



## Soft Skills in the Process of Ensuring the Principles of Education with a Life Force

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### Abstract

The article analyzes the development of soft skills in the process of ensuring the implementation of the principles of continuous education in the modern transformational conditions of society. Values influence people's goals and, accordingly, the sphere of their professional realization. The emergence of new professions is determined by the needs and values of society. Accordingly, the implementation of continuous education requires the development of not only hard skills but also soft skills. The development of self-awareness and social consciousness in each individual is important. Only plasticity of thought, creativity, and freedom of choice can attract competitive specialists to the market. The trend of wanting to study offline is interesting, but despite the growing virtualization of communication among the younger generation, it gives hope that the choice of profession is conscious and, of course, the person who studies will get good knowledge and skills.

**Key words:** *Soft Skills; Hard Skills; Continuing Education; Technological Changes*

**JEL:** J23, O18, R23

### Introduction:

The formation of the labor market in society takes into account values, economic, social, and ethnic factors. Values affect human needs and are defined as a system of individual coordinates on which collectives are formed. Values can be divided into groups, each defines its own property (material, spiritual values (life, moral), social, family values. Each person occupies his place in society, which determines social values, which depend on the environment, needs, and goals and can change over the course of life. Research conducted by Microsoft and The Future: "65% of those who are currently in school or pursuing higher education will occupy positions that do not even exist today." According to Maslow's theorem, the average person satisfies his physiological needs for 85 %, safety and protection needs - 70%, love and belonging - 50%, self-respect - 40%, self-actualization - 10%. The modern world transforms a person's way of life, forms of communication, characteristics of relationships, views on the same concerns, manners of communication, and, in general, values.

In the articles of philosophers, economists, and psychologists who are engaged in researching the problems of forming the society of the future, the emergence of the technological structure of psychotechnology and technologies related to moral responsibility is noted. Soft skills are analyzed in modern books by Jacqueline Captap "Leader's Thinking" (Hougaard & Carter, 2018), "The Power of Emotions" (DeSteno, 2018) by David Desteno, "Help" by Edgap Shejn (Schein, 2010), and "Feeling calm" by Laura Vanderkam (Vanderkam, 2022).

The purpose of the article is to analyze the relevance of the development of soft skills in the process of ensuring the implementation of the principles of continuing education.

### **Methodology:**

When writing the article, such methods were used as: description, data collection, comparison, systematization, analysis, synthesis, summarization of research information on the essence and characteristics of accelerators, as well as graphic for visual illustration of the obtained results.

### **Results and Discussion:**

Changes in the technological stages of society are accompanied by changes in society itself. Values affect people's desire to realize themselves and, accordingly, changes in the structure of the employment market. Informational sources mention professions that have disappeared today: ratcatcher, chimney sweep, waker to rouse, and orgy organizer. Although, on the other hand, it can be said that they were transformed earlier and received a new format in modern conditions. At the same time, the emergence of new professions is conditioned by society's needs and values. According to recent data, the most in-demand professions as of 2021 are: IT specialists, programmers, mechanical engineers, doctors, educators (taking into account the needs of modern times), and project managers. But the professions of the future, among which are the IT geneticist, personal brand manager, specialist in building an individual development trajectory, and others, are not only related to the acquired professional knowledge and skills (hard skills), but also to important elements of personality specialization in the modern world—soft skills. Soft skills provide opportunities for rapid plastic adaptation to changes, sensitivity to the environment, the generation of ideas, communication, and interaction. The book "12 soft skills of the 21st century" defines the following groups of soft skills: emotional intelligence, the courage to realize oneself, the courage to overcome mistakes, the management of weaknesses, speed, creativity, ethics, systematicity, resourcefulness, adaptability, communication, and cooperation. The development of such a set of soft qualities, combined with existing hard skills, will allow for changing professions, improve them, and, accordingly, lead to transformations of values (DeSteno, 2018).

In the conditions of the world economic crisis and crisis processes in the economy of Ukraine, which are caused by quarantine measures as a result of Covid-19, it is urgent to find ways to achieve prospects that will be positive for the country and society.

Artificial intelligence, genetic engineering are the future perspectives of every developed country. By the way, it should be noted that even in Ukraine, the prospects for the development of the space and aviation industries are quite significant, with the possibility of developing space tourism, the study of new planets and space routes. Undoubtedly, the field that requires changes and definitely cannot remain as it was until February 2020 is the field of education and science. The rapid and forced use of online education has simplified some issues in obtaining knowledge, it provides an opportunity to receive information faster, in a structured way, at a convenient time and place. At the same time, it requires more preparation and concentration. At the same time, distance learning as the main form of realization of educational services today, unfortunately, is not available to every school pupil/student - teacher/HEI teacher. In addition to the lack of technical support for the process, the level of Internet penetration in Ukraine reaches approximately 70%.

The "assortment" of future professions, the variability and informatization of modern times, cancels the existence of most professions. In general, in addition, a young person should be ready to change not 1-2 professions, but 4-5, that is, study all his life!

Plasticity of thinking, creativity can make specialists competitive in the market. It is here that the level of education and science in society will manifest itself in practice.

Continuing education is life-long education as a set of means, methods, and forms of acquiring, deepening, and improving general education, professional competence, culture, upbringing, and civic and political maturity. For every person, continuing education is a process of formation and satisfaction of his cognitive and spiritual requests and needs and the development of his aptitudes and abilities within the network of state and public educational institutions and through self-education.

The implementation of the lifelong education policy requires the development of not only hard skills but also soft skills.

If the branches of the sixth technological system are biotechnology, nanotechnology, robotics, high humanitarian technologies, and new environmental science, then the seventh and eighth technological systems are associated with the development of psy-technologies, or technologies of consciousness, personal responsibility. Emotional intelligence is the ability to recognize one's feelings and emotions, to understand the state and mood of the interlocutor. It is emotional intelligence that gives the flexibility to adapt to new conditions, the opportunity to engage in self-education, and change professions and types of work. Accordingly, the development of emotional intelligence is absolutely necessary. The study of emotional intelligence began about 20 years ago, with the publication of a book by psychologist Daniel Goleman. Today, it is safe to say that emotional intelligence plays a vital role in the success and overall well-being of a person, even more than IQ. Emotional intelligence is what currently distinguishes humanity from robots and artificial intelligence. At the same time, artificial intelligence is being activated at a significant speed, integrating into a person's life not just as a technical assistant, but as a full-fledged person (examples are TV presenters in South Korea, a child who responds to the words of an adult person, Microsoft Xiaoice - a popular chat-bot in China and many other things, which are partially collected in documentary videos (Schein, 2010).

Employers who are serious about achieving efficiency and productivity thanks to happy co-workers need to provide employees with the opportunity to perform interesting, meaningful, sensible, and purposeful work, foster good relationships, and feel the success of achievements. Trends in the development of the world provide a basis for the assumption that future work will require much more emotional intelligence to complement the highly complex machines with which it will be necessary to work. The future, which on the one hand will affect the survival of the population, physical health, and on the other hand, will require the provision of everyone with workplaces, which will be significantly transformed in the course of active automation. The development of self-awareness and social awareness in each individual is important. Taking into consideration the active development of artificial intelligence, which allows the machine to dominate a person in the cognitive direction, automation that gradually replaces manual work, the emotional environment remains decisive for a person. That is why changes in future professions should take place with a focus on creativity, communication with others, and self-realization, which is possible with developed emotional intelligence. The digital economy is the economy of the future, and existence in its conditions requires effective stress-resistant and emotionally stable humanity. Rapid changes will be required from employees in the professional sphere, which in turn will require their psychological transformation. Statistics show that depressive states after changing professions are typical for 90% of people. Lack of preparation and frustration are the obstacles to effective work. According to the forecasts of the World Health Organization, the level of depression and suicides will continue to rise - currently, 300 million people around the world are suffering from depression, and if no measures are taken, by 2030, depression will become the number one disease in the world. And again, emotional intelligence is the foundation of human stability and development. Emotional intelligence is a person's ability to understand and perceive his own emotions and to control one's behavior during certain emotions. The question that worries scientists, supporters of emotional intelligence, is the fear that artificial intelligence will absorb emotional intelligence and destroy humanity, subordinating it to machines. At present, emotions generated by artificial intelligence are created on the basis of real ones. But later,

artificial intelligence will be improved to such an extent that it will become an independent element that is not controlled. For example, Rana el Kaliouby, general director of the artificial intelligence startup Affective, proposed to develop artificial intelligence systems that determine the perception and emotional state of a person. The results of such studies have been applied in the automotive industry to computer vision systems that monitor the emotional states of drivers in the hope of reducing the number of accidents due to inattention and distraction. In marketing, the company offers advertisers the opportunity to automatically evaluate consumer reactions to goods and services. And in the field of health care, affective science has contributed to the development of autism treatment methods that can help children distinguish emotional signals. All this was done on the basis of the study of real emotions and reactions. An interesting example is also the company Sonde Health, which uses voice tests to screen new mothers for the presence of postpartum depression and cooperates with hospitals and insurance companies to improve its artificial intelligence platform, which will determine any changes in the voice and predict the mental health of a person (DeSteno, 2018).

Quarantine measures have brought significant changes, and as of today, society calmly responds to conducting different events in a virtual format. However, the question of how economically profitable it is to stay in online communication requires a detailed analysis. The number of unemployed for the period of 2020-2021 increased on a global scale and amounted to 114 million people. 71% of such job losses (81 million people) occurred in the form of inactivity, not unemployment — this means that people left their jobs because they could not work, primarily because of the lockdowns. As a result, the total income of employees in the world decreased by 8.3%, 3.7 trillion dollars, which is 4.4% of global GDP. In Ukraine, the unemployment rate increased from 8.5% to 9.9%, and the total income of Ukrainians also fell. The number of unemployed people amounted to 1.6 million. In fact, 17% of the workforce in 2020 was still in a state of hidden unemployment. In Ukraine, on average, six unemployed people applied for one vacant job position. As of November 1, 2020, the number of vacancies announced by employers amounted to 68 thousand, which is 34% less than on the corresponding date in 2019. Currently, according to the UN, more than 470 million people around the world are unemployed or underemployed. In 2019, the global unemployment rate was 5%, and the world youth unemployment rate was 14%. The International Labor Organization (ILO) estimated the cost of the COVID-19 pandemic as follows: In 2020, 8.8% of working hours will be cut worldwide, which is equivalent to 255 million full-time jobs, four times more than were lost during the financial crisis of 2008–2009. The sector of accommodation and catering services suffered the most from the crisis, employment there fell on average by more than 20%, followed by retail trade and manufacturing. The reduction in employment and loss of employee incomes by the end of 2020 was estimated by the ILO at 860 billion to 3.4 trillion US dollars. According to forecasts, the number of unemployed people worldwide will exceed 200 million by 2022. Unemployment in its different forms is connected with a person's education, psychological, and physical condition. The level of education directly affects people's incomes and their unemployment rate, and is related to life expectancy, health, and social integration (Schein, 2010).

Analyzing the statistics of unemployment due to the consequences of COVID-19, it can be stated that the youth aged 16–24 was the most vulnerable group. The specifics of distance learning transfer a significant amount of information for individual independent processing without the possibility of additional explanations, which leads to an excessive load on pupils and students. Such methods do not contribute to the qualitative retention of the material, but, on the contrary, create additional stress. According to statistics, the number of children with speech disabilities has increased in recent years, beginning at an even younger age. The universal causes, in addition to physiological ones, are overprotection and low self-esteem of parents, and, in general, the entire condition of parents is reflected in children. The topic of unemployment involves the issue of economic losses to the state budget, as well as the features of the future of people who are left in a proper moral state without professional training or material support, and about children who are formed and grow up in conditions of poverty, hopelessness, gloom, and malice towards the environment. State policy should

take into account not only the current problems of life, but future perspectives for 10–15 years. Generations will remain and move into the segment of workers, those who will fill the budget and support the unemployed, pensioners, and children. The growing social resistance to isolation is becoming more and more evident. The young age category up to 24 realizes that offline learning is more effective, more accessible for them. According to the survey, among 100 interviewed students (1-4 years of HEIs), 95 expressed the need to conduct classes in the auditorium, and 5 were employed, so the desire not to lose a job made online education a necessity for them. A survey of school-age children in the range of 8–14 years showed the following result: out of 100 students, 80 wanted to visit a school, and 10 preferred online learning.

"Continuous education," or "lifelong education," is a set of means, ways, and forms of acquiring, deepening, and expanding general education, professional competence, culture, upbringing, and civic and moral maturity through the use of a network of public educational institutions and self-education. Accordingly, the implementation of continuous education requires the development of not only hard skills, but also soft skills.

**Conclusion:**

Online learning is an active modern form of communication and knowledge acquisition; it should develop, giving an opportunity to people of different social groups and different territories. At the same time, the trend of wanting to study offline is interesting and gives hope that the choice of profession is made consciously, and, of course, the student will get solid knowledge and skills. And, as it is known, economic development is based on a physically and morally healthy society.

**Acknowledgment:**

Ukrainian scientists of various specialties are engaged in the study of continuing education issues: economic, social, pedagogical, and psychological.

**Conflict of Interest:**

In the issue of continuous education research, modern authors do not have any controversial issues, most agree on the feasibility of forming an education system during life, taking into account the trends of world processes.

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