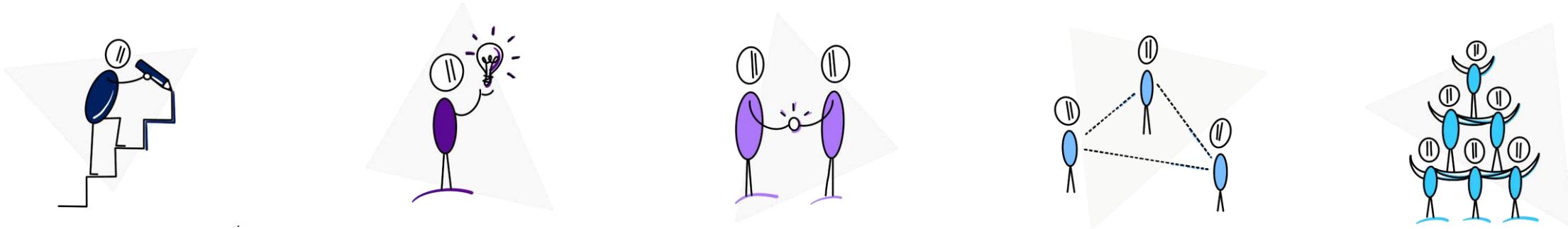




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SOFT SKILLS

2.0

HR Training – Day 1
PPT1 - WELCOME



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Brief explanation





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The training center « Le PLOPE » and « Work’Inn »
are part of the institution
AIGS



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Inter-Regional Association for Guidance and Health Technical Exploitation Unit (Unité Technique d'Exploitation Association Interrégionale de Guidance et de Santé), also known as UTE-AIGS

Overview

In 2023, the UTE-AIGS Network :

- Includes non-profit organisations numbering almost 700 employees,
- Organises 94 units of service to the population,
- Spread over 20 communes in the Province of Liege,
- Takes charge over 15.000 users/consultants/trainees.





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The Inter-Regional Association for Guidance and Health (AIGS) includes a number of fairly substantial and comprehensive resources within the community.

The AIGS Technical Exploitation Unit (UTE) operates at different levels

:

- * *healthcare* ;
- * *social* ;
- * *socio-professional* ;
- * *prevention*
- * *safety*;
- * *socio-economic*.





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- ***Healthcare*** :

The UTE-AIGS participates in the support of mental health prevention, early support and implements specialized therapy and rehabilitation in the form of dedicated services for children, adolescents and adults.





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- **Social :**

The UTE-AIGS organises reception, support and long-term housing network for people who are in difficulty, isolated or socially disenfranchised.





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- *Socio-professional*:

The UTE-AIGS arranges suitable trainings and integration into the job market.





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- Prevention:

In partnership with the communes (i.e municipalities) and public social welfare centres (CPAS), the UTE-AIGS organises general prevention, young people's support, addiction and petty crime prevention programmes.





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- **Safety :**

The UTE-AIGS takes part in the implementation of community development programmes based on their participation in certain areas to restore a dynamic of inter-generational solidarity.





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-Socio-economic :

The UTE-AIGS develops social enterprises, trainings trough work schemes, social undertakings and integration cooperatives.





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What about « LE PLOPE » ?



Centre de formation et d'insertion socioprofessionnelle
adapté agréé par l'AViQ avec le soutien du FSE



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« Le Plope »



Centre de formation et d'insertion socioprofessionnelle
adapté agréé par l'AVIQ avec le soutien du FSE

« Le Plope » is a vocational training centre in the tertiary sector (computer graphics, office automation, languages, tourism, sales, restocking, lorry drivers, food security and quality - biological products sector) and primary sector (horticulture, parks and gardens).



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« Le Plope »



Centre de formation et d'insertion socioprofessionnelle
adapté agréé par l'AVIQ avec le soutien du FSE

<https://www.youtube.com/watch?v=7lP89dwKgzQ>



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What about « Work'INN » ?





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« Work’Inn »



« Work’Inn » - work based learning in
in the construction sector, catering
and event management sector.



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« Work'inn »



Centre de formation et d'insertion socioprofessionnelle
adapté agréé par l'AVIQ avec le soutien du FSE

Présentation vidéo (Horeca)

Présentation vidéo (Construction)



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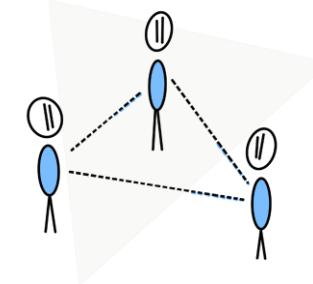
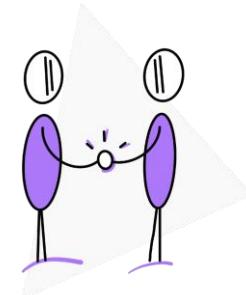
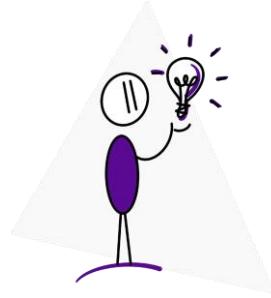
Centre de formation et d'insertion socioprofessionnelle
adapté agréé par l'AVIQ avec le soutien du FSE



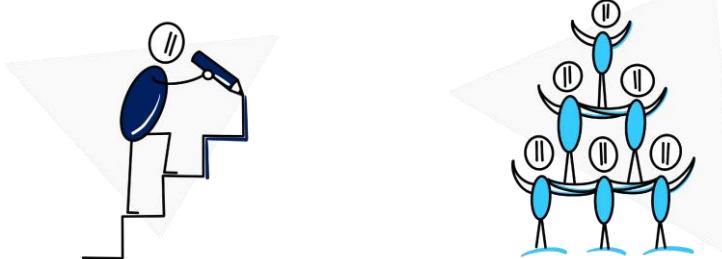
Thank you for meeting with us and
we wish you a rewarding week.



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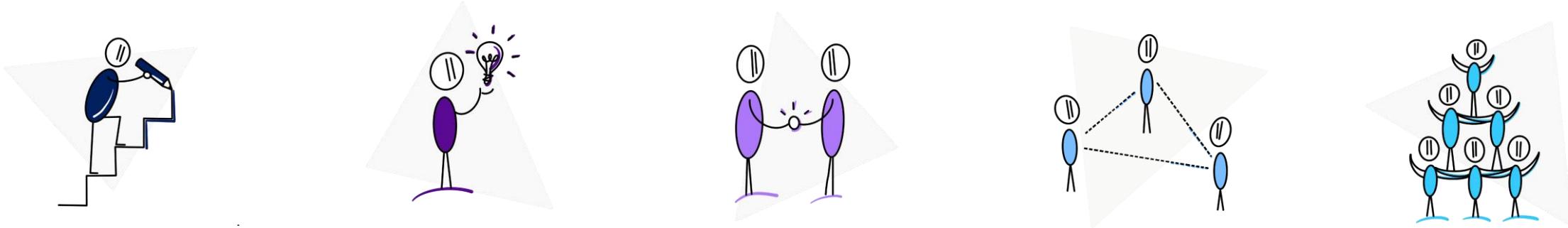


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SOFT SKILLS

2.0

HR Training – Day 1

PPT2 - The Soft Skills 2.0 Project



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Il était une fois,
avant le Soft Skills 2.0,
a.... bien ...oui... en effet...
un 1.0...



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L'objectif de la version 1.0 ?



Faciliter l'accès
aux compétences
non techniques
aux personnes
peu ou pas
qualifiées et/ou
handicapées.



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Les partenaires



Autriche



Belgique



Espagne



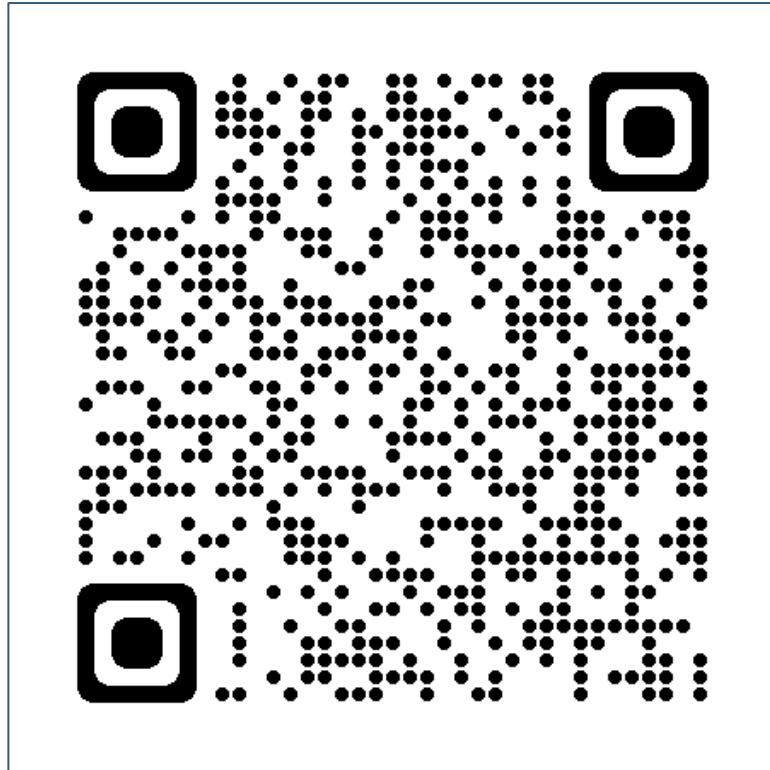
France



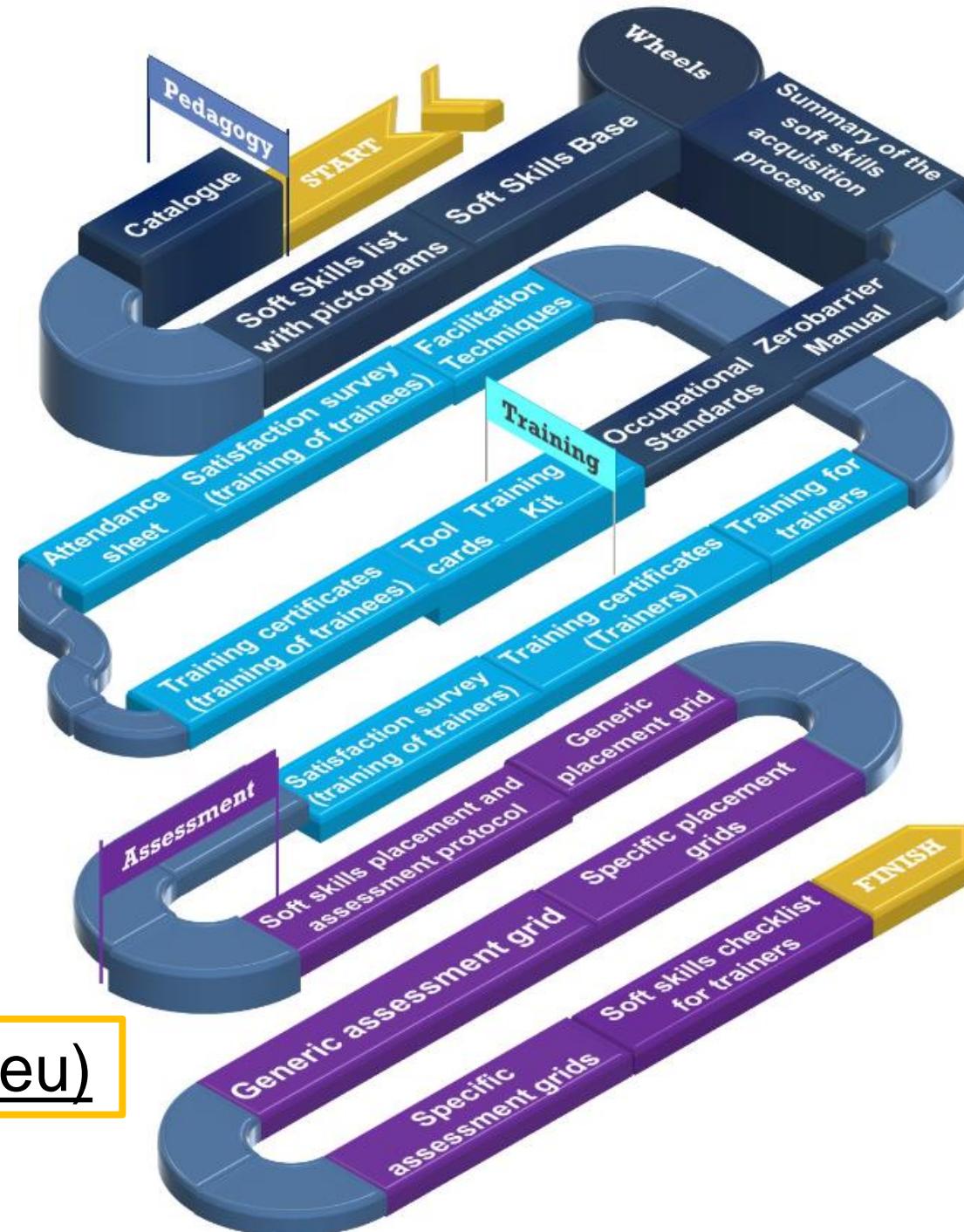
Slovénie



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[Soft skills \(softskills-project.eu\)](http://softskills-project.eu)





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Le catalogue

- Liste des compétences non techniques
(5 catégories - 20 compétences non techniques)
- Processus pédagogique (4 niveaux)
- Comportements observables



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Qu'en est-il du projet 2.0 ?



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Soft Skills 2.0

Soft skills 2.0
Facilitating the vocational integration of
people with low levels of qualifications

Quand ?

Nov 2021- Mai
2024

Qui ?

Partenaires
identiques

Pourquoi ?

HR + WBL





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Ressources humaines



Apprentissage par le travail (WBL)





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L'objectif de Soft Skills 2.0



Créer une méthode pour offrir un "service soft skills" complet aux personnes éloignées de l'emploi et/ou en situation de handicap et construire les outils pédagogiques adéquats pour les futurs employés et pour les entreprises qui expriment le désir d'intégrer les soft skills dans leur culture d'entreprise.



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Guide

La chose la plus étonnante que vous ayez jamais lue.



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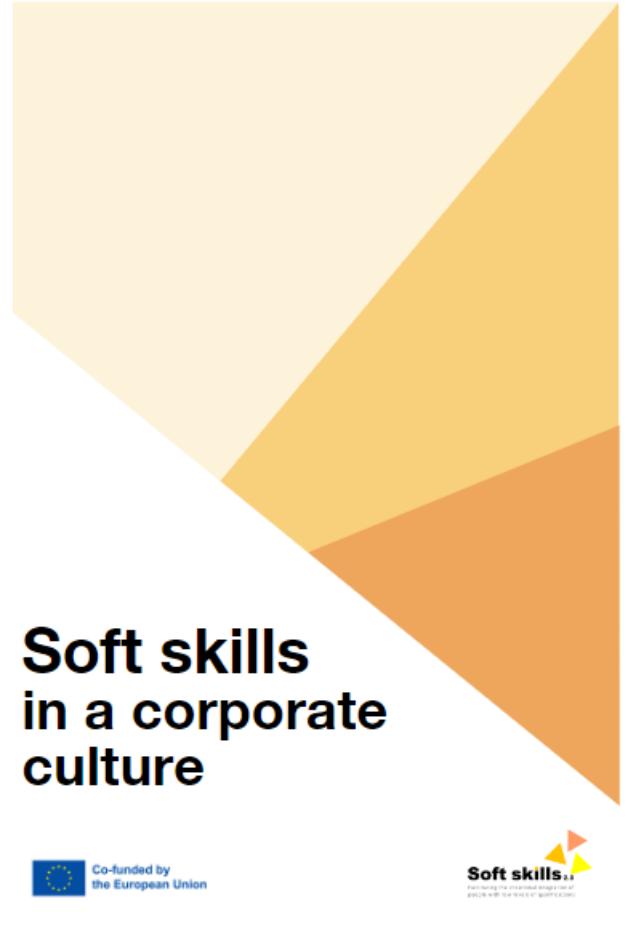


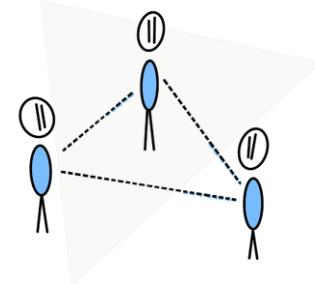
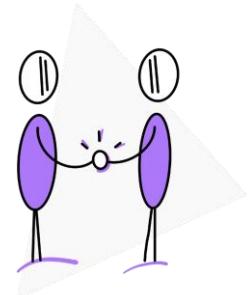
Table des matières

Partie 1 - Nouveaux modes de gestion des ressources humaines.

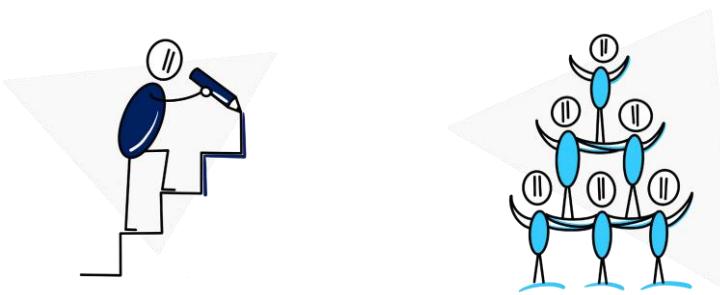
- 1.1 Contextualisation et définition de la gestion des ressources humaines
- 1.2 Aspects juridiques de la gestion des ressources humaines
 - Législation européenne
 - Lois des partenaires
- 1.3 Un processus européen de gestion des ressources humaines
 - Définition des besoins
 - Sélection du candidat
 - Embarquement
 - Vie quotidienne dans l'organisation
 - Embarquement



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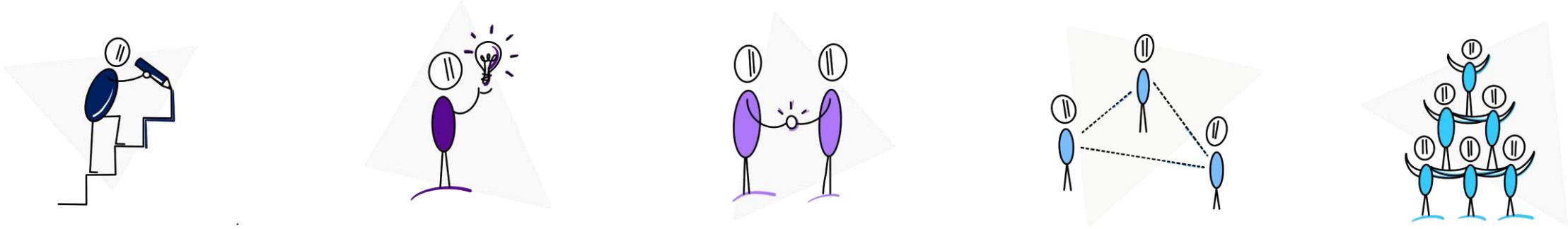


MERCI POUR VOTRE ATTENTION !





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SOFT SKILLS

2.0

HR Training – Day 1

PPT3 - Presentation of training



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Presentation of training





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1. Programme
2. Aims of the week
3. Logistics
4. Expectations



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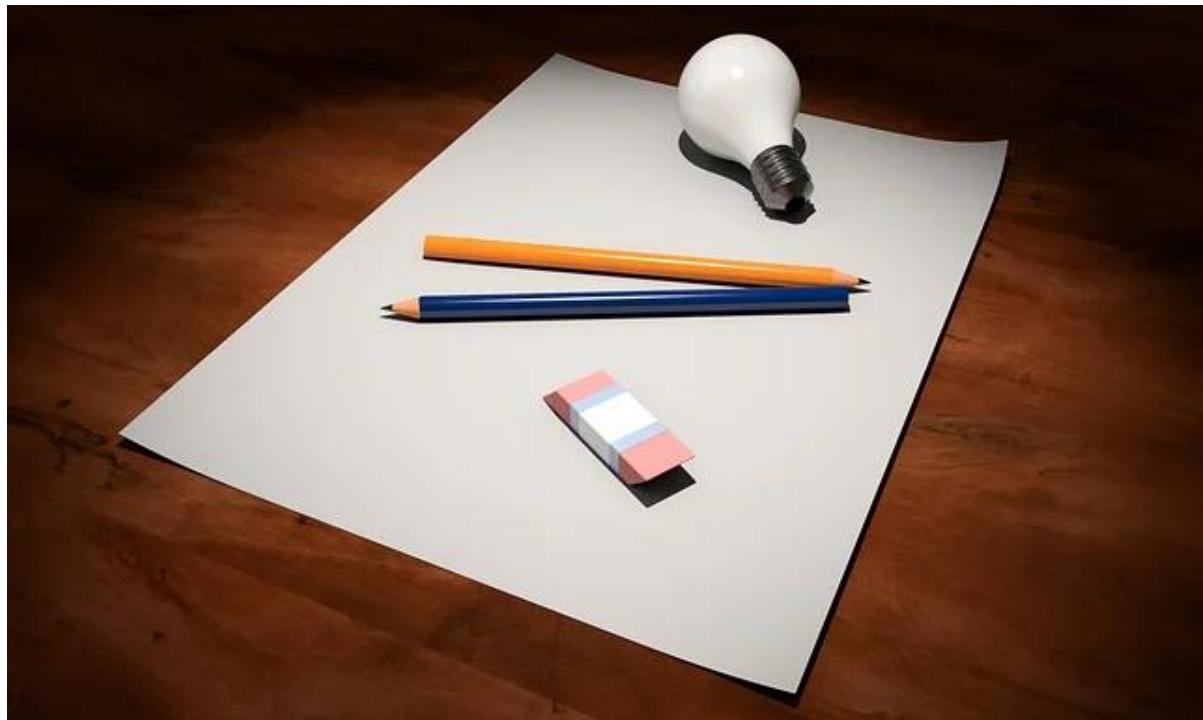
1. Programme





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1. Programme of the week



- Roadmap
- Programme of the week



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2. Aims of the week



Why the training?



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The Purpose of the Training

- Evolving of the professional landscape
- Soft Skills taking centre stage in the vocabulary of HR services
- Pivotal role these skills play in navigating the dynamic and ever-changing nature of work
- Creation of a comprehensive training for HR professionals by the partners of the “Soft Skills 2.0” project



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🎯 The Purpose of the Training

- Soft Skills, emerged as crucial elements in the rapidly changing world of work
- The ability to adapt, communicate effectively, and demonstrate creativity is essential
- The training in Liège seeks to empower HR
- Recognizing that these skills complement and reinforce hard skills
- The program aims to equip participants with the tools



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A Glimpse into the Future

- Training and a test for the Erasmus+ "Soft Skills 2.0" project
- Commitment to innovation and excellence in HR development
- Enhance skills of HR professionals
- Shape the future of HR management



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3. Logistics

- Train
- Bus transfer
- Accommodation
- Timing



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4. Expectations

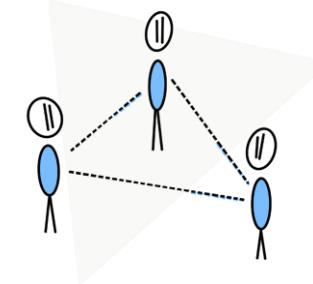
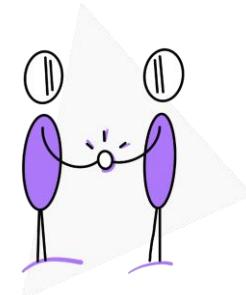
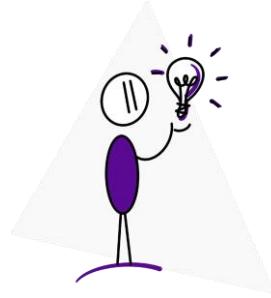
Course expectation

survey -

Mentimeter



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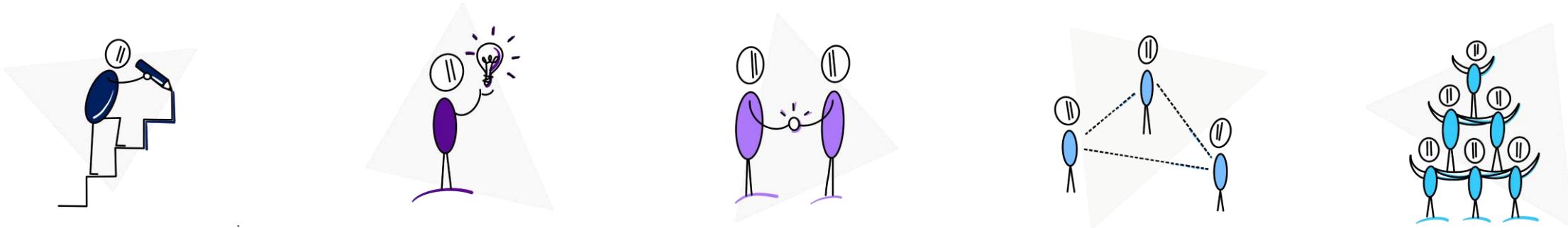


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SOFT SKILLS

2.0

HR Training – Day 1
PPT1 - WELCOME



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Icebreaker - Superpower





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Go into pairs !
Take 5 minutes to get to know
each other (professional, private
and extraordinary experience →
superpower



1 minute to present your
partner's superpower



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Presentation of the day





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09:30 – 10:30 Soft Skills

10:30 – 11:00 Coffee/Tea break

11:00 – 12:00 ECVET presentation

12:00 – 14:00 Lunch

14:00 – 16:00 SOFT SKILLS in a job description - Workshop

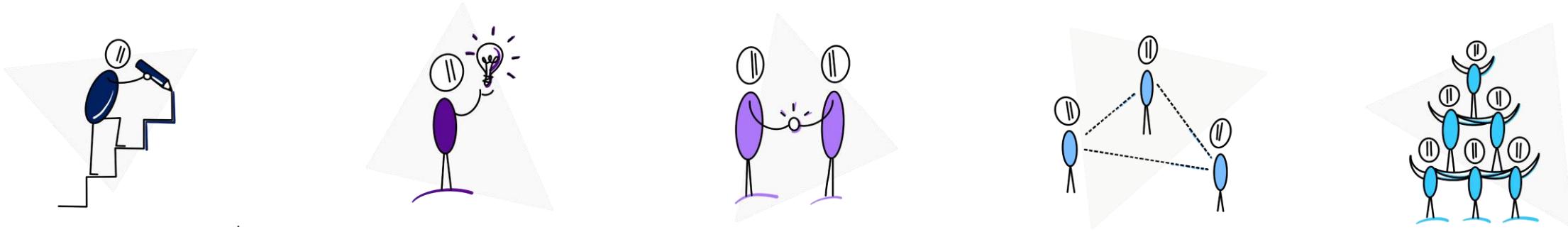
16:00 – 16:30 Coffee/Tea break

16:30 – 17:30 SOFT SKILLS in a job profile - Workshop





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SOFT SKILLS

2.0

Human Resource Training – PPT5
PPT5 – Soft Skills



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What are Soft Skills and why are they important?



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Soft Skills are:



Interpersonal



Personal skills



Interdisciplinary



Acquired through life experience





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Hard Skills VS. Soft Skills



Technical skills



Knowledge needed to do a job



Specialised



Can be taught and learnt



Interpersonal



Personal skills



Interdisciplinary



Acquired through life experience



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Why are Soft Skills important?

”Don't hire for skills, hire for
attitude.

You can always teach skills.”

- Herb Kelleher





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« Literature suggests that hard skills contribute to only 15% of one's success while remaining 85% is made by soft skills. Most employers these days want to hire, retain and promote persons who are dependable, resourceful, ethical, self directed, having effective communication, willing to work and learn and having positive attitude. » (1)

(1) Wats, M., & Wats, R.K. (2009). Developing soft skills in students. The International Journal of Learning, 15(12), 1-10.



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List of Soft Skills

Soft Skills chosen for the project and their organisation inside categories



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GROWTH MINDSET



ADAPTABILITY

ADAPTING TO CHANGE

Ability to integrate changes to adapt to people and the environment, in a positive way.



AUTONOMY

DOING TASKS WITHOUT ANY HELP FROM OTHER PEOPLE

Ability to be independent, think by yourself, make decisions and undertake actions by yourself, within the framework and limits set by the workplace.



ACCEPTING PROFESSIONAL REMARKS

ACCEPTING REMARKS

Ability to accept remarks and take them into account to improve your job.



LEARNING TO LEARN

LEARNING FROM YOUR OWN SUCCESSES AND FAILURES

Ability and desire to continuously acquire and update knowledge and competences.

SELF AWARENESS



PRESENTATION

TAKING CARE OF YOUR APPEARANCE

Ability to adapt your image and your appearance to your position.



SELF-CONFIDENCE

BELIEVING IN YOURSELF

Ability to appreciate your personal qualities and resources, which builds a sense of confidence.



EMOTIONAL INTELLIGENCE

CONTROL YOUR EMOTIONS

Ability to use the emotional information to identify the appropriate way to manage your emotions, depending on the situation.



SELF-REFLECTION

UNDERSTAND YOUR OWN FEELINGS AND BEHAVIOURS

Ability to put things into perspective to think about your own feelings and behaviours.

COMMITMENT



SENSE OF ORGANISATION

STRUCTURING YOUR WORK IN A METHODICAL WAY

Ability to plan, prepare, prioritise and coordinate the tasks to be performed with a global vision of the situation.



TAKING INITIATIVE

TAKING ACTION BY YOURSELF

Ability to offer, take action or imagine new solutions to carry out or improve your job, according to the rules of the workplace.



SENSE OF RESPONSIBILITY

BEING AWARE OF YOUR DUTIES

Ability to take responsibility for the consequences of your decisions and actions, to feel responsible for the missions entrusted to you.



ABILITY TO ANTICIPATE

GETTING PREPARED BEFORE ACTING

Ability to look to the future, to work with perseverance and to prepare according to your needs.

RELIABILITY



RESPECT OF THE RULES

RESPECTING THE RULES

Ability to respect the rules related to the context in which the activity is being developed.



SENSE OF ETHICS

BEING TRUE TO THE VALUES OF YOUR JOB

Ability to act according to the values of the job, to adopt a deontological attitude towards given situations.



EFFICIENCY

REACHING YOUR OBJECTIVES ON TIME

Ability to deliver expected results and objectives on time.



CONSCIENTIOUSNESS AT WORK

BEHAVE APPROPRIATELY

Ability and willingness to adopt the appropriate behaviour in the workplace and to make the necessary efforts to achieve goals.

INTERACTIONS



COMMUNICATION

KNOW HOW TO EXPRESS YOURSELF

Ability to express yourself clearly and effectively – to know how to structure your ideas, adapt vocabulary and message to the person you are speaking to.



ASSERTIVENESS

EXPRESSING YOURSELF WITH CONFIDENCE

Ability to express with confidence your feelings and assert your rights, while respecting the feelings and rights of others.



LEADERSHIP

LEADING A GROUP IN A CHOSEN DIRECTION

Ability to influence and bring together a group in order to achieve a common goal, in a relationship of mutual trust and without exceeding your authority.



TEAM WORK

COLLABORATING WITH OTHERS

Ability to undertake missions together in mutual respect to achieve common goals.

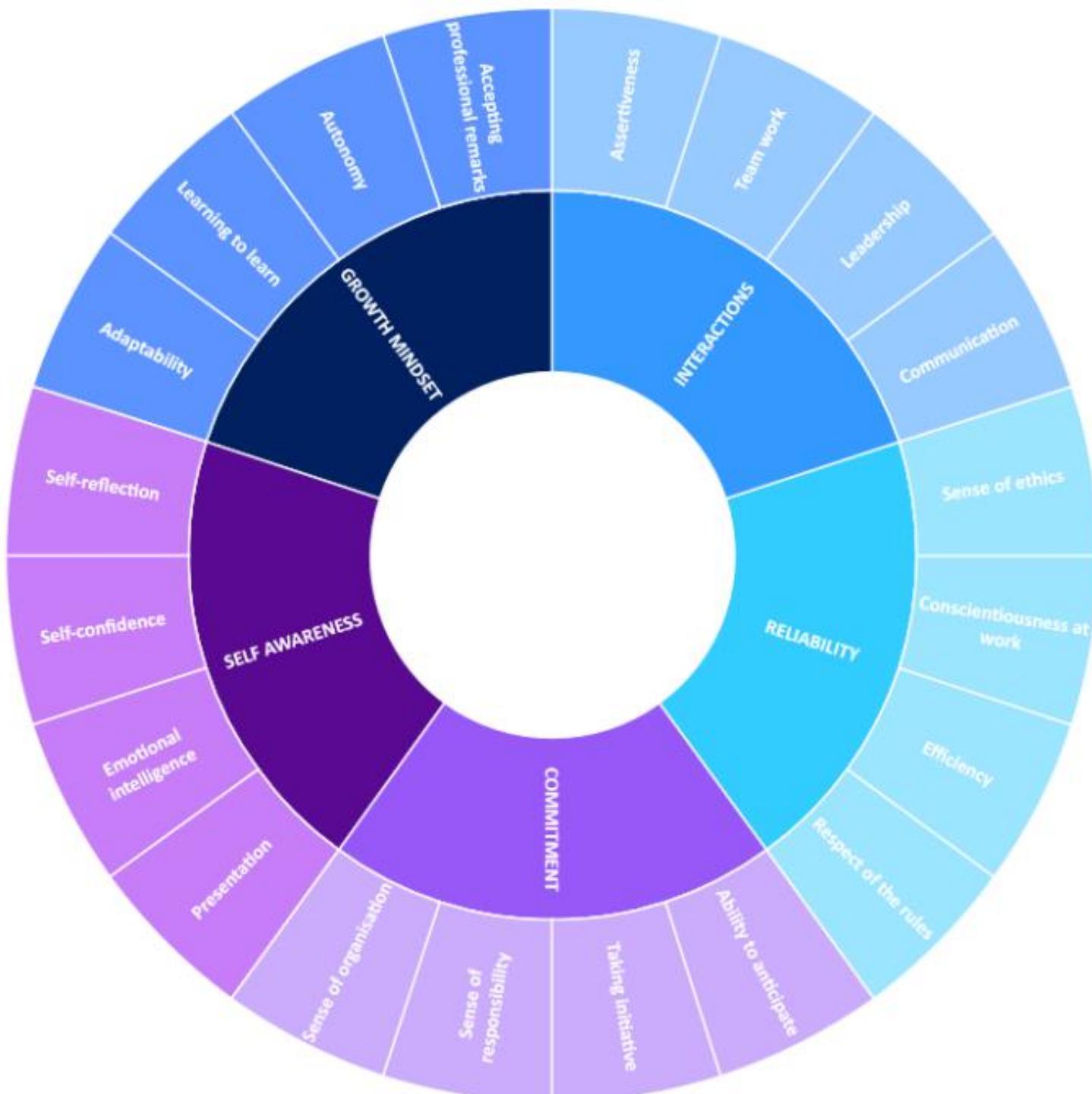


Soft skills 2.0

Facilitating the vocational integration of
people with low levels of qualifications



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Growth mindset

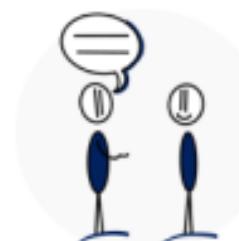
Being able to question yourself and to progress



ADAPTABILITY

ADAPTING TO CHANGE

Ability to integrate changes to adapt to people and the environment, in a positive way.



AUTONOMY

DOING TASKS WITHOUT ANY HELP FROM OTHER PEOPLE

Ability to be independent, think by yourself, make decisions and undertake actions by yourself, within the framework and limits set by the workposition.



ACCEPTING PROFESSIONAL REMARKS

ACCEPTING REMARKS

Ability to accept remarks and take them into account to improve your job.

LEARNING TO LEARN

LEARNING FROM YOUR OWN SUCCESSES AND FAILURES

Ability and desire to continuously acquire and update knowledge and competences.



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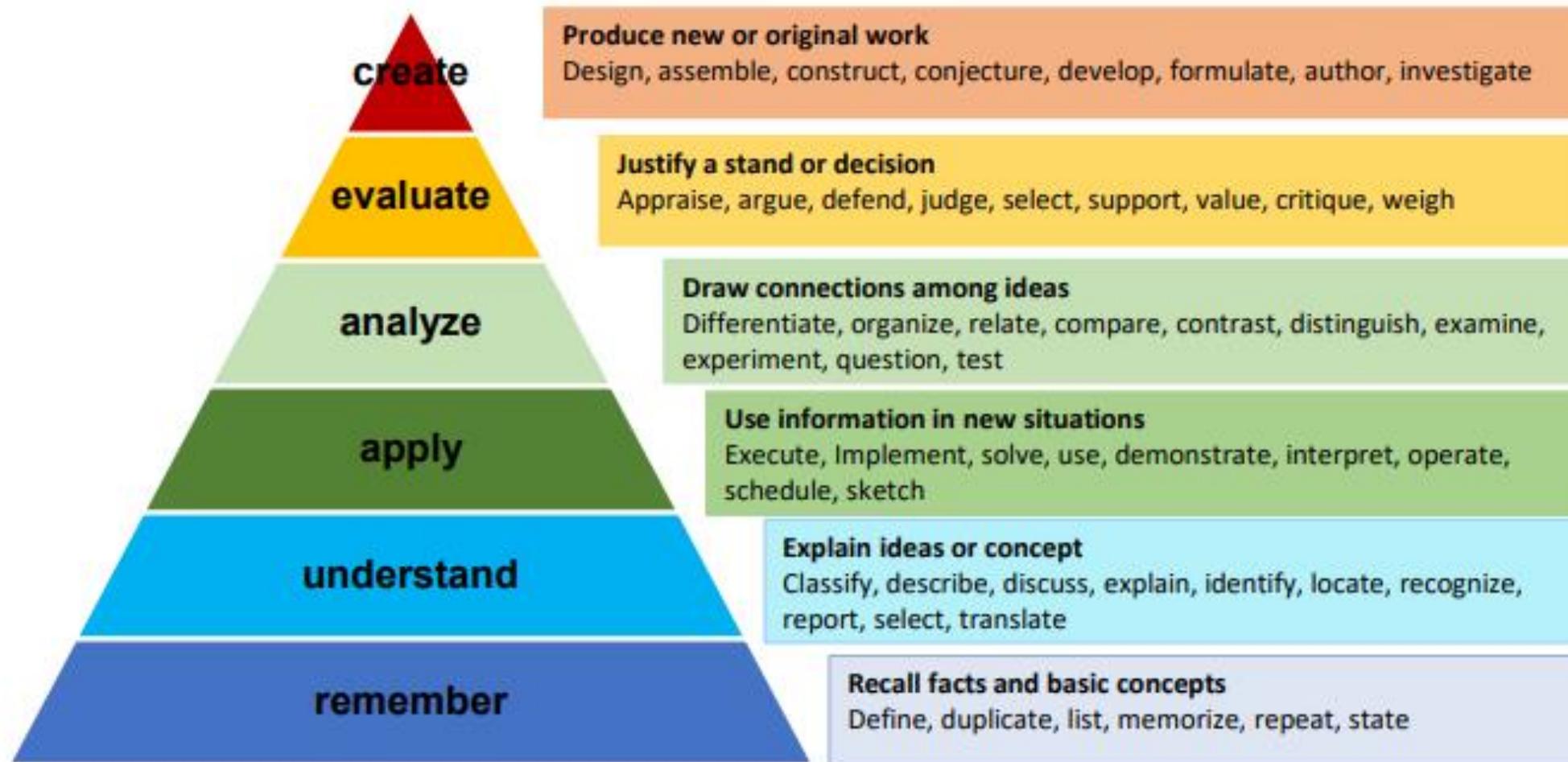
BLOOM

ECVET & Occupational Standards



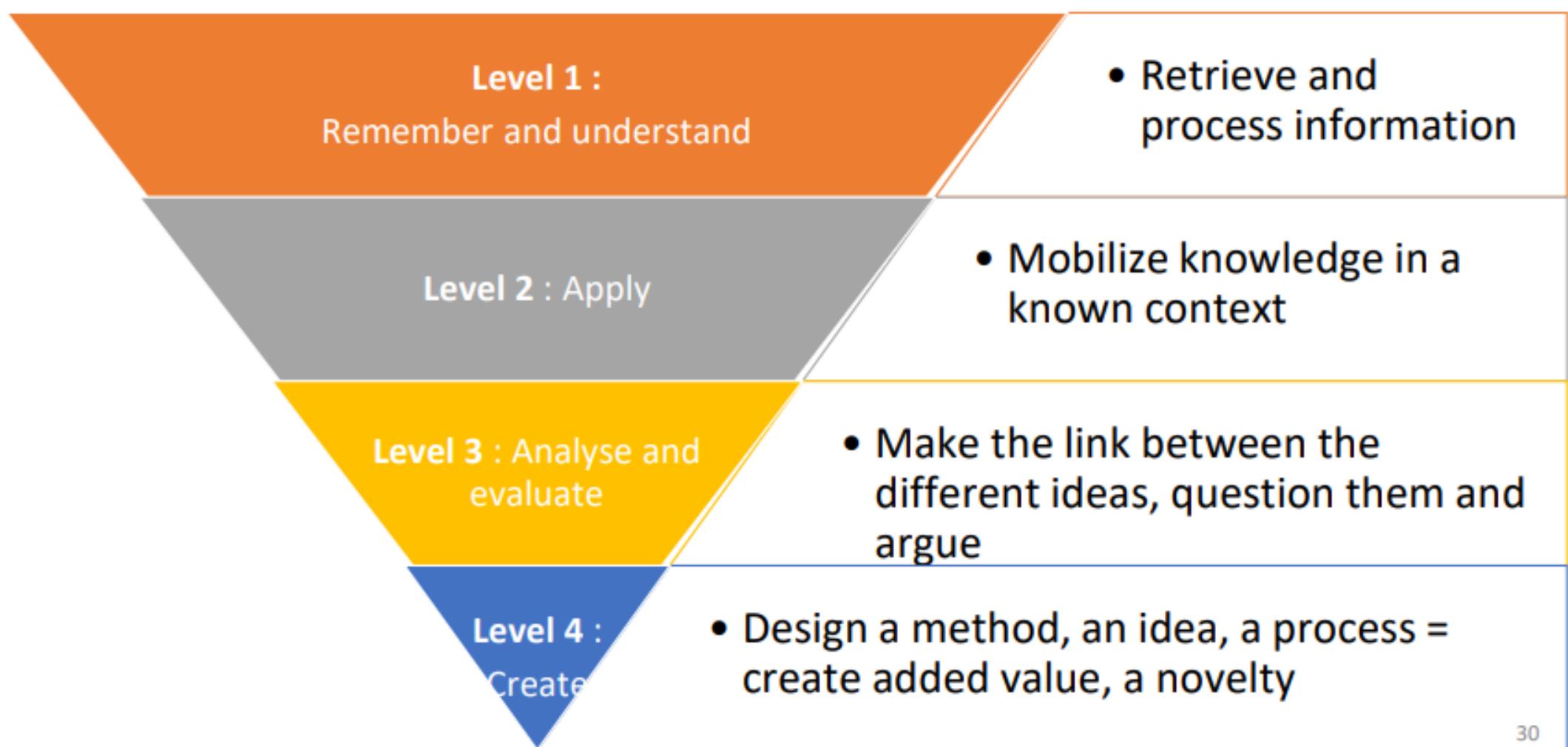
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Bloom's taxonomy





Adaptation of Bloom's taxonomy





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Example in a profession

Degree 1 : Remember and understand

Degree 2 : Apply

Degree 3 : Analyse
and evaluate

Degree 4 :
Create

- Maintenance worker

- Technical supervisor in integration structure

- Operations manager



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EUROPEAN PATHWAY FOR HUMAN RESOURCES MANAGEMENT

PREPARATION OF THE RECRUITMENT	SELECTION OF THE CANDIDATE	ONBOARDING	DAILY WORK LIFE	OFFBOARDING
1.1 Make your company's HR model attractive	2.1. Make an initial selection of candidates	3.1. Prepare the integration	4.1. Hold daily life interviews	5.1. Hold an internal transition interview
1.2 Write a job description	2.2. Hold job interviews	3.2. Have an integration meeting	4.2. Hold an annual interview	5.2. Hold an external transition interview
1/3 Write & publish the job offer	2.3. Make skills assessment tests	3.3. Implement a probation period	4.3. Evaluate the performance	5.3. Hold an end-of-career interview
	2.4 Have a team discussion	3.4. Hold a check-up interview	4.4. Manage trainings	
	2.5 Make a selection			



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Links HR & Soft Skills?

- Play a crucial role in the field of Human Resources
- Contribute significantly to the effectiveness of HR professionals
- Fostering positive workplace environments and successful employee relations

Example : In HR, communication skills are paramount for effective collaboration and understanding employee needs. Empathy is vital in dealing with diverse personalities and resolving conflicts, promoting a harmonious workplace.



Links HR & Soft Skills?

- Strong interpersonal skills enable HR professionals to build trust with employees
- Fostering a culture of openness and transparency
For example : Adaptability and emotional intelligence are essential for navigating the ever-evolving dynamics of the workplace and understanding the nuances of employee concerns.
- Enhance the ability of HR professionals to connect with employees, resolve issues amicably
- Contribute to the well-being and success of both individuals and the organization as a whole



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Link Occupational Standards with Soft Skills

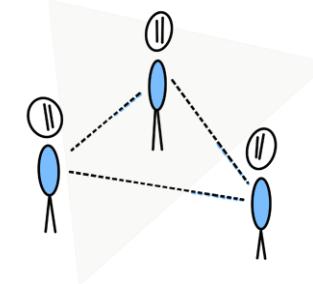
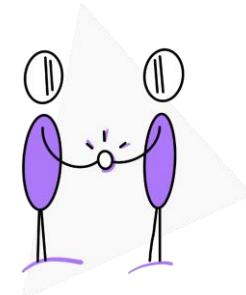
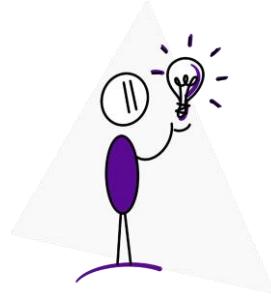


For each Unit of Learning Outcome:

- 1 Reviewing soft skills definitions in relation to the main activities, technical skills and knowledge of the occupational standard.
- 2 Selecting between 2 and 5 most relevant soft skills for the Unit of Learning Outcome in question.
- 3 For each of the selected soft skills, identifying the level of acquisition required for all the activities of the Unit, using the definitions from the catalogue, and activities, technical skills and knowledge of the job.



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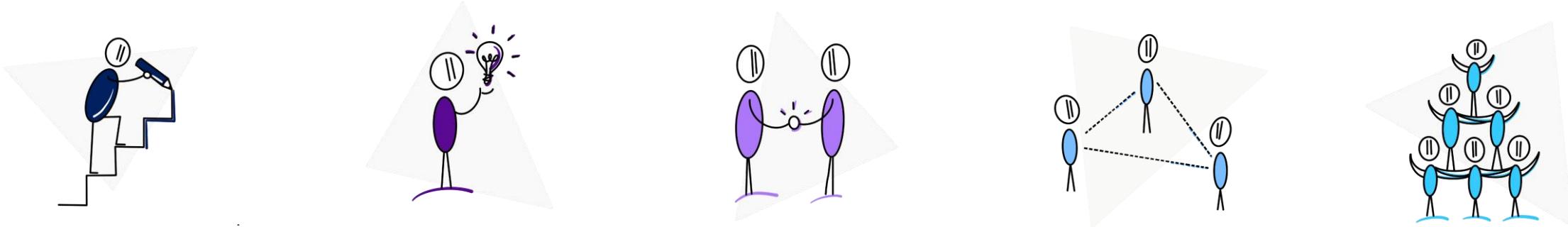


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SOFT SKILLS

2.0

Human Resource Training – DAY 2
PPT6 – Soft Skills



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ECVET

European Credit system for Vocational Education and Training



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ECVET



It allows learners to accumulate, transfer and use their learning in units as these units are achieved. These Units of Learning Outcomes (ULOs) can be:

- Acquired in formal and informal contexts
- Acquired in their own country and abroad.
- Are part of qualifications that can be assessed and validated.

Advantages:

- Learners more mobile
- Qualifications more portable
- It applies to all levels of the European qualifications framework
- Makes use of existing national legislation and regulations



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The ECVET system is structured in:

- **Units of learning Outcome** – They can be evaluated, and validated
 - **Knowledge** – principles, theory, practices that are related to the job
 - **Skills / Competences** – Skills are « cognitive and practical »



ECVET approach

- Structured in ULO, main activities, competences, knowledge

Consolidation of several professional activities which are interconnected	Observable and measurable professional actions dealing with the Unit	Set of skills necessary to the implementation and the achievement of an activity	Outcome of the assimilation of the information through learning (principles, theory, practices that are related to the job)
ULO: Units of Learning Outcomes	Main activities	Skills / Competences 'be able to'	Knowledges 'necessary knowledge to apply'
<u>UAA1</u>	U1.A1.	U1.A1.C1.	U1.A1.C1.S1.
			U1.A1.C1.S2.
	U1.A2.	U1.A2.C1.	U1.A2.C1.S1.
		U1.A2.C2.	U1.A2.C2.S1.
		U1.A2.C3.	U1.A2.C3.S1.



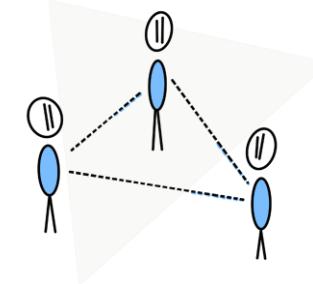
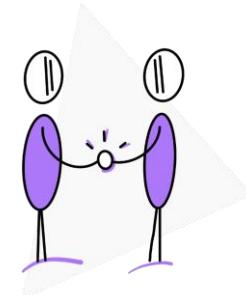
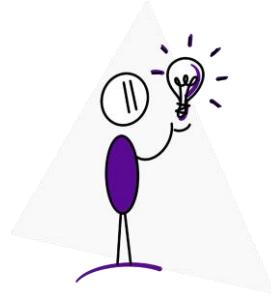
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Links between Soft Skills and ECVET occupational standards

- Our soft skills base follows the main principles of ECVET, it allows:
 - **progressive accumulation of skills,**
 - **transferability** of a skill acquired in a specific situation to another situation/context,
 - **evaluation, recognition and validation** are at the core of the process.
- Our soft skills base **is independent from occupational standards**
- However, there is a **link between soft skills and work situations**: the work situation is the context of the assessment of soft skills
- Our soft skills base can be seen as a complement to ECVET occupational standards. It means that a link between soft skills and ECVET occupational standards is possible.



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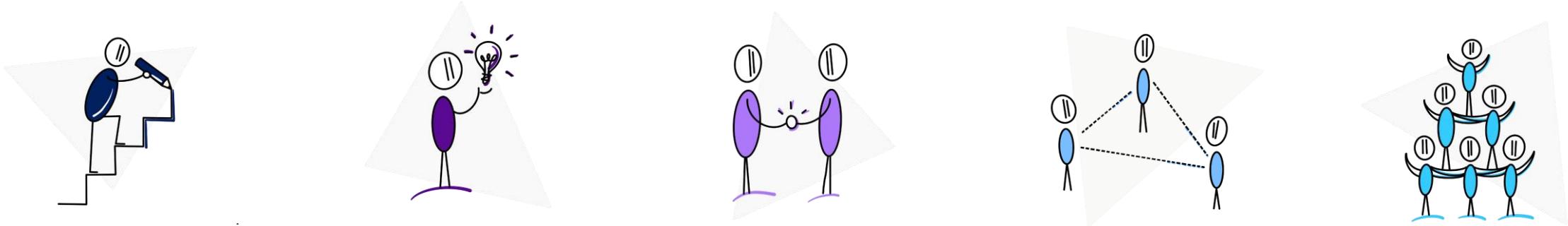


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SOFT SKILLS

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HR Training – Day 2

PPT7 – Activity & Workshop



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Activity presentation





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Workshop

Practice Soft Skills in a new job profile





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Job profile - Helpcooker

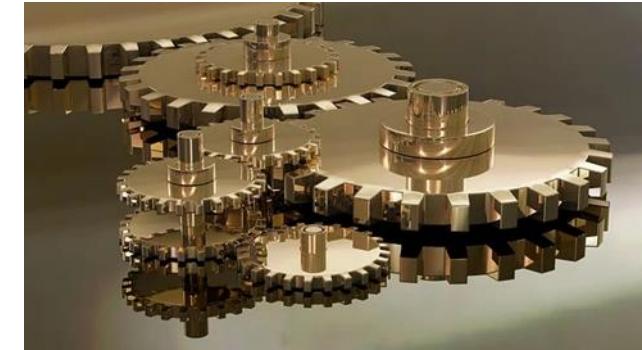
Guideline : Write a job description in pairs

Support : Word document

Timing : 30 minutes



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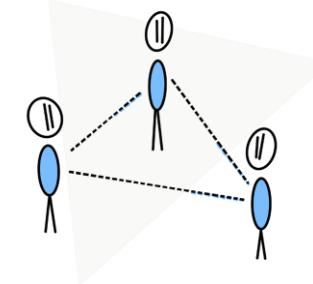
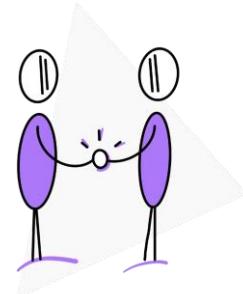


Job profile - Helpcooker

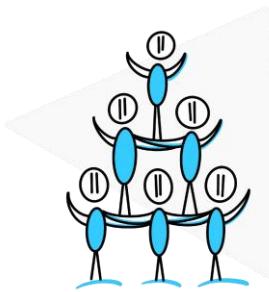
Presentation & Debriefing



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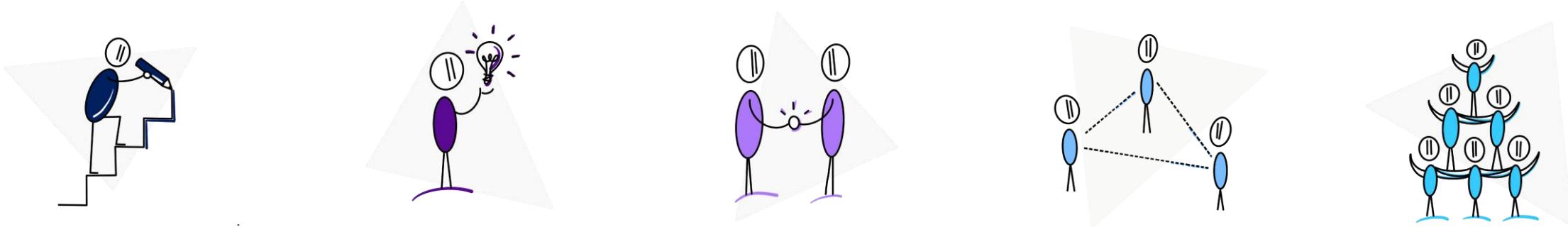


See you tomorrow!





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SOFT SKILLS

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HR Training – Day 3

PPT8 – Analyse Soft Skills work based situation



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Analyse the work-based situation





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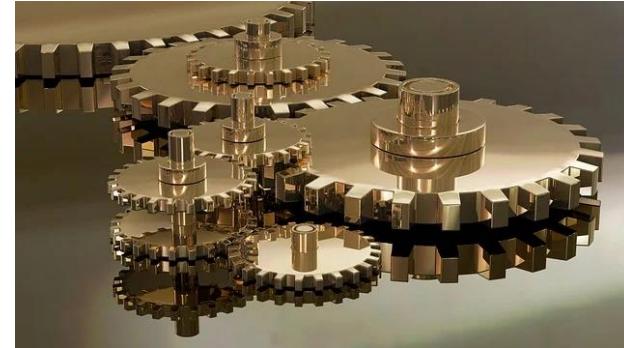


Analyse

What Soft Skills are needed in the work situation ?



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Analyse

Discuss the Soft Skills in pairs ☺



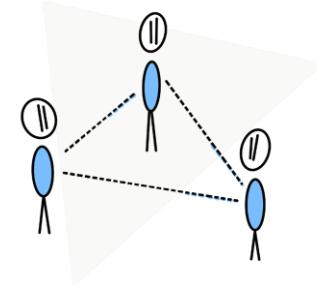
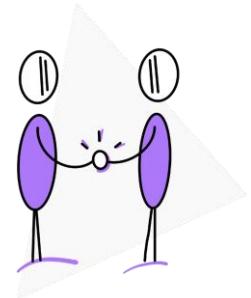
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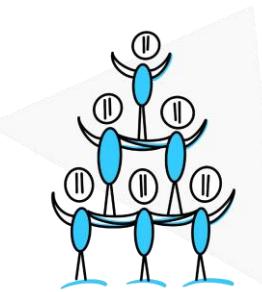
Analysis



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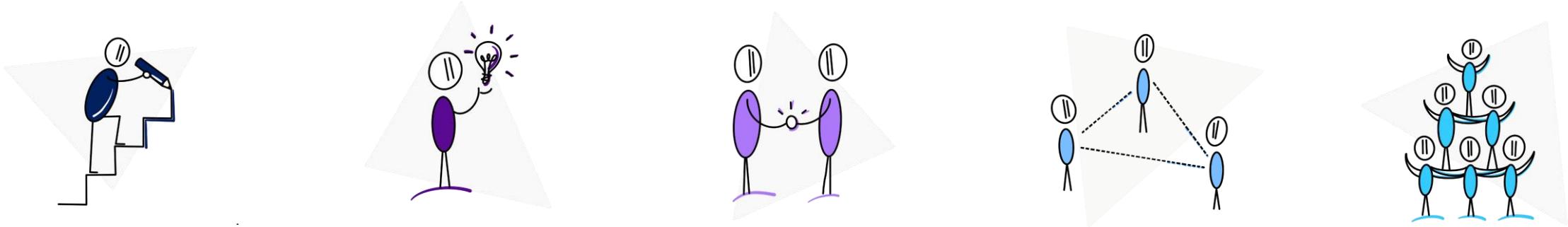


Enjoy your evening!





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SOFT SKILLS

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HR Training – Day 4
PPT9 – HR Process



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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT

PREPARATION OF THE RECRUITMENT

1.1 Make your
company's HR
model attractive

1.2 Write a job
description

1.3 Write & publish
the **job offer**

SELECTION OF THE CANDIDATE

2.1 Make an **initial
selection** of
candidates

2.2 Hold **job
interviews**

2.3 Make **skills
assessment** tests

2.4 Have a **team
discussion**

2.5 Make a
selection

INTEGRATION OF A NEW EMPLOYEE

3.1 **Prepare** the
integration

3.2 Have an
**integration
meeting**

3.3 Implement a
probation period

3.4 Hold a **check-
up interview**

DAILY WORK LIFE

4.1 Hold **daily life
interviews**

4.2 Hold an **annual
interview**

4.3 Evaluate the
performance

4.4 Manage
trainings

MOBILITY OF AN EMPLOYEE

5.1 Hold an **internal
transition interview**

5.2 Hold an
**external transition
interview**

5.3 Hold an **end-of-
career interview**



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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT

PREPARATION OF THE RECRUITMENT

1.1 Make your **company's**
HR model attractive

1.2 Write a **job description**

1.3 Write & publish the **job
offer**



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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT

SELECTION OF THE CANDIDATE

- 2.1 Make an **initial selection** of candidates
- 2.2 Hold **job interviews**
- 2.3 Make **skills assessment tests**
- 2.4 Have a **team discussion**
- 2.5 **Make a selection**



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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT

INTEGRATION OF A NEW EMPLOYEE

- 3.1 Prepare the integration
- 3.2 Have an integration meeting
- 3.3 Implement a probation period
- 3.4 Hold a check-up interview

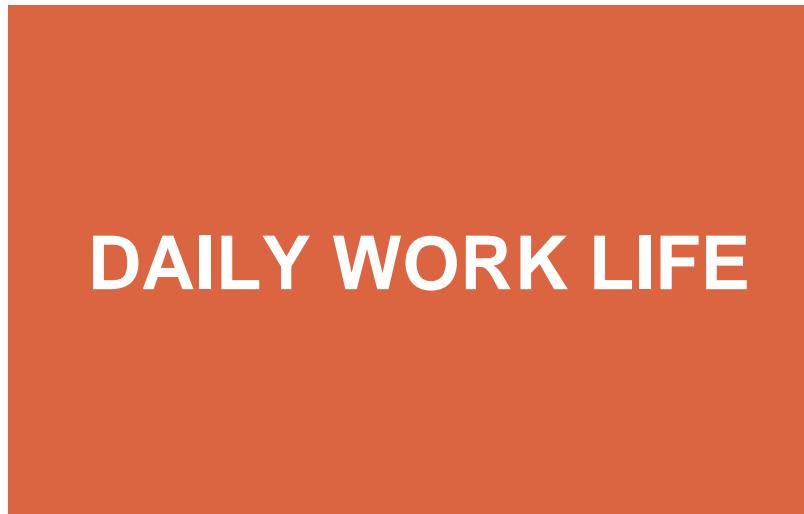


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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT



DAILY WORK LIFE

4.1 Hold daily life interviews

4.2 Hold an annual interview

**4.3 Evaluate the
performance**

4.4 Manage trainings



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EUROPEAN PATHWAY FOR HUMAN RESSOURCES MANAGEMENT

MOBILITY OF AN EMPLOYEE

5.1 Hold an **internal**
transition interview

5.2 Hold an **external**
transition interview

5.3 Hold an **end-of-career**
interview



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Annexes



- A set of tools/templates to use
- Cover more or less the entire HR Process
- Is adaptable
- You can modify it to fit your needs and reality



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Testing the annexes



ROLE-PLAY

Job Interview

Materials: job offer
and
Profile cards



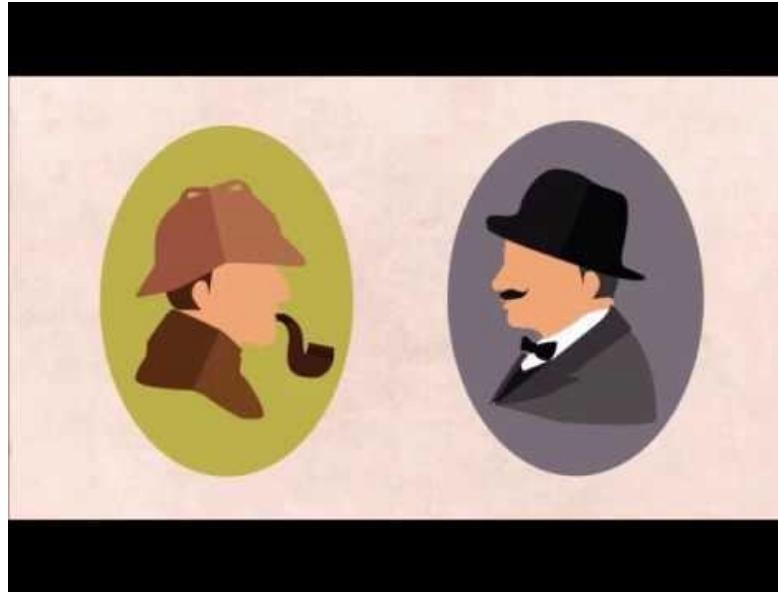
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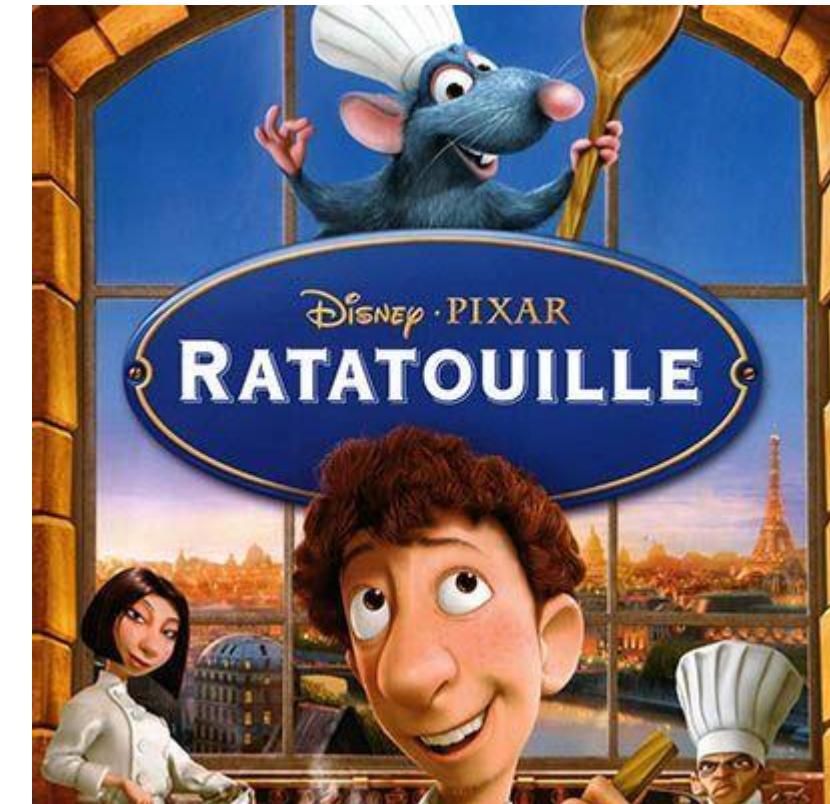
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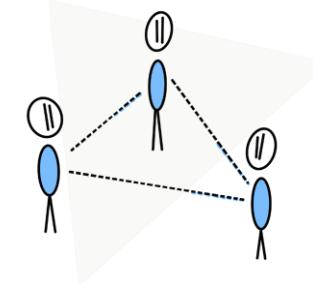
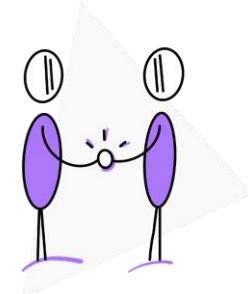
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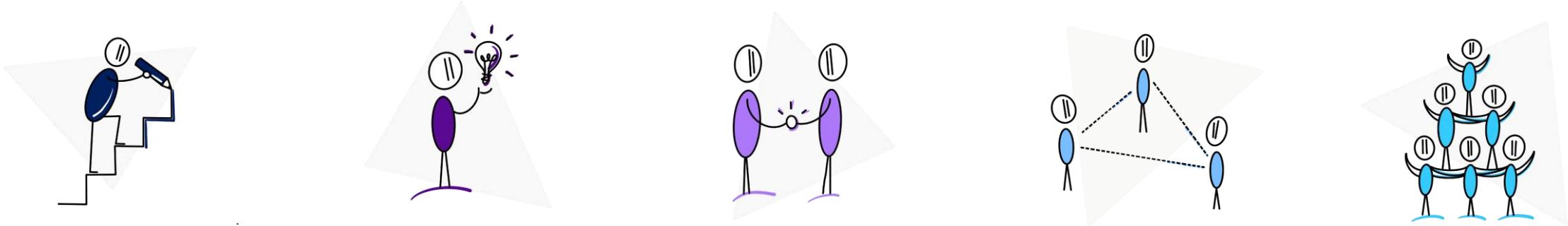


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SOFT SKILLS

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HR Training – Day 5

PPT 10 – Satisfaction Survey



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Farewell Flower

1. Fix a flower on your back.
2. Write one word describing a strength of your colleague.
3. Go around the room and write on everyone's flower.



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Word Cloud – Soft Skills





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Your Expectations



What tricks and spells do you expect us, the Soft Skills wizards, to pull out of our academic hats to help you?

Some tools to mesure
softskills or to discover
Softskills

I expect some tools that are
simple an easy to aplly and do
not last too long

How to evaluvate soft skils
during the first interview, how
to teach our employees soft
skills

show us the way to apply the
knowledege in soft skills in the
daily work

Tools to better assess candidates
on soft skills and to convince
managers that soft skills can be
important and not just rely on hard
skills



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Satisfaction Survey



Soft skills 2.0
Facilitating the vocational integration of
people with low levels of qualifications





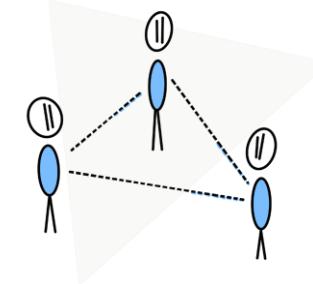
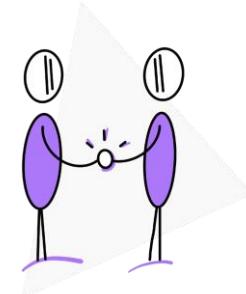
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Conclusions of the week





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