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Inokentii KORNIENKO

Mukachevo State University

<https://orcid.org/0000-0003-1451-4128>

e-mail: innoksha@gmail.com

Beata BARCHI

Mukachevo State University

<https://orcid.org/0000-0002-5923-7331>

e-mail: barchibeata@gmail.com

THE CONCEPT OF THE SOFT SKILLS AND EMOTIONAL INTELLIGENCE DEVELOPMENT

The article substantiates the importance of the formation of soft skills and emotional intelligence in the context of studying at a higher education institution. The struggle to get a job and keep it is getting harder because of shifting educational patterns, the flexibility of educational programs, and the abundance of highly skilled workers. Students are forced to supplement their hard talents with soft skills to show their actual potential to get an advantage over rivals. When compared to soft skills, which are self-developed, interactive, communicative, human, and transferrable capabilities, it has been proved that hard skills are academic abilities, experience, and degree of competence. This is very important nowadays to know the answer to the question of what is meant by the term soft skills and emotional intelligence. The article draws on various sources in literature to define the concept and it has been explored how soft skills and EI are important to everyone in every context. It entails the involvement of personal aspects within any relationship. Soft skills are important to students, as they are linked to job performances and career development; they are crucial for employees who need to manage their interactions and emotions to interact effectively with customers and get engaged with the workplace missions; for management and leadership skills, as they help lead teams towards common and shared goals, accomplish organizational missions and support organizations in their future directions and visions.

Key words: soft skills; emotional intelligence; educational process; teaching methods; learning technologies; personal development; self-development.

Інокентій КОРНІЄНКО, Беата БАРЧІ,

Мукачевський державний університет

КОНЦЕПЦІЯ РОЗВИТКУ SOFT SKILLS ТА ЕМОЦІЙНОГО ІНТЕЛЕКТУ

У статті обґрунтовано важливість формування soft skills та емоційного інтелекту у контексті під час навчання у ЗВО. Констатовано, що м'які навички та емоційний інтелект важливі для студентів, оскільки вони пов'язані з результатами роботи та розвитком кар'єри; вони мають вирішальне значення для працівників, яким потрібно керувати своєю взаємодією та емоціями, щоб ефективно

взаємодіяти з клієнтами та брати участь у місіях на робочому місці; для управлінських і лідерських навичок, оскільки вони допомагають вести команди до спільних і спільних цілей, виконувати організаційні місії та підтримувати організації в їхніх майбутніх напрямках і баченнях. Боротьба за працевлаштування та збереження на ньому стає все важчою через зміну моделей освіти, гнучкості освітніх програм і великої кількості висококваліфікованих працівників. Студенти змушені доповнювати свої важкі таланти м'якими навичками, щоб показати свій справжній потенціал і отримати перевагу над суперниками. У порівнянні з м'якими навичками, які є самостійно розвиненими, інтерактивними, комунікативними, людськими та переданими здібностями, жорсткі навички – це академічні здібності, досвід і ступінь компетентності. У наш час дуже важливо знати відповідь на питання, що означає термін «м'які навички» та емоційний інтелект. У статті використано різні джерела в літературі для визначення понять, і було досліджено, наскільки важливі навички спілкування для кожного в будь-якому контексті. Це передбачає залучення особистих аспектів до будь-яких стосунків. Авторами запропоновано методи навчання, які доцільно застосовувати в освітньому процесі для формування та розвитку *soft skills* та емоційного інтелекту здобувачів вищої освіти.

Ключові слова: м'які навички; емоційний інтелект; освітній процес; методи навчання; технології навчання; особистісний розвиток; саморозвиток.

Formulation of the problem

Few individuals would deny that certain talents and abilities are required for success in life. Yet, asking individuals to name them would elicit a broad range of replies. This is not unexpected given that talents and qualities that are significant to one individual may not be as important to another. Notwithstanding these disparities, there has been a great lot of interest in attempting to define and assess a common, quantifiable core of required skills and talents across individual and cultural settings. It is critical to highlight the importance of life skills in achieving success in life. Many skills, talents, and abilities may not fit this condition, despite the fact that they may entail complex intellectual processes.

This means that not all academic talents are necessarily life skills, nor will all life skills be taught while education. This criterion also implies that one must acknowledge that these talents will not be the same or valued equally across even a restricted range of cultural environments. The concept of life skills should include how they are used. The most typical method, and one that occurs in traditional definitions of intelligence, is adaptability to the environment.

People, for example, must adjust to new work surroundings and obligations when their family life change. People may modify their environments by using soft skills, such as when a worker adjusts a piece of technology or a production process to boost comfort or efficiency. When neither adaptation nor shaping results in a successful interaction with the environment, individuals can use soft skills to choose a new setting, such as

when a person decides to change jobs, relocate, or make friends with a new group of people.

Literature review

The problem of forming soft skills became the subject of research by O. Gura, Koval, N. Kolyady, G. Kornyush, O. Kravets, O. Kravchenko, N. Mukan, V. Radkevich etc. The theoretical analysis of the given problem testifies to the relevance of socio-psychological research competence and socio-psychological abilities “soft skills”, in the works of E. Hayduchenko, A. Derkach, I. Zimnaya, L. Lepikhova, O. Sosnytska, and V. Shipilov.

Practical experience of forming soft skills in the conditions of a higher education institution were characterized in the research of N. Kolyada and O. Kravchenko. It is worth mentioning that there is a lack of scientific research about peculiarities of soft skills formation while studying at universities. Currently, the concept of “soft skills” is defined by the following terms: “soft skills”, “success skills”, “universal skills”, “flexible skills”, “social skills” etc. Each of the above-mentioned term units has semantic differences, but a common feature is their over-professionalism [1].

The purpose of the article is to single out the features of the soft skills and emotional intelligence formation in the educational process of a modern institution of higher education.

Discussion

The scientist in soft skills is Dr. Annie Murphy Paul. She is a science journalist, author, and speaker who specializes in the science of learning, thinking, and behavior. She has written extensively on topics related to education, parenting, and work, and is the author of the bestselling books *The Cult of Personality Testing* and *Brilliant: The New Science of Smart*. Dr. Murphy Paul's work focuses on helping people understand how the brain works and how to use this knowledge to become more successful and fulfilled in life. She has written books and articles on topics such as the science of learning, parenting, and work, and her research has been featured in outlets such as *The New York Times*, *The Washington Post*, and *The Atlantic*. Her work also includes speaking engagements, workshops, and courses on the science of learning and behavior [2].

Scientists pay special attention to social-psychological competence, which is the main one competence in the formation of future professional.

L. Lepikhova reveals the structural components of socio-psychological competence, which include a complex of properties, namely: socio-emotional intelligence; adaptability to the social situation; individual

and personal flexibility; developed language communication; control over the situation; social courage; energy in communication; social confidence [3].

The author sees social and psychological competence, as a process that complements professional competence of specialists, which are closely intertwined with interpersonal relations.

Transformational leadership is an approach to leadership that seeks to inspire and motivate people to achieve extraordinary results. It is based on the idea that leaders can transform their followers and their organizations by creating a shared vision, aligning goals, and engaging in meaningful dialogue. Soft skills focus on the growth and development of their followers and strive to create a climate of trust and collaboration. They often use techniques such as coaching, mentoring, and providing feedback to help their followers reach their goals. Transformational leaders also foster an environment of trust and respect, where followers are encouraged to take risks and learn from their mistakes; they have the ability to inspire and motivate their followers to reach their highest potential. They create a culture of innovation and collaboration, and are passionate about their work and mission.

Soft skills are personal attributes, such as interpersonal skills, communication, and problem-solving abilities, that enable an individual to interact effectively and productively with others. They are often referred to as the “people skills” that are necessary for success in the workplace. Examples of soft skills include active listening, teamwork, leadership, empathy, creativity, adaptability, conflict management, and time management.

Soft skills are important to future employers because they are essential for creating an effective and efficient workplace. They are also important for developing trusting relationships between colleagues, which can increase productivity and reduce stress. Soft skills can also help individuals better understand the needs of their coworkers and customers, enabling them to provide better customer service. Soft skills can have a positive effect on an individual’s career success. Employers often look for applicants who have strong soft skills, as these individuals are likely to be more successful in the workplace. Soft skills can also help individuals gain promotions and increase their earning potential. Soft skills are also important for personal development and growth. They can help individuals better understand themselves and their relationships with others. They can also help individuals gain self-confidence and enhance their overall well-being.

It is known that soft skills are not easily taught in a classroom setting, as they require practice and experience. However, individuals can hone their soft skills through workshops, online courses, and mentorship programs. Employers can also help employees develop their soft skills

through mentoring, providing feedback, and offering opportunities for professional development. Soft skills are essential for success in the workplace and beyond. They can help individuals to better understand themselves, their relationships with others, and how to interact effectively and productively with coworkers and customers. Developing strong soft skills can help individuals to gain promotions, increase their earning potential, and improve their overall well-being.

We want to emphasize that soft skills development is the process of improving one's abilities to interact with others, work in teams, manage emotions, make decisions, and solve problems. It includes communication, self-awareness, time management, problem solving, and relationship building. Soft skills are essential for success in the workplace, and employers often seek out individuals with strong soft skills. Developing these skills can help people become more effective, productive, and successful in their careers.

Psychologists have long recognized the importance of soft skills for success in life. Soft skills, such as communication, problem-solving, critical thinking, and emotional intelligence, are essential for navigating the complexities of the modern world. Psychologists can help people develop these skills by helping them identify their strengths and weaknesses and providing tools for building self-awareness, self-regulation, and self-esteem. They can also provide strategies for learning how to effectively communicate and collaborate with others, manage stress, and develop healthy relationships. Additionally, psychologists can help people learn how to better manage their time, prioritize tasks, and build resilience to cope with failure and adversity. Ultimately, soft skills are an invaluable asset to living a fulfilling life, and psychologists can help people acquire and hone these skills to reach their full potential.

Soft skills refer to a person's ability to interact with others in an effective and socially appropriate way. They include communication, problem-solving, conflict resolution, empathy, and collaboration. Soft skills are important for all types of jobs, from entry-level positions to executive roles. Employers look for candidates who have developed strong soft skills, as these are essential for working effectively with colleagues, customers, and clients.

During the educational process of implementing educational programs for the training of specialists, it is significant, in our opinion, to develop communication skills. Strong communication skills are essential for success in the workplace. They involve listening carefully, speaking clearly, and conveying confidence. Developing communication skills will help person to build relationships, collaborate with others, and work more effectively.

It's very important to improve your self-awareness. Self-awareness is the ability to recognize your strengths and weaknesses, as well as how your behaviors and decisions impact others. Improving your self-awareness can help you become better at managing your emotions, understanding the needs of others, and making sound decisions.

It is advisable to pay attention on learning time management strategies. Time management skills are essential for staying on track and meeting deadlines. Developing time management strategies can help people prioritize tasks, focus on the most important work, and avoid distractions.

In addition, it is expedient to increase the awareness of higher education seekers about practice problem-solving. Problem-solving skills are important for finding creative solutions and making quick decisions. Developing these skills can help you think critically, analyze data, and develop plans of action.

Developing relationships with colleagues and customers is an important part of success in the workplace. Building relationships involves understanding the needs of others, communicating clearly, and being willing to do it.

Weighty material for analysis soft skills relates to multiple intelligences, a theory of intelligence that suggests that individuals possess several types of intelligence, such as mathematical, linguistic, musical, spatial, bodily-kinesthetic, interpersonal, intrapersonal, and naturalistic, rather than a single type of intelligence. The theory was first developed in 1983 by Harvard psychologist Howard Gardner, who proposed that traditional measures of intelligence, such as IQ tests, are too limited in scope to accurately measure an individual's cognitive abilities. Gardner's theory has been widely accepted, and it has been incorporated into educational practices in many countries [4].

The development of multiple intelligences requires the use of different strategies and activities to foster growth and learning in each area. For example, a student's mathematical intelligence could be developed using activities such as solving puzzles, playing math games, or working with manipulatives. Similarly, a student's linguistic intelligence could be developed by engaging in activities such as reading, writing, or discussing topics. The development of musical intelligence could involve activities such as listening to music, playing instruments, or composing music. To develop bodily-kinesthetic intelligence, activities such as dancing, gymnastics, or martial arts could be used. Interpersonal intelligence could be developed through activities such as role-playing or group projects, and intrapersonal intelligence could be developed through activities such as journaling or self-reflection. Finally, activities such as nature walks, gardening, or bird-watching could be used to develop naturalistic intelligence.

In addition to the activities described above, it is important while education to create an environment that encourages and supports the development of multiple intelligences. This could include providing students with multiple opportunities to practice each of the intelligences, providing them with the resources they need to develop each intelligence.

Emotional Intelligence (EI) is the ability to recognize, understand, and manage one's own emotions as well as those of others. It is a measure of an individual's self-awareness, self-regulation, motivation, empathy, and social skills. People with high EI are better able to manage their emotions and relationships, handle stress, and solve problems. They also tend to be more successful in their personal and professional lives. Emotional intelligence refers to the ability to recognize, understand, and manage one's own emotions, as well as the emotions of others. It involves being able to regulate one's own emotions in a healthy way and to effectively respond to the emotions of others.

Psychological characteristics of emotional intelligence include emotional self-awareness, emotional regulation, empathy, social skills, self-motivation, emotional expression, conflict resolution, adaptability, and resilience. EI can be developed through training, coaching, and practice.

The psychological characteristics of emotional intelligence can be grouped into several categories:

Self-awareness: the ability to recognize and understand one's own emotions, as well as their impact on thoughts, behavior, and relationships. This includes the ability to accurately identify and label one's own emotions, as well as the ability to understand the causes and consequences of those emotions.

Self-regulation: the ability to manage one's own emotions, thoughts, and behaviors in a way that is constructive and adaptive. This includes the ability to control impulsive or destructive behaviors, to manage stress and anxiety, and to maintain a positive outlook.

Motivation: the drive to achieve personal and professional goals, combined with the ability to channel emotions in a positive direction. This includes the ability to set and pursue meaningful goals, to persist in the face of challenges and setbacks, and to find fulfillment and satisfaction in one's work and relationships.

Empathy: the ability to recognize and understand the emotions and perspectives of others, and to respond to them in an appropriate way. This includes the ability to listen actively and effectively, to show compassion and understanding, and to avoid judgment or criticism.

Social skills: the ability to communicate effectively, build and maintain relationships, and work collaboratively with others. This includes the ability to communicate clearly and persuasively, to work well in teams, to resolve conflicts effectively, and to lead and inspire others.

Overall, emotional intelligence involves a set of psychological skills and traits that enable individuals to understand and regulate their own emotions, to empathize with others, and to build and maintain positive relationships [5].

To develop self-awareness, you should start by understanding your own emotions. Take time to reflect on how you feel and why. Notice what triggers certain emotions and how they affect your behavior. To develop self-regulation: once you've become aware of your emotions, you can start to regulate them. Start by identifying your triggers and then practice calming techniques such as deep breathing or mindfulness.

It's very important to develop motivation firstly identifying what motivates the person and use that to drive own behavior. Think about own goals and how achieving them will benefit the person in the long run. For developing empathy its worth to put oneself in other people's shoes and try to understand their perspectives. Practicing active listening and be aware of non-verbal cues that can give a person insight into their feelings.

The technology of project training allows you to develop the ability to adapt to the rapidly changing requirements of modern socio-economic development, independently outline personal and professional goals, demonstrate the ability to meet deadlines, develop communication skills and team building, and reveal your own leadership potential, develop social skills. Interactive and situational learning technologies have a significant potential for the formation of sociability and communication skills, leadership, initiative, the ability to work in a team and resolve conflicts. Improving communication skills can be done by practicing active listening, expressing yourself clearly, and learning how to manage conflicts.

Problem solving is a cognitive process that involves identifying, analyzing, and solving problems. It involves the use of critical thinking, creativity, problem-solving skills, and decision-making skills to identify, analyze, and solve problems. Problem-solving involves analyzing the problem, generating potential solutions, evaluating potential solutions, selecting a solution, and implementing the solution. Problem solving can be used to solve a wide range of problems, from everyday problems to complex issues. Problem solving can be used to improve organizational processes, workplace efficiency, and customer satisfaction.

Here are some tips to help you get started on your journey to becoming a better problem solver:

1. Understand the Problem: Before attempting to solve a problem, you must understand the problem. Take some time to gain clarity on the issue at hand. Ask questions and read extensively about the problem.
2. Break the Problem Down: Once you have a clear understanding

of the problem, break it down into smaller parts. Identify the various components of the problem and break them apart. This will help you to better understand the problem and develop strategies to solve it.

3. Brainstorm Solutions: Once you have broken the problem down, brainstorm possible solutions. Think creatively and come up with as many solutions as possible. Do not limit yourself by focusing on the obvious solutions.

4. Evaluate Solutions: Once you have a list of potential solutions, evaluate each solution. Consider the pros and cons of each solution and how it will impact the problem.

5. Implement a Solution: Once you have evaluated the potential solutions, select one that you believe will best solve the problem and implement it. Monitor the outcome and adjust as needed.

6. Reflect on the Process: Take some time to reflect on the problem. Think about what worked and what didn't. This will help you to become a better problem solver in the future.

The training methods proposed by us for the formation of soft skills can become a methodical guideline for improving the educational process of modern higher education institutions.

In the studies of modern scientists [6], their own options and ways of forming soft skills are proposed.

Interpersonal intelligence is the ability to understand and interact effectively with other people. It involves the capacity to understand the intentions, motivations, and desires of other people and to use that knowledge to communicate effectively. People with strong interpersonal intelligence are typically skilled at reading body language, interpreting social cues, and engaging in meaningful conversations. They are adept at building relationships and forming meaningful connections with others.

To develop interpersonal intelligence the person should: 1) practice active listening: active listening is a skill that involves paying close attention to what another person is saying and providing verbal and non-verbal responses to demonstrate understanding; 2) become self-aware: people with strong interpersonal intelligence have a keen understanding of their emotions, strengths, and weaknesses. They also have a clear sense of their values and beliefs; 3) show empathy: people with strong interpersonal intelligence can put themselves in another person's shoes and understand their perspective. They can show understanding and compassion for other people's experiences; 4) develop communication skills: people with strong interpersonal intelligence have excellent communication skills. They can express themselves clearly and accurately, and they are also good listeners; 5) be genuine: people with strong interpersonal intelligence are genuine and authentic. They can be themselves and present an honest version of

themselves to others; 6) practice self-control: people with strong interpersonal intelligence can control their emotions and behavior in difficult situations. They can remain calm and composed in the face of conflict.

Conclusion

The formation of soft skills of students of higher education in the educational process depends on the policy of higher education. A positive asset is the comprehensiveness of the formation of soft skills both within the limits of certain educational components (compulsory and optional) and extracurricular work of a higher education institution [7].

Soft skills are important because they provide a foundation for effective communication, problem solving, and teamwork. Having strong soft skills helps you to be better equipped to handle interactions in the workplace, as well as in personal relationships. Soft skills also help you to better understand and relate to different types of people, which can be beneficial for working with customers or colleagues. Finally, soft skills are essential for career success, as employers value candidates who have strong interpersonal and communication skills.

Soft skills are important for people because they are often the skills that make a difference in how successful a person is in the workplace and in life. Soft skills are the abilities to interact with others, communicate effectively, think critically, and solve problems. Soft skills are also necessary for anyone who wants to work collaboratively with others, whether in a team setting or in an organizational context. They are also essential for those wanting to develop relationships, build trust and maintain those relationships. Soft skills are important to employers because they are indicative of a person's ability to work effectively in different situations, as well as their capacity to think on their feet and adapt to new environments. Finally, soft skills are valuable to people in their personal lives because they allow them to better manage emotions, navigate difficult conversations and deal with stress. For students, soft skills are especially important because they are often able to take the skills they've learned in the classroom and apply them to real-world scenarios. Students with strong soft skills are better prepared to work effectively with others, communicate their thoughts and ideas, and think critically and solve problems. These qualities are invaluable in the workplace and can set students apart from the competition when it comes to job opportunities.

We see **prospects for further** exploration in the development of a training program aimed at developing soft skills in the process of learning at a higher education institution.

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