

World Health Organization Life Skills Framework

Coping and Self-Management Skills

Skills for Increasing Personal Confidence and Abilities to Assume Control, Take Responsibility, Make a Difference, or Bring About Change

- ▶ building self-esteem/confidence
- ▶ creating self-awareness skills, including awareness of rights, influences, values, attitudes, rights, strengths, and weaknesses
- ▶ setting goals
- ▶ self-evaluation/self-assessment/self-monitoring skills

Skills for Managing Feelings

- ▶ managing anger
- ▶ dealing with grief and anxiety
- ▶ coping with loss, abuse, and trauma

Skills for Managing Stress

- ▶ time management
- ▶ positive thinking
- ▶ relaxation techniques

Decision-Making and Critical Thinking Skills

Decision-Making/Problem Solving Skills

- ▶ information-gathering skills
- ▶ evaluating future consequences of present actions for self and others—determining alternative solutions to problems
- ▶ analysis skills regarding the influence of values and of attitudes about self and others on motivation

Critical Thinking Skills

- ▶ analysing peer and media influences
- ▶ analysing attitudes, values, social-norms, beliefs, and factors affecting them
- ▶ identifying relevant information and sources of information

Communication and Interpersonal Skills

Interpersonal Communication Skills

- ▶ verbal/nonverbal
- ▶ communication
- ▶ active listening
- ▶ expressing feelings; giving feedback (without blaming) and receiving feedback

Negotiation/Refusal Skills

- ▶ negotiation and conflict management
- ▶ assertiveness skills
- ▶ refusal skills

Empathy Building

- ▶ ability to listen, understand another's needs and circumstances and express that understanding

Cooperation and Teamwork

- ▶ expressing respect for others' contributions and different styles
- ▶ assessing one's own abilities and contributing to the group

Advocacy Skills

- ▶ influencing skills and persuasion
- ▶ networking and motivation skills