

## WORK SKILLS



### ORGANIZATION AND TIME MANAGEMENT

**Ability to design tasks by prioritising and planning ahead**, in order to achieve one's goals within set deadlines. This includes taking available resources (human, economic, time) into consideration; and sharing activities and responsibilities equitably, considering team resources



### TEAM WORK

**Ability to effectively contribute as a member of a team**



### AUTONOMY

**Ability to work independently and proactively** without constant outside monitoring and instruction



### STRESS MANAGEMENT

**Ability to manage your emotions** in order to cope well with stressful situations

## SOCIAL SKILLS



### SOCIO-CULTURAL / MULTI-CULTURAL AWARENESS

**Ability to cope with social and cultural differences and specificities**; ability to make others part of a group, taking their differences (rights, needs and opinions) into consideration



### CONFLICT MANAGEMENT

**Ability to cope with emotions that emerge in dealing with diverging opinions and interests**, and the ability to reach an outcome beneficial to all parties, over one or more issues, through dialogue



### FLEXIBILITY

**Ability to adjust to new environments and change**, and to adapt to unexpected or challenging situation. Ability to understand different contexts and to act accordingly to cope with new situation and environments



### OPEN-MINDEDNESS AND TOLERANCE

**Ability to be open to new ideas, experiences, theories, people and ways of living**; ability to adopt a fair and respectful attitude towards opinions, beliefs and practices that differ from one's own



### NETWORKING AND PUBLIC RELATIONS

**Ability to create connections with people or institutions** external to the organization and keep them active in order to create productive work relationships

## COMMUNICATION SKILLS



### COMMUNICATION AND ACTIVE LISTENING

**Ability to understand both verbal and non-verbal messages, and to ask questions to better understand the situation.** This also includes the ability to answer questions, and to give and to receive constructive feedback



### ASSERTIVENESS

**Ability to express one's own point of view while respecting and taking into consideration the views of others**; and to share and accept constructive criticism, different opinions and advice



### PUBLIC SPEAKING

**Ability to communicate clearly and effectively in front of both familiar and unfamiliar people**



### DIGITAL COMMUNICATION

**Ability to effectively and efficiently communicate through digital media**, being familiar with new ICT tools

## PERSONAL SKILLS



### EMPATHY

**Ability to understand or feel** what another person is experiencing by putting oneself in their place



### SELF-AWARENESS

**Ability to identify one's own strengths and weaknesses**, learn from them, and improve upon them



### CRITICAL THINKING

**Ability to evaluate information and interpret it through independent and unconstrained analysis**; and to analyze various situations and think from different perspectives



### RESPONSIBILITY

**Ability to assume one's own actions** and to be accountable for them



### LEADERSHIP

**Ability to motivate, activate, and involve group members towards a common goal**



### CREATIVITY AND INNOVATION

**Ability to generate new or alternative solutions to problems**, to think outside the box, and to find solutions to improve current practices



### LEARNING TO LEARN

**Ability to understand one's own learning style and aims**, and to implement a personal learning plan accordingly



### CONFIDENCE IN ONESELF AND OTHERS

**Ability to believe in oneself and others**, and to establish trusting relationships