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SCIENTIFIC - THEORETICAL BASES OF SOFT SKILLS FORMATION IN MODERN SOCIETY

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Abstract. This article presents a literature review of the scientific-theoretical foundations of soft skills formation. The aim of the study is to analyze the key theories underlying the development of soft skills, as well as to identify their main directions and ideas. The research methodology is based on the systematic analysis of scientific publications, reviews and empirical studies in the field of soft skills. In this research, the following results were obtained: soft skills development is a multidimensional process that depends on communication skills, time management, leadership and other competencies. Successful soft skills development depends on a combination of personal characteristics and environment, and requires the application of certain approaches and strategies. The conclusions of the research work indicate the importance of soft skills development in modern society and their significance for achieving success in various spheres of activity. The study makes a significant contribution to the field of knowledge by providing systematized information about key theories and approaches to the formation of soft skills. The practical significance of the research lies in the fact that its results can be used by practitioners, teachers, trainers and other specialists engaged in the education and development of people. Thus, the conducted research represents a significant value in understanding the scientific-theoretical foundations of soft skills' formation and their practical application.

Keywords: soft skills, competencies, formation, modern society, social intelligence, self-development, pedagogical theory

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Аннотация. Бұл мақалада икемді дағдылар қалыптастырудың ғылыми-теориялық негіздеріне әдеби шолу ұсынылған. Зерттеудің мақсаты икемді дағдыларды дамытудың негізгі теорияларын талдау, сонымен қатар олардың маңызды бағыттары мен идеяларын анықтау. Зерттеу әдістемесі икемді дағдылар саласындағы ғылыми жарияланымдарды, ревью (жоба) мен эмпирикалық зерттеулерді жүйелі талдауға не-гізделген. Бұл зерттеу жұмысының келесі нәтижелері анықталды: икемді дағдыларды қалыптастыру-бұл коммуникативті дағдылардан, уақытты басқару, көшбасшылықтан және басқа құзыреттіліктерден тәуелді көп өлшемді процесс. Икемді дағдылардың жақсы дамуы жеке қасиеттер мен қоршаған ортаның үйлесіміне байланысты, сонымен қатар нақты тәсілдер мен стратегияларды қолдануды талап етеді. Зерттеу жұмысының қорытындылары қазіргі қоғамдағы икемді дағдыларды дамытудың маңыздылығын және олардың әртүрлі қызмет салаларында жетістікке жетуедегі мәнділігін көрсетеді. Зерттеу икемді дағдыларды қалыптастырудың негізгі теориялары мен тәсілдері туралы жүйелі ақпарат беру арқылы білім саласына айтартылтай үлес қосады. Жұмыстың практикалық маңыздылығы - оның нәтижелерін тәжірибе өтушілер, тәрбиешілер, жаттықтырушылар және адамдардың білімі мен дамуымен айналысатын басқа мамандар қолдана алады. Осылайша, жүргізілген зерттеу икемді дағдыларды қалыптастырудың ғылыми-теориялық негіздерін түсінуде және оларды практикалық қолдануда елеулі мән береді.

Түйін сөздер: икемді дағдылар, құзыреттіліктер, қалыптастыру, қазіргі қоғам, әлеуметтік интеллект, өзін-өзі дамыту, педагогикалық теория, эмоционалды интеллект

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НАУЧНО-ТЕОРЕТИЧЕСКИЕ ОСНОВЫ ФОРМИРОВАНИЯ ГИБКИХ НАВЫКОВ В СОВРЕМЕННОМ ОБЩЕСТВЕ

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Аннотация. В данной статье представлен литературный обзор научно-теоретических основ формирования гибких навыков. Целью исследования является анализ ключевых теорий, лежащих в основе развития гибких навыков, а также выявление их основных направлений и идей. Методология исследования основана на систематическом анализе научных публикаций, реview и эмпирических исследований в области гибких навыков. В данном исследовании были получены следующие результаты: формирование гибких навыков является многомерным процессом, зависящим от коммуникативных навыков, управления временем, лидерства и других компетенций. Успешное развитие гибких навыков зависит от сочетания личностных характеристик и окружающей среды, а также требует применения определенных подходов и стратегий. Выводы исследовательской работы указывают на важность развития гибких навыков в современном обществе и их значимость для достижения успеха в различных сферах деятельности. Исследование вносит значительный вклад в область знаний, предоставляя систематизированную информацию о ключевых теориях и подходах к формированию гибких навыков. Практическое значение исследования заключается в том, что ее результаты могут быть использованы практиками, педагогами, тренерами и другими специалистами, занимающимися образованием и развитием людей. Таким образом, проведенное исследование представляет значительную ценность в понимании научно-теоретических основ формирования гибких навыков и их практическом применении.

Ключевые слова: гибкие навыки, компетенции, формирование, современное общество, социальный интеллект, саморазвитие, педагогическая теория, эмоциональный интеллект

Introduction

Currently, soft skills are a set of skills or competencies that can be defined as common to various fields of work. They include the basic traits of cognitive and intellectual

activity, emotional intelligence, the ability to manage one's work and effective interaction with others (Gizatullina, 2019). In various situations soft skills can be considered as equivalent or full synonyms of such concepts as «employability skills» (skills necessary for successful employment), «people skills» («communication skills with people»), «non-professional skills». In the Organization for Economic Cooperation and Development (OECD), these skills are also known as «key skills» and have recently been identified as «skills for social progress». In addition, these skills are described as 21st century skills' in OECD documents.» The International Health Organization equates the concept of soft skills with «life skills» or skills needed for everyday life. Different research centers and groups have different approaches to the definition of soft skills (Raitskaya, 2018). The Cambridge Dictionary describes soft skills as personal attributes that contribute to effective and harmonious interaction with others, including the ability to communicate productively. However, this definition may cause some uncertainty (Cambridge Dictionary).

Some scholars believe that soft skills is a term used to describe a person's emotional intelligence (EQ). Emotional intelligence refers to a set of personality traits, social qualities, communication skills, language skills, personal habits, friendliness, and optimism that are key properties of a person when interacting with others (V. Shipilov).

The views of other researchers suggest that soft skills are difficult to define and assess, they are abstract and «unusual» given traditional classifications of human abilities (Berkovich, 2018).

Soft skills are not determined by the specifics of a particular job, but depend on the specialist's personal qualities and his degree of development. These skills include:

- professional attitudes, discipline and the ability to take responsibility;
- social skills and abilities such as effective communication, quick adaptation, teamwork and emotional intelligence;
- skills related to time management, team leadership, critical thinking and others (Sorkopud, 2020).

At the moment there is no universal definition of soft skills, so each researcher considers this concept from his or her own point of view, taking into account his or her area of interest.

Thus, the works of modern scientists emphasize the need to develop soft skills in different specialties in order to be active and creative in their lives and to be motivated to form effective behavioral strategies in the future professional sphere.

The choice of the article topic «Scientific and theoretical foundations of soft skills formation in modern society» is based on the relevance of the topic, the lack of research in this area, the potential for practical application and the opportunity to fill the scientific gap, which makes this research paper significant and useful for the scientific and professional community.

The relevance can include the following aspects emphasizing the importance of the topic and justifying the relevance of studying and understanding the mechanisms of soft skills development in modern society: the growing importance of soft skills in the modern world, the transition to a knowledge-based economy, interpersonal skills for successful teamwork, globalization and intercultural communication, personal development and healthy relationships at work.

The aim of this research is to study the scientific and theoretical foundations of soft skills formation and to identify methods and approaches to their development. To achieve this goal, the following tasks were set:

- to investigate the concept of soft skills and their role in the modern professional environment. To consider different definitions and classifications of soft skills;
- to analyze scientific works and practical approaches to the formation of soft skills. To study the existing theories of formation, concepts and aspects aimed at the development

of these skills;

- to analyze and synthesize the obtained results and present the scientific and theoretical foundations of soft skills formation in the form of a comprehensive approach that takes into account various factors and techniques for the development of these skills.

As an object of research, the article addresses the concept of soft skills and describes its importance and role in the modern society.

The subject of the article is the scientific-theoretical foundations underlying the formation of soft skills.

Hypothesis: This article explores the scientific and theoretical foundations of soft skills formation and development, such as communication, leadership, time management and others, investigating their impact on professional success and personal growth. Drawing on current theories and research in psychology and pedagogy, the article provides new insights and practical recommendations for the development of soft skills and their implementation in social and professional environments.

This article has important implications for researching and understanding the formation of soft skills that have become an integral part of the modern work environment. Soft skills are a set of non-cognitive skills and attributes that include communication, interpersonal, leadership and problem-oriented skills. The article offers scientific and theoretical foundations that can be used by researchers, educators and practitioners to develop methods and programs for the soft skills' formation.

Materials and methods

First of all, we described the basic approach to defining and categorizing soft skills. In general, soft skills refer to a set of non-cognitive skills and personality traits that contribute to successful adaptation in social and professional environments. Further in this study we examined various theories and concepts related to the formation of soft skills in people. To study this topic, we reviewed scientific articles, books and other sources containing information about psychological, sociological and pedagogical aspects of soft skills development. We used the method of analysis and synthesis of these sources to identify the main theoretical statements and patterns related to the formation of soft skills. The theories used in this research allow us to gain a deeper understanding of the soft skills development processes. and to identify the factors influencing their effective formation. It is important to pay attention to the independent variables that influence the development of these skills. Such variables may include educational programs, trainings, mentoring programs, and other methods that can be used to stimulate the development of soft skills. This article represents an important component that can provide a basis for further research design in this area.

Results and discussion

Today's labor market has become increasingly competitive and dynamic. In addition to technical skills, employers increasingly value so-called soft skills. These are skills that are not directly related to professional activities, but play an important role in effective communication, leadership and adaptation to change. These skills have become an integral part of success in modern society. But the scientific and theoretical foundations on which these skills are built deserve a more detailed consideration. Soft skills include skills such as communication, time management, emotional intelligence, creative thinking, teamwork, leadership and interpersonal skills. They are personality traits, abilities and skills that help an individual interact successfully with the world around them, including in the work environment. These skills are scientifically validated and based on psychological, sociological and pedagogical theories.

One of the key theories underlying the soft skills formation is the theory of social intelligence. According to this theory, social intelligence includes the ability to understand and respond correctly to the emotions of others, the ability to communicate effectively, show empathy and resolve conflicts. Based on this theory, trainings and programs are

developed to help improve social skills and develop emotional intelligence. Another important component of social intelligence is empathy. People with high levels of social intelligence have the ability to put themselves in other people's shoes and understand their point of view. This helps them build deep and trusting relationships with coworkers, clients, and partners. In addition, communication and leadership skills are key components of social intelligence. People with advanced social intelligence have the ability to effectively express their thoughts and ideas, listen to and understand others, and negotiate and resolve conflicts. They also have leadership skills, the ability to inspire and motivate others, coordinate teamwork, and achieve goals. Social intelligence theory helps us understand that soft skills are skills that can be developed and improved. To become a successful professional, it is important to pay attention to the development of social intelligence and actively work on the formation of soft skills.

Social intelligence theory has several authors and variants. One of the main authors in this field are John Mayer and Peter Salovey (Sergienko, 2010). They proposed the concept of social intelligence, which includes the ability to understand and manage one's own emotions and the emotions of others, detect their feelings and moods based on nonverbal and verbal cues, and use this information to achieve personal and interpersonal goals.

Another author associated with social intelligence theory is Daniel Goleman (Gulman, 2012). He extended the ideas of Mayer and Salovey and developed the concept of emotional intelligence, which denotes the ability to manage one's emotions, to be involved in interpersonal relationships and to have awareness of one's own emotional states and the states of others.

The formation of soft skills begins in childhood. According to Albert Bandura's social learning theory (A. Bandura), all people learn by observing others and modeling their behavior. This means that the environment plays an important role in the formation of soft skills. Family, school and society as a whole should create conditions that promote the development of such skills.

It is important to note that the theory of social intelligence and emotional intelligence continues to evolve over time, and authors make their own contributions to the field, so the list of authors is not exhaustive.

Another theory of soft skills formation framework is the theory of personal growth and self-development. According to this theory, soft skills can be developed and improved through active self-development. This includes conscious development of communication skills, time management, teamwork and other key aspects. Programs and trainings based on this theory help people to actively develop their soft skills and increase their competitiveness in the labor market. The process of building soft skills begins with understanding one's strengths and weaknesses, reflecting on one's goals and aspirations, as well as analyzing internal and external factors that may affect the achievement of these goals. An important component of personal growth and self-development theory is the ability to set realistic but ambitious goals and develop specific action plans to achieve them. Personal growth and self-development theory has many authors, each of whom has contributed to its development. Here are a few of them:

1. Abraham Maslow is an American psychologist known for his theory of the hierarchy of needs. He developed the concept of self-actualization, arguing that people strive to achieve their potential and self-development.

2. Carl Rogers was an American psychologist and psychotherapist whose approach to personal growth is known as "client centered therapy". Rogers placed great importance on the self-development and self-actualization of the individual through acceptance, understanding and self-understanding (K. Rogers).

3. Gordon Allport is an American psychologist known for his studies of personality. He developed the concept of self-development as a continuous process involving

the gradual discovery and development of the individual's potential.

4. Erik Erikson - German-American psychologist and psychoanalyst who proposed the theory of psychosocial development. In his opinion, successful resolution of developmental crises contributes to sustainable personal growth and self-development.

5. Jean Piaget was a Swiss psychologist and researcher of child development. He proposed the theory of cognitive development, within the framework of which he studied the processes of knowledge and skill formation. According to Piaget, self-development of personality is connected with constant assimilation of new knowledge and adaptation to the environment.

These are just some of the authors whose ideas and research have made significant contributions to the theory of personal growth and self-development. Different approaches and theories come together in this field to help people better understand and develop their personality.

However, self-development is not a simple process and requires individuals to have certain qualities and skills. It is important to be self-conscious, developmentally focused and willing to constantly introspect. One of the key principles of the theory of personal growth and self-development is to realize the importance of constant learning and self-education. Reading books, participating in trainings and seminars, finding mentors and developing one's abilities become a necessity for developing soft skills. It is also important to be able to transfer the acquired knowledge and skills into practice, to apply them in real situations. Undoubtedly, the theory of personal growth and self-development emphasizes the importance of self-acceptance and self-esteem. Self-confidence, positive attitude, and belief in oneself help to overcome difficulties on the way to the development of soft skills. Proper assessment of one's achievements and willingness to grow and develop allows one to become more successful and effective in the world of business relations.

The pedagogical theory of development is also an important aspect in the soft skills development. According to this theory, soft skills can be developed at any age through specific learning techniques and practices. It is important to create a comfortable and supportive environment where people are free to experiment, learn from their mistakes and develop skills in a practical environment. This theory offers an innovative and systematic approach to teaching and practicing soft skills. The main idea of the pedagogical developmental theory of soft skills formation is the principle of "learning by doing". This principle is based on the assumption that soft skills are best formed through active practice and experience. Thus, the emphasis is placed not only on the theoretical study of these skills, but also on their practical application. The pedagogical theory of development of soft skills formation also suggests applying a variety of teaching methods based on interactivity and learner autonomy. It emphasizes the use of various game, training and practical forms, which are as close as possible to real situations of working life. This approach allows students not only to acquire knowledge, but also to develop skills to apply this knowledge in practice. One of the key components of the pedagogical theory of soft skills development is the active use of group work and project assignments. Participation in group projects allows to develop skills of communication, leadership, cooperation and teamwork organization. These skills are an integral part of soft skills and are very important for successful teamwork. It is also important to note that the pedagogical theory of soft skills development implies constant self-improvement and reflection. A student should be ready to self-evaluate his/her progress and to constantly analyze his/her own actions and decisions. It is only through constant self-analysis that the best results can be achieved and soft skills can be developed effectively.

One of the famous authors of the developmental pedagogical theory of soft skills formation is Leontiev Alexei Alexandrovich (Sharkova, 2019), a Russian scientist-psychologist and educator. He made a significant contribution to the field of psychology and pedagogy, including the development of "action" and "activity" concepts in psychology.

Leontiev also considered the importance of developing social and communication skills in the process of education and upbringing, which can be attributed to soft skills formation. However, it is worth noting that there are many researchers and authors who have worked in this field, and everyone can contribute to the pedagogical theory of soft skills development. Other famous authors who have worked in the field of soft skills development include Peter Saylor (author of “critical thinking” concept), John Dewey (American philosopher-educator), David Kaufman (psychologist and educator) and many others.

We would also like to dwell on the theory of emotional intelligence (EI), which embraced several of the above-mentioned theories, originally developed by psychologists Peter Salovey and John Mayer and popularized by Daniel Goleman, has become an essential part of understanding interpersonal skills and personal development. It refers to our ability to perceive, control and evaluate emotions - both our own and those of others.

When it comes to building soft skills, emotional intelligence plays a critical role. Soft skills are a combination of interpersonal skills, social skills, communication skills, personality traits, attitudes, career skills, and Emotional Intelligence Quotient (EQ) that allow us to navigate our environment, work well with others, and achieve our goals, complementing hard skills (Leontiev, 2000).

Thus, the scientific-theoretical foundations of soft skills formation include the theory of social intelligence, the theory of personal growth and self-development, and the pedagogical theory of development. These theories help to understand what skills and qualities need to be developed in order to succeed in modern society. The programs and trainings developed on their basis help to improve social and communication skills, develop emotional intelligence and increase one's competitiveness in the labor market.

The theoretical foundations of soft skills formation presented in the article are fully supported by the results of such scholars' researches as: John Mayer and Peter Salovey, Daniel Goleman, Albert Bandura, Abraham Maslow, Jean Piaget. Their works indicate that such skills as communication and leadership really increase the effectiveness of teamwork and the achievement of personal and organizational goals.

Some theories emphasize the need to develop soft skills due to the increasing complexity and constant change in the workplace. These theories argue that soft skills such as interpersonal skills, emotional intelligence, teamwork and communication are critical for employees to adapt and perform successfully in a dynamic and collaborative work environment. It is also recognized that soft skills are not innate abilities but can be developed and strengthened through education and training. According to one conceptualization, soft skills include a range of cognitive and non-cognitive skills that link behavior, attitude, and knowledge. These include communication skills, social skills, cognitive skills and emotional intelligence. We would also like to note the important role of trainings, programs, role-playing, mentoring and other approaches in the process of soft skills development.

We believe that it is important to pay more attention to personal factors such as motivation and self-development in the formation of soft skills. The results of the research show that self-motivated people are more likely to develop and utilize such skills than those with low self-regulation or little interest in self-improvement. And also as a recommendation to pay more attention to further research in the field of soft skills formation, as well as to develop more effective teaching methods and practices of soft skills application in various professional spheres.

Conclusion

In this article, the research objectives were set, which consisted in studying the scientific and theoretical foundations of soft skills formation and determining their importance in the modern society. To achieve these objectives, theoretical analysis of scientific sources and existing studies were used.

The research results allowed to confirm the significance of soft skills in the modern

world and emphasize their influence on success in professional activity. The main soft skills components and methods of their development, including practical situations, role-playing games and trainings, were identified.

The findings of the study point to the need for systematic training and continuous soft skills development. They are key success factors in various fields and require constant adaptation to changes in the world and the requirements of the professional sphere.

The research prospects include further study of soft skills impact on career development, application of the developed methods in educational programs and training courses, as well as development of new approaches and tools for effective formation and development of these skills.

The development can be implemented and applied in the sphere of corporate training, education, personnel management and career development. Organizations can use the proposed techniques and approaches to form soft skills in their employees, which in turn will lead to an increase in their efficiency and professional growth.

Thus, the study of scientific and theoretical foundations of soft skills formation confirms their importance and the requirement for continuous development in the modern world. Further research and implementation of these skills can contribute to personal and professional growth, as well as increase organizational effectiveness.

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