

THRIVE Youth Worker Handbook  
Annex I. Practical Soft Skills Toolkit

This participant-facing toolkit can be used during local sessions or as a take-home practice resource. The short exercises help Roma and Roma-origin youth strengthen communication, active listening, teamwork, problem-solving, confidence, self-reflection and resilience.

### 1.1 Communication skills

My name is \_\_\_\_\_

I am interested in \_\_\_\_\_

I am good at \_\_\_\_\_

Reflection:

What went well? \_\_\_\_\_

What can I improve? \_\_\_\_\_

### 1.2 Active listening

Listen without interrupting.

Repeat: "I understand that you mean \_\_\_\_\_"

Reflection:

Did I listen well? \_\_\_\_\_

### 1.3 Teamwork

I help others by \_\_\_\_\_

I am good at \_\_\_\_\_

Reflection:

Did I cooperate and respect others? \_\_\_\_\_

### 1.4 Problem-solving

Problem: \_\_\_\_\_

Solutions:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Choice: \_\_\_\_\_

Reflection:

Did it work? \_\_\_\_\_

### 1.5 Confidence

I am good at \_\_\_\_\_

People say I am \_\_\_\_\_

Say: "I can \_\_\_\_\_"

### 1.6 SWOT

Strengths: \_\_\_\_\_

Weaknesses: \_\_\_\_\_

Opportunities: \_\_\_\_\_

Challenges: \_\_\_\_\_

Action: I will improve \_\_\_\_\_

### I.7 Dealing with rejection

What happened? \_\_\_\_\_

What did I learn? \_\_\_\_\_

Next step: \_\_\_\_\_

### I.8 Handling challenges

My challenge: \_\_\_\_\_

Steps:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Support: \_\_\_\_\_

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