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**THE DEVELOPMENT OF
PERSONAL SKILLS FOR
THE JOB MARKET**

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INTRODUCTION

The present dissertation, carried out from several researches, resulted in exposing the development and demonstrating the personal skills required in the selection processes within the job market, in a generalized scope, as well as the importance of psychology and its methodologies in these selection processes.

MATERIALS AND METHODS

PERFORMANCE OF THE PSYCHOLOGIST IN THE SELECTION AND RECRUITMENT PROCESS

Psychological assessment currently plays an important role, both in the area of health, as: vocational guidance and education, whether in situations of professional performance, as in training and selection for the positions offered. According to several researches, from psychological assessments it is possible to collect essential information data through methods, theories and psychological instruments, as a criterion to obtain knowledge above an individual, guiding in decision processes (PADILHA; NORONHA; FAGAN, 2007; PASQUALI, 2001). This assessment can be seen as a character examination with the aim of answering specific psychological questions, providing reasoned data. (NORONHA; ALCHIERI, 2014).

There are different psychological techniques of psychological assessment, these techniques being: psychological interview, group dynamics, psychological tests, etc. Thus, the evaluation seeks to obtain data and information about different psychological environments on the subject, such as sensorimotor and cognitive abilities, emotional, social, motivational and affective environments and personality, actions and values (WECHSLER, 1999).

Recruitment and selection

In an organizational way, psychological assessment proved to be a decision-making instrument that, when implemented, brings benefits to organizations, individuals, and society in general (FERREIRA; SANTOS, 2010). It is believed that there is no specific candidate for the proposed vacancy, but characteristics that are not compatible with the role. For Ferreira and Santos, the evaluation and the process of personal selection influence some sequential steps such as: the detailed analysis of the position, the indication of the psychological attributes required for its performance, based on the aforementioned analysis, the choice of selection methods and techniques considered more appropriate to the evaluation of such psychological attributes, the application of the techniques. The psychologist has a linear look at the situations and attitudes of individuals. It manages to provide behavioral aspects and personality of the candidate that another technician does not notice. Each evaluation process must be specifically planned, with the objective of having knowledge about the organization that will provide services or will be part of, as well as the relationships and characteristics of the position (WECHSLER, 1999).

Selection interview

Interviews are an important tool for decision making. Having its main objective to seek to have complementary information about the skills of individuals interested in the position. The interview ends up providing a possible interaction where that data collection presents a dialogue in a natural way with the source of information. The evaluation interview, the psychologist does in a collective way to find techniques that help in the dialogue and in its expression so that their views, favor the experiences and experiences related to the

questions proposed by the interviewer about the position. For Parpinelli and Lunardelli (2006), it is essential to provide feedback on the candidate and approach the proposed role to be performed.

Psychological tests

Psychological tests provide the standardization of a sample of behavior (ANASTASI; URBINA 2000). They can be used to assess aptitude, personality, knowledge, interest, concentration, skill and attitudes. The association of psychological assessment and selection process tends to apply a technique that seeks to verify individual characteristics that fit the requirements of the role, since psychological tests are composed of the standardization of situations or questions that seek to assess individual and personal skills.

Regarding the group

Campos and Lima (2008) believe that group dynamics are characterized by collective techniques in selection processes, evaluating hypotheses of group behavior as each candidate has.

WHAT ARE SOFT SKILLS

Translating from English soft skills means interpersonal skills, for the job market they are defined as the set of skills and competences that are related to human behavior as notable characteristics for a professional inserted in the job market. The idea of skills is still much discussed, but it is a term that has been gaining more and more space due to the growing approaches that have been called soft skills, having great recognition today, it is a concept directly related to the current job market, being composed by the articulation of information based on literature with current information being applied in the contemporary scenario of large companies (GRUGULIS; VICENT, 2009).

This term consists of transversal characteristics that are called general skills that are considered critical, universal, human, not learned during academic life, or skills necessary to achieve the objective of being able to stay in a job (HECKMAN; KAUTZ, 2012; SWIATKIEWICZ, 2012; SWIATKIEWICZ, 2012; SWIATKIEWICZ, 2014).

With the growing importance given to this topic, several authors have dedicated themselves to studying this subject. The development of this concept shows that, in the past, skills were centered on knowing how to do, currently the essential characteristics of individuals are emphasized in knowing how to be, failing to prioritize the intrinsic capabilities of the individual, but rather their strategies to put into practice in the context organizational structure (CHAMBERS, 2017).

In turn, soft skills are the result of a personal and social production that come from the learning and experiences acquired throughout life and become fundamental for facing challenges, solving problems and crossing obstacles in an efficient way. Soft skills have implications for the performance of employees in the face of the new needs of the labor market (TAMRAT, 2018). The two types of skills do not eliminate each other, but complement each other, making employees develop in both areas (GABOR, 2019).

According to Martins (2017), the current demands of the job market require professionals who understand and know how to communicate, have the skills to coordinate different tasks, have ethical judgment and the ability to work in a team. Silva and Nakano (2011) state that human personality traits are symbols of the development of an individual's conduct. Human behavior is the main way of evaluating a collaborator to know if he is able to perform his activities.

During the last few years, companies have researched several scientific studies to

identify patterns for a greater appreciation of new forms of command, so that there would be a greater understanding of management postures in order to obtain greater productive results (MARRAS, 2016). During these studies, human behavior and sociology in relation to work were studied, and the focus of concern was changed to the investment process of the human intellectual.

With the expansion of the era of globalization, organizations have adapted to competitiveness and changes in the field of work, according to Assunção and Goulart (2016) the processes of professional qualification and identification of competences are placed as a differential. To assist in this process, soft skills contribute to a good performance within the team, improving interpersonal relationships, facilitating communication processes, leadership, conflict resolution, among other processes.

What are hard kills

Hard skills are technical skills, particularly those obtained through professional, academic or acquired experience (Pereira and Rodrigues, 2013). For Wikle and Fagin (2014) soft or generic skills involve knowledge to work in a collaborative environment.

Although the hard skills, carried out by classes, workshops and training, you don't always have the knowledge, having a period of improvement. In which the individual has the ability of his own technique. (WHITE, 2013, p. 28). Competence is seen as a set of knowledge and behaviors necessary for a good knowledge of a function. In view of this, hard skills would be the technical skills used for professional performance (CIMATTI, 2016; SWIATKIEWICZ, 2014).

RESULTS

Hendarman and Cantner (2017) report that soft and hard skills are associated with an individual's adaptive performance and innovation. So that the performance of the employees of the organizations needs the complementation of the hard skills, with the development of the necessary soft skills. In carrying out a study by the authors, it was demonstrated that the use of soft skills directly affected work performance. The results show research demonstrating that soft skills predict job performance. The relationship between the performance of employees, sharing of technical knowledge and the was significantly moderated by their social skills, sharing the technical components establishes a set of interpersonal skills, such as soft skills for its effect to be greater or lesser.

As we can see, hard skills and soft skills aligned bring great benefits to company employees. We can see that one complements the other, but they need to be trained and identified. Hard skills are easier to measure and notice because, when the employee enters the job market, his first step is to develop a curriculum where all the strengths of his academic life are specified, such as complementary courses, language courses, graduation, post graduation, among others. Being noticed right on the first impression by the recruiter. Soft skills, on the other hand, are observed during the day to day of the employee, but many employees do not know how to identify them, and many managers during the recruitment and selection process do not have the skills to recognize the soft skills of employees. It is up to a qualified professional to perform this action, the best professional suitable for this role is the psychologist because he has technical and scientific skills to develop and discover what skills each professional has. The psychologist intervenes together with the organization

and with the employees, analyzing strategies that contribute, aiming at improvements to the quality of life of the employee within the company and also strategically carrying out the recruitment and selection process (GURKA, 2018).

FINAL CONSIDERATIONS

It is concluded that different psychological techniques of psychological evaluation, the evaluation mode serves widely to obtain information about different emotional and social characteristics, which involve two actions and values, which is extremely important to judge the judiciousness that the job market currently exerts on its employees and on future obstacles that they will have to overcome, where they will have to value their best characteristics.

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