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

LEARNING OUTCOMES	*By the end of this module, learners will be able to:* 1. ***Identify*** *key elements of empathy and their role in professional relationships.* 2. ***Describe*** *strategies for effective conflict resolution in correctional settings.* 3. ***Summarize*** *the importance of active listening in building trust.* 4. ***Analyze*** *case studies of conflict situations to identify effective communication strategies.* 5. ***Evaluate*** *the impact of empathy on fostering positive relationships with incarcerated youth.* 6. ***Create*** *a role-play scenario demonstrating active listening and conflict resolution skills.*
LEARNING ACTIVITIES	**Activity 1: Understanding the relationship between soft skills and hard skills** / Reading an article on the importance of combining soft and hard skills to achieve success. / **1 hour**
	Activity 2: **The role of empathy in understanding and preventing criminal behavior** / Reading an article on the role of empathy in understanding and preventing criminal behavior. / **30 min**
	Activity 3: Collaboration and organizational effectiveness through empathy / Reading an article on the contribution of various factors to building a positive working environment. / **30 min**
	Activity 4: Common challenges faced by professionals in a prison context / Analysis of real scenarios to reflect on how empathy can be applied to deal with conflicts. / **90 min**

	Activity 5: The impact of empathy on reducing bullying behavior in prisons	Reading a study on the impact of empathy on the behavior of young people deprived of their liberty.	**1 hour**
	Activity 6: Role-Playing simulation – Empathy in difficult conversations	Learners take on roles (social reintegration technician, inmate and nurse) in simulated scenarios and practice empathic communication, active listening and conflict resolution.	**2 hours**
	Activity 7: Explain it to me like I'm 5 years old	Simple explanation of a concept using simple words and everyday examples that are easy to understand.	**20 min**
	Activity 8: Active listening self-assessment	Individual reflection on the impact of active listening on day-to-day work.	**20 min**
	Activity 9: Active listening exercise	Reflection in pairs on the use of active listening in a specific moment and sharing constructive feedback.	**30 min**
	Activity 10: Dialogue analysis	Analysis and reformulation of a dialog using active listening techniques.	**30 min**
	Activity 11: Role-Playing simulation – The importance of active listening in teamwork	Learners take on roles (Prison officer, social reintegration technician and facilitator) in simulated scenarios and practice active listening and effective communication techniques in stressful and conflict situations.	**1 hour**
	Activity 12: Role-Playing simulation – Building trust to support change	Learners take on roles (young inmate, psychologist and social reintegration technician) in simulated scenarios and practice active listening techniques, focusing on	**1 hour**

	engagement, empathy, and motivation for change.	
Activity 13: Analysis of expressions and gestures	Group analysis of facial expressions and gestures to recognize and interpret non-verbal signals.	**30 min**
Activity 14: Interaction between professionals in a prison context	Analysis of a case study to reflect on how empathy can be applied to deal with conflicts.	**30 min**
Activity 15: Understanding violent behavior in prisons	Reading an article on the causes and factors that contribute to violent behavior in prison contexts and final reflection.	**90 min**
Activity 16: Strategies for reducing tensions, conflicts and violence in prisons	Reading a report that presents the perspective of individuals deprived of their liberty on practices and approaches that have proved effective in reducing violence.	**90 min**
Activity 17: Communication failure and its impact on collaboration	Analysis of a case study to reflect on the impact of communication on the success of collaboration.	**45 min**
Activity 18: Conflict between a professional and a young inmate	Analysis of a case study to reflect on the importance of using conflict resolution strategies in challenging situations.	**45 min**
Activity 19: **Role-Playing simulation – Conflict between young people deprived of their liberty**	Learners take on roles (2 young inmates and facilitator) in simulated scenarios and practice active listening techniques for conflict resolution in a prison context.	**90 min**
Activity 20: **Self-assessment questionnaire –**	Individual reflection and evaluation on the use of soft	**20 min**

soft skills in a prison context	skills in day-to-day life in a prison context.	
Activity 21: **Reflective writing**	Individual and reflective writing based on the results obtained in the previous activity.	**20 min**
Activity 22: **Developing a personal development plan**	Creating a development plan to strengthen the skills you identified as areas for improvement in the previous activities.	**20 min**
Activity 23: **Introduction to constructive feedback**	Viewing and analyzing a video on the importance of constructive feedback.	**20 min**
Activity 24: **Analysis of different types of feedback**	Analyzing and rephrasing sentences, suggesting positive approaches and offering solutions or actions to improve the situations presented.	**20 min**
Activity 25: **Exchanging feedback with a colleague**	Sharing constructive feedback between peers.	**20 min**

Activity 1: Understanding the relationship between soft skills and hard skills

📌 *Description:* *Reading an article on the importance of combining soft and hard skills to achieve success.*

🔗 *Connections:*

- *Learning Outcomes:* *LO1*
- *Assessment:* *Reflection questions*

Activity 2: The role of empathy in understanding and preventing criminal behavior

📌 *Description:* *Reading an article on the role of empathy in understanding and preventing criminal behavior.*

🔗 *Connections:*

- *Learning Outcomes:* LO1 and LO5
- *Assessment:* *Reflection questions*

Activity 3: Collaboration and organizational effectiveness through empathy

📌 **Description:** *Reading an article on the contribution of various factors to building a positive working environment.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1*

- **Assessment:** *Reflection questions*

Activity 4: Common challenges faced by professionals in a prison context

📌 **Description:** *Analysis of real scenarios to reflect on how empathy can be applied to deal with conflicts.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1 and LO2*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 5: The impact of empathy on reducing bullying behavior in prisons

📌 **Description:** *Reading a study on the impact of empathy on the behavior of young people deprived of their liberty.*

🔗 **Connections:**

- **Learning Outcomes:** *LO5*

- **Assessment:** *Reflection questions*

Activity 6: Role-Playing simulation – Empathy in difficult conversations

📌 **Description:** *Learners take on roles (social reintegration technician, inmate and nurse) in simulated scenarios and practice empathic communication, active listening and conflict resolution.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1, LO2, LO3 e LO6*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 7: Explain it to me like I'm 5 years old

📌 **Description:** *Simple explanation of a concept using simple words and everyday examples that are easy to understand.* 🔗 **Connections:**

- **Learning Outcomes:** *LO3*

- **Assessment:** *Reflection questions and peer feedback*

Activity 8: Active listening self-assessment

📌 **Description:** *Individual reflection on the impact of active listening on day-to-day work.*

🔗 *Connections:*

- *Learning Outcomes: LO3*

- *Assessment: Reflection questions*

Activity 9: Active listening exercise

📌 *Description: Reflection in pairs on the use of active listening in a specific moment and sharing constructive feedback.*

🔗 *Connections:*

- *Learning Outcomes: LO3*

- *Assessment: Reflection questions, group discussion and peer feedback*

Activity 10: Dialogue analysis

📌 *Description: Analysis and reformulation of a dialog using active listening techniques.*

🔗 *Connections:*

- *Learning Outcomes: LO3*

- *Assessment: Reflection questions*

Activity 11: Role-Playing simulation – The importance of active listening in teamwork

📌 *Description: Learners take on roles (Prison officer, social reintegration technician and facilitator) in simulated scenarios and practice active listening and effective communication techniques in stressful and conflict situations.*

🔗 *Connections:*

- *Learning Outcomes: LO3 and LO6*

- *Assessment: Reflection questions, group discussion and peer feedback*

Activity 12: Role-Playing simulation – Building trust to support change

📌 *Description: Learners take on roles (young inmate, psychologist and social reintegration technician) in simulated scenarios and practice active listening techniques, focusing on engagement, empathy, and motivation for change.*

🔗 *Connections:*

- *Learning Outcomes: LO3 and LO6*

- *Assessment: Reflection questions, group discussion and peer feedback*

Activity 13: Analysis of expressions and gestures

📌 *Description: Group analysis of facial expressions and gestures to recognize and interpret non-verbal signals.*

🔗 *Connections:*

- **Learning Outcomes:**

- **Assessment:** *Peer feedback*

Activity 14: Interaction between professionals in a prison context

📌 **Description:** *Analysis of a case study to reflect on how empathy can be applied to deal with conflicts.*
🔗 **Connections:**

- **Learning Outcomes:** *LO4*

- **Assessment:** *Reflection questions*

Activity 15: Understanding violent behavior in prisons

📌 **Description:** *Reading an article on the causes and factors that contribute to violent behavior in prison contexts and final reflection.*
🔗 **Connections:**

- **Learning Outcomes:** *LO4*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 16: Strategies for reducing tensions, conflicts and violence in prisons

📌 **Description:** *Reading a report that presents the perspective of individuals deprived of their liberty on practices and approaches that have proved effective in reducing violence.*
🔗 **Connections:**

- **Learning Outcomes:** *LO2*

- **Assessment:** *Reflection questions and group discussion*

Activity 17: Communication failure and its impact on collaboration

📌 **Description:** *Analysis of a case study to reflect on the impact of communication on the success of collaboration.*
🔗 **Connections:**

- **Learning Outcomes:** *LO2 and LO4*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 18: Conflict between a professional and a young inmate

📌 **Description:** *Analysis of a case study to reflect on the importance of using conflict resolution strategies in challenging situations.*
🔗 **Connections:**

- **Learning Outcomes:** *LO2 and LO4*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 19: Role-Playing simulation – Conflict between young people deprived of their liberty

📌 ***Description:*** *Learners take on roles (2 young inmates and facilitator) in simulated scenarios and practice active listening techniques for conflict resolution in a prison context.*

🔗 ***Connections:***

- ***Learning Outcomes:*** *LO2 and LO6*

- ***Assessment:*** *Reflection questions, group discussion and peer feedback*

Activity 20: Self-assessment questionnaire – soft skills in a prison context

📌 ***Description:*** *Individual reflection and evaluation on the use of soft skills in day-to-day life in a prison context.*

🔗 ***Connections:***

- ***Learning Outcomes:*** *LO1, LO2, LO3 and LO5*

- ***Assessment:*** *Reflection questions*

Activity 21: Reflective writing

📌 ***Description:*** *Individual and reflective writing based on the results obtained in the previous activity.*

🔗 ***Connections:***

- ***Learning Outcomes:*** *LO1, LO2, LO3 and LO5*

- ***Assessment:*** *Reflection questions*

Activity 22: Developing a personal development plan

📌 ***Description:*** *Creating a development plan to strengthen the skills you identified as areas for improvement in the previous activities.*

🔗 ***Connections:***

- ***Learning Outcomes:*** *LO1, LO2, LO3 and LO5*

- ***Assessment:*** *Reflection questions*

Activity 23: Introduction to constructive feedback

📌 ***Description:*** *Viewing and analyzing a video on the importance of constructive feedback.*

🔗 ***Connections:***

- ***Learning Outcomes:*** *LO1 and LO5*

- ***Assessment:*** *Reflection questions*

Activity 24: Analysis of different types of feedback

📌 ***Description:*** *Analyzing and rephrasing sentences, suggesting positive approaches and offering solutions or actions to improve the situations presented.*

🔗 ***Connections:***

	• **Learning Outcomes:** *LO1 and LO2*
	• **Assessment:** *Reflection questions and peer feedback*
	Activity 25: Exchanging feedback with a colleague
	📌 **Description:** *Sharing constructive feedback between peers.*
	🔗 **Connections:**
	• **Learning Outcomes:** *LO1 and LO2*
	• **Assessment:** *Reflection questions, group discussion and peer feedback*
EDUCATIONAL CONTENT/ RESOURCES	• ***Core material in pdf and ppts****. (interactive material developed with RISE could also be included, based on availability) – available in all consortium languages.* • ***Articles*** *(available through links or pdf documents)* • ***Online Videos*** *(in the language created)*
UTILIZATION OF ICT	• *All materials and activities will be on the shared module document.* • *Multimedia Digital Content – video available in the web*
INSTRUCTIONAL METHODS	• *Presentations): Basic knowledge about soft skills, conflict resolution strategies and the importance of active listening in the prison context will be delivered through articles, videos and information presented on the ppt of the module.* • *Case Study Analysis: Examining real-life or hypothetical scenarios and analyzing them or developing solutions.* • *Role-Playing Simulations: Practicing empathy, active listening and conflict resolution techniques.* • *Scenario-Based Problem Solving: Applying learned concepts to hypothetical situations.* • *Collaborative Learning: Group role-play, engagement through the forum discussion* • *Self-Reflection & Journaling: Encouraging learners to document personal insights and emotional responses.*
DELIVERY MODE	• *Online and asynchronous Module: Theory, activities, exercises*
ASSESSMENT METHODS **(formative and/or other assessments for each unit/**	*Formative Assessments: Activities and exercises (matching and filling in the blank)* *Summative Assessments:* • *Final Quiz: Review of the key theory learned* *Peer & Self-Assessment: Reflection exercises and peer engagement*

module, if applicable)	