

2.1 Soft Skills Development (Empathy, Communication, Active Listening, Conflict Resolution)

LEARNING OUTCOMES	<p>By the end of this module, learners will be able to:</p> <ol style="list-style-type: none">1. (LO1) Use empathy as a key skill for working with individuals with justice system involvement in correctional settings.2. (LO2) Use communication skills for effective interaction with individuals with justice system involvement and colleagues.3. (LO3) Use active listening techniques to better understand the needs of individuals with justice system involvement.4. (LO4) Analyze conflict resolution strategies in professional environments.
	Activity 1: Introduction to soft skills Presentation on soft skills development in correctional settings, covering key concepts such as empathy, communication, active listening, and conflict resolution. 270 min
LEARNING ACTIVITIES	Activity 2: Empathy in professional environments Discussion on the importance of empathy in correctional work, with case studies and role-playing exercises. 300 min
	Activity 3: Effective communication Exploration of communication techniques and barriers, with interactive activities and group discussions. 270 min
	Activity 4: Active listening Practical exercises to develop active listening 300 min

	skills, including role-playing and feedback sessions.	
Activity 5: Conflict-resolution in professional environments	Analysis of conflict scenarios in correctional settings, with brainstorming and development of resolution strategies.	360 min
Activity 1: Introduction to soft skills		
<p>Description: A lecture-based introduction providing an overview of soft skills development in correctional settings. Learners explore key concepts such as empathy, communication, active listening, and conflict resolution.</p> <p>Instructor's actions:</p> <ul style="list-style-type: none"> Present course objectives and key themes related to soft skills development. Explain the significance of soft skills in correctional work. Facilitate an open discussion about learners' expectations and prior knowledge. <p>Learners' actions:</p> <ul style="list-style-type: none"> Engage in discussions about the role of soft skills in correctional work. Reflect on personal experiences and expectations. Ask questions and share insights. <p>Connections:</p> <p><i>Learning outcomes: LO1, LO2, LO3, LO4</i></p> <p><i>Educational content: Text-based resources, work-based learning materials</i></p> <p><i>Assessment: Participation in discussions and reflections</i></p> <p>Activity 2: Empathy in professional environments</p> <p>Description: A structured reflection on how empathy influences correctional work, focusing on interactions with individuals with justice system involvement and case studies.</p>		

Instructor's actions:

- *Define empathy and its importance in correctional settings.*
- *Explain how empathy affects relationships with individuals with justice system involvement.*
- *Facilitate a case study analysis on empathy in practice.*

Learners' actions:

- *Participate in group discussions on empathy.*
- *Analyze real-world case studies.*
- *Propose ways to improve empathetic practices in correctional work.*

Connections:

Learning outcomes: LO1, LO2

Educational content: Text-based resources and PDF

Assessment: Case study reflection and group discussion

Activity 3: Effective communication

Description: *An exploration of how effective communication impacts correctional work, with a focus on techniques and barriers.*

Instructor's actions:

- *Present key research findings on communication in correctional settings.*
- *Explain how communication strengthens relationships with individuals with justice system involvement.*
- *Guide a case study discussion.*

Learners' actions:

- *Engage in discussions on communication techniques.*
- *Analyze case studies.*
- *Reflect on how communication fosters trust and understanding.*

Connections:

- *Learning outcomes: LO2, LO3*
- *Educational content: Text-based resources*

- *Assessment: Group discussion and case study reflection*

Activity 4: Active Listening

Description: A session focusing on active listening techniques and their application in correctional work.

Instructor's actions:

- *Introduce key active listening concepts.*
- *Explain active listening techniques.*
- *Facilitate an interactive discussion.*

Learners' actions:

- *Participate in discussions on active listening.*
- *Analyze personal and institutional biases.*
- *Engage in active listening exercises.*

Connections:

- *Learning outcomes: LO3*
- *Educational content: Text-based resources and case studies*
- *Assessment: Reflection questions*

Activity 5: Conflict resolution in professional environments

Description: A review of conflict resolution strategies in correctional settings, with case studies and role-playing exercises.

Instructor's actions:

- *Present research on conflict resolution.*
- *Guide learners through case studies.*
- *Lead a discussion on conflict resolution techniques.*

Learners' actions:

- *Identify common conflict scenarios in correctional work.*
- *Participate in case study analysis.*
- *Propose ways to resolve conflicts effectively.*

Connections:

- *Learning outcomes: LO4*
- *Educational content: Case studies and PDF*

	<ul style="list-style-type: none"> • <i>Assessment: Case study reflection and written activities</i>
EDUCATIONAL CONTENT/ RESOURCES	<ul style="list-style-type: none"> • Core material: Educational content developed with interactive activities, PDFs, and videos. • Supplemental readings: Case studies and research articles on soft skills in correctional work. • Multimedia resources: Videos demonstrating empathy, communication, active listening, and conflict resolution in action. • Practical tools: Role-playing scenarios, case studies, reflection exercises, and soft skills diary (work-based learning).
UTILIZATION OF ICT	<ul style="list-style-type: none"> • LMS Integration: All materials and activities will be hosted on the PICTURES Learning Management System
INSTRUCTIONAL METHODS	<ul style="list-style-type: none"> • Presentations to introduce key concepts. • Role-plays and simulations for hands-on practice in correctional scenarios. • Case study analysis to explore real cases in correctional settings. • Group projects to development a soft skills action plan. • Reflective exercises to monitor progress with a soft skills diary, self-assessment and discussion of learning experiences.
DELIVERY MODE	<ul style="list-style-type: none"> • <i>Online/self-directed: theoretical content and case studies.</i> • <i>Face-to-face: interactive exercises and simulations.</i>
ASSESSMENT METHODS	<p><i>Formative assessments: multiple-choice quizzes, interactive scenarios, and group discussions.</i></p> <p><i>Summative assessments: final reflective activity and case study analysis.</i></p> <p><i>Peer and self-assessment: reflection exercises and feedback from peers.</i></p>

