



UKDAP-Inclusive Digital Futures Project

SOFT, LIFE and LEADERSHIP SKILLS
DAP - KICTANET DIGITAL LITERACY TRAINING



COURSE OBJECTIVE

- The objective is to impart digital skills to the youth, women and persons with disabilities who are digitally marginalised in these two counties.
- Life/soft skills are categorised into three namely,
 - oskills of knowing and living oneself
 - oskills of knowing and living with others
 - oskills of effective decision making
- Target groups - youth aged 18 to 34 years old.



INTRODUCTION

- Life skills are abilities that enable individuals to deal effectively with daily challenges.
- Life skills are supported by a strong value system of core values.
- Values are guiding principles or beliefs that guide us through life.
- Without well-developed life skills, one can get limited income.
- Core values and life skills enable us become better employees and entrepreneurs.



LEARNING OUTCOMES

- Appreciate the role of personal life values and norms in enhancing productivity and appreciation in the workplace.
- Demonstrate improved personal management including social assets for resilience and personal development.
- Exhibit enhanced communication and interpersonal skills for better relationships.
- Show capacity to access and retain employment or enterprise development.
- Demonstrate greater social concern and responsible citizenship in the society.



OUR YOUTH

- The present-day youth is one who lives a life with many opportunities at their disposal.
- The youth have many resources and assets.
- They have many dreams and aspirations for employability and entrepreneurship.
- They face a number of challenges and demands that are likely to affect their employability and productivity at work.



PERSONAL ANALYSIS

Learners to conduct a personal analysis

- What are their strengths - personal skills and resources
- What are their dreams - career aspirations
- What are their opportunities - skills being offered through this training

Life/Soft skills training has been identified as a very useful intervention in helping the youth gain employability & for entrepreneurship



UNITS TO BE COVERED

1. Emotional Intelligence
2. Self-Awareness
3. Authenticity
4. Envisioning
5. Empathy
6. Goal Setting
7. Effective Communication
8. Decision Making
9. Peaceful Conflict Resolution



EMOTIONAL INTELLIGENCE

Musee came from a poor family and had always relied on well-wishers to finance his way through high school. He managed to score a grade A in his O-Level but could not join the University. His certificates could not be released as he had an outstanding bill. One year later he had not managed to raise enough funds from the odd jobs he did to collect his certificate. However, his ailing single mother and siblings were all dependent on him. He managed to get a local NGO to pay off his debt in high school and also sponsor his University education. He was first supposed to work with the NGO for one year as an office clerk before proceeding to the University. However, he never got along with his colleagues, was always quarrelsome, had no respect for his supervisors and clients of the NGO. This made him lose his job and sponsorship for the University studies.



EMOTIONAL INTELLIGENCE

Emotional Intelligence is the ability to:

recognise

understand

manage your own emotions

use your emotions positively



WHAT HAPPENS WHEN YOU LACK EMOTIONAL INTELLIGENCE?

- Difficulty managing emotions leads to stress and overwhelm.
- Misunderstandings, conflicts arise.
- Inability to handle feedback causes more problems.
- Struggles in forming trust, empathy, and connection with others.
- Impulsive reactions and difficulty handling frustration.
- Difficulty staying motivated and focused on goals.



HOW TO BUILD EMOTIONAL INTELLIGENCE

- Regularly assess your emotions and reactions.
- Ask others for honest feedback on your emotional impact.
- Practice active listening and try to understand others' perspectives.
- Focus on specific areas of emotional growth, like patience or assertiveness.
- Use meditation, deep breathing, and journaling.
- Practice clear, respectful, and constructive communication.



ASSESSMENT

1. Define emotional intelligence in your own words and describe why it's important.
2. Which component of emotional intelligence (self-awareness, self-regulation, motivation, empathy, social skills) do you think is your strongest? Which is your weakest? Why?
3. Describe a recent situation where you felt challenged to control your emotions. How could a higher level of emotional intelligence have changed the outcome?



SELF AWARENESS

●Self- awareness is conscious understanding of one's:

- Thoughts
- Emotions
- Values
- Strengths
- Weaknesses



WHAT HAPPENS WHEN YOU LACK SELF-AWARENESS?

- Not knowing your personal goals can lead to wrong choices.
- Misunderstanding how your actions affect others may create conflicts.
- Emotions can become overwhelming or lead to impulsive actions.
- Lack of reflection can prevent you from recognising areas to improve.
- Without knowing your strengths, you may feel uncertain or insecure.



HOW TO BUILD SELF-AWARENESS

- Take time daily to assess your actions, thoughts, and feelings.
- Ask trusted friends or mentors how they perceive your strengths and weaknesses.
- Write down experiences, emotions, and insights to better understand patterns.
- Define clear values and objectives to align your actions with your purpose.



ASSESSMENT

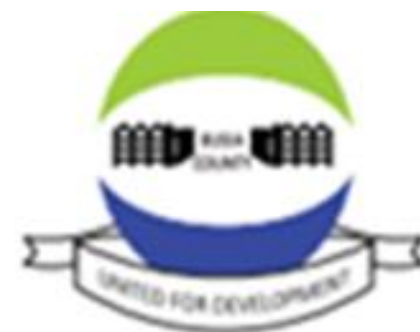
- Describe a recent situation where you felt misunderstood by others. How might greater self-awareness have changed the outcome?
- Identify one strength and one weakness you believe you have.
How do these traits influence your daily interactions?
- Think about a time when you felt overwhelmed by emotions.
How did you react, and what could you have done differently with greater emotional awareness?



AUTHENTICITY

A young woman named Fatima landed her first job at a well-known marketing agency. Excited yet nervous, she wanted to make a good impression. However, instead of being herself, Fatima felt pressured to conform to the expectations of her colleagues. She changed her style of dressing, altered her speech to sound more professional, and avoided sharing her true opinions during meetings, fearing judgment.

As weeks passed, Fatima found it increasingly challenging to keep up this false behaviour. She felt disconnected from her work and colleagues, and her creativity began to suffer. Despite her hard work, she struggled to form genuine relationships and felt like an outsider.



AUTHENTICITY

Authenticity is the quality of being:

- oGenuine
- oTrue to oneself
- oReal in thoughts
- oReal in Actions
- oGenuine in expressions



WHAT HAPPENS WHEN YOU LACK AUTHENTICITY?

- **Disconnection from Self:** Lack of authenticity leads to feeling lost or unfulfilled, as individuals struggle to align their true selves with their external behavior.
- **Difficulty Building Relationships:** Authenticity builds trust. Without trust, relationships with colleagues can feel superficial, leading to isolation and lack of support.
- **Decreased Job Satisfaction:** When people are not true to themselves, they may feel less passionate about their work, leading to decreased motivation and job satisfaction.
- **Increased Stress:** Maintaining a false identity can be mentally exhausting, leading to increased stress and anxiety, impacting overall well-being and job performance.



HOW TO BUILD AUTHENTICITY

- **Self-Reflection:** Spend time understanding your values, strengths, and passions.
- **Embrace Vulnerability:** Allow yourself to be open about your thoughts and feelings.
- **Seek Feedback:** Engage with trusted friends or mentors to get honest feedback about how you come across and where you can be more genuine.
- **Practice Being Present:** Focus on being present in conversations and interactions.
- **Set Boundaries:** Learn to say no and prioritise what truly matters to you.



ASSESSMENT

- What does it mean to be authentic in personal and professional contexts?
- How can self-awareness contribute to developing authenticity?
- What are some challenges individuals face when trying to be authentic?
- In what ways can authenticity improve relationships and overall well-being?



ENVISIONING

Mark was very committed to his studies. Unfortunately, his parents were killed over some land dispute. He then had to drop out of school in Form 2 to take care of his siblings. Mark believed in himself and knew that one day, he will make it in life. His dream was to be self-employed. He was very popular at school and made many friends.

Mark got a job as gardener. He worked very hard and excelled in his job and his boss liked him a lot. Mark was also gifted at public speaking. One day, his boss asked him to be the master of ceremony (MC) since the hired MC had failed to turn up. He did so well that his boss helped him to start a career in that line. He is now a very successful businessman.



ENVISIONING

- Envisioning means picturing a clear future you want to create as a leader.
- It involves seeing what success looks like, even before it happens.
- Your vision helps to set a direction for you and your team.
- It gives everyone a shared goal to work towards together.
- A strong vision from you can inspire and unite people to achieve great things.



WHAT HAPPENS WHEN YOU LACK A VISION?

- Individuals may feel lost or uncertain about their future.
- Without a vision, it's easy to overlook paths to success and fulfillment.
- Lack of a compelling future can lead to disengagement and procrastination.
- Uncertainty about the future can create stress and fear of failure.
- Individuals may remain stuck in their current situations, unable to grow or progress.



HOW TO BUILD ENVISIONING SKILLS

- Identify what truly matters to you; align your vision with your core values.
- Break down your vision into specific, achievable goals (short-term and long-term).
- Regularly practice visualisation techniques to imagine achieving your goals.
- Read books, watch talks, and connect with mentors who possess visionary qualities.
- Be open to adjusting your vision as you learn and grow; adaptability is key.



ASSESSMENT

- Explain why having a clear vision is important for personal growth.
- Describe a time when you felt unsure about your future.
How did that affect your motivation?
- List three steps you can take to build your envisioning skills.



EMPATHY

In a small Kenyan village, Musa was focused solely on his farming ambitions. When his elderly neighbour, Wanjiku, asked for help with her crops, Musa refused, seeing it as a distraction.

As harvest season came, Musa's yield was poor, and his neighbours distanced themselves, unwilling to help him in return.

Musa soon realised that his lack of empathy had cost him both community support and potential success.



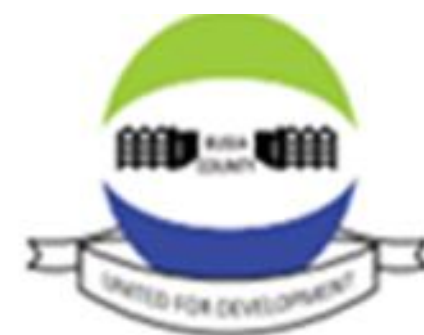
EMPATHY

- It is the ability to understand and share the feelings of others, leading to strong interpersonal relationships.
- It involves stepping into someone else's shoes to see things from their point of view.
- Empathetic leader is a leader who puts themselves in others' shoes to help and support them.



WHAT HAPPENS WITH A LACK OF EMPATHY

- Without empathy, relationships become strained, and people may feel misunderstood or disconnected.
- Lack of empathy can lead to misunderstandings and conflicts as we miss others' needs or emotions.
- People may feel uncared for, which weakens trust in relationships.
- Empathy is crucial for collaboration; its absence can lead to poor teamwork and lower morale.



HOW TO BUILD EMPATHY

- Focus fully on others' words, emotions, and body language.
- Engage by asking questions that help you understand others' perspectives better.
- After conversations, consider how others might have felt and why.
- Interact with people from different backgrounds to broaden your understanding.
- Respond with kindness, even in challenging situations; small gestures matter.



ASSESSMENT

- Describe a recent situation where you showed empathy.

What actions did you take to understand the other person's perspective?

How did this affect your relationship with them?

- Think of a time when someone showed empathy towards you.

How did their empathy make you feel?

What impact did it have on the outcome of the situation?



GOAL SETTING

In the small village of Kili, there lived a young man named Amani. Like many in his community, Amani grew up helping his parents on the family farm. He was hardworking and full of potential, always helping others and dreaming of one day starting his own vegetable business. Many of his friends in the village admired his ambition. His parents encouraged him, hoping he would use his talents to make a better life for himself.

However, Amani did not have a clear plan. He often thought about the future but was never quite sure where to start or what steps to take to turn his dream into reality. He told himself, "One day, I'll start a farm with enough crops to supply the whole region," but he never set any goals or deadlines to guide him.



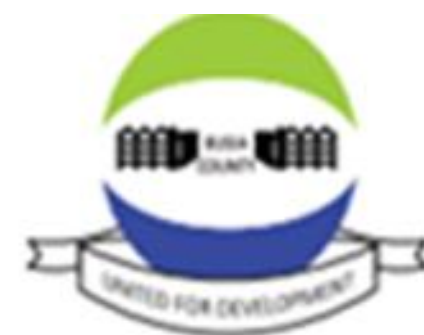
WHAT IS GOAL SETTING

- A goal can be defined as something one desires to achieve within a specific time.
- A goal without a plan is just a wish.
- Goals need to be SMART (Specific, Measurable, Achievable, Realistic, Time-bound)
- Goals give us a sense of purpose in life and point us in the direction we want to go.
- The short term and medium term goals help us achieve our long term goals.
- Goal-setting involves establishing clear, actionable objectives to guide you towards success.



WHAT HAPPENS WHEN YOU LACK GOAL SETTING SKILLS

- **Lost Focus:** Without goals, Amani frequently shifted his attention from one idea to another without completing any.
- **Wasted Time:** He spent time on activities that distracted him from farming, leaving his crops neglected.
- **Missed Opportunities:** Without direction, Amani did not take advantage of resources that could have helped him succeed.
- **Low Motivation:** Without set targets, Amani began to feel discouraged, and his ambition to build a business diminished over time.



HOW TO SET YOUR GOALS

- **Define Your Vision:** Imagine where you want to be in the next year or two. For example, Amani could set a goal to “become a supplier of fresh vegetables to nearby villages.”
- **Set Specific Goals:** Write down smaller steps to achieve the vision. For Amani, this could be “learn farming techniques from local workshops,” “plant three types of high-demand crops,” or “save a portion of income to buy new equipment.”
- **Create a Timeline:** Set deadlines for each step. For example, Amani could decide to “start planting by March” or “attend two workshops within the next six months.”
- **Stay Committed:** Stick to the plan and track progress. If Amani sees a crop is not working, he can adjust but stay focused on the larger vision.



ASSESSMENT

- 1.What is the main goal you want to achieve, and why is it important to you?
- 2.What specific steps can you take to start working towards this goal.
- 3.Which of these can you begin immediately?
- 4.What timeline will you set for each step, and how will you measure your progress?
- 5.What challenges do you anticipate, and how will you prepare to handle them?



EFFECTIVE COMMUNICATION

It is the ability to convey messages,

- Clearly
- Persuasively
- Empathetically

Effective communication involves ensuring that your ideas and intentions are clearly understood by others.



WHAT HAPPENS WITH A LACK OF EFFECTIVE COMMUNICATION

- Information is misinterpreted, leading to confusion.
- Frustrations arise, potentially leading to disagreements.
- Miscommunication wastes time and disrupts workflow.
- Others may feel disconnected or distrustful.
- People may feel undervalued or ignored, affecting motivation.
- Ideas and feedback are lost or ignored.



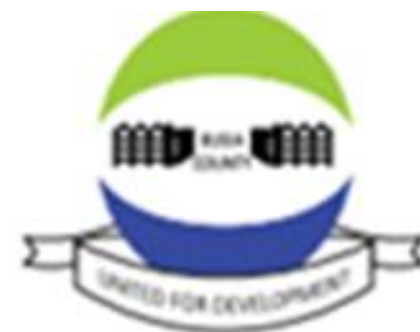
HOW TO BUILD EFFECTIVE COMMUNICATION

- Focus on understanding others before responding to them.
- Keep messages simple and to the point.
- Pay attention to body language and tone.
- Ask for input to ensure clarity and mutual understanding.
- Adjust your communication method based on the receiver.
- Understand others' perspectives and feelings.



ASSESSMENT

- Describe a recent situation where you experienced either effective or ineffective communication. What was the outcome?
- How do you typically communicate in group settings? Are there any habits you think you could improve?
- List two areas where you feel confident in your communication skills and two areas where you want to improve.



DECISION MAKING

- It is the process by which individuals in positions of authority evaluate options, assess risks, and choose a course of action to achieve specific goals or address their challenges.
- It involves gathering and analysing relevant information, considering the consequences of various choices.
- It involves collaboration with your friends, team members and colleagues to ensure that decisions align with the shared vision.



WHAT HAPPENS WHEN YOU LACK DECISION MAKING SKILLS

- Leads to missed opportunities and prolonged uncertainty.
- Overthinking can create anxiety and overwhelm.
- Failure to act on time can lead to difficulties.
- Continuous indecision reduces self-trust and decision-making ability.
- Lack of decisiveness can frustrate others and cause obstacles to your success.



HOW TO LEARN DECISION MAKING SKILLS

- Define what you want to achieve to guide your decisions.
- Research options and consider various perspectives.
- Start with small decisions to build confidence.
- Analyse outcomes to learn from successes and mistakes.
- Consult with mentors or peers for guidance and different viewpoints.



ASSESSMENT

- Define decision making in your own words.
- Describe one strategy you can use to improve your decision-making skills.
- Scenario: You have been offered two internships, one in a field you love but with a low salary, and another in a well-paying but less interesting field. Describe how you would approach this decision-making process. Include the steps you would take and any factors you would consider.



PEACEFUL CONFLICT RESOLUTION

- A way to manage disagreements calmly and constructively.
- Focuses on finding mutual understanding and common goals.
- Emphasises active listening, empathy, and clear communication.
- Encourages collaboration to reach a fair solution for all parties.
- Builds stronger relationships and promotes respect.



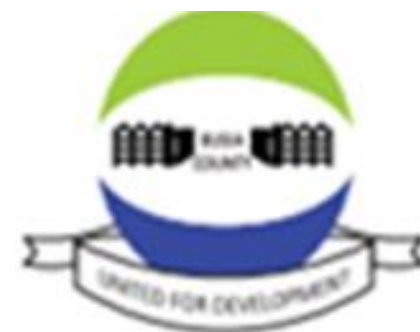
WHAT HAPPENS WITHOUT PEACEFUL CONFLICT RESOLUTION

- Minor issues can become major disputes.
- Relationships suffer from lack of respect and communication.
- Creates stress and tension, leading to disengagement.
- Time and energy are wasted on conflicts instead of solutions.
- Frequent conflicts can impact personal and professional reputation.



HOW TO BUILD PEACEFUL CONFLICT RESOLUTION SKILLS

- Focus fully on understanding others' perspectives.
- Use "I" statements and avoid blaming language.
- Keep emotions in check to stay objective.
- Work together to find win-win outcomes.
- Ensure the resolution is working and adjust if needed.



ASSESSMENT

- In your own words, define peaceful conflict resolution.
Why is it important?
- Describe a personal experience where you encountered conflict.
How did you handle it, and what would you do differently using peaceful conflict resolution techniques?
- List and explain three strategies you can use to resolve conflicts peacefully in the future.





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THANK YOU