



Co-funded by the
Erasmus+ Programme
of the European Union



DIAGNOSIS Project

2017-1-ES01-KA203-038254

Soft skills for the Building Diagnosis Experts

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C2 Building Information Modelling (BIM), and communication and socio psychological skills. From 19th to 23rd March 2018. UNIFE. Ferrara. Italy



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Soft skills for the Building Diagnosis Experts




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What are Competencies and Soft skills?

Competencies

A cluster of related abilities, commitments, knowledge, and skills that enable a person (or an organization) to act effectively in a job or situation.

It indicates sufficiency of knowledge and skills that enable someone to act in a wide variety of situations.



El is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s)

Soft Skills

Personal attributes that indicate a high level of emotional intelligence. A Soft Skill is a cluster of different behaviours that are specific, observable and logically linked together (behavioural indicators).

Soft skills can be classified into four categories: Cognitive, Social, Realization and Personal Skills

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Why Competences and Soft Skills for Building Diagnosis Experts?

- Building Diagnosis Experts should not only have good technical competences
- It's increasingly important for Experts to be aware and develop soft skills useful for their daily work
- Experts have to take into account the importance of communicating innovative solutions in building and construction sector, in convincing a wide range of stakeholders about the advantages of a new and specific approach

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Why is Centoform speaking about Soft Skills?

- Experience in the Vocational training field
- Networking with private companies, in particular for the collaboration for traineeships, stages, on the job training
- Area for services and active policies for employment and re-insertion in the job market



Awareness of the importance of **Soft Skills**
for private companies and placement

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Overview of the Soft Skills included in the majority of research studies:

1. Communication
2. Teamwork
3. Sense of initiative and entrepreneurship
4. Learning from experience
5. Leadership
6. Negotiation and mediation
7. Innovation and creativity
8. Planning and organizational skills

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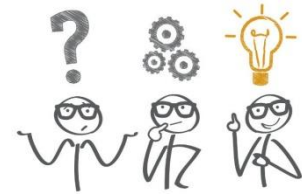
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Focus on:

1. Communication



2. Problem Solving



3. Teamwork



4. Leadership // Followership



5. Planning and organizational skills (including Budgeting)



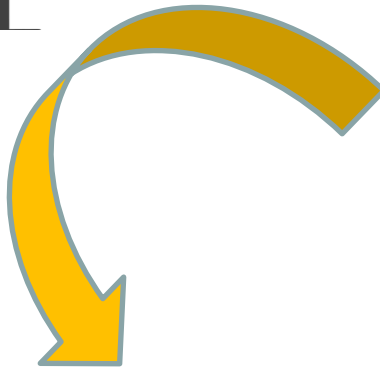
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1. COMMUNICATION

Ability to clearly express thoughts, facts and opinions in both verbal and written terms in a synthetic way, using an appropriate register for different social and cultural contexts, using linear and complete communication skills.



- ✓ Clearness
- ✓ Synthesis
- ✓ Active Listening
- ✓ Adapt communication style and register to audience
- ✓ Understanding audience's feedback and tailor communication in real time
- ✓ Empathy

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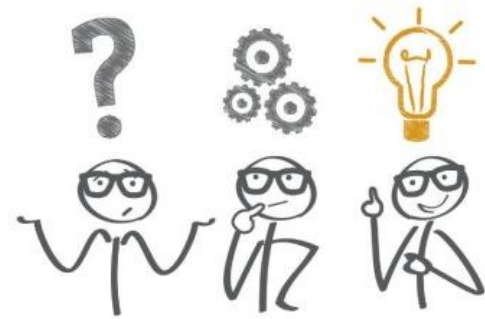
COMMUNICATION... FOR BUILDING DIAGNOSIS EXPERTS

- Think about listeners, pay attention to their feedback, understand their doubts and feelings
- It's different to communicate with customers or with other experts of the building/construction sector
- With customers, technical language should be avoided or at least adapted to their level of knowledge/understanding. I should promote the importance of specific building interventions or of cost-effectiveness balance
- With other experts, technical language should be used, but other communication expedients should be put in place in order to convince, to discuss different approaches, to win over skepticism towards an innovative methodology
- Exchange information using the written and oral form also with IT tools

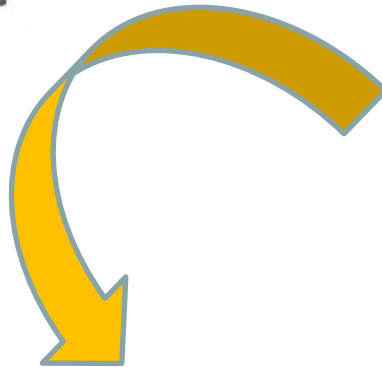
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2. PROBLEM SOLVING



Ability to plan strategies to deal with situations and solve problems of various nature (technical-operational, relational, organizational).



- ✓ Set up an action plan to tackle an organizational and technical problem, identifying objectives, constraints and resources, possible alternatives always taking into account the specific organizational context
- ✓ Get ready to face social or interpersonal problems
- ✓ Decide on an action strategy among multiple alternatives, evaluating one's own degree of involvement and the level of responsibility

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PROBLEM SOLVING... FOR BUILDING DIAGNOSIS EXPERTS

- 5 steps to be used: a) Define the Problem; b) Determine the Causes; c) Generate Ideas (e.g. brainstorming and mindmapping); d) Select the Best Solution; e) Take Action (mini-project)
- To face unexpected obstacles, such as the requirement to change and adapt a project on the basis of legislative modifications or additional requests by the public department for building and construction)
- To give an answer to customers' requests and problems, which are related to the specific diagnostic work, but go beyond one's own competence → capacity to collect up-to-date information (e.g. fiscal information, safety measures, seismic/energetic/environmental information)
- To monitor and evaluate constantly the feasibility of a specific project
- Given the cross-disciplinary approach of diagnostics in building and construction sector, it is fundamental, in order to solve challenging situations and problems, to activate a network of collaboration and technicians (at local, national and international level)

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3. TEAMWORK



Ability to actively work in a group, to face problems, design solutions, produce collective results.

Ability to demonstrate collaboration, trust in other members and cohesion capabilities.

- ✓ Effective communication within a working group
- ✓ Proactive role in the group
- ✓ Help to diagnose the nature of the problems, to produce solutions and collective results
- ✓ Evaluate the quality of personal and collective performance
- ✓ Ability to “negotiate”
- ✓ Conflict and crisis management

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TEAMWORK... FOR BUILDING DIAGNOSIS EXPERTS

- Cooperation with other experts (internal or belonging to third parties), involved in the diagnostic process of existing buildings
- Dialogue and confrontation with workers on construction site
- Constant meditation between customer's needs and the requests of the builder/contractor, of other technicians, of public authority
- Constructive dialogue with representatives and experts of new technologies, as well as with private companies, in order to reached envisaged results and to guarantee a cost-effectiveness balance

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4. LEADERSHIP // FOLLOWERSHIP

Leadership: Ability to manage and actively integrate the human resources of a team in order to reach the project goals.

Followership: Ability to support the boss at the workplace, taking responsibility for the common goal, and actively participating in any task or change needed for the group.

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- ✓ Mediation between different viewpoints
 - ✓ Sense of initiative
 - ✓ Group coordination and valorization of group members
 - ✓ Decision making (listening, analysis, synthesis)

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- ✓ Support the leader
 - ✓ Critical thinking
 - ✓ Autonomy

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LEADERSHIP... FOR BUILDING DIAGNOSIS EXPERTS

- Finding ways of bringing other stakeholders towards envisaged results → An interpersonal relationship where others comply because they want to not because they have to.
- Capacity to coordinate other human resources (technicians, experts, installers, ICT professionals) towards a specific goal
- The leader's job is to create conditions where the team can be effective.
- Capacity not to “look only at one’s own backyard”, but to have a global vision of the project, of the human, material and financial resources involved
- Taking responsibility of decisions and solutions adopted
- Capacity to propose alternative solutions, in terms of time, costs, benefits, energy saving, environmental impact, improvement of buildings’ seismic response, tax deduction, etc.)

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FOLLOWERSHIP... FOR BUILDING DIAGNOSIS EXPERTS

- Capacity to comply with leader's and team's request and decisions
- Willingness to propose alternative solutions and to discover new ways of coping with problems and challenges
- Willingness to cooperate with other members
- Curiosity towards up-to-date technologies and solutions in the building and construction sector
- Respect one's own role within the team

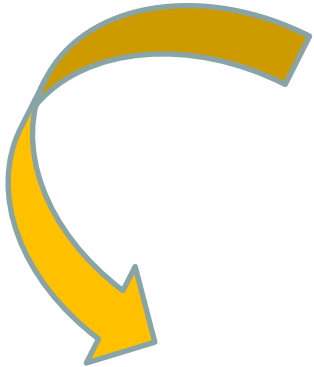
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5. PLANNING AND ORGANIZATIONAL SKILLS



Ability to organize information, tools, economic and human resources in order to reach project objectives. Capacity to plan activities by deadlines and give priority. This combines the ability to analyze data and general information without losing the details. Ability to find solutions that optimize available elements



- ✓ Information processing
- ✓ Organizing available data
- ✓ Analysis skills

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PLANNING AND ORGANIZATIONAL SKILLS... FOR BUILDING DIAGNOSIS EXPERTS

- Good capacity for time-management → respect of deadlines, customers' response and request times, public authorities' requirements
- Budgeting → capacity to plan financial aspects and deadlines, to clarify them to other stakeholders
- Capacity to foresee unexpected costs, which are quite common in the restoration of existing buildings, and to motivate them to customer and other technicians

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Thanks for your attention!

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