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# SOFTSKILLS ASSESMENT “GOOD EMPLOYEE BADGE”



SoftSkills4EU:  
Promote your Soft Skills with Open Badges



# ASSESSMENT

## INFORMATION ABOUT OUTPUT

**OUTPUT:**

IO3 OPEN BADGES ECO-SYSTEM FOR UPSKILLING SOFT SKILLS

**ACTIVITY:**

IO3A3: DEVELOPMENT OF OPEN BADGES ECO-SYSTEM FOR UPSKILLING SOFT SKILLS

**OUTPUT LEADER:**

DUO

**OUTPUT DEVELOPED BY:**

RIC NOVO MESTO

## PROJECT INFORMATION

**PROJECT:**

SoftSkills4EU: Promote your Soft Skills with Open Badges

**PROJECT TITLE:**

Promote your soft skills with open badges

**ACRONYM:**

SoftSkills4eu

**PROJECT WEBSITE:**

<https://softskills4.eu/>

**PROJECT E-ACADAMY:**

<https://academy-softskills4.eu/>

**PROJECT NO.:**

2018-1-SI01-KA204-047088

**PROJECT COORDINATOR:**

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

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# INSTRUCTIONS FOR USING THE EVALUATION TOOL

## **Instructions for using the evaluation tool:**

Carefully read the list below by looking closely at each area and select the points that fit best your assessment of your student/client/employee being able to do.

✓ For the claims you make, make a tick in the box next to them.



# ASSESSMENT OF ORGANISATIONAL SKILLS

## TOPIC 1: CUSTOMER SERVICE ORIENTATION

	Understands the importance of using positive language.
	Is able to formulate and use positive language.
	Understands the factors that create customer satisfaction and is able to create customer satisfaction.
	Understands the factors that are important to convince a customer.
	Is able to communicate in a clear, convincing and efficient way.
	Is able to listen to a customer and to stay calm under pressure.
	Is able to communicate patiently.
	Is able to understand the emotional states a customer is in.
	Is attentive and is able to change customer behaviour.

## TOPIC 2: TIME MANAGEMENT

	<i>Knows what the concept of a to-do list is and knows what elements should be included in a to-do list.</i>
	<i>Is familiar with different time management techniques.</i>
	<i>Is able to follow the activities from a to-do list and is able to report on the activities carried out.</i>
	<i>Is able to create a to-do list for a particular simple project.</i>
	<i>Is able to create a to-do list for a particular complex project.</i>
	<i>Is able to monitor and control the actions and time needed to complete a small.</i>
	<i>Is able to monitor and control the actions and time needed to complete large project.</i>

## TOPIC 3: CRITICAL THINKING

	<i>Knows what an informed opinion is.</i>
	<i>Has knowledge of the process of self-reflection.</i>
	<i>Is able to find and study relevant sources.</i>
	<i>Is able to explain the Dunning-Kruger effect<sup>1</sup> and is able to analyse facts and draw conclusions.</i>
	<i>Knows the difference between deduction, induction or abduction.</i>
	<i>Is able to deduct, induct or abduct.</i>
	<i>Is able to draw a causal graph that explains a problem.</i>
	<i>Is able to form an own opinion based on basic (re)search.</i>
	<i>Is able to reflect and evaluate one`s own thinking process.</i>

<sup>1</sup> <https://www.psychologytoday.com/intl/basics/dunning-kruger-effect>



**TOPIC 4: STRATEGIC PLANNING**

	<i>Knows of the process of strategic planning.</i>
	<i>Is able to analyse a smaller problem and identify which actions are needed on a short term.</i>
	<i>Is familiar with different techniques for strategic planning.</i>
	<i>Is able to design complex and long-term plans.</i>
	<i>Is able to analyse a problem and identify which actions, time and money is needed to achieve a successful solution for the intermediate term</i>
	<i>Is able to define personal goals.</i>
	<i>Is able to define goals for a project or a department.</i>
	<i>Is able to define long term goals for a larger project or a whole organisation.</i>

**TOPIC 5: LEADERSHIP**

	<i>Knows the concept of leadership.</i>
	<i>Recognises different leadership styles.</i>
	<i>Is able to take responsibility, to show self-awareness and integrity.</i>
	<i>Knows how to adapt to a changing environment.</i>
	<i>Knows the concept of risk analysis and the concept of leadership in general.</i>
	<i>Chooses a leadership style that suits the occasion, evaluating risks.</i>
	<i>Is able to build relationships, motivate and lead a team and help to develop themselves.</i>
	<i>Switches leadership styles whenever needed, manages risks and is able to negotiate.</i>
	<i>Is able to manage company politics, calculates and takes risks, makes decisions, successfully manages change.</i>



# ASSESSMENT OF COOPERATIVE SKILLS

## TOPIC 1: TEAMWORK MANAGEMENT

	<i>Knows the key components of giving effective feedback and is able to use it practise.</i>
	<i>Is aware of the teamwork importance.</i>
	<i>Is able to identify the common and needed skills in the working team.</i>
	<i>Is able to create high performing teams of workers considering their skills, competences (strong areas) and weaknesses as well as working styles (e.g. concept of Team roles by Meredith Belbin<sup>2</sup>).</i>
	<i>Is familiar with teamwork monitoring techniques and uses them in practice.</i>
	<i>Is able to evaluate basic soft skills among workers (using one of assessing methods).</i>
	<i>Is familiar with action plan elements and its creation and uses it by implementation of teamwork.</i>

## TOPIC 2: TEAM BUILDING

	<i>Knows what team building is and is aware of its importance.</i>
	<i>Is familiar with positive working environment key elements and strives to create one in practice as well.</i>
	<i>Is able to express gratitude and give positive feedback.</i>
	<i>Is able to use team-building techniques to reach perfect team features.</i>
	<i>Is able to listen new ideas and creates positive messaging.</i>
	<i>Is able to build trust in the team using different methods.</i>
	<i>Is able to recognize common mistakes in communication within the team and is able to correct them.</i>
	<i>Uses rules of good communication (including use of study cases).</i>
	<i>Is able to lead team-building activities in the company.</i>

## TOPIC 3: FLEXIBILITY AND ADAPTABILITY

	<i>Knows the elements of flexibility and adaptability and recognises features of a flexible person.</i>
	<i>Recognises employers' expectations towards employees (and vice versa).</i>
	<i>Is able to Improve personal reliability qualities.</i>
	<i>Makes flexibility visible with the use of different techniques and uses approaches for improving it.</i>
	<i>Is aware of the importance of respectfulness in the workplace.</i>
	<i>Knows the phases of teamwork development and uses it in practice.</i>

<sup>2</sup> [https://www.mindtools.com/pages/article/newLDR\\_83.htm](https://www.mindtools.com/pages/article/newLDR_83.htm)



**TOPIC 3: FLEXIBILITY AND ADAPTABILITY**

<i>Encourages mutual respect in the workplace and strengths respect in the team.</i>
<i>Knows about the teamwork reliability and is aware of its importance.</i>
<i>Is able to overcome obstacles to effective teamwork.</i>
<i>Is able to foster flexibility and adaptability among workers.</i>

**TOPIC 4: WORKING STYLES**

<i>Knows about different working styles and is aware of their importance in the work environment.</i>
<i>Is able to recognise own working style.</i>
<i>Is able to use advantage of the strengths of each working style in practice.</i>
<i>Is familiar with working style types and knows the characteristics of each one.</i>
<i>Is able to handle different working styles among employees.</i>
<i>Is able to divide tasks between workers in accordance with their working styles (in working action plan).</i>
<i>Values working styles diversity and is able to use it as an opportunity and not as a threat.</i>
<i>Is able to balance teamwork considering different working styles to reach synergies in working team.</i>
<i>Is able to assess working styles of workers and able to adjust tasks based on working styles.</i>

**TOPIC 5: COLLABORATION AND NETWORKING**

<i>Is aware of collaboration and networking importance.</i>
<i>Is able of identifying the company's right partners.</i>
<i>Is aware of networking importance in company development.</i>
<i>Knows the elements of a communication strategy plan and is able to develop it for the company.</i>
<i>Is able to test own networking skills.</i>
<i>Is able to communicate effectively with business partners.</i>
<i>Is familiar with interest and power stakeholder`s matrix<sup>3</sup> and uses it within the practice.</i>
<i>Is able to strengthen relationships with business partners.</i>

<sup>3</sup> <https://www.solitaireconsulting.com/2020/07/stakeholder-management-using-the-power-interest-matrix/>



# ASSESSMENT OF SOCIAL SKILLS

## TOPIC 1: CONFLICT MANAGEMENT

	<i>Knows what conflict and why they need to be addressed.</i>
	<i>Identifies the nature of conflict.</i>
	<i>Understand why conflicts require immediate attention.</i>
	<i>Understands the five conflict management styles.</i>
	<i>Is able to use each style in appropriate situation.</i>
	<i>Is able to define the reason behind a conflict in the workplace.</i>
	<i>Focuses on possible solutions in conflict management and doesn't deepen the problem.</i>
	<i>Is able to use logical thinking, empathy, creativity in solving conflicts.</i>

## TOPIC 2: COMMUNICATION SKILLS

	<i>Is able to define communication and knows basic concepts of communication.</i>
	<i>Understands what requires for a successful communication.</i>
	<i>Is able to use verbal communication to get the right message across.</i>
	<i>Is able to use non-verbal communication to get the right message across.</i>
	<i>Is able to use written communication to get the right message across.</i>
	<i>Knows the difference between active listening and hearing.</i>
	<i>Is able to demonstrate active listening.</i>

## TOPIC 3: INTERCULTURAL SKILLS

	<i>Understands why intercultural skills needed.</i>
	<i>Is familiar with theory behind culture.</i>
	<i>Is cultural Self-aware.</i>
	<i>Understands the Ladder of Inference.</i>
	<i>Is able to understand and explain the concept of culture and how it affects our behaviour.</i>
	<i>Is able to examine how your cultural background affects your behaviour.</i>
	<i>Is able to apply the Ladder of Inference when interacting with people from diverse cultural backgrounds.</i>



**TOPIC 4: PRESENTATION SKILLS**

	<i>Is able to define what presentation skills are.</i>
	<i>Knows how to effectively prepare a presentation.</i>
	<i>Knows how to deliver a great presentation.</i>
	<i>Is able to describe the phases of a presentation.</i>
	<i>Is able to prepare and create an effective presentation.</i>
	<i>Is able to deliver an effective presentation.</i>

**TOPIC 5: ACCOUNTABILITY**

	<i>Knows how to define of accountability and why is important.</i>
	<i>Makes self-reflections of one`s own accountability.</i>
	<i>Knows how to develop high accountability.</i>
	<i>Is able to define accountability and understand why is important.</i>
	<i>Understands the differences between individuals with high and low accountability.</i>
	<i>Is able to reflect on how accountable are you as a person.</i>
	<i>Is able to use different tips and strategies to develop accountability.</i>
	<i>Has willingness to develop and learn.</i>
	<i>Uses critical thinking.</i>



# ASSESSMENT OF CREATIVE THINKING SKILLS

## TOPIC 1: Innovativeness

	<i>Is aware of importance of innovation planning.</i>
	<i>Is able to use innovation activities and techniques.</i>
	<i>Is able to imagine what success looks like at the end considering changes.</i>
	<i>Is able to identify the common and needed skills for innovation and innovation activities.</i>
	<i>Is constantly looking for better methods and options in order to achieve the goal.</i>
	<i>Is able to identify opportunities by understanding trends, patterns and future areas of growth and cultivate the mindset of curiosity or a compelling desire to learn or experience something new.</i>
	<i>Is able to create and conduct strategic innovation plan.</i>
	<i>Is able to build quality work teams to reach innovation.</i>
	<i>Is able to give effective feedback about new and improved ways of working and thinking.</i>
	<i>Is able to monitor and assess team roles based on planned innovation and idea generation.</i>

## TOPIC 2: Constant improvement

	<i>Is aware of importance of constant improvement in business.</i>
	<i>Is familiar with improvement techniques and is able to use them.</i>
	<i>Is able to adapt to new environment and is flexible in changing work place.</i>
	<i>Is able to implement Deming circle (PCDA)<sup>4</sup> at work – and accept all changes in action plan.</i>
	<i>Is willing to gain new skills every day at the work place and in private life.</i>
	<i>Encourages the improvement techniques among the team and listens to the new improvement ideas.</i>
	<i>Is aware about techniques of self improvement and applicate them into practice.</i>
	<i>Is able to improve skills and techniques among the team.</i>
	<i>Is able to use improvement techniques in practice and actively build improvement among the team.</i>
	<i>Is able to lead and implement constant improvement and innovations in the company.</i>

## TOPIC 3: Analytical thinking

	<i>Knows what analytical thinking is and is familiar with its elements, phases and implementation.</i>
	<i>Is aware of importance of analytical thinking for company.</i>

<sup>4</sup> [https://www.mindtools.com/pages/article/newPPM\\_89.htm](https://www.mindtools.com/pages/article/newPPM_89.htm)



**TOPIC 3: Analytical thinking**

	<i>Is able to collect and analyse information, problem-solve and make decisions, quickly and effectively.</i>
	<i>Recognizes features of a flexible person and makes flexibility visible with the use of different techniques.</i>
	<i>Is aware of one`s own reliability qualities and is able to improve personal reliability qualities.</i>
	<i>Uses analytical techniques in work environment and encourages analytical thinking among workers.</i>
	<i>Overcomes obstacles through analytical way of reasoning.</i>
	<i>Creates a mind opened and positively critical team.</i>
	<i>Fosters analytical thinking and implementing it in the team.</i>

**TOPIC 4: Implementing changes**

	<i>Is aware of importance of implementation changes that happens in work environment.</i>
	<i>Is able to understand and accept change and to handle different situations among employees.</i>
	<i>Is able to improve working atmosphere and capabilities during changes and different situations.</i>
	<i>Is self-initiative and able to produce new ideas, and is able to express one`s own opinion.</i>
	<i>Is able to create strategies within the process of implementing changes.</i>
	<i>Recognizes positive and negative change elements and creates a change/crisis plan.</i>
	<i>Handles changes and to implements needed changes in the working environment without resistance.</i>

**TOPIC 5: Fostering creativity**

	<i>Is aware of importance of creativity and idea generation.</i>
	<i>Is able to foster creativity and implement creativity activities.</i>
	<i>Generates new or improved ideas/ways of working.</i>
	<i>Is able to develop new creativity skills.</i>
	<i>Is able to improve creativity among the working team and partners.</i>
	<i>Fosters effective and creative ideas among the team, Is able to foster creativity in teamwork.</i>
	<i>Is able to develop a creativity plan for weekly or monthly creativity improvement.</i>
	<i>Is able to use creativity to increase competitiveness.</i>



# ASSESSMENT OF PERSONAL SKILLS

## TOPIC 1: Handling stress

<i>Is familiar with common factors which induce stress.</i>
<i>Is familiar with reframing techniques and is aware of different reaction to stress.</i>
<i>Is able to examine and reframe stressful situation and to anticipate stressful conflicts.</i>
<i>Is able to focus on what can be controlled in stressful situation.</i>
<i>Is able to limit exposure to factors which induce stress and to say no to additional responsibilities.</i>
<i>Is able to examine and reframe stressful situation.</i>
<i>Is able to choose the appropriate reaction to stressful circumstances.</i>
<i>Is able to identify stressors in every day life experience.</i>
<i>Is able to anticipate stressful conflict.</i>
<i>Is able to growing-up from stressful experiences.</i>
<i>Is able to view problems in a positive way.</i>

## TOPIC 2: Self-awareness

<i>Is aware of different definition of success.</i>
<i>Is able to manage achievements according to personal attitude.</i>
<i>Is able to assess one`s own attitude and how it helps or hinders achievements.</i>
<i>Is able to handle situation and seeing it the reality of a situation.</i>
<i>Is able to take into account attitude in defining success.</i>
<i>Is able to self-assess attitude and how it helps or hinders one`s own achievements.</i>
<i>Is able to evaluate success taking into account attitude, actions and acknowledgements</i>

## TOPIC 3: Personal development

<i>Is able to review one`s own goals, and make an honest assessment of one`s own progress towards them.</i>
<i>Is able to review what I have learned and to think about what I have done considering also what I have learned about myself, my priorities and goals.</i>
<i>Is able to set personal development strategies based on one`s own attitude and working preferencies.</i>
<i>Is able to analyse, review and assess the progress according to priorities and goals.</i>
<i>Knows and applies personal development strategies.</i>



**TOPIC 3: Personal development**

	<i>Is able to review learning path.</i>
	<i>Is able to self-assess progresses towards goals.</i>
	<i>Is able to review actions according to personal priorities.</i>
	<i>Is able to set up personal development strategies based on attitude and preferences.</i>

**TOPIC 4: Self-management**

	<i>Is able to recognize role and responsibilities in the activities he/she is involved.</i>
	<i>Is able to set the priorities and the goals taking into account one`s own attitude and working preferences.</i>
	<i>Recognizes differences in roles and responsibilities and is able to adapt to it.</i>
	<i>Is able to balance expectations, goals and working preferences</i>
	<i>Is able to recognize role and responsibilities in which the person is involved.</i>
	<i>Is able to analyse progresses and to track progresses according expectations.</i>
	<i>Is able to set priorities and goals to achieve.</i>

**TOPIC 5: Emotional intelligence**

	<i>Is able to identify and understand my own emotion and feelings.</i>
	<i>Is able to understand other people are feeling and recognize how I would feel in their shoes.</i>
	<i>Is able to interact socially with other people and to successfully navigate social situations.</i>
	<i>Is aware of influence of emotions and feelings on actions.</i>
	<i>Knows what empathy and human emotional behaviour are.</i>
	<i>Is aware of importance of social interaction.</i>
	<i>Is able to identify and understand different personal emotions and feelings.</i>
	<i>Is able to understand other people emotional status (is able to recognize emotions and feelings behind people actions</i>
	<i>Is able to choose the most appropriate approach to social situation.</i>
	<i>Is able to successfully navigate social situations.</i>

Place and date:

**Name of the company/organizaton:**

Name of legal representative:

Signature:

Stamp

