

«Soft skills» as the basis of emotional intelligence

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The modern world is characterized by significant changes in many spheres of people's life, including in the education system. The education system has undergone various changes in the approaches to training future specialists over the past decades. For example, the professional competencies familiar to us are being pushed into the background and great importance is being paid to the issue of the formation of personal, so-called «soft» skills of future specialists.

The training of future specialists is certainly based on intelligence, intelligence is a quality of the psyche, consisting of the ability to recognize new situations, the ability to learn and memorize based on experience, understanding and applying abstract concepts, and using their knowledge to manage the human environment [1]. Modern trends dictate new rules and a new and becoming popular term «emotional intelligence» is being laid down as the basis for the training of future teachers. Emotional intelligence is the sum of a person's skills and abilities to recognize emotions, understand the intentions, motivation and desires of other people and their own, as well as the ability to manage their emotions and the emotions of other people in order to solve practical problems [2].

Thanks to the scientific work of Salovey and Mayer. This phenomenon became known to the general public and attracted attention to the issue of communication and regulation of emotional states. In modern society, the skills of competent management of one's emotions have a special impact, because it is thanks to them that a person can achieve positive results in various fields: in studies, in relationships between peers and older people, in individual and team work.

Emotional intelligence regulates not only internal, but also external manifestations of a person's character. Thanks to the developed level of emotional intelligence, a person can achieve success in his professional activity. Emotional intelligence allows not only to regulate and improve their personal and professional characteristics, but also contributes to the successful building of communication with people, creating favorable conditions for collaboration within the team.

The main components of emotional intelligence are the ability to listen to yourself, your feelings and emotions; primary self-control skills, which involve directing emotions to the benefit of the cause and flexibility in different life situations; education of social sensitivity.

The above characteristics are not inherent to a person genetically, but they can be developed independently through the study of their strengths and weaknesses, which will lead to the formation of «supra-professional competencies» – relationship management, in which sufficient knowledge and skills appear in the matter of attracting a person to achieve a common goal. It is necessary to pay considerable attention to the development of emotional intelligence in students, because our emotions and the emotions of other people affect all spheres of life. The competent development of

emotional intelligence determines how successful we can become in school, at work, when interacting with family and colleagues, develop creative abilities and become more stress-resistant.

The professional activity of a future specialist in modern society presupposes professional mobility, creative self-realization, proficiency in professional communication, the ability to apply technology, take responsibility for solving problems. Modern society needs such workers in the education system who are able not only to see problems, but also to solve them productively.

The issue of affordable and high-quality education is raised in the Message of the Head of State K.K. Tokayev to the people of Kazakhstan «Kazakhstan in a new reality: time for action» dated September 1, 2020, which indicates the need for the formation of competencies in demand in the labor market, where the bet will be placed on the formation of hard skills and soft skills of future teachers [3].

That is why education should be focused on lifelong learning, requiring the modernization of knowledge, Soft skills of human skills, the development and implementation of innovative technologies.

The concept of «Education through life» is a necessity and an attempt to reflect a new picture of the world, when global processes put forward new requirements and trends for continuous professional development of employees. Lifelong learning becomes an important condition of every person's life and is provided through the process of continuous education and self-development [4].

So, we believe that «soft skills» is the basis for the development of emotional intelligence. Soft skills is a set of overprofessional competencies important for a career that are not related to a specific subject area and do not depend on the specifics of the work. Soft skills affect social and managerial abilities, such as the speed of adaptation, the ability to work in a team, critical thinking, emotional intelligence, creativity and a number of others.

There are 4 types of soft skills:

1. Social competencies: communication skills, emotional intelligence (the ability to distinguish emotions and motives of other people), flexibility and acceptance of criticism, oratorical abilities.

2. Leadership competencies: the ability to make decisions, form a team, resolve conflicts, responsibility, mentoring.

3. Intellectual competencies: analytical mindset, ability to see and solve a problem, learning ability, creativity.

4. Strong-willed competencies: result orientation, time management, stress tolerance, readiness for routine work.

Studying at a university is the most favorable period for the formation and improvement of your personal «soft» skills that will help you become a competent and competitive teacher in the future in the conditions of digitalization of education. To develop soft skills in students, it is necessary to follow the following recommendations:

- 1) identify an interesting topic or scientific field for yourself and develop in this segment, taking into account your own talents and abilities;

- 2) expand the circle of interaction with others: visiting additional sections (creative, scientific, sports);

3) development of leadership qualities: the ability to convince and lead, to earn a certain reputation and trust from others.

Most students are not very confident in themselves. They worry about entering a new social situation, about learning new skills, about having to complete a new task, even more difficult. They are looking for help and support from friends, parents, teachers, and this is natural.

Studying at European universities, students develop their social skills, becoming more confident in themselves. These skills have nothing to do with intelligence, the ability to quote Abai in the original or multiply three-digit numbers in the mind. But the student's ability to clearly formulate thoughts, offer alternatives and respect someone else's point of view will make him successful in all spheres of life, so we believe that the main task of the modern Kazakh education system is the formation of a harmoniously developed student personality. After all, as Henry Ford said, confidence is already half of the job done.

In the matter of educating a future teacher, we need to focus on the best universities in the world in order to form a developed and competitive environment for cyber teachers. For example, European universities help students develop their social skills. They will not be reflected in the diploma, but these abilities are important in order to enter a good university, successfully complete it and find a dream job, which means getting a pass to a happy life.

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