

Character Strengths

Synoptic Table of Advanced Activities

Title	Objectives	Overview	Evaluation & Reflection
Self-presentation skills	<ul style="list-style-type: none"> • Creativity • Self-presentation • Team-work <p>• <u>Level of Difficulty:</u> Advanced</p>	<p>This is a Group Activity that helps students to exercise their self-presentation skills using their character strengths, which can be useful for job interviews.</p>	<p>Students will learn how important and useful is to apply character strengths in job seeking. All jobs have specific requirement (skills, competencies), but character strengths are important too.</p>
Job market and employability skills	<ul style="list-style-type: none"> • Negotiation • Team-work • Self-presentation <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>A Group Activity that helps students to present themselves in the best possible way, mainly using again their character strengths.</p>	<p>By the end of the activity, students will realize that character strengths are what you need to highlight in any effort, to differentiate yourself in the case of competing for a job position, or career advancement.</p>
Create for Yourself More Opportunities	<ul style="list-style-type: none"> • Critical thinking • Decision making <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>Students can take this activity for Homework. Will help them to understand that they can also invest time on improving on areas that they might have been neglecting.</p>	<p>Students will realize that sometimes the description of work position can keep them from applying because they might feel that they do not have all the prerequisites. However, they can still work on improving their skills or even acquiring new ones.</p>
The strengths wheel	<ul style="list-style-type: none"> • Self-regulation • Creativity <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>On an Individual level, ask participants to create a graphic representation of their own character strengths and evaluate at which level they are using their strengths in their everyday lives.</p>	<p>Students will learn that they have the ability by taking relevant steps to increase or optimize their strengths use. Moreover, they will become aware of their potential for growth in any given context.</p>
My strengths in my cv	<ul style="list-style-type: none"> • Self-awareness • Self-presentation • Engagement <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>A Group Activity that will help the participants to include character strengths when writing their CV</p>	<p>This activity helps students to understand the importance of character strengths and their expression in job search and seeking.</p>
Job ads and my strengths	<ul style="list-style-type: none"> • Self-awareness • Self-presentation • Creativity • Engagement <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>This activity will prompt participants to engage in career planning and job seeking. It is implemented in Groups.</p>	<p>This activity helps students to understand the importance of character strengths and their expression in job search and seeking.</p>
My strengths and profession	<ul style="list-style-type: none"> • Self-awareness • Critical thinking • Engagement <p><u>Level of Difficulty:</u> Advanced</p> <p>•</p>	<p>This Group Activity will help students to understand how their character strengths can help in career planning and job seeking</p>	<p>In the end of this activity students will learn, how character strengths can increase the chances to succeed in the occupations of your interest.</p>

Character Strengths Advanced Activities

Title of the Activity:	Self Presentation Skills
Duration:	(45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> Develop students' <i>creativity, self-presentation</i> and <i>team-work skills</i>.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> Job descriptions (Appendix). You can choose one from the list. <p><u>Implementation Procedure:</u></p> <p>Students are given a description of a work position with responsibilities and requirements. Let students imagine that this is their first job and they need it very much.</p> <p>Students in groups (3-5 persons) have to prepare a role-play. One person from the group will be employer. The others have to discuss, how to behave during the job interview, how to present their abilities. They have to discuss, how to use character strengths in such situation. One person from the group will perform a job seeker.</p> <p>In the end students have to decide, which of the job seekers will be employed. Why? What character strengths he applied in self-presentation, why this is important in job seeking.</p>
Evaluation & Reflection:	<p>The counsellor has to stress, that all jobs have specific requirement (skills, competencies), but character strengths are important too.</p> <p>Students will learn how important and useful is to apply character strengths in job seeking.</p>

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Reference:

Idea from: Van Deren J. Career Development: Build your Strengths or fix your Weaknesses?
In Leadership, Management & Communication skills.

(<https://blogs.cfainstitute.org/investor/2016/04/06/career-development-build-your-strengths-or-fix-your-weaknesses/>)

Additional Resources:

Appendix: Job Descriptions

APPENDIX

DISPATCHER JOB DESCRIPTION

Dispatcher Responsibilities Include:

- Receiving emergency and non-emergency calls and record significant information
- Addressing problems and requests by transmitting information or providing solutions
- Receiving and dispatching orders for products or deliveries

Job brief: We are looking for a reliable Dispatcher to act as a communication point for emergency and non-emergency calls. You will receive requests, transmit messages and track vehicles. The ideal candidate must be primarily an excellent communicator and able to remain calm and composed, especially in emergency situations. You must be able to multi-task as well as take the appropriate action with little supervision.

Responsibilities

- Receive emergency and non-emergency calls and record significant information
- Address problems and requests by transmitting information or providing solutions
- Receive and dispatch orders for products or deliveries
- Prioritize calls according to urgency and importance
- Use radio, phone or computer to send crews, vehicles or other field units to appropriate locations
- Monitor the route and status of field units to coordinate and prioritize their schedule
- Provide field units with information about orders, traffic, obstacles and requirements
- Enter data in computer system and maintain logs and records of calls, activities and other information
- Requirements
- Proven experience as dispatcher or relevant position
- Tech-savvy with knowledge of relevant methods (CAD)
- Fast typing with experience in data entry
- Knowledge of procedures and guideline for emergency situations
- Proficient in English (oral and written)
- Outstanding organizational and multitasking abilities
- Active listener with excellent communication skills
- Sound judgement and critical thinking
- High school diploma

RECEPTIONIST JOB DESCRIPTION

Receptionist Responsibilities:

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering screening and forwarding incoming phone calls
- Receiving and sorting daily mail

Job brief: We are looking for a Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

What does a Receptionist do?

As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings

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- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Requirements
- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree; additional certification in Office Management is a plus

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BARISTA JOB DESCRIPTION

Barista responsibilities include:

- Greeting customers as they enter
- Providing customers with drink menus and answering their questions regarding ingredients
- Taking orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)

Job brief: We are looking for a Barista to prepare and serve hot and cold beverages, including various types of coffee and tea. Barista responsibilities include educating customers on our drink's menu, making recommendations based on their preferences, up-selling special items and taking orders. To be successful in this role, you should have customer service skills and knowledge of how brewing equipment operates. You should also be able to work various shifts. Note: this position's compensation includes salary and tips. Ultimately, you'll ensure an excellent drinking experience for our guests.

Responsibilities

- Greet customers as they enter
- Give customers drink menus and answer their questions regarding ingredients
- Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Prepare beverages following recipes
- Serve beverages and prepared food, like cookies, pastries and muffins
- Receive and process payments (cash and credit cards)
- Keep the bar area clean
- Maintain stock of clean mugs and plates
- Check if brewing equipment operates properly and report any maintenance needs
- Comply with health and safety regulations
- Communicate customer feedback to managers and recommend new menu items
- Requirements
- Previous work experience as a Barista or Waiter/Waitress
- Hands-on experience with brewing equipment
- Knowledge of sanitation regulations
- Flexibility to work various shifts
- Basic math skills
- Ability to gauge customers' preferences
- Excellent communication skills
- High school diploma; relevant training is a plus

WAITER OR WAITRESS JOB DESCRIPTION

Waiter + Waitress Responsibilities:

- Providing excellent wait service to ensure satisfaction
- Taking customer orders and delivering food and beverages
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons

Job brief: We are looking for a skilled Waiter or Waitress to take orders and deliver food and beverages to our customers. The right Waiter/Waitress uplifts the dining experience for customers. We are looking for someone who will have the patience, personality and perseverance to thrive in this role.

Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in fast-paced environments, we'd like to meet you. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals. You should also be a team player and be able to effectively communicate with our Kitchen Staff to make sure orders are accurate and delivered promptly. Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays. Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience for our guests.

Responsibilities

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems

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- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests
- Requirements
- Proven work experience as a Waiter or Waitress
- Hands-on experience with cash register and ordering information system (e.g. Revel POS or Toast POS)
- Basic math skills
- Attentiveness and patience for customers
- Excellent presentation skills
- Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
- Active listening and effective communication skills
- Team spirit
- Flexibility to work in shifts
- High school diploma; food safety training is a plus

Title of the Activity: Duration:	Job Marker and Employability Skills (45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • Help students to develop <i>negotiation</i> and <i>team-work skills</i> in order to create the best presentation for themselves. • Help students to understand the importance of strengths in <i>self-presentation</i> when seeking for a work position.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> • Short presentation about unemployment rate in the country (LT, IT, EL, CY or IE). Facilitators have to prepare this presentation themselves based on the current statistical data. The facilitator has to find statistical data about unemployment rate in different sectors (health care, education etc.). <p><u>Implementation Procedure:</u></p> <p>On the basis of statistical data explain to students that not everyone can be successful in finding a job.</p> <p>A group of students (3-5 students) is asked to choose one of the sectors. Then students have to imagine what skills are needed in this sector and what skills the employer will prefer while selecting his future employers. Make a list of these skills.</p> <p>Now students have to imagine that the post for the work position is announced. People with the same specific needed skills for this position are applying. The group has to prepare for the meeting with the employer. Students have to prepare self-presentation of a candidate applying on his/her character strengths.</p> <p>One person has to present it to all groups. Counsellor(s) encourage discussion about the importance of character strengths presentation in</p>

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	<p>application.</p> <p>After group work students are asked to think about their own character strengths and how to include them into self-presentation.</p>
<p>Evaluation & Reflection:</p>	<p>Career counsellors need to stress that character strengths are what you need to highlight in an effort to differentiate yourself regarding competition for a specific job position or career advancement and promotion in general.</p>

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Title of the Activity:	Create for Yourself More Opportunities
Duration:	(45 minutes)
Type of Activity:	Homework
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • <i>Critical thinking</i> • <i>Decision making</i>
Instructions:	<p>Material:</p> <ul style="list-style-type: none"> • Job descriptions (Appendix). You can choose one from the list and give it to student. <p><u>Note:</u> this exercise has to be done after the INDIVIDUAL SWOT ANALYSIS activity.</p> <p>Implementation Procedure:</p> <p>Students are given description of work position with responsibilities and requirements. Let students imagine that this is their first job and they need it very much.</p> <p>Then they have to evaluate how many requirements they meet and deficits which keep them from applying. Students have to concentrate on their strengths! For this reason, they have to use the convert method which are used in SWOT analysis results evaluation. It helps to convert deficits to strengths.</p>
Evaluation & Reflection:	<p>Facilitator has to explain students, that by having confidence and faith in their strengths and skills they create for themselves more opportunities and they are open to new experiences and ideas.</p> <p>In addition, it is important to keep in mind that for some specific job positions your strengths and/or skills might not be a good fit. Therefore, it would be wise to invest energy and time to improve areas that you might have been neglecting and acquire news skills as well.</p>

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- Keep updated records of office expenses and costs
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- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems

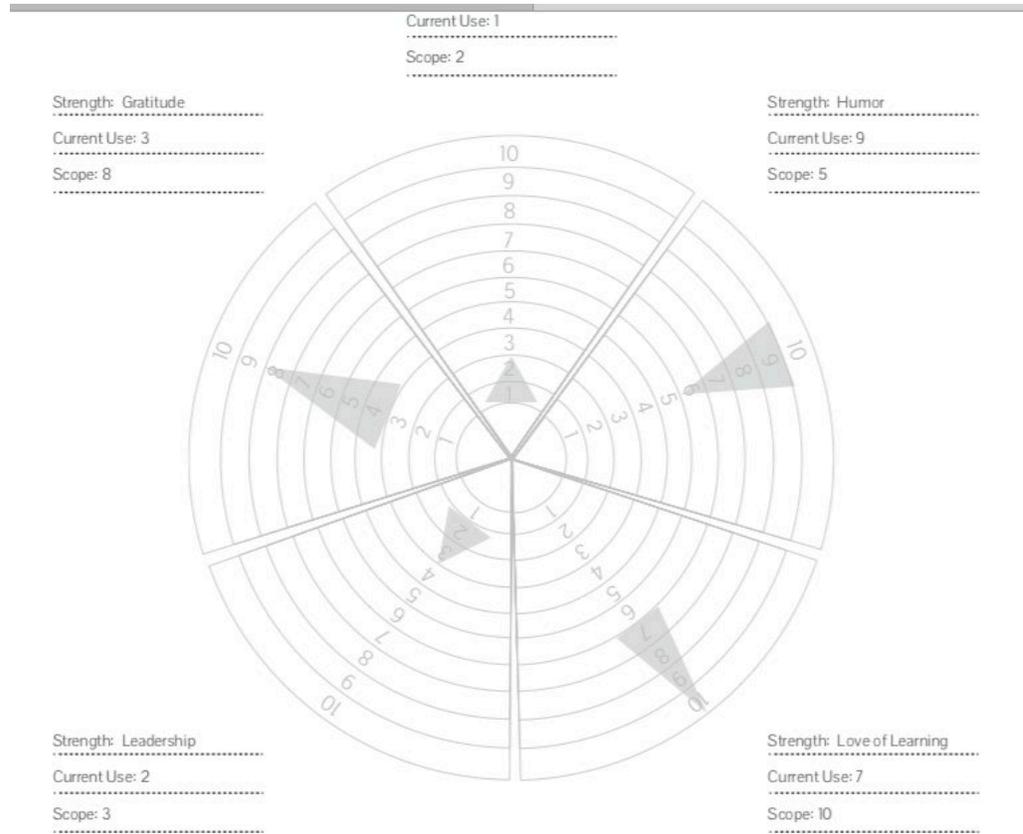
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- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
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Title of the Activity:	The Strengths wheel
Duration:	(45 minutes)
Type of Activity:	Individual
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> To create a graphic representation of existing strengths and to see what strengths are used too little, or too much. Help students to develop the <i>self-regulation skills</i> and create future plans to increase or optimize strengths use.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> Copy of Strengths Wheel for every student (Appendix 1) <p><u>Implementation Procedure:</u></p> <p>The participants have to choose 5 strengths, which, in his/her opinion will be very important in his/her future work/profession. Using the Strengths wheel, ask students to indicate the extent to which they currently use their strengths in their everyday life at school, home or with friends. After identifying the strengths ask them to investigate if there is room to use the strengths more often.</p> <p>The Strengths Wheel (Appendix) can be used to make a graphical representation of the extent to which strengths are used (current use) and the room that exists to use the strengths more (scope). The centre of the circle represents a score of '0' and the outer rim a score of '10'. Ask the student to place two marks in each segment of the circle indicating (1) to what extent they currently use that strength in everyday life; and (2) how much scope there is for using that strength more. Next, draw a triangle that connects the two marks. The bigger the gap between the current use and the scope, the bigger the triangle should be and the more potential there is for using that strength more. The next step is to explore ways to optimise strength use.</p>

An example of a completed graph:



This activity provides a nice starting point for creating a plan to optimize strength use. Here are some questions that you can ask your student when the graph is completed:

- What do you notice when you take a look at the graph?
- Overall, how would you consider your strengths to be useful in your everyday life?
- How useful will be your strengths in your future work/profession?
- Which strengths leave little or no room for expansion?
- What could you do to start using your strengths more?

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Evaluation & Reflection:

The advantage of using this approach is that a student can immediately see what strengths are used too little. In addition, this activity offers a nice starting point for creating future plans to increase or optimize strengths use. In order to optimise strength use, it is important to become aware of the potential for growth in a given context. For some strengths, there may be sufficient room and opportunities for using them more frequently and/or more intensely. For other strengths, certain limitations may prevent the strengths from being used more. The present activity can be a valuable tool for gaining access to this information.

Advise your student to keep a copy of the Strengths Wheel. They can use it to discuss and explore possibilities with other people (parents, friends).

By the end of this activity students will learn to make future plans to increase or optimize strengths use. They will become aware of the potential for growth in a given context.

Reference:

Positive Psychology practitioner's tools. In:

<https://positivepsychologyprogram.com/toolkit/wp-content/uploads/The-Strengths-Wheel.pdf>

Matt Driver. <http://mattdriverconsulting.com>

Driver, M. (2011). *Coaching Positively – Lessons for coaches from Positive Psychology*. Maidenhead: Open University Press /McGraw Hill

Additional Resources:

Appendix: The Strengths Wheel

APPENDIX

THE STRENGTHS WHEEL

Strength:

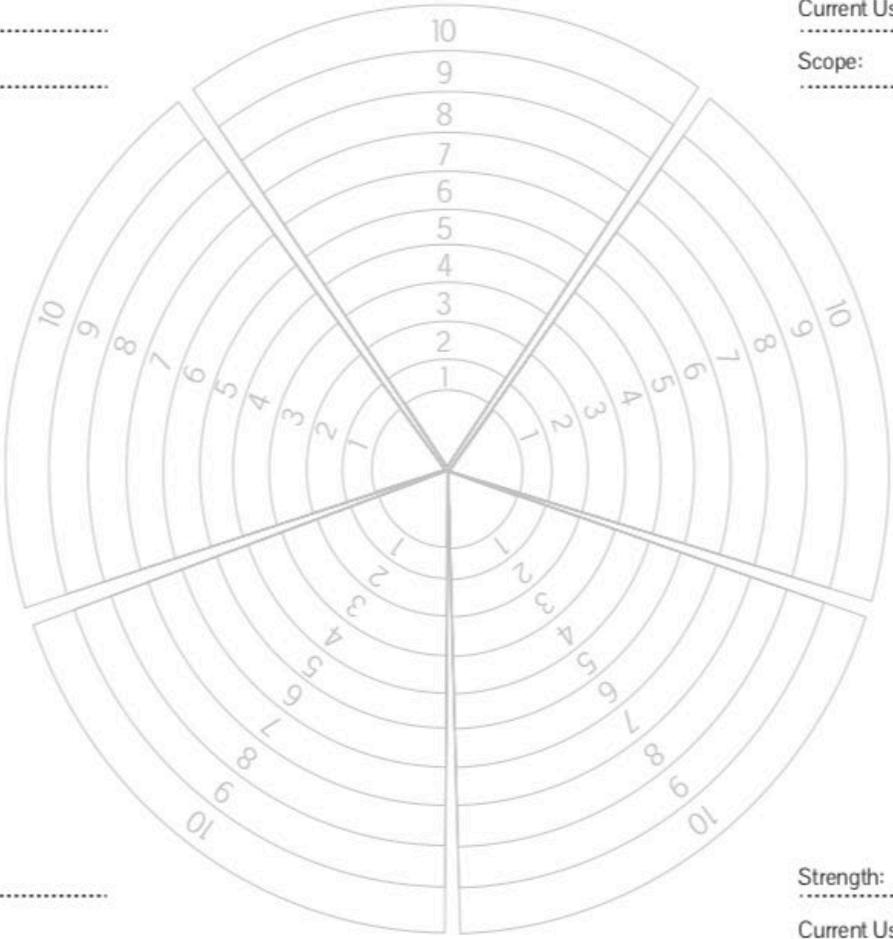
Current Use:

Scope:

Strength:

Current Use:

Scope:



Strength:

Current Use:

Scope:

Strength:

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Scope:

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Title of the Activity:	My Strengths in my CV
Duration:	(45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • Help students develop <i>self-awareness</i> and <i>self-presentation skills</i> • To enhance their <i>engagement</i> in career planning and job seeking activities.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> • Europass CV form (on-line) <p><u>Implementation Procedure:</u></p> <p>Students are asked to prepare their CV using Europass CV template so that their main strengths are being reflected. Students have to find ways to present their strengths and the ways that those strengths have been developed. After the task, group discussion might follow, including the following questions:</p> <ul style="list-style-type: none"> - What were the difficulties in presenting your strengths in CV? - What ways and activities for developing strengths are (in)appropriate to be presented in CV? - What formal and informal activities may be used for developing character strengths? - What are benefits for presenting character strengths in CV? - Are these strengths connected with concrete job position?
Evaluation & Reflection:	This activity helps students to understand the importance of character strengths and their expression in job search and seeking.

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Title of the Activity:	Job Ads and my Strengths
Duration:	(45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • Help students develop <i>self-awareness, self-presentation,</i> and <i>creativity skills.</i> • To enhance their <i>engagement</i> in career planning and job seeking activities.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> • Any on-line website with job advertisements in national language <p><u>Implementation Procedure:</u></p> <p>Ask students to navigate through the aforementioned website and to choose at least 5 job positions that seem suitable for them and reflect their future career and job aspirations. Prompt students to think how their strengths fit into those job advertisements.</p> <p>After the task, group discussion should follow, including the suggested questions:</p> <ul style="list-style-type: none"> - Was it difficult/easy to find how your strengths would be a good fit with the job positions advertised? - How would you state your strengths when applying to those job positions? - Do you think that your strengths would increase your chances of getting the aforementioned job positions?
Evaluation & Reflection:	This activity will help students to understand the importance of character strengths and their expression in job search and seeking.

SUCCESS Character Strengths Module: Advanced Activities

Title of the Activity:	My Strengths and Profession
Duration:	(45 minutes)
Type of Activity:	Group
Level of Difficulty:	Advanced
Objectives (including skills which are expected to be enhanced):	<ul style="list-style-type: none"> • Help students develop <i>self-awareness</i> and <i>critical thinking skills</i> • To enhance their <i>engagement</i> in career planning and job seeking activities.
Instructions:	<p><u>Material:</u></p> <ul style="list-style-type: none"> • Any on-line platform with classification of occupations in national language. <p><u>Implementation Procedure:</u></p> <p>Students are asked to navigate through the platform and to choose a specific professional area (for example Accounting, Fine Arts, Academics, etc) that they find interesting and they would like to follow in the future. Ask students to read all the occupations in the group and to think whether and how their character strengths are a good fit with the specific occupations.</p> <p>After the task, initiate a group discussion, using the following questions:</p> <ul style="list-style-type: none"> - Have you found your character strengths in the occupations of your interest? - Are all your strengths reflected in the occupations of your interest? If no, what strengths are missing? - In your opinion, how would your strengths increase your chances to succeed in the occupations of your interest?

SUCCESS Character Strengths Module: Advanced Activities

**Evaluation &
Reflection:**

This activity helps students to understand the importance of character strengths and their expression in job search and seeking. In the end of this activity students will learn, how character strengths can increase the chances to succeed in the occupations of your interest.