

Content table for the qualification module "Social integration – Skills and key competences" of the Erasmus+-project „QualiProAIR“

developed by: Tanya Nikolova and Elena Shishmanova (Contact: office@bco.bg, Tel: ++359 2 962 56 23)

Nr. teaching unit/course unit	Title of the teaching unit/course unit	Work steps / teaching content	Potential teaching materials (The teaching materials can be created, adjusted or supplemented individually by the teaching staff)
A0	Intercultural communication		
A1	Introduction to intercultural communication skills	History Developments Legislative framework Antidiscrimination policy	
A2	Introduction to main concepts of intercultural communication	Presenting different concepts of intercultural communications – when was the term “invented”	
A3	Cultural competence	awareness of the language as a form of expressing the national culture the interrelation between the language and the history of the people the national cultural specificity of the language the mastery of the rules of the speech label	
A4	Cultural identity and national mentality.	How to avoid prejudging on personalities based on the expectations on their national mentality and cultural identity	
B0	Anti-discrimination		
B1	Prevention of Discriminatory	Attitudes and Practices Emotional Intelligence	
B2	Model of Mayer and Solve	Presentation of the model Why it is developed How it is implemented	
B3	Techniques for the prevention of discrimination	Descriptions of different techniques Presenting how are they	

		implemented in practice	
C0	Organizational skills		
C1	The phenomenon "time"	What is meant by time management. Relationship between personal effectiveness, team efficiency and administration efficiency	
C2	Realize your own style and competencies.	My strengths / limitations - selfdiagnosis Personality Capacity Development Plan	
C3	Approaches to the effective use of organizational resources.	How to estimate the most time consuming tasks	



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		How to reshuffle our programme effectively Rules of effective delegation	
C4	Principles of prioritization	Definition of urgent / important Applying principle to our own work and practice Analysing and conclusions	
C5	Pareto Rule - 20/80; Eisenhower matrix; Dominoes effect; Swiss cheese effect; Hofstadter Law	Presenting different approaches to time management	
C6	Basic principles in time management	How do I use my time? (independent work); How much does my time cost?	
D0	Ability to solve problems		
D1	The IDEAL model of problemsolving	Identify the problem, Define the problem Examine the options Act on a plan Look at the consequences	
E0	Communication skills - general		
E1	Verbal and non-verbal communication, body language		
E2	Neuro-linguistic programming (NLP).	What is more important, the content or packaging? - communication exercises, examples of misunderstandings, methods of "calibrating" human perceptions in order to gain a better understanding of the opposite side	
E3	Managing attention.	Body language: position, gestures, eye contact, voice - how to deal with nervousness?	
E4	Barriers to effective interpersonal relationships.	stereotypes, prejudices etc. rules to improve communication	
F0	Communication skills – specific skills in critical moments		
F1	Strategies for critical moments.	How do we manage delicate moments and attention?	



F2	How to deal with "accidents". Interference factors	Difficult participants of the meeting / presentation Addressing questions and objections, etc.	
G0	Stress management		
G1	Contemporary theory of stress	History of describing the stress and its effects Theories Types of stress	
G2	Stress process, distress	What is the process of stress occurrence and development How to deal with it? Techniques for distress	
G3	Stress in the workplace	Prerequisites; Positive and negative impact of stress on work efficiency	
G4	Stress symptoms	Physical symptoms Emotional symptoms Behavioural symptoms	
G5	Effective adaptation strategies in stress conditions	Describing different strategies to adapt to stress as possible solution to difficult situation	



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G6	Stress management	Techniques to manage stress on an individual level and with other persons	
G7	Alternatives for reducing the accumulated psychological tension, etc.	Description of the methods for reducing tension Practical examples	
G8	Barriers to effective interpersonal relationships;	Barriers to effective interpersonal relationships	
H0	Conflict management		
H1	What is a conflict and causes of conflicting situations	Description of conflict Causes for conflicts	
H2	Types of conflicts and their dynamics	Types of conflict Conflict dynamics	
H3	Mediation skills	What is mediation How to mediate conflict situations	
IO	Project management		
I1	Introduction to the project management logic and why is it appropriate when managing any complex activity	Project management introduction Description, theories, PM schools Practical description of the application of the PM approach to managing any task	
I2	Pros and cons of different PM methodologies in the context of working with the target group	Description of PM methodologies Specifics in regard to the target groups	



13	Essential project management tools for the work of the volunteer	The decision making process; Mind mapping; Sequencing events; Critical pathways; Establishing project interrelationships; Planning for contingencies; Risk management Planning costs Essential project communications;	
14	Establishing a team and successful team work	How to select your team members How to create team environment	
15	Team Efficiency Factors	Descriptions of the factors Applicability and practical use	
16	Effective Feedback	Basic Principles and Rules for effective feedback	
17	Creating trust and support between team members and leadership	Techniques for creating trust Techniques for good communication on splitting of tasks and providing support Leadership principles and rules	