



SoftSkills4EU:
Promote your Soft Skills with Open Badges

Partner organization: RIC Novo mesto

COMPETENCE FRAMEWORK FOR SOFT SKILLS

OUTPUT:

IO1 COMPETENCE FRAMEWORK FOR SOFT SKILLS

ACTIVITY:

IO1 A2: COMPETENCE FRAMEWORK

PROJECT:

SoftSkills4EU: Promote your Soft Skills with Open Badges

PROJECT TITLE:

Promote your soft skills with open badges

ACRONYM:

SoftSkills4eu

PROJECT NO.:

2018-1-SI01-KA204-047088

PROJECT COORDINATOR:

DEVELOPMENT
AND EDUCATION
CENTRE NOVO MESTO



PAR
Visoka poslovna škola
UNIVERSITY COLLEGE



Promimpresa srl

Emphasys
CENTRE



Dienst Uitvoering Onderwijs
Ministerie van Onderwijs, Cultuur en
Wetenschap

Development and Education Centre Novo mesto (RIC Novo mesto), Slovenia

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TOPIC 1: Conflict Management

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A): Referring to EQF level 3-4	√ Introduction to conflict and why they need to be addressed.	√ Logical Thinking Skills	<ul style="list-style-type: none"> √ Being able to define conflict √ Understand why conflicts require immediate attention.
Intermediate (B) Referring to EQF level 5	√ Identify the nature of conflict.	<ul style="list-style-type: none"> √ Problem Solving Skills √ Empathy 	√ Be able to define the reason behind a conflict in the workplace.
Advanced (C) Referring to EQF level 6	√ Understand the five conflict management styles.	<ul style="list-style-type: none"> √ The ability to know when and how to use each style. √ Creative Thinking. √ Problem Solving Skills. 	√ Be able to use the five conflict management styles to resolve a conflict.

*Knowledge, skills and competencies on level C include points from level A and B.
 Knowledge, skills and competencies on level B include points from level A.

TOPIC 2: Communication Skills

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A): Referring to EQF level 3-4	√ Basic Concepts of Communication	√ Logical Thinking Skills	√ Be able to define communication. √ Understand what requires for a successful communication.

<p>Intermediate (B) Referring to EQF level 5</p>	<p>√ How to get the right message across effectively.</p>	<p>√ Interpersonal Skills</p>	<p>√ Be able to use verbal communication to get the right message across. √ Be able to use non-verbal communication to get the right message across. √ Be able to use written communication to get the right message across.</p>
<p>Advanced (C) Referring to EQF level 6</p>	<p>√ Difference between active listening and hearing.</p>	<p>√ Interpersonal Skills √ Listening Skills √ Critical Thinking</p>	<p>√ Demonstrate active listening</p>

**Knowledge, skills and competencies on level C include points from level A and B.
 Knowledge, skills and competencies on level B include points from level A.*

TOPIC 3: Intercultural Skills

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A): Referring to EQF level 3-4	<ul style="list-style-type: none"> ✓ Understand why intercultural skills needed. ✓ Theory behind culture 	<ul style="list-style-type: none"> ✓ Logical Thinking ✓ Critical Thinking 	<ul style="list-style-type: none"> ✓ Be able to understand and explain the concept of culture and how it affects our behaviour.
Intermediate (B) Referring to EQF level 5	<ul style="list-style-type: none"> ✓ Cultural Self-awareness 	<ul style="list-style-type: none"> ✓ Self-Reflection ✓ Critical Thinking 	<ul style="list-style-type: none"> ✓ Be able to examine how your cultural background affects your behaviour.
Advanced (C) Referring to EQF level 6	<ul style="list-style-type: none"> ✓ Understand the Ladder of Inference 	<ul style="list-style-type: none"> ✓ Communication Skills ✓ Critical Thinking ✓ The ability to use this tool when required. 	<ul style="list-style-type: none"> ✓ Be able to apply the Ladder of Inference when interacting with people from diverse cultural backgrounds.

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 Knowledge, skills and competencies on level B include points from level A.

TOPIC 4: Presentation Skills

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A): Referring to EQF level 3-4	√ Definition of presentation skills and introduction to the phases of presentation.	√ Logical thinking	√ Be able to define what presentation skills are. √ Be able to describe the phases of a presentation.

Intermediate (B) Referring to EQF level 5	√ How to effectively prepare a presentation.	√ Critical Thinking √ Creative Thinking √ Digital Skills	√ Be able to prepare and create an effective presentation.
Advanced (C) Referring to EQF level 6	√ How to deliver a great presentation.	√ Interpersonal Skills.	√ Be able to deliver an effective presentation.

**Knowledge, skills and competencies on level C include points from level A and B.
Knowledge, skills and competencies on level B include points from level A.*

TOPIC 5: Accountability

Level	KNOWLEDGE <i>In the context of EQF, knowledge is described as theoretical and/or factual.</i>	SKILLS <i>In the context of EQF, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).</i>	COMPETENCE (RESPONSIBILITY AND AUTONOMY) <i>In the context of the EQF responsibility and autonomy is described as the ability of the learner to apply knowledge and skills autonomously and with responsibility.</i>
Basic (A): Referring to EQF level 3-4	√ Definition of accountability and why is important.	√ Logical Thinking.	√ Be able to define accountability and understand why is important.
Intermediate (B) Referring to EQF level 5	√ How accountable are you?	√ Testing your own accountability skills √ Self-reflection √ Critical Thinking	√ Understand the differences between individuals with high and low accountability. √ Be able to reflect on how accountable are you as a person.
Advanced (C) Referring to EQF level 6	√ How to develop high accountability	√ Willingness to develop and learn √ Critical Thinking	√ Be able to use different tips and strategies to develop your accountability.

*Knowledge, skills and competencies on level C include points from level A and B.
Knowledge, skills and competencies on level B include points from level A.