

DIGITAL SOFT SKILLS & OPEN BADGES

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Workshop at a glance

Soft skills...
so what?

Digital skills...
so what?

Digital soft skills....
OMG 🤯🤯🤯

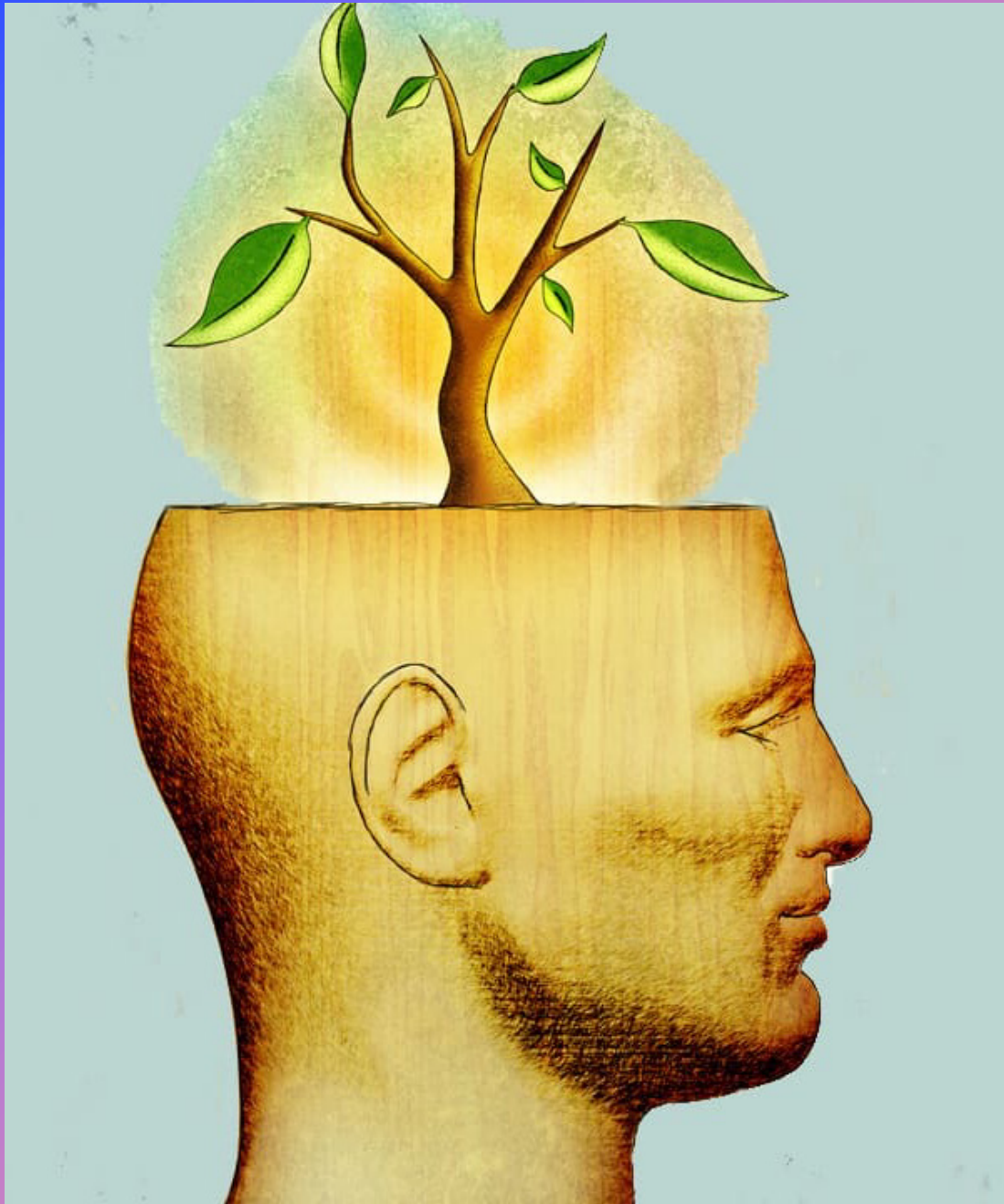
Some examples:

- Online communication
- Online collaboration /teamworking
- Digital empathy

Open Badges: how
can they
acknowledge the
acquisition of digital
soft skills?

Brainstorming





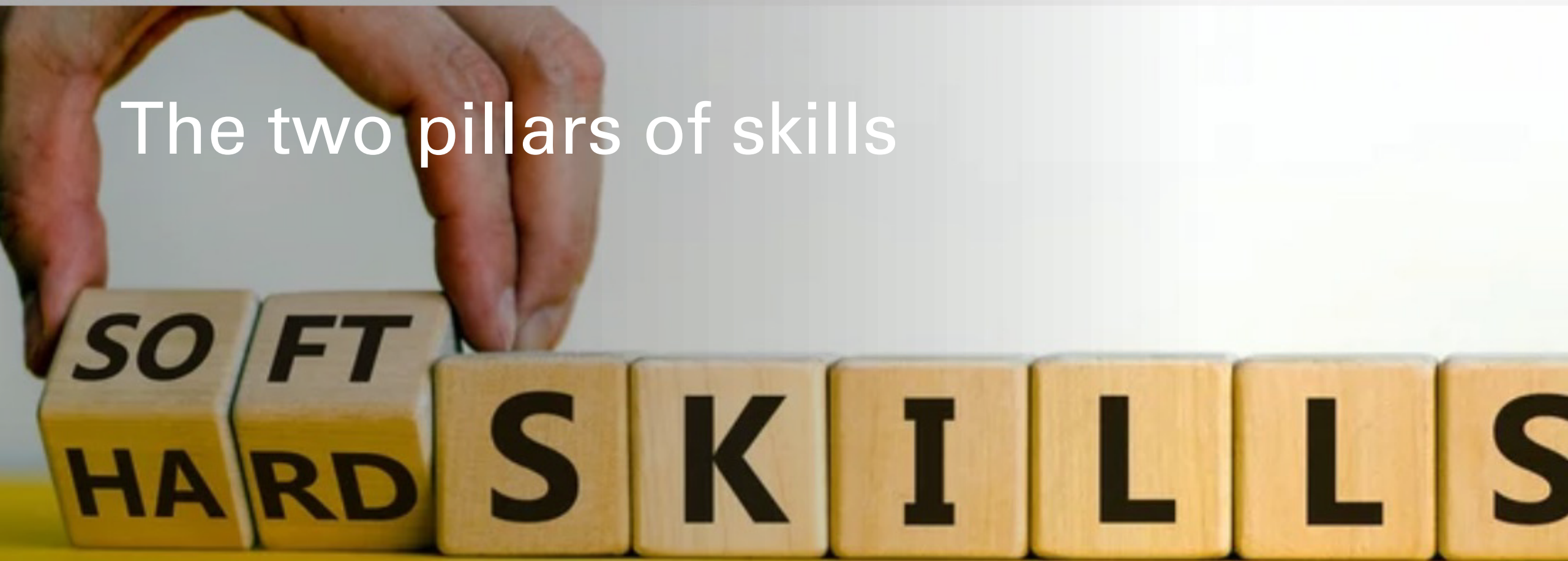
Skills are...

....the ability to use one's knowledge effectively and readily in execution or performance.

1. **PERSONAL**
2. **ACTION ORIENTED**
3. **TRANSFERABLE**
4. **DEVELOPABLE**

An individual plays an active role in building and developing a specific skill. The development process is supported - made possible - by **awareness** of the starting level of skill's possession.

The two pillars of skills



The Hard Skills Galaxy



TECHNICAL SKILLS



The Soft Skills Galaxy



TEAM SPIRIT



EMPATHY



PERSONALITY



COMMUNICATION



ASSERTIVENESS



SELF-PROMOTION



SELLING SKILLS



PRESENTATION SKILLS



MOTIVATING



SELF-CONFIDENCE



NEGOTIATION



COLLABORATION



COACHING



CREATIVITY



FLEXIBILITY



PATIENCE



STRESS MANAGEMENT



PERSISTENCE

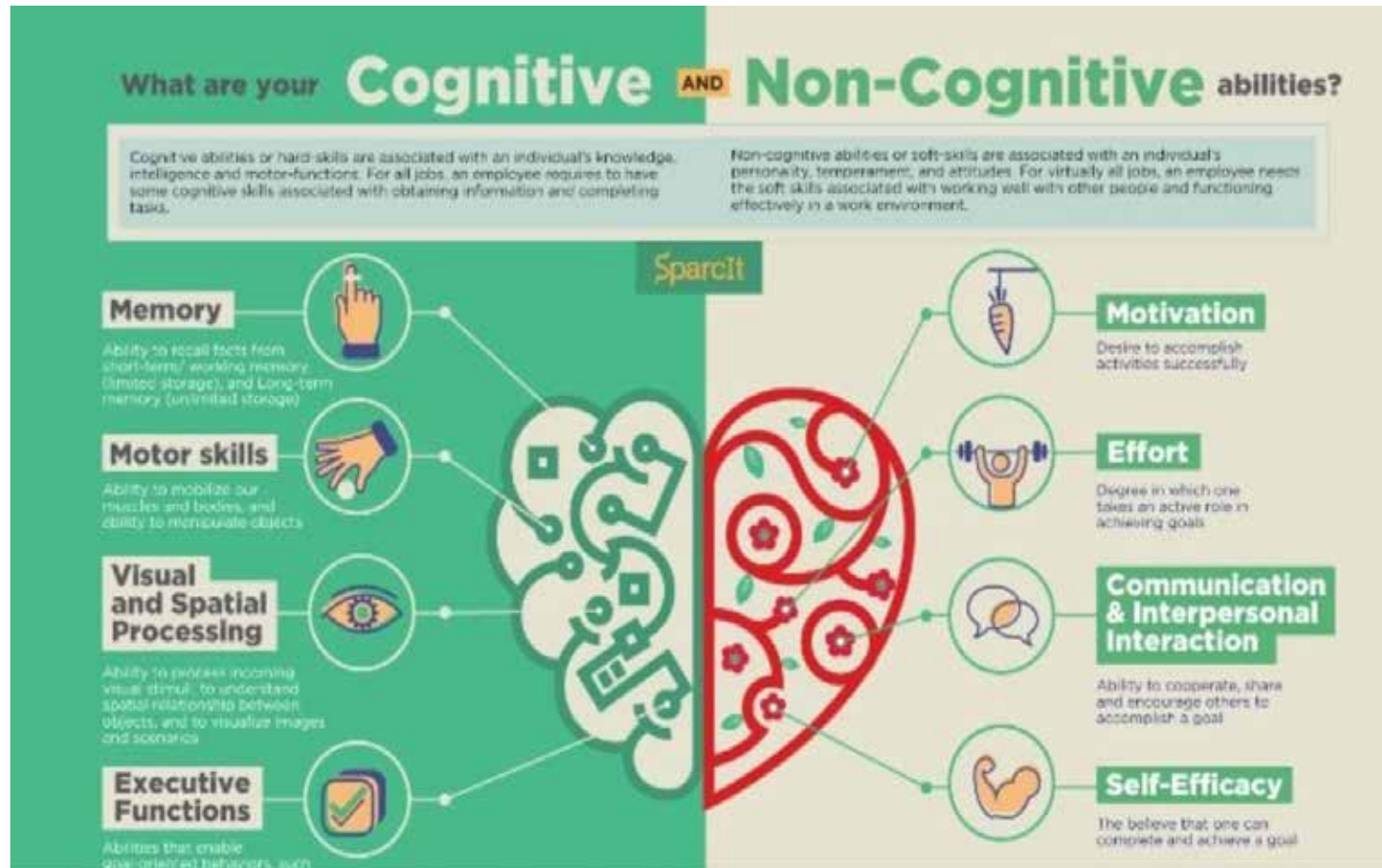


GROWTH MINDSET



PLANNING

Soft Skills... 21st Century skills... Non-Cognitive Skills...



"non-cognitive skills are those skills not captured by cognitive tests"

(Puerta, Valerio & Bernal, 2016)

Those competencies which don't seem to be directly related to a specific task may be defined "soft" and clustered in many different ways.

Main families *(Boyatzis, 1982)* include communication and leadership, organisation and problem solving, stress management and self-regulation.

Farzad H. Eskafi (2016), *Cognitive vs. Non-cognitive Assessments: What are they?*

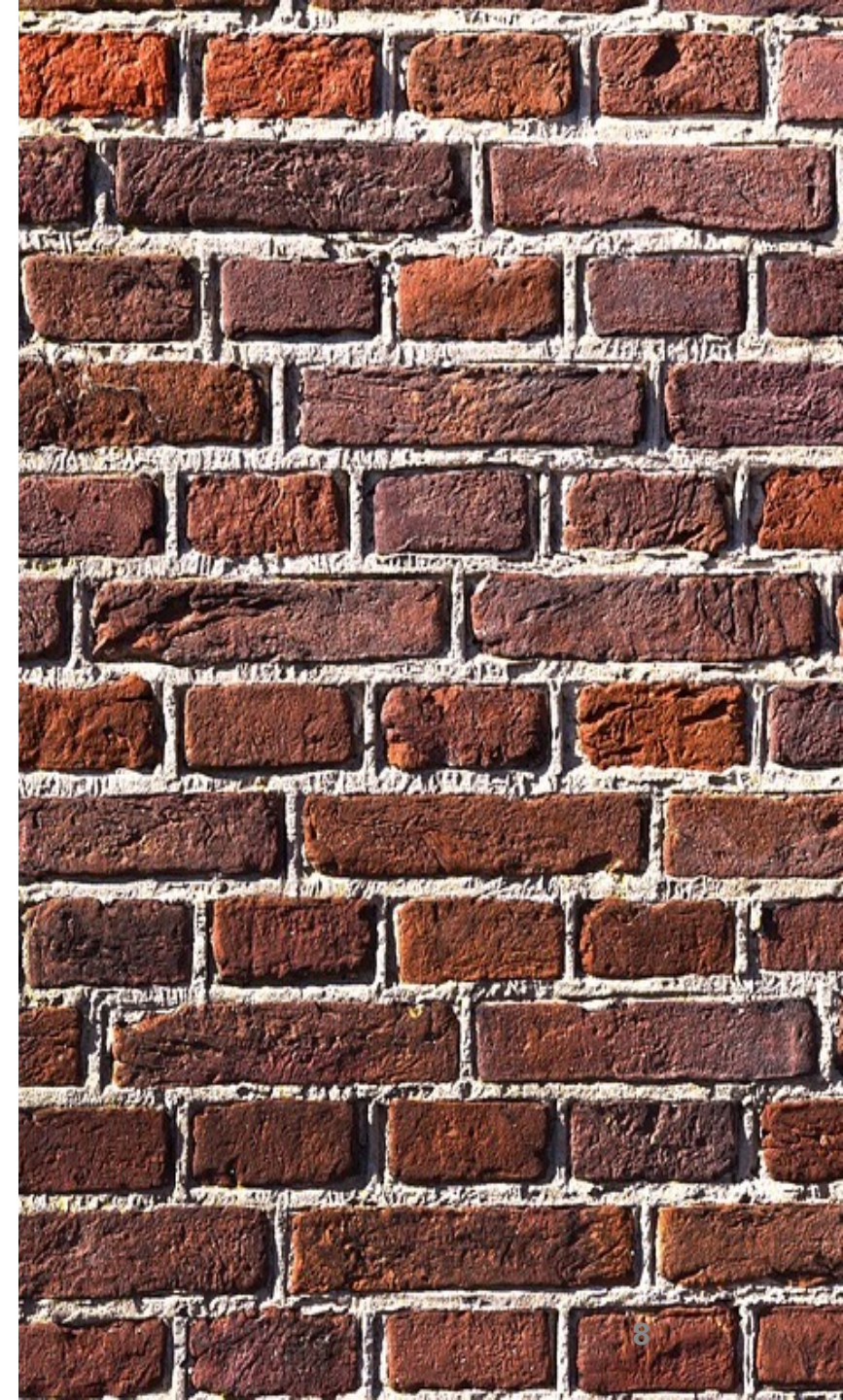
Soft Skills... so what?

*“A competency is defined as a capability or ability. It is a set of related but different sets of behaviour organized around an underlying construct, which we call the “intent”. **The behaviours are alternate manifestations of the intent, as appropriate in various situations or times.**”.* (Boyatzis , 2008)

“Emotional intelligence is observed when a person demonstrates the competencies that constitute self-awareness, self-management, social awareness, and social skills at appropriate times and ways in sufficient frequency to be effective in the situation”. (Boyatzis, Goleman, and Rhee, 2000).

Soft skills are all about behaviours

- Observable behaviors (actions that individuals do and that anyone can see) are the easiest way to detect a skill
- They represent the expression of a skill at particular level of efficacy
- They are the components that can be more efficiently and precisely measured
- We cannot change our personality, but we can develop our behaviours







A THIRD PILLAR FOR SKILLS?



IEEE 3527.1-2020

The World's First Global Standards for Digital Literacy, Digital Skills, and Digital Readiness

Digital literacy and digital skills are **MUST-HAVES** in the A.I. age.

1



COVID-19 rushed nations into digitization. **DIGITAL SKILLS GAPS** continue to increase.

2

GOOD NEWS!
DQ Global Standards for Digital Literacy, Skills and Readiness are now official. (IEEE 3527.1-2020)



3

The Coalition for Digital Intelligence launched **DQ STANDARDIZATION** efforts in 2018.



4



5



DQ Global Standards now provide a **GLOBALLY ACCEPTED SET OF DEFINITIONS AND CONCEPTS** for "digital literacy" and "digital skills".

DIGITAL SKILLS CERTIFICATES can increase job opportunities and mobility in the post-COVID-19 era.



8



7

With DQ, industries can implement more effective **DIGITAL SKILLS TRAINING**.

6

With DQ, nations can rapidly incorporate **DIGITAL LITERACY EDUCATION**.

GLOBAL COORDINATION, MONITORING, and REPORTING can be improved.

9



10

DQ WILL HELP BRIDGE GLOBAL DIGITAL SKILLS GAP.





Digital skills

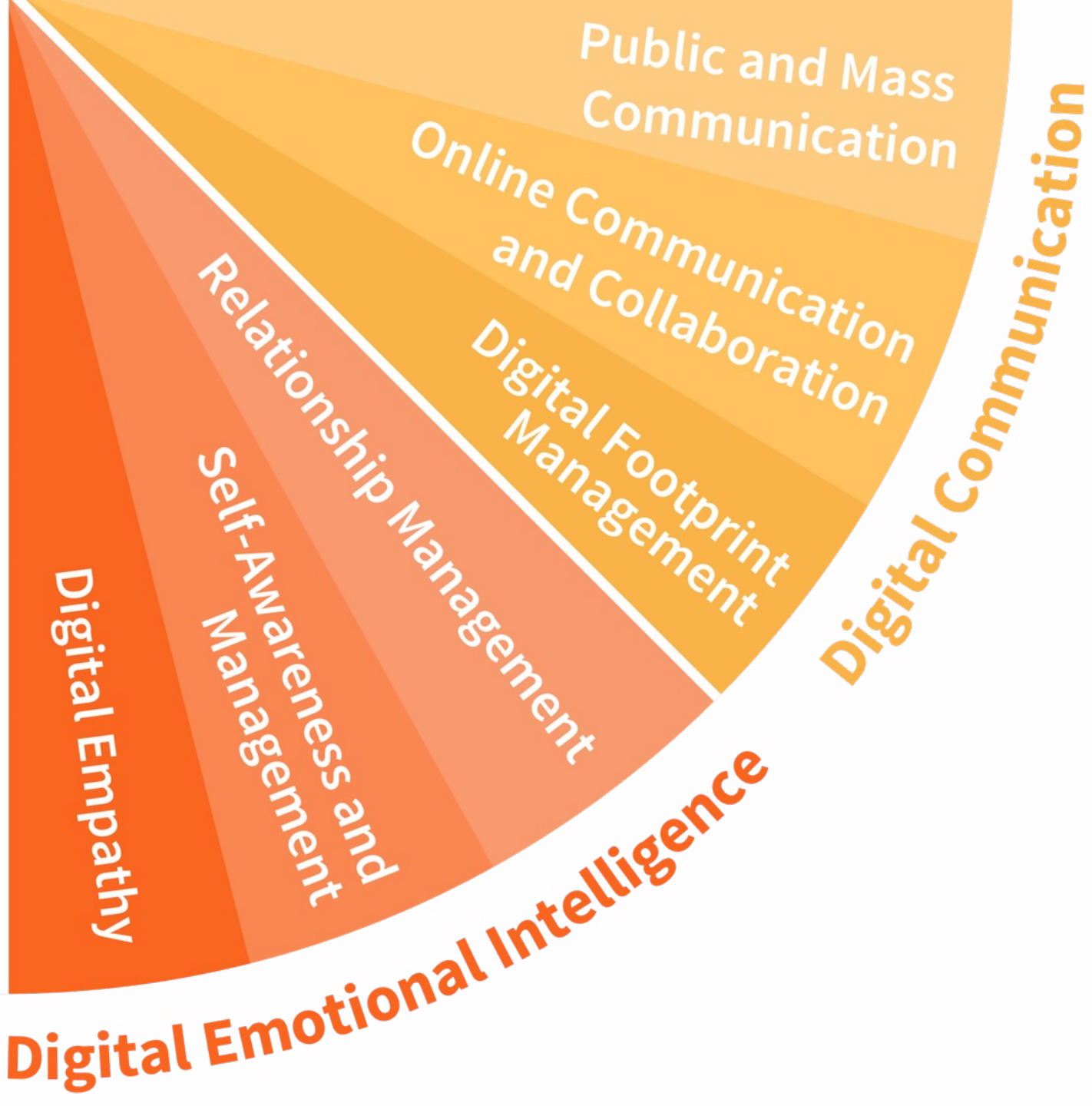
Digital skills are defined as a range of abilities to use digital devices, communication applications, and networks to access and manage information. They enable people to create and share digital content, communicate and collaborate, and solve problems for effective and creative self-fulfillment in life, learning, work, and social activities at large.

(UNESCO, 2018)



The 24 key digital skills critical to «future readiness»

UNESCO (2018)
 CDI, OECD (2018)



Some digital skills are soft skills

Soft-Digital Skills: a new set of skills?

Awareness decreases in digital

1. People tend to learn or work more when they are not alone (so it is not merely a matter of "social facilitation")
2. The difficulties associated with maintaining awareness of people's work progress in remote settings without the ability to "look out for each other" from time to time is a significant challenge to collaboration.



Awareness decreases in digital

3. Co-located students or workers have more opportunities for chance encounters and unplanned conversations which increase awareness.
4. Distance prevents the informal visual observations needed to maintain awareness

(from Morrison-Smith and Ruiz, 2020)





«The Internet has changed everything.

We expect to know everything instantly.

If you don't understand digital communication, you're at a disadvantage.»

(Bob Parsons)

Online Communication and Collaboration

The ability to use technology effectively to communicate and collaborate collectively, including at a distance.

Knowledge

Individuals understand different types of peer-to-peer communication and collaboration strategies, tools, and formats, and decide which methods are most effective for individual or collaborative goals. In addition, they understand the various social and market pressures that may encourage or discourage communication and/or collaboration across certain groups.



Skills

Individuals are able to develop socio-emotional, interpersonal, and cognitive skills that support their communication and collaborative efforts. These skills include the capacity to interact and collaborate with an online community of peers and experts for the construction and co-creation of knowledge. They are also able to leverage on their technical skills to efficiently exchange ideas and work together even at a distance through utilizing a variety of different communication channels.

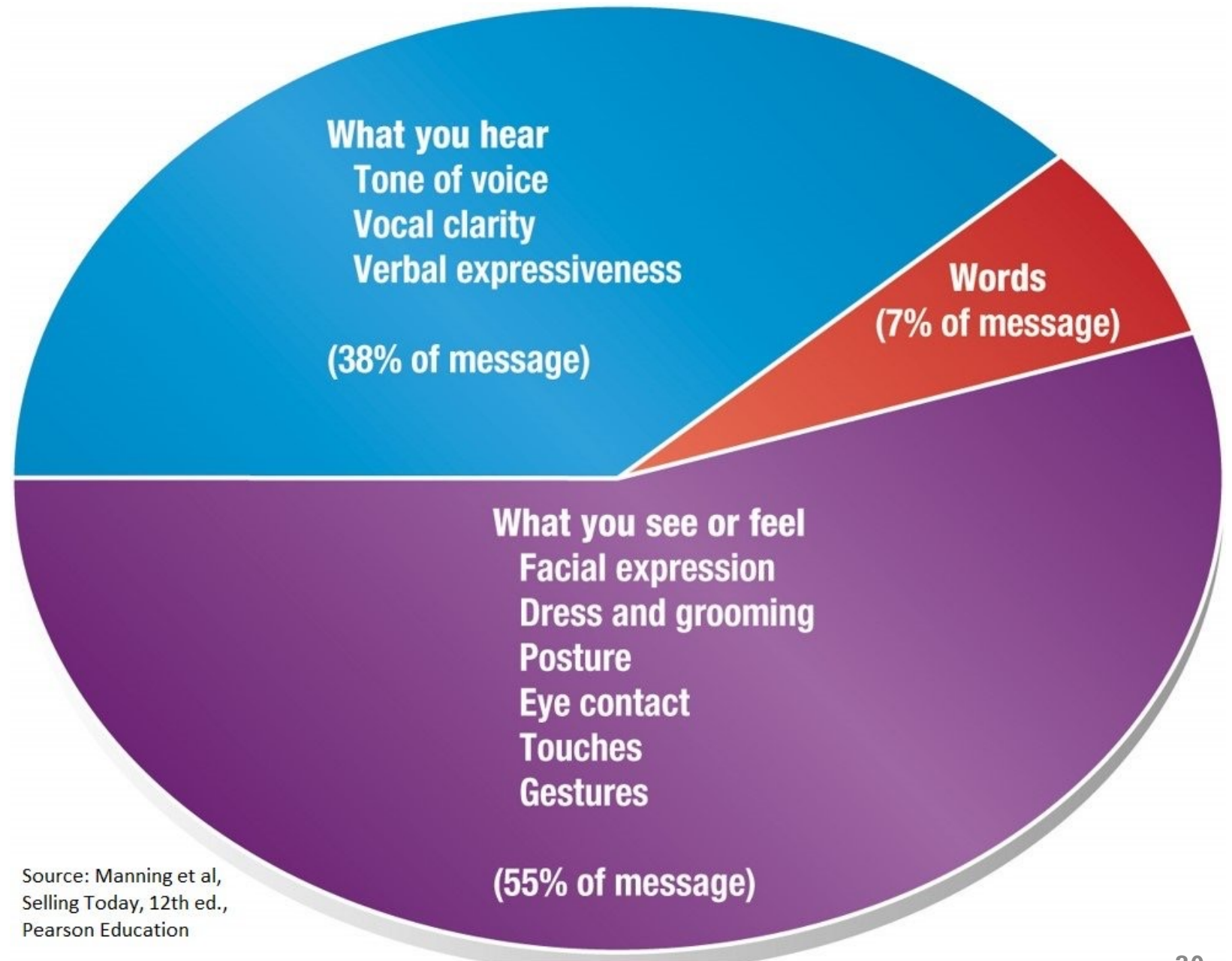


Attitudes / Values

Individuals exhibit initiative and positive attitudes towards technology use that enable and support collaboration and productivity. They also exhibit an inclusive attitude that fosters positive collaboration culture and teamwork while achieving organizational goals (e.g., helping others build positive digital reputations through skill endorsements or reviews).



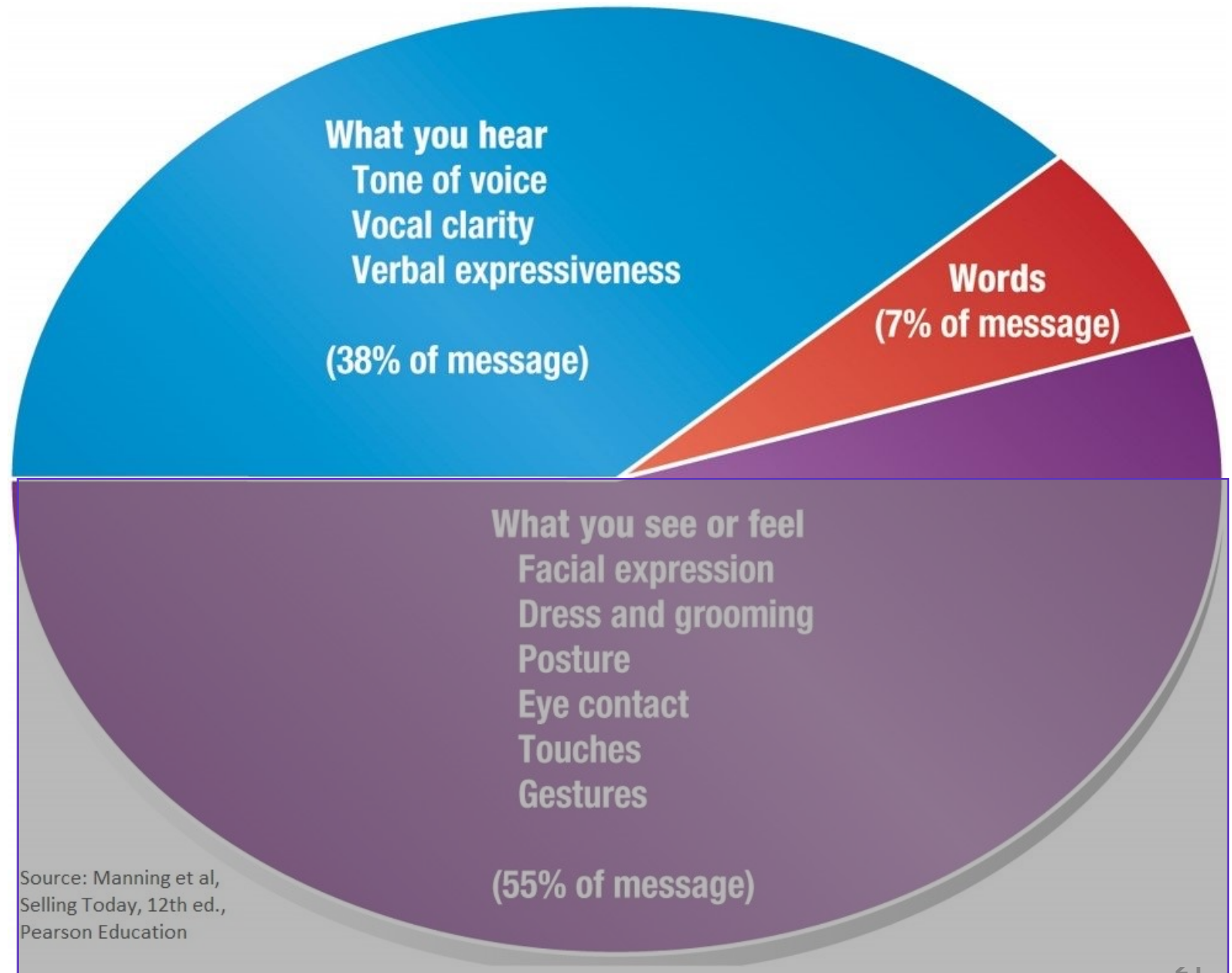
In presence communication



Source: Manning et al,
Selling Today, 12th ed.,
Pearson Education

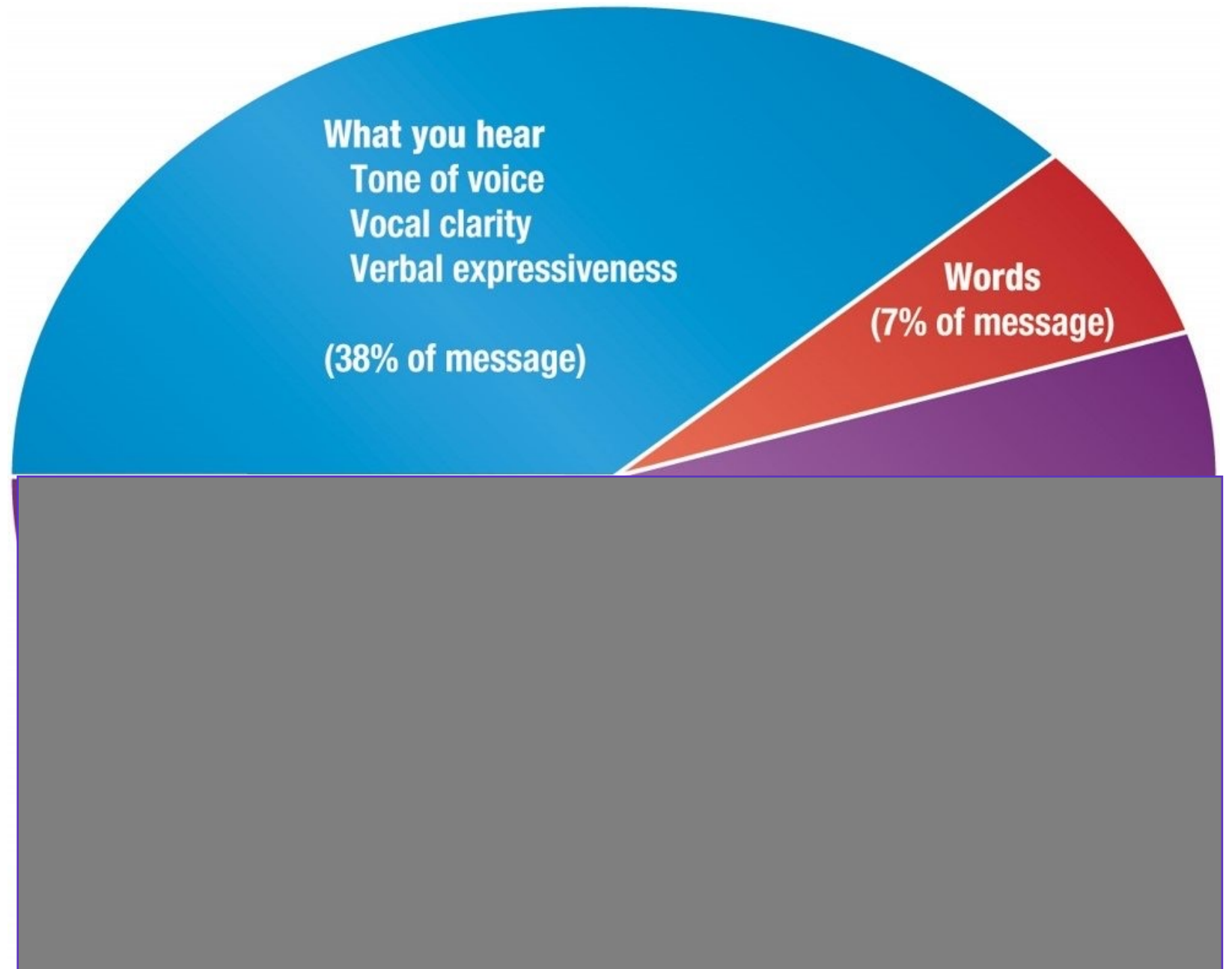
Digital/
online
communication

digital
communication
platform
with **webcam on**



Digital/
online
communication

digital
communication
platform
with **webcam off**



A photograph of a rocket launch. The rocket is positioned vertically in the center-left, ascending with a bright, intense plume of fire and white smoke trailing behind it. The sky is a clear, deep blue. To the right, a large, billowing cloud of white smoke and steam rises from the launch site. In the lower-left foreground, the skeletal structure of a launch pad service structure is visible. The overall scene is dynamic and powerful, capturing the moment of liftoff.

**«golden rule»:
if you don't want to show your face,
show a slide!**



**Online communication:
Deeds, not words**

Let's work
on our credibility
and on our responsibility

Digital Communication goes social

Social media or **social network** is a generic expression referring to technologies and practices on the Internet that people adopt to share textual content, images, audio, and video, allowing the creation and exchange of user-generated content.

Immediacy is the main characteristic of social communication (as for emails), but adding the possibility of having an "audience".

- Word Speed
- Scarcity of words
- Use of symbols (@ and #, emoji in the lead)
- Most content is visual (images or video)





On line collaboration and virtual teamworking



The ten challenges that hinder distance work

(from Morrison-Smith and Ruiz, 2020)

1. Awareness of colleagues and their context
2. **Motivational sense of presence of others**
3. **Trust is more difficult to establish**
4. The level of technical competence of the team members
5. **The level of technical infrastructure**
6. Nature of work
7. Explicit management
8. Common ground
9. The competitive/cooperative culture
10. Alignment of goals



Microsoft Teams



Online and remote teamworking

PROs

All teams can have "a home" where they can meet at no cost

Increased ability to form and participate in virtual teams (circulation, creation, growth of shared knowledge)

Under certain conditions, more opportunities for each team member to contribute at his or her own pace and ability

CONs

Costs associated with purchasing, using, maintaining and updating technology (and infrastructure)

Risks related to cyber security, digital security and safety, and, in general, issues related to users' level of possession of digital soft skills

Heavy expenditure of energy (time = cost) to "be team" in a digital space and risk of total or partial failure of the team's raison d'être.

Risks related to "online vampirism" or, on the contrary, to absence, and, in general, users' level of possession of digital soft skills

Digital Empathy

The ability to be aware of, be sensitive to, and be supportive of one's own and other's feelings, needs and concerns online.

Knowledge

Individuals understand how their online interactions might affect others' feelings, and recognise how others may be influenced by their online interactions (e.g., effects of online trolls).

Skills

Individuals develop socio-emotional skills by becoming sensitive to and respecting others' perspectives and emotions through synchronous and asynchronous interactions online and are able to regulate and respond accordingly.

Attitudes / Values

Individuals demonstrate an awareness and compassion for the feelings, needs, and concerns of others online.

“ Digital empathy is a set of cognitive, emotional, and social skills as well as a process, through which a person can analyze, evaluate, reflect, project, predict, feel, sympathize, engage, and role-play through mediated communication with digital technology. This complex concept encompasses various psychological and sociological definitions of empathy. Holistically, empathy combines cognitive, emotional, and social skills and processes that help one better interpret and interact with the other”. (Friesem, 2015).

But empathy is not a unified framework.

In the digital age, digital empathy urges for a holistic definition.

six psychological, social, moral and educational aspects of empathy

Empathy	Definition	Digital Media Literacy
Digital Empathy	“The cognitive and emotional ability to be reflective and socially responsible while strategically using digital media” (Friesem, 2015)	Access, analyze, create, reflect, act (Hobbs, 2010)
Empathic Accuracy	“‘Reading’ other people’s thoughts and feeling” (Ickes, 1997)	Analyze
Self-Empathy	“A process in which the individual adopts an attitudinal stance of nonjudgment and openness toward the self” (Neff, 2003)	Reflect
Cognitive & Emotional Empathy	“Knowing another person’s internal state, including his or her thoughts” and “feelings and coming to feel as another person feels” (Batson, 2009)	Access, analyze, act
Imaginative Empathy	“The tendency to imaginatively transpose oneself into fictional situations” (Davis, 1996)	Analyze, create
Empathic Concern	“The underpinnings of compassion and connection in social relations” (Zahn-Waxler, Robinson & Emde, 1992)	Create, act

Emotions in digital settings



How can we show and exchange emotions online?



How can we convey our messages effectively?



How can we use all the elements of human communication to our advantage?

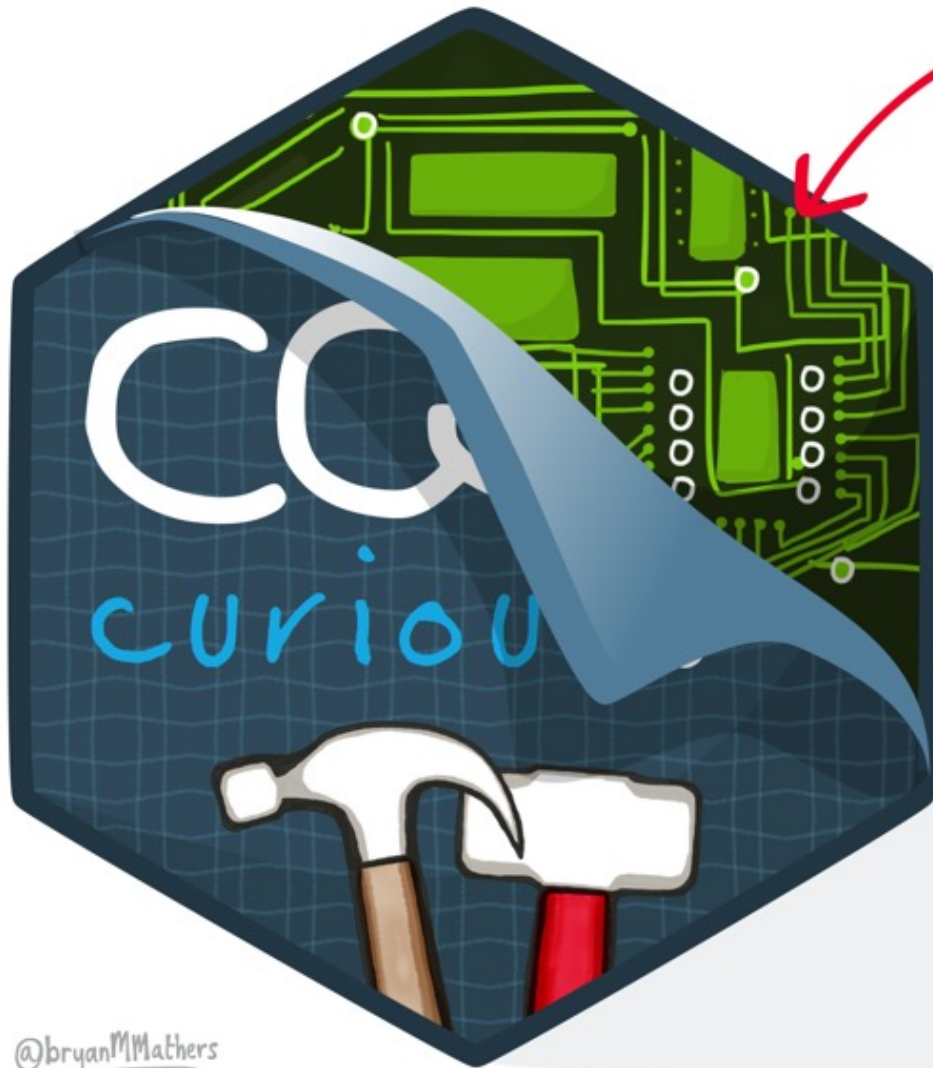
OPEN BADGE



digital credential
micro-credential
digital badge

**signal recognition of participation,
attendance, membership, and other
meaningful types of engagement**

OPEN BADGES & META DATA



THERE'S
DATA INSIDE!

badge name
badge URL (description)
badge criteria
badge image
issuer
issue date
recipient
tags
alignment (standards)
expiration date
evidence URL

@bryanMMathers



Open Badges are...

- 1. verifiable**
- 2. stackable**
- 3. portable**

**WHAT (AND HOW) DO WE ACKNOWLEDGE
WHEN IT COMES TO SOFT SKILLS
AND *(EVEN WORSE?)*
TO DIGITAL SOFT SKILLS?**



Soft Skills Development Programs at Genoa University (Departments of Economics and Business Studies and of Law)



- 4 labs (2 at Economics and Business Studies Department, 2 at Law Department)
- 250+ students admitted in total per year on average
- 27 hours per lab per academic year
- Acknowledgement (3 ECTS + 1 Certificate of Attendance, Open Badge from 2023) through:
 - Live classes
 - Self development methodology
 - Selected soft skills in depth analysis
 - Web based (Moodle) self learning with exercises, action plan, personal journal





The badges are awarded to all those who have attended and actively participated in the seminar cycles and have performed, within the required deadlines, all the assigned activities within the digital platform of the Ca' Foscari Competency Centre.





TIEKE Finnish Information Society Development Centre

TIEKE is dedicated to helping our society make the most of digitalisation and new technologies.

TIEKE is an independent, non-profit organisation with the expansion of digital know-how at its heart. Whether your organisation is working on a digitalisation project or looking to remove bottlenecks that slow down your industry's digitalisation, or you just want to brush up on your digital skills, we're here to help. With 40 years of experience under our belts, we have the influence, contacts and expertise to ensure a thriving information society that benefits everyone.



- **Digital skills** milestone badge is earned after Basic skills milestone badge and Digital me -badge are issued.
- **Collaborator** milestone badge is earned after Digital skills milestone badge and Collaboration badge are issued.
- **Utiliser** milestone badge is earned after Collaborator milestone badge and Organising you work badge are issued.
- **Convergent thinker** milestone badge is earned after Utiliser milestone badge and Problem solving and planning badge are issued.



Badges for Participation - Badge Wallet

[Home](#) / [Badge systems](#) / [Badges for Participation](#)

Badge System for Youth Participation

Developed by Breakthrough foundation and Jeugdwelzijnsberaad network of youth care youth councils

**MEMBERSHIP
AND ONBOARDING
BADGES**



**SKILLS FOR
HOLDING MEETINGS**



**COMMUNICATION
SKILLS**



**PRESENTATION
SKILLS**



**DEBATING
SKILLS**



**PROJECT
MANAGEMENT SKILLS**

**LEARNING
TO LEARN**

SOCIAL SKILLS

DIGITAL SKILLS



**HOW
WOULD YOU
COMPOSE
THE PUZZLE?**