

SKILLS	DEFINITION AND INDICATORS
ARMS WIDE OPEN ATTITUDE	<p>Ability to interact, managing emotions and behaviour, carrying out his/her duties in line with Company policy; Showing interest, being sensible, available and proactive, promoting confidence and empathy with the aim of achieving effective solutions and positive results:</p> <ul style="list-style-type: none"> Shows a positive, cooperative, active and available attitude, anticipating needs and exceeding expectations by addressing issues in an effective and timely fashion; Deals efficiently with unforeseen situations, identifying and proposing alternatives that will optimise results; Demonstrates a proactive and empathetic attitude towards those with whom he/she interacts, while ensuring compliance with standards in order to meet the client's needs; Shows understanding and tolerance towards different viewpoints, with respect for multiculturalism and diversity.
ASSERTIVENESS	<p>Ability to interrelate, assert himself herself both personally and professionally, showing respect for the points of view of others:</p> <ul style="list-style-type: none"> Presents a clear, concrete and objective argument, capable of asserting himself or herself in a natural way; Adopts a professional attitude and behaviour patterns, anticipates difficulties and constraints and maintains a professional stance.
COMMITMENT AND DEDICATION	<p>Ability to carry out the tasks assigned with dedication, commitment and motivation, showing a positive attitude:</p> <ul style="list-style-type: none"> Shows dedication and commitment in the performance of duties tasks; overcoming any challenges; Shows readiness to learn new processes that involve the use of new theoretical concepts and resources; Reveals interest, commitment and readiness to perform his/her job, in order to accomplish the desired results.
COMMUNICATION	<p>Ability to establish information flows, both horizontally and vertically, in order to influence attitudes and behaviour and achieve the desired results:</p> <ul style="list-style-type: none"> Has good communication skills, both written and verbal; Adjusts the content of a message according to the recipient and the specific nature of the situation, expressing ideas clearly; Good listener; Adapts non-verbal behaviour to any given situation; Structures and conveys the information appropriately, emphasising key issues; Creates a work environment where information is effectively relayed to all recipients.
CREATIVITY	<p>Ability to develop and communicate innovative solutions within the company, whether while carrying out an activity or solving problems:</p> <ul style="list-style-type: none"> Suggests new, original processes for the organisation unit to become more effective, aimed at solving problems; Innovates products and processes in order to create differentiation, by using new information and work methods and by using alternative techniques; Searches for innovative solutions to improve product and service quality; Conceptualises, combines information, imagination and knowledge of the external and internal environments in order to present feasible solutions.
DECISION AND AUTONOMY	<p>Ability to formulate options and to make effective and timely decisions in the scope of his her responsibilities:</p> <ul style="list-style-type: none"> Analyses the opportunities, risks and threats and has the initiative to chose, efficiently and in good time, the best alternatives solutions without the need for supervision; Chooses and uses information relevant for making the right decision; Identifies effective solutions for solving problems; Suggests solutions and makes timely and reliable decisions.
FOCUS TOWARDS THE CUSTOMER	<p>Ability to meet customer needs, maintaining a correct and attentive attitude in customer relations:</p> <ul style="list-style-type: none"> Knows the Customer well, identifying present needs and anticipating future needs; Searches continuously for alternatives to increase customer satisfaction and to exceed Customer expectations; Provides product and service quality that could be clearly perceived as value added for the Customer, optimises product and service quality, customer satisfaction and service standards; Enhances interaction with the customer by trying to understand the customers' attitudes and showing empathy.

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FOCUS TOWARDS RESULTS AND QUALITY	<p>Ability to work effectively in accordance with high quality standards in the performance of designated functions or in achieving results:</p> <ul style="list-style-type: none"> • Performs efficiently in terms of time, resources and costs, maintaining a high level of quality; • Verifies, assesses and monitors the performance of tasks to ensure the reliability of the results; • Shows commitment to providing service excellence; • Optimises performance by adjusting processes within the Company.
FLEXIBILITY	<p>Ability to adjust to new situations, techniques and work processes:</p> <ul style="list-style-type: none"> • Understands and quickly adapts to organisational changes; • Monitors and reacts positively to changes that occur in the Organisation; acting as a catalyst and encouraging others to change; • Keeps up with and adjusts to new processes implemented by the Organisation and shows flexibility in adapting to change.
INTERPERSONAL RELATIONSHIPS	<p>Ability to maintain good communication with Senior Management, Partners, Clients and Suppliers, promoting cooperation and harmony in conflict situations:</p> <ul style="list-style-type: none"> • Promotes harmony, increases cooperation, mitigates conflict and is committed to excellence in customer service; • Creates privileged professional relationships with both internal and external partners, based on mutual trust, respect and cooperation; • Interacts with others in an open and friendly manner, respecting ethical standards; • Creates, maintains and successfully develops formal and informal relationships with co-workers; • Receptive and attentive.
LEADERSHIP AND TEAM MANAGEMENT	<p>Ability to guide and motivate Employees, investing in their potential by motivating and including them when defining objectives in line with the Company strategy:</p> <ul style="list-style-type: none"> • Defines and establishes objectives, clarifies goals and acts in situations of ambiguity, assuming and weighing alternatives, risks and deadlines; • Assesses and manages performance and promotes optimisation of individual development in a constructive manner; • Searches for information and shares it, using feedback to improve performance; • Uses delegation, monitoring and coaching to motivate the team.
NEGOTIATION	<p>Ability to reach a mutually satisfactory agreement. Anticipates different courses of action, conciliates interests and adopts negotiation methods and styles appropriate to each context:</p> <ul style="list-style-type: none"> • Establishes and manages the negotiation of objectives by investing in reaching an agreement that takes into account the interests of both parties; • Reveals argumentation capabilities (in-depth and relevant knowledge, technical knowledge and overview of the business environment); • Adopts negotiation methods and styles appropriate to the organisational context and to the different markets; • Pursues the acceptance of ideas, objectives or interests, to achieve the best possible results.
PLANNING AND ORGANISATION	<p>Ability to anticipate and plan a course of action according to the objectives that have been established, using existing procedures and resources effectively. Ability to execute and control results, while complying with scheduling, thus averting and acting on the deviations in a systematic and continuous manner:</p> <ul style="list-style-type: none"> • Carries out individual work in an organised manner, establishing objectives and setting priorities; • Controls results and makes adjustments accordingly; • Shows cost sensitivity in the identification and implementation of solutions that are the most efficient and profitable for the Company; • Complies with the department's established norms and procedures.
PROFESSIONAL RESPONSIBILITY	<p>Ability to foresee, assess and take responsibility for the work done, focusing on the strategic objectives of the Company:</p> <ul style="list-style-type: none"> • Has a clear notion of his/her responsibility for the work carried out, anticipates and accepts the consequences of his/her acts and recognises mistakes; • Shows commitment and takes responsibility for his/her performance; • Complies with safety standards regarding personnel and when dealing with equipment; • Maintains the confidentiality and impartiality required.

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STRATEGIC VISION	<p>Ability to understand the Company's culture and strategy and work towards meeting the established objectives:</p> <ul style="list-style-type: none"> Identifies critical periods and priorities and recognises opportunities to implement strategies; Knowledgeable about the marketplace and uses that information when making decisions; Considers a wide range of internal and external factors, when issues have to be resolved and decisions made; Proactively seeks and grasps new approaches and strategic information for the business; Creates and conveys a vision that addresses both the Customers' needs and the Company's strategic direction.
STRESS MANAGEMENT	<p>Ability to deal with stress at work, finding a balance between the demands presented and the ability for self-regulation and self-control; possesses initiative in identifying ways to manage his her stress:</p> <ul style="list-style-type: none"> Maintains control over distinct work situations, especially those that involve unexpected change, stress and or conflict; Focuses on the tasks at hand regardless of any unfavourable logistical issues.
TEAMWORK	<p>Ability to establish and maintain good work relations by developing mutual trust, promoting mutual help, sharing experiences and enhancing synergies:</p> <ul style="list-style-type: none"> Relates in a participatory and cooperative manner with others, sharing experiences and implementing best practices in the execution of common objectives; Knowledgeable regarding work carried out in other business units and committed to meeting common goals, converting them into a competitive advantage for the business; Shows ease of integration, participation and cooperation in teams, keeping a friendly and professional posture; Presents a positive attitude, reflecting and acting on criticism.
TECHNICAL ABILITY	<p>Ability to understand and apply practical and theoretical concepts when executing tasks within the established standards of quality:</p> <ul style="list-style-type: none"> Displays mastery of the technologies required to perform his/her duties and an appropriate level of understanding of the level of performance required; Shows interest in acquiring and developing new skills, in order to continuously improve performance; Keeps his/her technical skills up-to-date; Applies acquired technical skills efficiently and effectively.
UNDERSTANDING THE ORGANIZATIONAL ENVIRONMENT	<p>Ability to understand the ins and outs of the business and the Company in order to maximise results:</p> <ul style="list-style-type: none"> Knows the organisational culture, communicates goals as well as the company's operational and strategic objectives; Identifies the relationships between the organisational environment and the external environment, as well as its impact on the organisational structure; Establishes and maintains a network that allows for continuous adaptation to changes in the market; Knowledgeable about different areas of the organisation and how they are connected to each other.