

# Critical Skills for Life and Work – Draft Syllabus

## Overall Structure

The toolkit consists of two modules:

- Module A: ‘Teaching professional intercultural communicative competence’. It is aimed at teachers working with refugee professionals.
- Module B: ‘Professional intercultural communicative competence for work and life’. It is aimed at refugee professionals

Each module is comprised of 5 units. Each unit consists of around 5 hours of material with suggestions for further activities relevant to the unit theme. The units are:

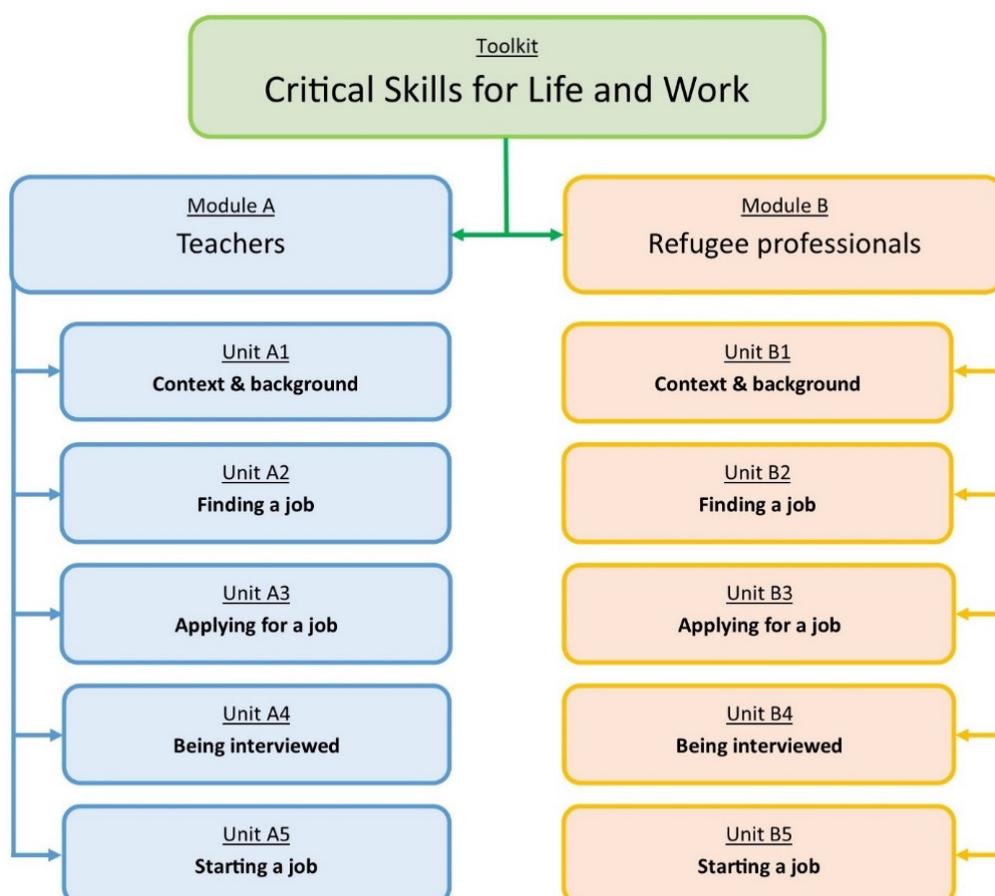
Unit 1: Introduction

Unit 2: Finding and identifying a job

Unit 3: Applying for a job

Unit 4: Being interviewed for a job/Presenting yourself at an interview

Unit 5: Starting a job



## **UNIT 1: CONTEXT AND BACKGROUND**

In this unit, we will give an overview of what all of the units are about and their aims. We might want to introduce our anonymized vignettes from the success stories in this unit as inspirational input for the learners. Here, we will introduce *resilience*, a pattern that was apparent in all success stories, as a key theme throughout the units.

## **UNIT 2: FINDING AND IDENTIFYING A JOB**

The preliminary aims of this unit are (a) identifying and using networks, (b) finding a job, (c) failing and trying again, (d) finding a mentor/useful contacts for help when needed, and (e) having someone to provide a reference. In this unit, students will work towards developing the following skills (Objectives potentially organised according to: “By the end of this unit you should be able to ...”):

- identifying communities and resources for searching for a job, online and offline
- extracting information from job advertisements
- developing an awareness of culturally specific aspects of a CV
- creating a culturally appropriate CV
- presenting yourself online in culturally specific ways
- planning a strategy for finding a job (or for your career)/ for your professional reintegration

## **UNIT 3: APPLYING FOR A JOB**

Students will be developing sensitivity to different discourses, audiences, register, formality, content, etc. The objective of this unit is to provide a general understanding of what a good CV looks like in different sociocultural contexts and professional domains. It will also help people to locate resources relevant to job applications. Students will develop the following skills:

- writing a cover letter (special focus on addressing a contact person, opening and closing)
- tailoring CV for a specific job
- proofreading skills
- content (matching yourself to the job description, “tailoring your expertise”/“repackaging”)
- dealing with rejection [learning from feedback, taking a knock, trying again, not taking it personally or thinking that you weren’t accepted because they are refugees]

Further keywords: developing a career strategy, culture, pragmatics, breaking rules with purpose, mentoring, proofreading, sensitivity

## **UNIT 4: BEING INTERVIEWED FOR A JOB/ PRESENTING YOURSELF AT AN INTERVIEW**

This unit will prepare students for the actual interview process. It will also assist them in finding out relevant information about their intended place of work. These are the following aspects that will be taken into consideration in unit 4:

- dress codes
- understanding good practice in job interviews
- gathering relevant information beforehand
- managing the interview
- listening to questions
- understanding questions
- having reasonable expectations
- knowing your rights
- preparing for answers
- how to deal with questions you do not want to answer
- preparing content-relevant phrases beforehand
- putting yourself in other people's shoes

#### **UNIT 5: STARTING A JOB**

Unit 5 will help students to set themselves up for success as they start their job.

- negotiating and understanding contracts and terms of employment
- probation periods
- establishing contacts
- seeking help
- establishing roles
- writing a work-based email to a colleague
- maintaining wellbeing
- collaborating
- digital literacies
- critical thinking
- cultural sensitivity
- understanding work-related language