



WP2 FOCUS GROUP

General guidelines:

- a. Participants: 15 (3 per country) employers, and relevant VET stakeholders
- b. Process: the partners' staff give an overview of the aim of the project and the created Framework and invite participants to share their opinion (according to their experience) referring to the skills that are important in the global labour market. Then each of them, fill in the evaluation form declaring the importance of each of the included in the Framework skills and adding any other skill that they think are important as well.
- c. Each participant fills in the focus group evaluation form (Annex1), either in paper or in online google form (https://docs.google.com/forms/d/1swms4jW2A6nGvHjdmaM-ehVPEAI9Tvoovk9J_FArMTk/edit).
- d. Evidence: fotos (if face to face meeting), screen shots (if online meeting) and evaluation forms. Partners should upload in the drive the filled forms scanned (in case of paper) or extracted in pdf (in case of google form).
- e. Mini report – 1-2 pages including the following information: date of the focus group, number of participants, profile of participants, useful comments (other than the evaluation form questions).

Deadline: 5th of April

ANNEX 1

**Career Competencies 4.0 Framework
FOCUS GROUP EVALUATION FORM**

A.Position of the person answering the questionnaire:

- ☐ General Manager
- ☐ Human Resources Manager / Officer
- ☐ Department Manager / Officer (name the department)
- ☐ Employment Counselor
- ☐ Other (specify)

B.Career Competencies 4.0 Framework

How important would you consider each of the following skills in the labour market according to Industry 4.0 perspectives? (put an x where applicable)

- **Extremely important** = The candidate must absolutely have this skill to be able to perform the professional tasks required for a working position.
- **Important** = The candidate is much appreciated if s/he have this skill.
- **Slightly important** = The skill might be considered as an advantage but not essential to the candidate's hiring and work performance.
- **Not important** = The skill is not required by the candidate to be able to perform the professional tasks required for a working position.

SKILLS	Extremely important	Important	Slightly important	Not important
Communication skills • Able to engage effectively and socially interact in a goal-directed manner with other people encountered at work and social activities e.g. with colleagues, peers, customers, clients etc. • Able to receive and respond to workplace communication. • Able to demonstrate good manners, communicate with others face-to-face according to the normal customs and expectations of contemporary social behaviour, appropriate to the context. • Be Interested in meeting new people. • Able to negotiate and reach mutually beneficial agreements or resolutions through communication and compromise in various contexts, including business, personal relationships, and everyday interactions (negotiation skills). • Able to address conflicts or disagreements between parties, fostering open dialogue, and seeking collaborative solutions that reconcile differences and build trust.				
Team working & collaboration • Able to collaborate and easily get along with working with other as a member of a team, being collaborative and cooperative. • Coordinating with Others. Able to organize one's own work and to link it with the overall workflow, interweaving work programme with the work streams of others. • Able to accept constructive criticism, react to valid and well-reasoned opinions about one's work in a positive manner. • Be able to embrace open innovation models to access external expertise, share resources, and accelerate innovation cycles. • Embrace virtual collaboration, utilising co-creation platforms enabling distributed teams to collaborate on projects, share ideas, and crowdsource solutions, as well as online communities, meetups, conferences, and hackathons facilitate collaboration and knowledge exchange. • Be able to act in interdisciplinary cross-functional teams consisting of individuals from different disciplines to leverage the collective intelligence of diverse stakeholders.				

Intercultural competence • Understand and equally accept people who are perceived to have different cultural affinities. • Respond and interact effectively and respectfully to diversity. • Communicate effectively across geographical and cultural boundaries, collaborate with diverse teams, and navigate complex social dynamics and cultural differences to achieve shared goals and objectives. • Be culturally sensitive and respectful, recognizing and accommodating cultural differences, and avoiding misinterpretations or misunderstandings based on cultural differences.				
Leadership • Able to guide and direct others towards a common goal, often in a team. • Able to manage and resolve conflicts. • Able to influence, inspire, advice, persuade or train others at work. • Able to oversee, coordinate the work of others and plan others' activities. • Able to plan and manage projects. • Able to motivate people develop their talents and skills. • Able to win respect, gaining acceptance for presenting ideas or point of view and influence people and cultivate cooperation. • Provide positive and constructive performance feedback, set clear expectations and empower teams to succeed. • Able to build relationships that enable your ability to reduce resistance without authority. • Able to support and motivate team members, build strong relationships, and promote collaboration and innovation despite physical distance.				
Organisational skills • Demonstrate self-organisation of one's time and activities, develop one's own ways of doing things, manage own workflow, set goals, deadlines and stay motivated and productive without direct supervision. • Demonstrate task coordination, attending to several activities simultaneously, prioritizing and switching priorities as necessary, choose or change sequence of job tasks, the speed of work; choosing how to do the job. • Able to prioritise tasks and actions, manage schedule, estimate duration of work (time management). • Able to disengage from one task and respond to another or think about multiple concepts at the same time (multi-tasking). • Capacity to effectively manage tasks, information, and resources in a rapidly evolving digital environment. • Able to organize, process, and retrieve information efficiently, using techniques for data organization, file management, and information retrieval. • Able to perform and complete tasks and assignments, meet commitments, work to deadlines. • Able to use technology tools and automation to streamline workflows and save time (e.g. productivity apps, digital assistants, and workflow automation tools to automate repetitive tasks) • Engage in regular reflection and review of time management practices to identify inefficiencies or bottlenecks and adjust time management strategies.				
Work efficiency • Able to work independently, motivating oneself with little or no supervision, and depending on oneself to get things done. • Able to work efficiently, achieve objectives using minimum amount of time, effort, or cost. • Able to be dependable, behave with a sense of personal responsibility, reliable and make every effort to keep promises. • Able to be diligent, working towards objectives, hardworking, ambitious and confident. • Able to be self-disciplined, patient, cautious, level-headed, maintain control at work. • Demonstrate conscientiousness. • Think across disciplines, integrate diverse perspectives, and leverage insights from multiple fields				

Problem solving • Able to Identify problems quickly. • Able to identify the strengths and weaknesses of various abstract, rational concepts, such as issues, opinions, and approaches related to a specific problematic situation in order to formulate solutions and alternative methods of tackling the situation. • Able to face hard problems (at least 30 minutes of thinking to find a solution). • Able to solve novel, ill-defined problems in complex, real-world settings building upon solid critical think practices (Complex Problem-Solving) • Able to apply data-driven problem solving, utilising data analytics and insights to inform decision making and identify patterns, trends, and correlations that help diagnose and solve problems more effectively. • Able to make decisions following a choice from several alternative possibilities. • Use systematic processes of collecting, analysing, and synthesising information to evaluate current practice and generate new understandings about practice. • Demonstrate an ability to identify all the options and compare them in terms of both costs and effectiveness to make intelligent decisions. • Able to engage in collaborative decision-making processes, such as consensus-building, stakeholder engagement, and participatory decision-making techniques.				
Creativity/innovation • Able to think creatively, generate original ideas by thinking outside the box, exploring, and experimenting with novel unconventional approaches. • Be able to take initiatives for something new without being asked. • Able to turn ideas into action. • Be inventive, imaginative, and envision alternatives. • Demonstrate creative problem-solving, generating novel solutions that may not be immediately obvious to complex challenges or issues to address problems effectively. • Champion new ideas, overcoming resistance to change, and fostering a culture of innovation and agility within the organization				
Willingness to learn • Embrace a growth mindset, committing to continuous improvement. • Be proactive in seeking out learning opportunities, staying updated on industry trends, and acquiring new skills to remain competitive in the job market. • Take advantage of online learning platforms such as Coursera, Udemy, and LinkedIn Learning to enrol in online courses, earn certifications, and acquire new skills at one's own pace and convenience. • Engage in professional development programs, workshops, seminars as well as experiential learning opportunities, project-based assignments, internships, voluntary work and job rotations to support own career development				
Stress tolerance-resilience • Able to cope with pressure and ambiguity, handle challenges, and recover from setbacks and adversity by maintaining a positive attitude and reframing challenges as opportunities for growth and learning. • Able to deal with and manage highly stressful situations in the workplace by following adequate procedures, communicating in a quiet and effective manner, and remaining level-headed when taking decisions. • Be effective in modulating anxiety and able to calmly solve problems, be relaxed and handle stress well. • Able to thrive in the face of uncertainty, embrace change, and leverage emerging opportunities for personal and professional growth. • Manage work-life balance effectively in hybrid work models, combining remote and in-person work arrangements. • Cope with stress related to non-standard forms of employment, remote work, and flexible work arrangements. • Promote one's own Well-being and mental health				

Ethical competence • Show integrity and honesty, according to a coherent set of ethical principles in work and personal roles. • Able to build credibility, and long-term relationships, showing integrity and respect for the interests and rights of all parties involved. • Carry out work tasks and activities according to accepted principles of right and wrong, including fairness, transparency and impartiality in work practices and conduct towards other people. • Acknowledge ethical implications of emerging technologies such as artificial intelligence, big data, and automation, as well as their impacts on privacy, autonomy, equality, and human rights				
Emotional intelligence-empathy • Acknowledge and manage emotions, keeping emotions and temper under control (self-awareness, self-regulation). • Empathize with the perspectives and emotions of others. • Demonstrate self-reflection and awareness of one's own biases, assumptions, and communication styles. • Be effective in modulating anxiety and able to calmly solve problems. • Able to anticipate, recognize and meet others' needs, sometimes even before those needs are articulated (service orientation). • Demonstrate active listening, articulating thoughts and needs clearly, and asking clarifying questions to ensure mutual understanding between parties • Able to understand non-verbal cues such as facial expressions, body language, and tone of voice to gauge emotions and understand others' perspectives. • Able to understand and share the feelings, experiences, and perspectives of others in virtual interactions/ digital environments (virtual empathy), by actively interpreting and understanding digital cues such as emojis, punctuation, and language choice to discern underlying emotions and intentions				
Adaptability-flexibility • Able to accept changes. • Demonstrate willingness to change in order to suit different conditions. • Able to embrace and deal with uncertainty. • Able to adapt, adjusting to new conditions, circumstances and cultural environment. • Able to cope with the tasks of preparing for and participating in the work role and with the unpredictable adjustments prompt by changes in work and working conditions (career adaptability) • Able to deal with unexpected crises, obstacles or interruptions, then efficiently getting the work back on track, preventing further crises. • Able to adapt communication to people/situations involved. • Adjust strategies and proposals based on new information, changing circumstances, or feedback from the other party				
Entrepreneurship • Able to identify opportunities amid technological disruptions, market shifts, and emerging trends. • Able to take calculated risks, especially in dynamic and rapidly changing environments. • Able to tolerate and work constructively within unexpected and unpredictable situations and seize new opportunities as they arise in fast-paced and uncertain environments. • Be resourceful in finding innovative solutions and leveraging available resources to drive business growth. • Able to adapt quickly to changing market conditions, customer preferences, and technological advancements. • Able to overcome setbacks, failures, and obstacles encountered along the entrepreneurial journey. • Exhibit entrepreneurial behaviours and attitudes within established organizations, driving innovation, and change from within. • Collaborate with external partners, such as customers, suppliers, startups, and research institutions, to co-create value and drive innovation. • Communicate ideas, garner support from stakeholders, and navigate organizational hierarchies to implement innovative projects or initiatives.				

• Possess a strategic mindset, aligning innovative initiatives with organizational goals, vision, and values to create sustainable value for the organization in the long term. • Consider social and environmental impacts, contribute to the common good, and address societal challenges such as inequality, discrimination, and environmental degradation through entrepreneurial practices and initiatives.				
ICT – Digital skills • Able to manage digital files and folders, able to create, edit, format and print text documents and spreadsheets. • Maintain familiarity with productivity software, project management platforms, and communication tools. Able to identify digital needs and resources, make informed decisions on most appropriate digital tools according to the purpose or need. • Able to engage in remote work and virtual teams, communicate and collaborate in digital environments, using tools such as video conferencing, instant messaging, and collaborative platforms to stay connected and productive. • Able to manage seamless data sharing and real-time collaboration on digital assets such as documents, presentations, and files. • Able to quickly adjust to new tools and technologies, collaborate with cross-functional teams, and respond to changing market dynamics. • Solve conceptual problems through digital means, creatively use technologies to solve technical problems, have basic coding knowledge (problem solving in technology-rich environments) • Respond effectively to connectivity and technology failures. • Demonstrate openness to digitisation, maintaining technological literacy and digital readiness, by being eager to learn about upcoming technologies. • Able to access up-to-date information, have a basic understanding of data analysis, complex information processing and interpretation using ICT technologies, e.g. applications of big data analytics, so as to enable Data-Driven Decision Making in organizations. • Able to utilize digital platforms or online marketplaces (e.g. Upwork, Fiverr, Uber, Lyft, TaskRabbit, Airbnb etc) to find and complete tasks, projects, or gigs in exchange for compensation, connecting with others worldwide (co-workers, clients or customers, accessing global markets, peer-to-peer transactions and collaborating on projects (freelance projects, on-demand tasks, or temporary assignments) regardless of physical location. • Able to build and maintain a personal professional online presence in social media, promote personal brand, network with peers (colleagues, industry experts, recruiters, and potential employers), showcase work portfolio, skills and accomplishments, and explore job opportunities (digital job search). • Embrace Automation and AI Integration, be able to adapt to working alongside machines, learning to use new technologies, and be involved in tasks/activities that require human – robot interaction. • Have a basic understanding of cybersecurity practices to protect sensitive data and prevent cyber threats.				
Language learning aptitude & literacy skills • Able to learn a foreign language (other than native language - language of hosting country) easily and quickly in a given amount of time and under given conditions. • Able to understand and use of basic written texts and materials (e.g. newspapers, articles, brochures, manuals, directions, instructions, e-mails, diagrams, maps etc.) • Demonstrate basic writing skills e.g. fill-in applications or forms, write a memo, a message or short report.				
Working with numbers- Numeracy skills • Able to perform day-to-day numeracy and arithmetic calculations to carry out work related tasks (e.g. addition, subtraction, multiplication and division, use of fractions, decimals or percentages, use of calculators). • Able to calculate prices, costs or budgets, count quantities, calculate and measure e.g. length, distance, liquid, volume, weight, time. • Able to use advanced maths and complex arithmetic or statistics (e.g. algebra, geometry, calculus, trigonometry, regressions, graphs). • Able to access, use, interpret, communicate, or use mathematical information to solve a problem or understand a situation.				

• Able to find and use mathematical information in materials such as tables, graphs, maps, product labels or advertisements. • Able to use mathematical symbols, language and tools to present information, ideas and processes to communicate mathematical information. E.g. the metric system • Able to manage quantitative data, gather, process and present quantitative data, understanding numerical tables in reports and interpreting graphs.				
Physical – manual skills • Able to perform intricate and detailed tasks with accuracy and precision. • Able to demonstrate eye-hand coordination. • Able to perform repairs and adjustments to mechanical components and systems. • Able to demonstrate accuracy, concentrate, give attention to detail and avoid mistakes. • Able to demonstrate spatial ability, work with shape and space, manipulate, organise and interpret spatial information. • Able to understand mechanical principles and data. • Able to comprehend how physical force affects mechanics. • Able to read and interpret technical manuals, blueprints, and schematics to understand mechanical systems and processes • Able to operate and service tools and machinery.				

C. Are there any other hard or soft skills, not listed above, which you think are necessary for workers in the 4.0 industry? If yes, please write them.

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