

TEACHING IS SOFT SKILLS TO A DIVERSE STUDENT POPULATION: CASE STUDIES USING JAD AND COOPERATIVE LEARNING TECHNIQUES

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ABSTRACT

It is important for Information Systems graduates to have good interpersonal and communication skills as well as technical skills. Fostering these skills in the tertiary environment is not always easy. This paper looks at a way of using Joint Application Design (JAD) and co-operative learning techniques in the classroom to promote the learning of the soft skills needed by IS graduates. An action research study was done using four case studies with the learning method being adapted between each. The study also investigated ways in which the method needed to be modified in order to deal with the diversity of students that were present in the classroom.