your friends can have on your behaviour, either positive or negative.



## Positive Peer influence...

## Negative Peer Influence...

Contributes to the achievement of personal goals

Promotes unity and cooperation

Builds self-confidence

Promotes positive use of leisure time

Leads to the respect of values and belief in society

Encourages mutual trust

Discourages risky behavior

Enhances performance



Bullying

Dropping out of school

Drug and substance abuse

Involvement in cuts and occultism

Premarital sex

Promotes harmful traditional practices

Leads to riots and school unrest

Loss of individuality

# Reproductive Health



**Menstruation** has often been dealt with secrecy in many cultures. Such perceptions coupled with poor and inadequate sanitary facilities have often kept girls from attending schools especially during periods of menstruation.

The consequence of this is that many girls grow up with low self-esteem. There's not enough information on menstruation and menstrual management among adolescent girls and this is made worse by the shyness and embarrassment around the topic. Most of these girls seek information about menstruation from their peers who do not know better.

**Adolescence** being a time of tremendous opportunity, and at the same time also a time of heightened vulnerabilities, it is important to empower adolescent girls with adequate information and skills on crucial issues like menstruation, menstrual hygiene and its management.

# What is menstruation?

Menstruation is the normal, healthy shedding of blood and tissue from the uterus that exits the body through the vagina. Menstruation is also called a girl/woman's "period". It usually lasts between two and seven days. Menstruation happens for most girls about once a month and this is a sign that a girl can become pregnant.

## At what age does a girl start menstruating?

Some girls may begin to menstruate as early as age nine (9) or 10 and some may not get their periods until a few years later.



## What should a girl do when she gets her first period?

If a girl knows about menstruation before it happens for the first time, she will be better prepared to handle this situation without fear or embarrassment. If it comes unexpectedly, do not panic, your teachers, family members and close relatives are there to support you and to provide directions on what products to use to absorb the menstrual flow.



## How long should a girl's period last?

Menstrual periods can vary from girl to girl. This is because all girls are different. One girl might have a three day period and another girl might have a seven day period. It might take several months /years for a girl's period to become regular. One month the period might last four days, where the next month it might be six days.

## Signs of menstruation

- ❖ Bleeding from the vagina is the primary sign of menstruation
- ❖ Cramping, bloating and sore /painful breasts
- ❖ Food craving
- ❖ Mood swings and irritability
- ❖ Headache and fatigue



## Why do girls need to keep track of their periods?

A girl should keep a record so that she is prepared to handle it. Periods may start at school or when you are outside. It's always important to mark the date when you start menstruating before you get your next period. There are some applications like 'My Calendar' that you can use if you have a smart phone or online access.

## How to Manage Menstruation

Managing menstruation is about dealing with menstrual flow and also in continuing regular activities like going to school, working etc. Once the girl feels confident about the first part of managing menstrual flow then the latter part is not a problem at all.



## Products that girls can use during menstruation

**Clean cotton cloth:** these are usually cut to fit in the panty area by sewing several layers of cotton cloth on top of each other. They must be clean, washed thoroughly and hanged in a sunny place to dry and they should not be shared with others. They can be used for several months.

**Pads:** pads have a plastic lining to minimize the spill of blood. If a girl uses pads, she needs to throw them in a pit latrine, bury them or burn after uses. They should not be thrown in the rubbish pit or in the bush. Whenever a girl uses a cotton cloth or pad, she should change it frequently to avoid staining or odor.

There are other products such as tampons, menstrual cups, and specially designed underwear that girls all around the world use to keep clean during their period.

### **How often should cloth pads or pads changed?**

Girls need to change their pads regularly during the period of menstruation especially in the first three days. This can help to prevent infections. During the heaviest days of your period, you may need to change them every few hours: morning, noon time and evening

### **What causes cramp/pain during menstruation?**

During the period the uterus contracts, tightening and relaxing so that the menstrual flow empties from the body. This process for some girls is painful. Some girls get cramps that are more severe than others.

### **What can a girl do to manage cramps or pain?**

Cramps are usually mild and can be managed by doing exercise like yoga, skipping, jogging, taking a warm bath, pain relievers if need be. If there is a lot of pain, long or heavy periods meaning more bleeding than normal, irregular periods, one should inform her parents and visit a doctor for check up.



## Some of the hygiene practices related to menstruation.

Here are some of the hygiene practices that a girl can use to keep herself clean and dry during menstruation.

- Bathe at least twice daily. Taking a warm bath will help to ensure that there is some relief to the aches and pains associated with menstruation.
- Ensure that undergarments/ panties and sweat drenched clothes are changed regularly.
- Cotton panties are preferable because they help to absorb moisture and heat thus avoiding breeding ground for bacteria.
- Change pads regularly
- Wash the genital areas well with clean water only without use of soap.

- Write down 10 pieces of advice you would give to a 10 year old girl. It can be about self awareness or esteem, friendship, peer pressure, menstruation, or anything else.



# Session 3

1. Conflict Resolution
2. Stress Management
3. Leadership

# Non-violent conflict resolution

## What is Conflict Resolution?

This is a technique to turn conflict into a mutually satisfying solution. Every day we face conflict in our lives, at work, a home, in communities, among other places.

We have always been told that conflict is bad and that it should be avoided so we often run from it, or face it with fists in the air.

## What are the effective ways to resolve conflict?

- Get to the heart of the conflict and analyze it quickly.
- Defuse emotionally charged situations
- Reduce family and sibling rivalry
- Prevent future pain and misunderstanding
- Efficiently address concerns in the moment
- Initiate a difficult conversation with ease
- Improve workplace moral
- Move beyond power struggles to cooperate and trust



## Stress management

### What Is Stress?

The term 'stress' refers to the response you have when facing circumstances that force you to act, change, or adjust in some way to keep things balanced. The circumstances themselves are known as stressors.



### What is chronic stress?

This is when you face stressors often, and find that you have little control in these situations. This can affect your health in many negative ways.



## What are the different kinds of Stress?

1. Physical: intense exertion, manual labour, lack of sleep, travel
2. Chemical: drugs, alcohol, caffeine, nicotine and environmental pollutants such as cleaning chemicals or pesticides, etc
3. Mental: perfectionism, worry, anxiety, long work hours
4. Mental: perfectionism, worry, anxiety, long work hours
5. Emotional: anger, guilt, loneliness, sadness, fear
6. Nutritional: food allergies, vitamin and mineral deficiency
7. Traumatic: injuries or burns, surgery, illness, infections, extreme temperatures
8. Psycho-spiritual: troubled relationships, financial or career pressures, challenges with life goals, spiritual alignment and general state of happiness.



What was the last stressful or conflict situation you were in? How did you manage it? Did you manage it well? How could you have managed it better?

# Stress Management- 3 ways to deal with stress:

## 1. Appraisal-Based Coping with Stress

Asking yourself whether something really needs to cause stress, or can just be accepted as part of life. Finding the humor in the ridiculousness of a stressful situation, or observing someone who seems to be coping with stress in a good way are effective strategies for dealing with your own stress.

## 2. Solution-Based Coping with Stress

Here one works to identify areas of their lives that can be changed, and follows a plan that will bring about change. Solution-based coping includes eliminating stressors (quitting a stressful job , breaking up with a toxic partner , paring down a busy schedule...) as a means of eliminating the stress that they can bring. This can be an extremely effective technique for coping with stress, and many of the uncomfortable emotions we experience along with stress e.g. anxiety , anger , frustration are signals that changes need to be made, if possible.





### 3. Long term stress management (Quick stress relief)

These are regular activities that we do that help us calm down or ease our stress in day to day life.

There are plenty of effective (and mostly pleasant) things you can do to minimize and manage stress.

1. **Have fun:** Schedule in and actively pursue activities that you enjoy and that help you relax.
2. **Express your feelings:** Emotions need regular venting and evolution. Stuck, unexpressed emotions are the building blocks of pain and illness.
3. **Get enough sleep:** Poor sleep habits interfere with your body's ability to rest, heal and recharge. If you have trouble sleeping, seek out the causes and get some help addressing them.
4. **Exercise:** Regular physical exercise is one of the best ways to clear away tension and build energy. It also helps you to adopt a better life perspective and to feel more in control of your circumstances.



5. **Practice relaxation exercises:** Breathing, meditation and visualization exercises help you let go of mental worries and allow you to experience precious moments of calm and inner peace.
  
6. **Develop a good relationship:** It is important to have authentic friends in whom you can confide and find support. Those who love and accept you — people who will listen and advise, but won't judge — are your true friends. It can also be very fulfilling to be a true friend to someone else.
  
8. **Change perceptions and attitude:** When ideas or views are not serving you, it's wise to examine and adapt them. Learn to respond to life's situations and not just react. Hanging onto frustrations, holding grudges, and playing the victim/blame game are not in your health's best interest. When you can, step back from the little struggles and look at the big picture. See challenges as opportunities for growth and learning.
  
9. **Eat well:** Eating nutrient-poor foods that are high in sugar or filled with chemicals and unhealthy fats puts an unnecessary stress on your system, reducing your immunity, overloading your liver and forcing your body to work overtime just to maintain balance.

# Leadership

An effective leader is a person who creates and manages the delivery of an inspiring vision. They motivate, inspire, coach and build an effective team of people to engage them with that vision. Leadership is an important function of management which helps to maximize efficiency and to achieve organizational goals.

**Note:** Leadership also includes looking for leadership potential in others. By developing leadership skills within your team, you create an environment where you can continue success in the long term. And that's a true measure of great leadership.



## Leadership skills

Familiarizing yourself with good leadership qualities and traits will help you identify your weaknesses and develop a strong management style.

- ❖ Passion
- ❖ Team Building
- ❖ Decisiveness
- ❖ Communication
- ❖ Confidence
- ❖ Accountability
- ❖ Motivation and Inspiration
- ❖ Focus
- ❖ Delegating
- ❖ Positivity
- ❖ Trustworthiness
- ❖ Empathy
- ❖ Optimism
- ❖ Honesty
- ❖ Creativity
- ❖ Feedback
- ❖ Responsibility

Do you think you have any of the following qualities? Perhaps you'd be a good leader...

## What is the role of a leader?

**Leadership** is the action of leading people in an organization towards achieving goals. Leaders do this by influencing employee behaviors in several ways. A leader sets a clear vision for the organization, motivates employees, guides employees through the work process and builds morale. They also ensure the following;

- Improved productivity of the workforce.
- Improved ability to succeed under pressure.
- Increased emotional intelligence.
- Improved charisma and seriousness in business operations.
- Growth in confidence in your team.
- Improved listening and communication skills.





## Importance of leaders

### 1. Leaders better their environment

Leaders do not exist to order their workers around. While they oversee their team, a true leader takes initiative and trusts their employees to perform efficiently and independently. As a leader, it is your responsibility to establish goals, innovate, motivate and trust. A passionate and compassionate leader can energize a company.

### 2. They know their team and themselves well

Good leaders want their entire company to succeed, including everyone involved. They take the time to understand every worker so they can help them achieve their personal goals in line with the company's.

### 3. Leaders maintain a positive attitude

Businesses face ups and downs. Without someone to take the reins and push forward in optimism, the company will likely be unsuccessful. A good leader can hold his or her emotions in check, especially in tough situations

### 4. They build the next generation of leaders

Leaders can't, and shouldn't, stand alone. A company doesn't need just one influential individual. Leaders should want to develop more leaders from the get-go.

Think of a leader you know. It might be a teacher, or a local chairperson, or even a president. What traits do they have that make them a good leader?



Do you recognise this leader?

# Session 4

1. Effective Communication
2. Public Speaking and presentation skills

# Effective Communication

## What is Communication?

Communication is the process of sharing ideas and experiences with other people using verbal and nonverbal language. It is the exchange from one person to another with appropriate feedback from both parties.



## What are the different types of communication?

1. Verbal (where speech is involved)
2. Nonverbal communications (usually uses body language, signs)
3. Mass media and electronic communication (eg e-mails, fax, facebook, twitter)
4. Written communication (reports, letters, minutes)

# What are communication skills?

**Active Listening;** is the art of engaging meaningfully with someone who is trying to communicate with you by; Establishing **eye contact** with the other person, listening to the person without interruption, listening to the person without thinking of what you will say next.

**Body language;** is the set of expressions that we make using our bodies like nodding to show someone that you are listening.

**Asking questions;** A useful technique for asking questions using open-ended questions.



## What is effective communication?

Take the example of COVID-19. In order for your whole community to understand the risks, prevention measures and symptoms of coronavirus, the authorities need to effectively communicate to every community member.

What tips would you give a local chairperson who was communicating with his community about COVID? How about these...

1. Give correct information
2. Assess the understanding of the community on health issues
3. Address myths, rumors, and misconceptions
4. Different modes of communication- i.e. radio, representatives at meetings, social media, posters, churches
5. Use easy to understand language
6. Be clear, brief and to the point
7. Multiple languages
8. Easy to pass on information



## What are the most effective Speaking Techniques?

1. Telling Stories
2. Appropriate use of humor
3. Moving in and of the audience
4. Eye contact
5. Asking questions
6. Changing the tone and sound of your voice
7. Managing time effectively
8. Knowing what is relevant to your audience
9. Being prepared(Knowing what you are going to say and how you will say it)

## What are the Barriers to effective communication?

1. Physical location ie in a noisy place
2. Too many distractions eg pictures, lights, movement
3. Use of jargons
4. Lack of confidence
5. Lack of empathy
6. Appearing to be in a hurry
7. Language difference
8. Cultural difference
9. Fear that confidentiality might be broken.



## Presentation / Public Speaking

You are going to deliver a presentation to the group. Before that, discuss the following tips and ask the group to decide which is the most important.

What are the requirements of a good presenter/public speaker?

- Be prepared
- Organised and focused
- Introduction about yourself
- Confidence
- Time management
- Mind your language
- Know your audience
- Always be an attentive listener  
(pay attention to what others are saying)
- Consider/respect your audience
- Sense of humour
- Body language
- Ask questions
- Be realistic while answering peoples questions
- Visual aids (images to reflect the presentation and not be boring)
- Be audible, speak up



Presentation activity:

Get into groups of threes or fours. You are going to prepare a five minute presentation for the end of this session. The topic of the presentation is:

**“How to be a good leader”**

You must include an example of a good leader in your life, qualities of a good leader, why leadership is important and define leadership.

You can use your notes from the previous session but speak in your own words, not using word for word what was written in the last session. Each group member should say something in the presentation. You have around 15 minutes to prepare and rehearse. Be creative, giving examples to keep your audience engaged and following the tips for good communication.

# Session 5

1. Employability Skills
2. Job Application and Curriculum Vitae
3. Interview Skills
4. Job Interviews

# Employment Skills

What is your dream job? What skills do you need to get that job? What skills do you already have?

Here are some of the skills most jobs require, whether you are a shop assistant or a president:



## 1. Communication

Depending on the job, communication is about being a good talker or a good writer. It involves being confident about speaking to people (face-to-face or over the phone). It also involves writing well enough to be understood in emails and memos.

Examples of ways that you can develop or improve your communication skills include:

- writing assignments and reports as part of your studies
- blogging or using social media
- making oral presentations as part of your class work
- working in customer service (face-to-face or on the phone)
- Volunteering to host a community radio program.

## 2. Teamwork

Teamwork means being good at working with people - both the people you work with and other people that come into contact with your organization.

Examples of ways that you can develop or improve your teamwork skills include:

- doing group assignments as part of your studies
- volunteering for a community organization
- thinking about how you can work better with other people at your workplace ·
- joining a local sporting team.

## 3. Problem solving

Problem solving is about being able to find solutions when faced with difficulties or setbacks. Even if you can't think of a solution straight away, you need to have a logical process for figuring things out.

Examples of ways you can develop or improve your problem solving skills include:

- doing research assignments as part of your studies
- dealing with complaints at your workplace
- doing a study skills course that looks at problem solving
- talking to other people about how they solved the problems they faced.

## 4. Initiative and enterprise

Initiative and enterprise are about being able to think creatively and to make improvements to the way things are. They're also about looking at the bigger picture and how the way you work fits into that.

Examples of ways you can develop or improve your initiative and enterprise skills include:

- ✓ Approaching organizations and businesses about work placements or internships
- ✓ Setting up a fundraiser in your community
- ✓ Making or proposing changes to the way a group you belong to operates.



## 5. Planning and organizing

Planning and organizing entails working out what is required to get a job done, and then working out when and how you'll do it. It's also about developing project timelines and meeting deadlines. Examples of ways you can develop or improve your planning and organizing skills include:



- ✓ developing a study timetable and sticking to it
- ✓ organizing some independent travel
- ✓ managing your time around work, family and study commitments
- ✓ helping to organize a community event
- ✓ doing chores regularly around your home.

## 6. Learning

Learning is wanting to understand new things and being able to pick them up quickly. It's also about taking on new tasks and adapting when things change. Examples of ways to develop or improve your learning skills include:

- ✓ doing a short course or online course
- ✓ doing some research into learning skills and learner types
- ✓ starting a new hobby
- ✓ joining a sporting or volunteer group.

## 7. Self-management

Self-management is getting on with your work without someone having to check up on you every five minutes. You should also be able to stay on top of your own deadlines and be able to delegate tasks to other people to make sure things get done on time. Examples of ways that you can develop or improve your self-management skills include:

- ✓ doing a work experience placement or internship
- ✓ asking for new responsibilities at work
- ✓ developing a study schedule and sticking to it
- ✓ joining a volunteer organization



## 8. Technology



General technology skills that employers want include things like being able to use a computer for word processing and sending email, or knowing how to use a photocopier.

Some more specific technology skills relate to software, like using social media, working with design or video editing software or knowing programming languages.

Other technology skills relate to hardware, like knowing how to use EFTPOS, a cash register, a photocopier or scanner, a camera or a recording studio.

Examples of ways to develop or improve your technology skills include:

- ❖ doing a short course or online course
- ❖ asking for extra training at work
- ❖ finding out what technology is used in the job you want and researching its use
- ❖ identifying the technology you're already using in your day-to-day life.

# Application and Curriculum Vitae

## What is a Curriculum Vitae?

It's an overview of a person's experience, qualifications and other qualities. It summarizes who you are (your life). Also known as a CV. You need to provide one to any employer as you apply for a job. It's a way to formally tell them about yourself, your qualifications, and why you would be suited to the job.

## What are the steps of writing a Curriculum Vitae?

**Bio data:** under this we have the following:

- Name
- Date of birth
- Nationality
- Gender
- Contact i.e. phone no. & email



## Other information to include in your CV...

Professional objective	Here mention your qualifications with the capacity to carry out any responsibilities given to you in relation to your job
Core Competencies	Here you list your strength as a person but they should be in line with the professional objective.
Education	It is always better if you start with your latest qualification
Courses and Training	This is where you put all the certificates you have ever attained. They are the additional qualifications after studies e.g. with certificates. You'll be able to mention this course!
Work Experience	This includes any previous employment, voluntary or paid. Mention the length of time you worked in that job, the person you reported to and your responsibilities.
Responsibilities	This includes what you've been doing lately. E.g. 'Currently I work at a shop that sells fruit and vegetables'
Other Skills	What other impressive things can you do? Do you speak more than one language? That's a skill you should mention
Hobbies	Employers want to know that you are an interesting person, be brief but tell them about your hobbies, e.g. 'I enjoy swimming at the weekends to keep fit'
Reference	Always put people who know you well, and if you include someone as your referee, please inform them about it.

Time to create your own CV. Try and fit all of the information onto 1-2 sides of A4 paper.



# Interview Skills

## How to prepare for an interview?

Give yourself time to prepare. Research the organisation- its mission, its operations, its recent activity. This shows you have interest in the organisation.

Find out what form of interview i.e. oral, practical or written & how many people will be on the panel.

Practice with your friends or family members . Get their advice on your responses, your confidence, your manner, your style.

Plan what to wear. It is always best to look formal.

Think about what you are going to say in the interview- what do you want the interviewer to know about you? What are your best attributes?

Plan for the day of the interview. Being ready for all the uncertainties like rain, traffic jam etc. Always have extra money for boda boda so as to keep time.

Know about the job advert and all its details for it might be asked to check how serious you are.

Always follow the instructions given/following the job e.g. if you need to apply online do it before any other procedures.

Always be organised. Have a copy of your CV in a neat folder and any other information they asked you to bring.

## How do we make a good impression on a job interview?

- ❑ Time management. The interviewers are always there to notice what time you have come in
- ❑ Self conduct as the first expression always matters, eg. greet first the people you find in panel
- ❑ Listen to the questions and answer at your very best (always use short answers.)
- ❑ Always admit when you do not know something and promise to research about it. It shows honesty.
- ❑ Always maintain eye contact with the interviewer. It shows confidence.
- ❑ Always mind your attitude. Some interviewers tend to be rude, mean, polite, tough etc. This is done to check your reaction/attitude towards different people.



## Commonly asked interview questions

Conduct a practice interview with your partner. One can play the interviewer asking the following questions and one can play the interviewee. The interviewer can give feedback at the end.

### What are the Commonly asked interview questions?

1. Tell us about yourself
2. What are your strengths
3. What are your weaknesses
4. Why do you want this job?
5. What are your salary expectations?
6. Tell us about your previous experience that could equip you for this job?



There are a lot more possible interview questions that you might be asked. You can search 'interview questions' on the internet and practice as many as possible.



What's most important is that you are prepared, polite and confident. If it is your first ever job interview, try not to stress. The interviewer is a human being too, who will remember how they felt at their very first interview.

You have completed the life skills course!  
Congratulations. We hope you enjoyed it and would love to hear your feedback.

If you completed this course as part of a group, ask your trainer about getting a Hello World certificate. If you completed the training alone, contact [anna@projecthelloworld.org](mailto:anna@projecthelloworld.org), as well as with any ideas or questions about the course.



Now you've completed this course, why not try the computer skills or entrepreneurship courses, also available.

