

Assessing and improving soft skills

Objective: to assess the situation with regard to a newcomer's behaviour that is not in line with the company's expectations in order to define a reinforcement strategy.

Implementation

The search for a solution can take place following an interview between the migrant and the tutor or the company manager or the adviser monitoring the course.

The table can be filled in and discussed with the migrant to reflect on the consequences of his behaviour and the causes that generated it. The aim is to identify strategies for behaviour change.

Below is an example of dealing with a time management problem.

Time management

Description of the problem	Consequences	Cause	How to improve?
I have been late for work three times.	My team cannot work properly. A colleague has to do my work as well as his If a customer comes, there is no one to greet him.	I waste time in the morning getting my outfit ready. I have to take the children to school. It takes me one hour with the bus, which is never on time.	I prepare my outfit the day before so that I have more time in the morning. I explain to my partner that I have to arrive on time and that he should take the children to school. I leave home 20 minutes earlier than usual. If the bus breaks down and I realise I am going to be late, I immediately inform a manager or colleague so that they can be notified (I need to have the telephone numbers of my colleagues).
I have not finished the work I was asked to do on time: I have not managed to load the truck for the deadline.	The production line stops and the quality of the production is endangered. The colleague who has to deliver the goods will be late and the customers will not be satisfied and will complain.	It takes me time to read the labels on the packages. I had forgotten my protective gear and I had to put it on before I started. I went to the toilet and there was a queue, so I lost time and started loading the truck late.	I commit to learning to read French better (I take pictures of all the labels with my mobile phone and then at home I study the terms so I can recognise them faster). I have to remember to put on my work clothes before I start work. This has to become a habit. I go to the toilet during breaks and not while loading the truck.

Skill:.....

Description of the problem	Consequences	Cause	How to improve?



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