



INCLUSIVE+

Inclusive & Practical Assessment Tools for Guidance Practitioners

PROFESSIONAL



INCLUSIVE+
Inclusive Education Assessment Skills for Graduate Professionals

PROFESSIONAL

Nº2

INTEREST IN INTERACTION WITH OTHERS
AND TO ESTABLISH INTERPERSONAL RELATIONSHIPS

SOCIAL SKILLS

SKILLS

Nº 1
ABILITY TO COMMUNICATE EFFECTIVELY BOTH
ORALLY AND IN WRITING



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Nº4

AWARENESS OF BASIC CONCEPTS RELATING TO
INDIVIDUALS, GROUPS, WORK ORGANIZATIONS,
GENDER EQUALITY, NON-DISCRIMINATION,
SOCIETY, CULTURE

SOCIAL SKILLS

SKILLS

UNDERSTANDING OF THE CODES OF CONDUCT AND
MANNERS GENERALLY ACCEPTED
IN DIFFERENT SOCIETIES AND ENVIRONMENTS

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SAVE
OUR
EARTH



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is aware that society is made up of people who are different from each other.
- He/she accepts and he/she respects differences (gender, sexual orientation, culture...).
- He/she is aware of the main rights and duties of individuals and private organisations.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which you had to interact with people who had a different culture/religion/sexual orientation from yours. How did you manage the difference?

If your client needs to be guided:

- Tell me about a situation in which you had to interact with a person who had a different culture/religion/sexual orientation from yours. What interaction did you need to carry out with that person? (TASK)
- In which context did the interaction take place? What was it precisely about? Was it the first time you met that person? How did you know about your difference?(SITUATION)
- What did you do in order to manage your difference?How did you feel about it? (ACTIONS)
- In the end, did you manage to have a normal interaction, as with anyone else? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Understanding of the codes of conduct and manners generally accepted in different societies and environments (5.ºn) (3.ºn)
- Tolerance (5.ºn)
- Ability to value diversity and respect of others (6.ºn)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to express him/herself, to understand and give meaning to concepts, thoughts, feelings, facts and opinions while listening, speaking, reading and writing.
- He/she is able to interact with people from different cultures and in the various everyday life situations.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your first day in a new workplace. How did you manage to integrate?

If your client needs to be guided:

- Tell me about your first day in a new workplace. did you need to do in order to establish relations with your colleagues? (TASK)
- How many people were there in that workplace? Did you work mainly on your own or in team? Were there moments to talk to the others? (SITUATION)
- What did you do to establish relations? To get to know the others? (ACTIONS)
- In the end, did you effectively establish relations with your colleagues? Did you integrate that workplace?(RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Ability to communicate effectively both orally and in writing (1.ºn)
 - Customer service skills (15.ºn)
 - Negotiate and create confidence (7.ºn)
 - Ability to work collaboratively in team (11.ºn)
- Professional skills:
- Basic selling skills (3.ºn)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she can observe and recognise the behaviours that are accepted in a given context/environment.

- He/she is able to adjust his/her behaviour according to what people expect from him/her.

- He/she can adapt to the norms of his/her environment: way to express him/herself, clothes, rules, hierarchy...

A QUESTION YOU COULD ASK TO HELP...

- Háblame de una situación en la que se diera cuenta de que su conducta y comportamiento estaban distanciados de los aceptados donde usted se encontraba. ¿Cómo lo gestionó?

- He/she can adapt to the norms of his/her environment: way to express him/herself, clothes, rules, hierarchy...

If your client needs to be guided:

- Tell me about a situation in which you realised there was a gap between your conduct and manners and the ones accepted in the place where you were. What did you need to do in order fill in the gap? (TASK)

- What type of place was it? What made you infringe its codes? Did you notice it on your own or did someone else tell you? (SITUATION)

- Did you change your conduct or manners in order to adapt? What did you exactly do? (ACTIONS)

- In the end, did you manage to fill in the gap? (RESULTS)

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- Did you change your conduct or manners in order to adapt? What did you exactly do? (ACTIONS)

- In the end, did you manage to fill in the gap? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Customer service skills (15.ºn)
- Negotiate and create confidence (7.ºn)
- Ability to work collaboratively in team (11.ºn)
- Interest in interaction with others and to establish interpersonal relationships (2.ºn)

Professional skills:

- Basic selling skills (3.ºn)

- Ability to work collaboratively in team (11.ºn)

- Interest in interaction with others and to establish interpersonal relationships (2.ºn)

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- Interest in interaction with others and to establish interpersonal relationships (2.ºn)

- Ability to work collaboratively in team (11.ºn)



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N° 5

TOLERANCE

SOCIAL SKILLS



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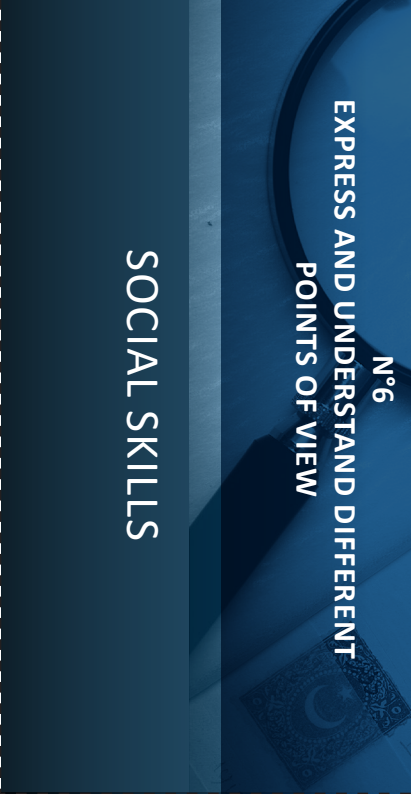
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N° 7

NEGOTIATE AND CREATE CONFIDENCE

SOCIAL SKILLS



N° 6

EXPRESS AND UNDERSTAND DIFFERENT
POINTS OF VIEW

SOCIAL SKILLS



N° 8

EMPATHY

SOCIAL SKILLS



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she tries to see the world through the other's eyes.
- He/she listens with attention and tries to understand the other.
- He/she listens without judging.
- He/she tries to put him/herself in the other's shoes and to understand his/her feelings.
- He/she tries to understand the reason why the other acts as he/she does and what can be his/her objectives.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you saw someone who was in trouble. How did you react?

If your client needs to be guided:

- Tell me about the last time you saw someone who was in trouble. What should you have done to help him/her? (TASK)

- In which context did you see this person? What kind of trouble was he/she facing? Did you already know that person? (SITUATION)

What did you do? (ACTIONS)

- In the end, did you help that person? Did you provide him/her with any kind of support? Did you manage to get him/her out of trouble? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Customer service skills (n°15)
- Active listening (n°14)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Ability to value diversity and respect of others (6.n) (n°2)

Professional skills:

- Basic knowledge of care (7.n) (n°1)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to reach agreement with other people.

- He/she is good at convincing.

- He/she is able to make people feel at ease.

- He/she pays attention and truly listens to what the others have to say.

- He/she is good at reassuring.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you debated with other people. How did you manage it?

If your client needs to be guided:

- Tell me about the last time you wanted to sell/buy something and tried to negotiate the price. Explain what you exactly aimed at. (TASK)

- In which context was the selling/purchase? Who did you negotiate with? What did you want to buy/sell? (SITUATION)

- How did you proceed in order to reach your objective? Did you adopt a strategy to get what you wanted? (ACTIONS)

- In the end, how was the negotiation concluded? Did you get what you aimed at? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Customer service skills (n°15)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Ability to communicate effectively both orally and in writing (n°1)

Professional skills:

- Basic selling skills (n°3) Personal skills:
- Self-confidence (n°20)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is aware that different people may have different views on the same issue.
- He/she is able to put him/herself in the other's shoes to understand why his/her view differs from his/hers.
- Thinking of an issue, he/she is able to imagine different situations that could trigger different points of view.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you debated with other people. How did you manage it?

If your client needs to be guided:

- Tell me about the last time you debated with other people. What did you need to do in order to have a good debate? (TASK)

- In which context did the debate take place? What was it about? Whom were you debating with? (SITUATION)

- What did you do in order to express your point of view? To understand the one of the others? (ACTIONS)

- In the end, did you manage to keep calm in spite of the disagreement? How did the debate finish? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Tolerance (n°5)
- Ability to work collaboratively in team (n°11)
- Ability to value diversity and respect of others (6.n) (n°12)

Personal skills:

- Acceptance of feedback (n°12)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she accepts that other people may have opinions different from his/hers.

- He/she respects the others' beliefs, behaviours, ways of life even if they are different or contrary to his/her own.

- Even if he/she disagrees with them, he/she wants the others to have the right to express their ideas.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which you confronted with someone who had opinions/beliefs that were contrary to yours. How did you handle that?

If your client needs to be guided:

- Tell me about a situation in which you had to interact with a person who had a different culture/religion/sexual orientation from yours. What interaction did you need to carry out with that person? (TASK)

- In which context did the interaction take place?

- What was it precisely about? Was it the first time you met that person? How did you know about your difference? (SITUATION)

- What did you do in order to manage your difference? How did you feel about it? (ACTIONS)
- In the end, did you manage to have a normal interaction, as with anyone else? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Ability to value diversity and respect of others (n°9)
- Awareness of basic concepts relating to individuals, groups, work organizations, gender equality, non-discrimination, society, culture (n°4)
- Express and understand different points of view (n°6)
- Ability to work collaboratively in team (n°11)
- Empathy (n°8)



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INCLUSIVE+

Realizzare la Cultura Aziendale Includente e la Qualità Professionale

N°11

ABILITY TO WORK COLLABORATIVELY IN TEAM

SOCIAL SKILLS



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Realizzare la Cultura Aziendale Includente e la Qualità Professionale

N°9

ABILITY TO VALUE DIVERSITY AND RESPECT OF OTHERS

SOCIAL SKILLS



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Realizzare la Cultura Aziendale Includente e la Qualità Professionale

N°12

POSITIVITY

SOCIAL SKILLS



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Realizzare la Cultura Aziendale Includente e la Qualità Professionale

N°10

RELIABILITY

SOCIAL SKILLS

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to find positive elements in any situation.
- He/she sees things in a positive light and use it to motivate him/herself and others.
- He/she is able to relativise failures and to keep on trying.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a bad situation in which you had to motivate other people. How did you manage to do so?

If your client needs to be guided:

- Tell me about a bad situation in which you had to motivate other people. What did you need to do in order to succeed? (TASK)
- In which context was it? Who were the people you had to motivate? What bad situation was it? (SITUATION)
- How did you proceed in order to motivate them? (ACTIONS)

- In the end, did you effectively manage to motivate them? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Ability to work collaboratively in team (n°11)
- Interest in interaction with others and to establish interpersonal relationships (2.n)

Personal skills:

- Self-confidence (n°20)
- Persistence (2.n)

- Acceptance of feedback (n°12)
- Ability to cope with stress and frustration and to express them in a constructive way (n°7)
- Flexibility and adaptation (n°5)
- Personal skills:
 - Interest in interaction with others and to establish interpersonal relationships (n°2)
 - Express and understand different points of view (n°6)
 - Negotiate and create confidence (n°7)
- Social skills:
 - Ability to communicate effectively both orally and in writing (n°1)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)

- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Express and understand different points of view (n°6)
- Negotiate and create confidence (n°7)
- Personal skills:
 - Acceptance of feedback (n°12)
 - Ability to cope with stress and frustration and to express them in a constructive way (n°7)
- Flexibility and adaptation (n°5)
- Social skills:
 - Ability to communicate effectively both orally and in writing (n°1)

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you had to do something in team. How did you manage it?

- If your client needs to be guided:
 - Tell me about the last time you had to do something in team. What did you have to do in order to work efficiently in this team? (TASK)

- In which context did you have to carry out this task? Who were the people you had to work with? What did this task consist in? (SITUATION)

- How did you proceed in order to work effectively in team? Did you manage to express yourself but also to listen to the others? Was there any dispute within the team and how did you deal with it? (ACTIONS)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she sticks to what he/she says – he/she keeps his/her word.
- He/she always strives to carry out his/her tasks the best he/she can.
- Usually, people consider they can trust him/her.
- It is always possible to count on his/her support.
- He/she always keeps secrets when he/she is asked to.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time your employer/manager/someone asked you a favour. How did you manage it?

If your client needs to be guided:

- Tell me about a time your employer/manager/someone asked you a favour. What did he/she ask you to do? (TASK)

- What was the context? Did you already have different plans? (SITUATION)

- What did you do? Did you accept to carry out the task?(ACTIONS)

- In the end, did you do exactly what had been required from you? Did you do it as seriously as anything else/as you would do something for yourself? (RESULTS)

- You could link this skill to...

- Social skills:

- Self-discipline (n°4)

- Ability to follow the rules/instructions (n°11)

- Being on time (n°11)

- Sense of responsibility (n°16)

- Personal skills:

- Express and understand different points of view (n°6)

- Ability to work collaboratively in team (n°11)

- Empathy (n°8)

- Tolerance (n°5)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she thinks that diversity and respect of the others are important.
- He/she understands why diversity and respect are positive in a society/group.
- He/she accepts that the others can be different from him/her.
- He/she doesn't undermine the others because of their differences.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you witnessed a situation of discrimination. How did you react?

- If your client needs to be guided:

- Tell me about a time you witnessed a situation of discrimination. Explain what you could have done.(TASK)

- In which context was it? What kind of discrimination did you witness? (SITUATION)

- What did you do? Did you react in any way? Why?(ACTIONS)

- In the end, how did the situation end up? (RESULTS)

- You could link this skill to...

- Social skills:

- Awareness of basic concepts relating to individuals, groups, work organisations, gender equality, non-discrimination, society, culture (n°4)

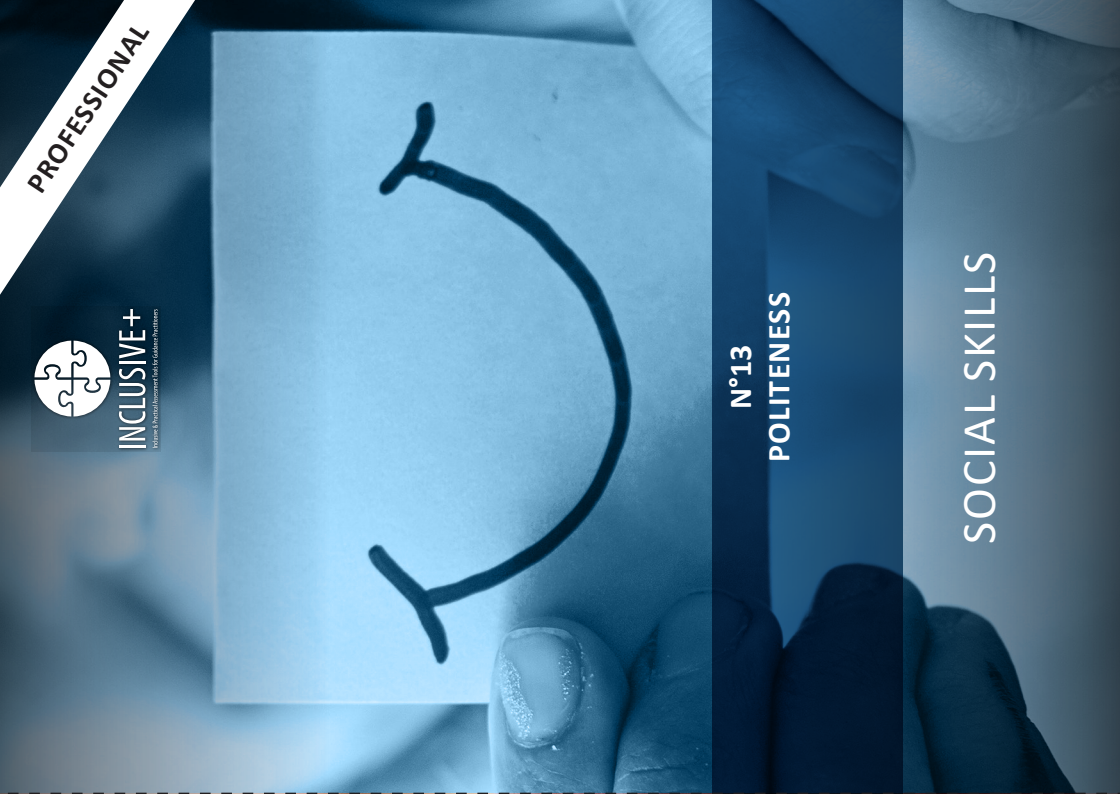
- Express and understand different points of view (n°6)



N°15

CUSTOMER SERVICE SKILLS

SOCIAL SKILLS



N°13

POLITENESS

SOCIAL SKILLS



N°14

ACTIVE LISTENING

SOCIAL SKILLS

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she knows how to behave in specific contexts.
- He/she knows which language level and vocabulary corresponds to each context.
- He/she is able to control his/her emotions and reactions in order to stay calm and polite even in front of angry or rude clients.
- He/she can control him/herself and remain polite even with people he/she doesn't like or if his/her supervisor makes a comment that upsets him/her.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which a client/your manager/ someone talked to you rudely. How did you manage it?
- If your client needs to be guided:

- Tell me about a situation in which a client/your manager/ someone talked to you rudely. What should you have done? (TASK)
- In which context was it? Who talked to you rudely? Why? What did he/she tell you? (SITUATION)
- What did you do, how did you react in front of this behaviour? (ACTIONS)
- In the end, did you manage the situation? Did you keep calm and polite? Did it end up with a conflict? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Customer service skills (n°15)

Personal skills:

- Self-discipline (n°4)
- Professionalism (n°17)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is willing to help and advise people.
- He/she knows the products of the organisation.
- He/she truly listens to people, their wishes and requirements.
- He/she is good at communicating and expresses him/herself clearly.
- He/she is extremely attentive to the client's satisfaction.
- He/she has the objective to retain the clients.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which a client was particularly satisfied with the way you served him/her. Could you explain why?

If your client needs to be guided:

- Tell me about a situation in which a client was particularly satisfied with the way you served him/her. (TASK)
- In which context was it? What kind of service did you deliver? (SITUATION)
- How did serve him/her to satisfy him/her that much? How did you behave and communicate with him/her? How did you answer eventual questions or requests? (ACTIONS)
- In the end, did the client come back? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Negotiate and create confidence (n°7)
- Politeness (n°13)
- Active listening (n°14)

Personal skills:

- Professionalism (n°17)

Professional skills:

- Basic selling skills (n°3)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she focuses on what his/her interlocutors are saying.
- He/she is able to show his/her interest with his/her words or behaviour.
- He/she usually asks questions about what is said.
- He/she tries to listen without judging nor preparing the answer while the other is still talking.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which you have been required to listen carefully. How did you manage to do so?
- If your client needs to be guided:

- Tell me about a situation in which you have been required to listen carefully. (TASK)
- In which context was it? Who asked you to do it? Why? (SITUATION)
- How did you proceed in order to listen carefully? What did you do while the person was talking, and after he/she had talked? (ACTIONS)
- In the end, did you manage to listen carefully? Did you remember what had been said? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Interest in interaction with others and to establish interpersonal relationships (n°2)

Negotiate and create confidence (n°7)

Empathy (n°8)

Ability to work collaboratively in team (n°11)

- Customer service skills (n°15)



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N°2

GENERAL AND BASIC MECHANICAL KNOWLEDGE

PROFESSIONAL SKILLS



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N°4

WAREHOUSE MANAGEMENT

PROFESSIONAL SKILLS

PROFESSIONAL SKILLS

N°1

GENERAL MANUAL COMPETENCES

PROFESSIONAL SKILLS

N°3

BASIC SELLING SKILLS



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a driver's license and he/she is used to drive.
- He/she has already used lifting machinery or he/she can learn it quickly because he/she is already used to driving different types of vehicles (cars, karts, trucks, etc.).
- He/she is careful, pays attention to what surrounds him/her and he/she scrupulously respects safety regulations.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you had to drive in a hectic environment. How did you handle it?

If your client needs to be guided:

- Tell me about a time you had to drive in a hectic environment. Explaining precisely what you needed/were required to do? (TASK)
- What was the specific context? What did you have to drive? Why do you define the environment as hectic? (SITUATION)
- How did you proceed in order to do what you needed to do without any incident? (ACTIONS)
- In the end, did you manage to drive without an incident? Did you carry out your tasks successfully? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Ability to follow the rules/instructions (n°15)
- Accuracy and attention paid to details (n°16)
- Sense of responsibility (n°16)

Professional skills:

- Basic mathematical skills (n°8)
- Warehouse systems (n°4)
- Ability to work at shifts (n°10)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is interested in understanding how machines work.
- He/she often fixes things when there is any malfunction.
- He/she knows and is used to use the main tools used in mechanics.
- He/she has at least a basic mathematical knowledge.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you faced a mechanical malfunction. How did you handle it?

If your client needs to be guided:

- Tell me about a time you faced a mechanical malfunction. (TASK)
- What was the specific context? What did you need to fix it? Were you at work? Were you on your own? Was it the first time you needed to make it? Was it for work? (SITUATION)
- What did you do in order to have it fixed? Did you know precisely how to proceed? (ACTIONS)
- In the end, did you manage to fix it? Did you do it on your own or with the help of someone else? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Motivation and determination to meet objectives (n°10)
- Will to discover and learn (n°14)
- Accuracy and attention paid to details (n°15)
- Sense of responsibility (n°16)

Professional skills:

- Basic mathematical skills (n°5)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a basic mathematical knowledge.

- He/she has good customer service skills.

- He/she is friendly and likes being in contact with many people.

- He/she can acquire a good knowledge of the products offered.

- He/she is able to negotiate if necessary.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you sold something (in your job or personal life if you have never worked in the retail sector). How did you handle it?

If your client needs to be guided:

- Tell me about a time you sold something (in your job or personal life if you have never worked in the retail sector). (TASK)
- What was the specific context? What did you sell? Was it for work? (SITUATION)
- How did you proceed? How did you communicate and behave with your client? (ACTIONS)
- In the end, was your client satisfied with his/her experience? Did he/she come back? Did you face any trouble? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Professionalism (n°17)
- Basic mathematical skills (n°5)
- Ability to communicate effectively both orally and in writing (n°1)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Understanding of the codes of conduct and manners generally accepted in different societies and environments (n°3)
- Negotiate and create confidence (n°7)
- Customer service skills (n°15)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is used to do things with his/her hands.
- He/she has already been paid for a job requiring to work with his/her hands.

- He/she is good at doing things with his/her hands: he/she is precise and pays attention to details.

- He/she always has new ideas and he/she likes to create.

- He/she is able to move for long periods of time.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you carried out an activity that required you to make something with your hands. How did you handle it?

If your client needs to be guided:

- Tell me about a time you carried out an activity that required you to make something with your hands. (TASK)
- What was the specific context? What did you need to make? Was it the first time you needed to make it? Was it for work? (SITUATION)
- How did you proceed? What were you careful about while making it? What were the main points to respect according to you? (ACTIONS)
- In the end, did you manage to make it? Did you do it on your own? Were you and/or the person who asked you to make it satisfied with the result? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Accuracy and attention paid to details (n°15)
- Motivation and determination to meet objectives (n°10)



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Integrating People, Improving Performance, Increasing Productivity

PROFESSIONAL



N°6

KNOWLEDGE OF THE MAIN HYGIENE
AND ALIMENTARY NORMS

PROFESSIONAL SKILLS



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Integrating People, Improving Performance, Increasing Productivity

PROFESSIONAL



N°8

WAREHOUSE SYSTEMS KNOWLEDGE

PROFESSIONAL SKILLS

PROFESSIONAL SKILLS

N°5
BASIC MATHEMATICAL SKILLS



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PROFESSIONAL SKILLS

N°7
BASIC KNOWLEDGE OF CARE



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a knowledge of the basic warehouse systems and/or he/she has already worked in a warehouse.
- He/she knows how to use the different devices to manage a warehouse (e.g. pallet stacking, Mezzanine platform system, automated storage equipment...).

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which you have been required to arrange parcels using a warehouse system. How did you handle it?

If your client needs to be guided:

- Tell me about a situation in which you have been required to arrange parcels using a warehouse system. (TASK)
- What was the specific context? What type of system was it? Was it the first time you had to use it? (SITUATION)

- How did you proceed? (ACTIONS)

- In the end, did you manage to arrange the parcels? Did you learn on your own or did you need to ask for help? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Professional skills:

- Warehouse management (n°4)
- Parts catalogue knowledge (n°9)
- Ability to work at shifts (n°10)

Personal skills:

- Ability to follow the rules/instructions (n°9)

Digital skills:

- Ability to learn how to use basic software (L6)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has already been working in a place where there were hygiene and/or alimentary norms.
- He/she has already attended a training on hygiene and alimentary norms and he/she has the certificates that may be compulsory.
- He/she is aware of the risks a mistake or negligence could have on people's health.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which you have been required to follow hygiene/alimentary norms. How did you handle it?

If your client needs to be guided:

- Tell me about a situation in which you have been required to follow hygiene/alimentary norms. (TASK)
- What was the specific context? Why did you need to respect these norms? Was it for work? (SITUATION)
- How did you proceed in order to be sure to follow them? (ACTIONS)
- In the end, did you manage to respect them? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Ability to follow the rules/instructions (n°6)
- Accuracy and attention paid to details (n°15)
- Sense of responsibility (n°16)
- Professionalism (n°17)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a knowledge of the basic behaviours to adopt or to avoid in case of wound, fall, intoxication etc.

- He/she is able to carry out simple actions in case of common incidents, like the disinfection of a wound.

- He/she cares for the well-being of other people and is able to carry simple actions to meet it (e.g. wash children or old people).

- He/she knows the emergency numbers to call in case of more severe incident.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you were with a child and he/she got a scratch. How did you handle it?

If your client needs to be guided:

- Tell me about a time you were with a child and he/she got a scratch. (TASK)

- What was the specific context? Were you on your own with the child? How did it happen? (SITUATION)

- How did you react? What did you do in order to handle it? (ACTIONS)

- In the end, did you manage to provide him/her with basic care? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Social skills:

- Interest in interaction with others and to establish interpersonal relationships (n°2)

- Empathy (n°8)
- Active listening (n°14)

Personal skills:

- Ability to follow the rules/instructions (n°6)
- Accuracy and attention paid to details (n°15)
- Sense of responsibility (n°16)
- Professionalism (n°17)

PROFESSIONAL



INCLUSIVE+

Ministry of Education and Science of the Republic of Armenia

N°9

PARTS CATALOGUE KNOWLEDGE

PROFESSIONAL SKILLS

PROFESSIONAL SKILLS

ABILITY TO WORK SHIFTS

N°10

INCLUSIVE+



PROFESSIONAL

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a good sleep and he/she is able to go to bed at different times, even in the middle of the day if necessary.
- He/she can resist tiredness and has no problem about working at night.
- He/she is able to understand when his/her attention and alertness reduce too much and he/she needs to take a rest.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have done something during shifts. How did you handle it?

If your client needs to be guided:

- Tell me about a time you have done something during shifts. (TASK)
- What was the specific context? What did you need to do? Was it for work? Was it exceptional or regular? (SITUATION)
- How did you manage it? What did you do in order to deal with it successfully? (ACTIONS)
- In the end, how did you feel? Were you tired? Did it influence the way you acted (e.g. lowered your attention/effectiveness)? Would you do it again? Could you do it on a regular basis? (RESULTS)

YOU COULD LINK THIS SKILL TO ...

Professional skills:

- Warehouse management (n°4)
- Basic selling skills (n°3)

Personal skills:

- Self-discipline (n°4)
- Flexibility and adaptation (n°5)
- Ability to judge and identify one's strengths and weaknesses (n°8)
- Sense of responsibility (n°16)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she has a good memory.

- He/she is interested about the products that the enterprise he/she works in sell.

- He/she wants to be able to be quick when a client asks him/her about a particular product, which he/she thinks he/she can be only if he/she knows every product as much as possible.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a situation in which a client asked you about the parts catalogue. How did you handle it?

If your client needs to be guided:

- Tell me about a situation in which a client asked you about the parts catalogue. (TASK)
- What was the specific context? What did he/she exactly want to know about? (SITUATION)
- How did you react to the client's request? What did you do? Did you have to check or could you answer right away? (ACTIONS)
- In the end, did you manage to provide him/her with the information he/she needed? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Professional skills:

- Warehouse management (n°4)
- Basic selling skills (n°3)

Personal skills:

- Understanding of one's own preferred learning strategies (n°1)
- Professionalism (n°17)
- Patience (n°18)

Social skills:

- Customer service skills (n°15)



INCLUSIVE+

Building a Shared Learning and Leadership Culture

PROFESSIONAL



N°2

PERSEVERANCE

Ucs

ST. JOHNS

Ucs

PERSONAL SKILLS



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Building a Shared Learning and Leadership Culture

PROFESSIONAL



N°4

SELF-DISCIPLINE

PERSONAL SKILLS

PERSONAL SKILLS

N°3

AUTONOMY



N°1

LEARNING STRATEGIES

UNDERSTANDING OF ONE'S OWN PREFERRED

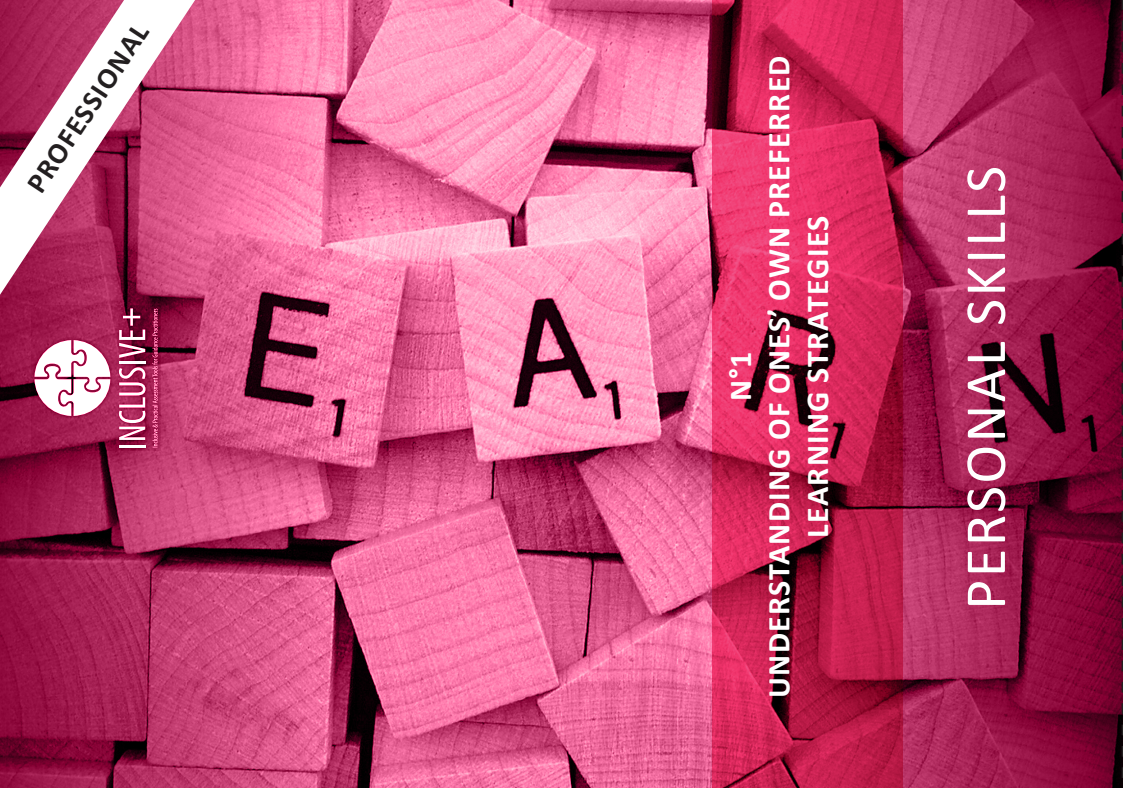
PERSONAL SKILLS



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Building a Shared Learning and Leadership Culture

PROFESSIONAL



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Building a Shared Learning and Leadership Culture

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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she can control his/her will and resist temptations, make efforts in order to reach objectives that will bring benefits on the long more than the short-term.
- He/she is able to carry out what he/she has started.
- He/she is able to do what he/she has planned in time.
- He/she can obligate him/herself to do what he/she is responsible for.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been entrusted with a task you did not like at all. How did you react and proceed?

If your client needs to be guided:

- Tell me about the task you had been entrusted with (TASK):
- What was the specific context in which you had been entrusted with it? Was it at work? Who gave you the task? (SITUATION)
- How did you choose to proceed in order to carry out the task, what did you do? (ACTIONS)
- In the end, did you manage to complete the task successfully? Did you do it without exceeding the time limit? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Perseverance (n°2)
- Ability to follow the rules/instructions (n°9)
- Motivation and determination to meet objectives (n°10)
- Being organised (n°13)
- Sense of responsibility (n°16)
- Professionalism (n°17)
- Ability to observe a schedule (n°19)
- Hard-working (n°21)
- Social skills:
- Understanding of the codes of conduct and manners
- Generally accepted in different societies and environments (n°3)
- Politeness (n°13)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- Difficulties and obstacles don't stop him/her if he/she has set a target.
- When he/she wants to succeed in something but fails, he/she goes on working to succeed the next time he/she will try.
- He/she never gives up on something he/she wants and keeps on trying.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you tried something to reach an objective and failed. How did you react?

If your client needs to be guided:

- Tell me about the last time you tried something to reach an objective and failed. What should you have done to reach this objective? (TASK)
- What was the specific context in which you had/wanted to reach this objective? Did you or someone else set the target? Was it the first time you tried? (SITUATION)
- What did you decide to do (which actions) after having failed to reach the target? (ACTIONS)
- In the end, did you keep on trying? Did you manage to reach the target? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Motivation and determination to meet objectives (n°10)
- Patience (n°18)
- Self-confidence (n°20)
- Hard-working (n°21)
- Social skills:
- Positivity (n°12)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to act relying only on him/herself.
- He/she doesn't always ask for someone else's help when he/she has a problem: he/she tries to find the solution by him/herself first.
- He/she can manage a task without any outside help, even if he/she can make mistakes.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you faced a difficulty at work. What did you have to do when this difficulty emerged? (TASK)

If your client needs to be guided:

- Could you tell me about a time you faced a difficulty at work. What was the specific context in which you were carrying out the task when it emerged? (SITUATION)
- Which actions did you chose to carry out in order to overcome it? (ACTIONS)
- In the end, did you manage to overcome the difficulty? Did you complete your task successfully? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Sense of responsibility (n°16)
- Ability to observe a schedule (n°19)
- Self-confidence (n°20)
- Hard-working (n°21)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is aware that he/she likes some ways to learn more than other ones.
- He/she is aware of the methods that motivate him/her to learn.
- He/she understands which type of learning corresponds to him/her (visual, auditory, read and write, kinesthetic).
- He/she is aware of the learning strategies that correspond to his/her type of learning (reading, tables, working in groups, repeating, explaining, recopying, writing lists, reformulating,...).
- He/she knows if he/she prefers to learn online, on the job, through lessons.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last exam/competitive exam you passed or the last time you have been required to know something perfectly. How did you prepare for it?

If your client needs to be guided:

- Tell me about the last exam/competitive exam you passed or the last time you have been required to know something perfectly. What did it require you to know, in terms of content and amount of information? (TASK)
- What was the specific context in which you had to learn it and was it on your own/within a structure that supported you? (SITUATION)
- What did you effectively do in order to learn everything you were required to know, did you think of a strategy for it? (ACTIONS)
- In the end, how did your learning go? Did you learn everything you needed to know? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Autonomy (n°3)
- Ability to judge and identify one's strengths and weaknesses (n°8)
- Motivation and determination to meet objectives (n°10)
- Will to discover and learn (n°14)



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Nº6
ABILITY TO FOLLOW RULES/INSTRUCTIONS

PERSONAL SKILLS



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Nº8
ABILITY TO JUDGE AND IDENTIFY ONE'S STRENGTHS
AND WEAKNESSES

PERSONAL SKILLS

Nº5
FLEXIBILITY AND ADAPTATION

PERSONAL SKILLS

Nº7
ABILITY TO COPE WITH STRESS AND FRUSTRATION
AND TO EXPRESS THEM IN A CONSTRUCTIVE WAY

PERSONAL SKILLS



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to oblige him/herself to certain constraints and to rein what infringes them.
- He/she is able to adapt his/her behaviour and to control him/herself according to general constraints.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a task you had to carry out following specific steps. How did you proceed to overcome it?

If your client needs to be guided:

- Tell me about the task you had to carry out and the steps you had to follow (TASK):
- What was the specific context in which you had to carry it out? Was it at work? Do you know why you had to follow these steps? (SITUATION)
- How did you effectively proceed to carry out the task? (ACTIONS)
- In the end, did you manage to complete the task successfully? Did you respect the steps required? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°16)
- Being on time (n°11)
- Sense of responsibility (n°16)
- Professionalism (n°17)

Social skills:

- Understanding of the codes of conduct and manners generally accepted in different societies and environments (n°3)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is aware of what he/she does best and what he/she could improve.
- He/she is able to think about a situation and understand what he/she did well and what he/she could have done better.
- He/she is able to listen and analyse the others' feedback on his/her work.
- He/she understands when he/she makes a mistake and he/she tries to identify why he/she made it in order to avoid it in the future.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you read a job offer. How did you manage to understand if you could correspond to the profile required or not?

If your client needs to be guided:

- Tell me about the last time you read a job offer. What were the competences and qualities required that you had to assess? (TASK)
- What did this offer consist of? Were you actively looking for a job? Did you find it on your own or did someone recommend it to you according to your profile? (SITUATION)
- What did you do in order to compare the skills required to the ones you have? How did you proceed in order to assess yours? (ACTIONS)
- In the end, did you manage to understand whether the job could correspond to your profile? Did you send your CV? Did you receive an answer from the enterprise? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Will to discover and learn (n°14)
- Acceptance of feedback (n°12)

- Positivity (n°12)

Social skills:

- Self-discipline (n°4)
- Self-confidence (n°20)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Self-confidence (n°20)

Social skills:

- Positivity (n°12)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to understand why he/she is stressed.

- He/she knows the strategies to adopt in order to resist stress and prevent it from having negative effects on him/her.

- He/she is able to manage his/her stress and use it to be more effective.

- He/she is able to focus on the positive aspects in a frustrating situation in order to calm down.

- If he/she is too stressed out or frustrated, he/she is able to explain and discuss it peacefully.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a task you had to carry out within a very tight deadline while having also other things to do.

- How did you manage it?

- If your client needs to be guided:

- Tell me about a task you had to carry out within a very tight deadline while having also other things to do.

- What did it consist of? (TASK)

- What was the specific context in which you had to carry it out? Was it at work? Were the other things urgent too? (SITUATION)

- What did you do in order to carry it out in time? (ACTIONS)

- In the end, did you manage to complete the task without exceeding the deadline? Did you complete it successfully? (RESULTS)



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MOTIVATION AND DETERMINATION TO MEET
OBJECTIVES

N°10

PERSONAL SKILLS



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ACCEPTANCE OF FEEDBACK

N°12

PERSONAL SKILLS

PERSONAL SKILLS

ABILITY TO PROBLEM SOLVE
N°9



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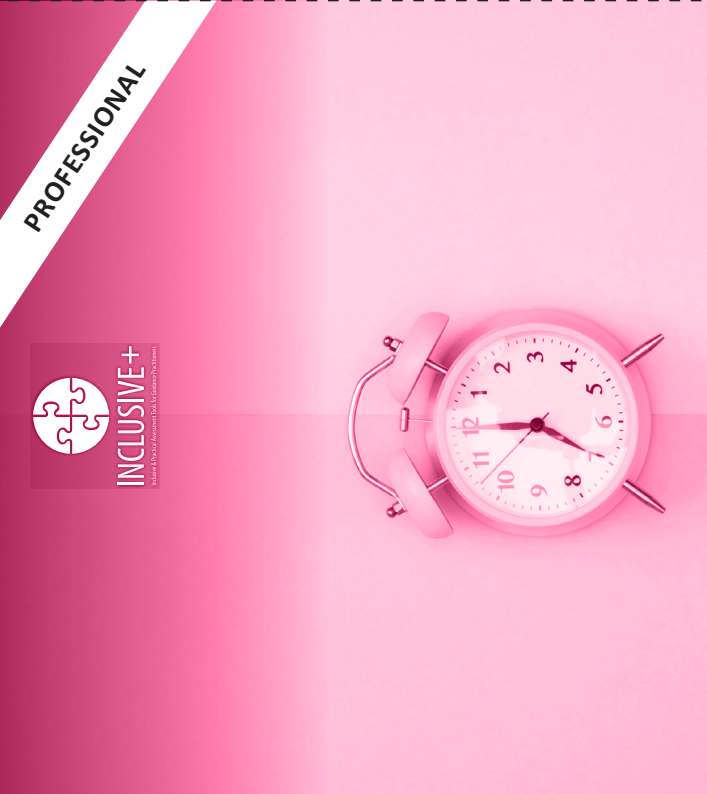


BEING ON TIME
N°11



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to listen to the others' opinions on his/her work.
- He/she considers feedback from more experienced people as an opportunity to improve.
- He/she pays attention to feedback and tries to integrate them in his/her daily practice.
- If he/she doesn't understand or disagree with a feedback he/she doesn't get angry but talk peacefully to its author in order to understand it and avoid frustration.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you carried out a task and your manager asked you to change some things because they could be done better. How did you manage it?

If your client needs to be guided:

- Tell me about a time you carried out a task and your manager asked you to change some things. What task was it? What did you need to do in order to satisfy his/her request? (TASK)
- Why wasn't he/she completely satisfied with your job? Did he/she tell you? Was it the first time he/she told you to do so? (SITUATION)
- How did you react to his/her feedback? Did you modify according to his/her request? (ACTIONS)
- In the end, did you manage to satisfy him/her? After it, did you take his/her comments in consideration in your daily practice? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Flexibility and adaptation (n°5)
- Will to discover and learn (n°6)
- Professionalism (n°17)

Social skills:

- Ability to work collaboratively in teams (n°12)
- Positivity (n°10)
- Ability to express and understand different points of view (n°9)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she can focus his/her energy on the completion of a task.
- He/she can impose rules upon him/herself in order to meet objectives.
- He/she can make efforts to reach a target.
- His/her acts stick to his/her decisions.
- He/she doesn't give up at the first sign of difficulty.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about an objective that was very important to you. How did you proceed in order to reach it?

If your client needs to be guided:

- Tell me about an objective that was very important to you. What did you need to do in order to reach it? (TASK)
- What objective/kind of objective was it? Was it in your professional or personal life? Were there obstacles to overcome? (SITUATION)
- What did you effectively do in order to reach it? (ACTIONS)
- In the end, did you manage to reach it? Did you do overcome all obstacles? Did you have to try several times? How long did it take? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Perseverance (n°2)
- Self-discipline (n°4)
- Ability to cope with stress and frustration and to express them in a constructive way (n°7)
- Sense of responsibility (n°16)
- Professionalism (n°17)
- Ability to observe a schedule (n°19)
- Hard-working (n°21)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- It is important for him/her to always respect the rules about time.

- He/she cares about the deadlines.

- He/she understands when he/she needs to hurry up in order to respect a deadline.

- He/she understands that it can be a problem for the others if he/she is late.

- He/she thinks that it is not professional to be late.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you had an appointment. How did you make sure to remember and respect the time?

If your client needs to be guided:

- Tell me about the last time you had an appointment. What did you need to do? Were you required to arrive in advance? To prepare something before? (TASK)

- What kind of appointment was it? With whom? (SITUATION)

- What did you do in order to avoid forgetting it or being late? (ACTIONS)

- In the end, did you manage to remember it? To be on time, having ready the potential things you had to prepare? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)

- Flexibility and adaptation (n°5)

- Ability to follow the rules/instructions (n°6)

- Being organised (n°13)

- Sense of responsibility (n°16)

- Professionalism (n°17)

- Ability to observe a schedule (n°19)

Social skills:

- Understanding of the codes of conduct and manners generally accepted in different societies and environments (n°3)

- Reliability (n°10)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to analyse a situation.

- He/she is good at searching for solutions.

- He/she understands if it falls under his/her competence to solve a problem and if not, he/she is able to identify the right person to ask for help.

- He/she is able to evaluate the risks that would be triggered by the way he/she chooses to solve the problem.

- He/she is able to take decisions.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a problem you faced while carrying out a task. How did you manage it?

If your client needs to be guided:

- Tell me about a problem you faced while carrying out a task. What did the task and the problem consist of? (TASK)

- What was the specific context in which you had to carry it out? Was it at work? Were you on your own or with other people? (SITUATION)

- What did you do in order to solve the problem and go on with your task? (ACTIONS)

- In the end, did you manage to solve the problem/to have it solved? Did you do it on your own or not, why? How long did it take? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Autonomy (n°3)

- Ability to follow the rules/instructions (n°6)

- Ability to judge and identify one's strengths and weaknesses (n°8)

- Motivation and determination to meet objectives (n°10)

- Sense of responsibility (n°16)

- Patience (n°18)

- Self-confidence (n°20)



INCLUSIVE+
Forum & Digital Movement with a Gender Perspective

PROFESSIONAL

WILL TO DISCOVER AND LEARN

N°14

PERSONAL SKILLS



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Forum & Digital Movement with a Gender Perspective

PROFESSIONAL

SENSE OF RESPONSIBILITY

N°16

PERSONAL SKILLS

PERSONAL SKILLS

BEING ORGANISED

N°13

Weekly
Organiser

PROFESSIONAL

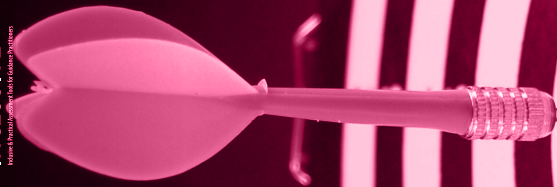


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Forum & Digital Movement with a Gender Perspective

PERSONAL SKILLS

ACCURACY AND ATTENTION PAID TO DETAILS

N°15



PROFESSIONAL



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Forum & Digital Movement with a Gender Perspective

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she always takes time to think before acting.
- He/she always assesses the consequences of his/her acts, for the others and him/herself.
- He/she accepts and recognises his/her mistakes, he/she doesn't blame someone else for them.
- He/she doesn't escape his/her duties.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a task you had to carry out that entailed a strong responsibility. How did you handle that?

If your client needs to be guided:

- Tell me about a task you had to carry out that entailed a strong responsibility. What did the task consist of? (TASK)
- Why was the responsibility so strong? What were the risks entailed? Whom asked you to carry it out? Did you have to carry it out on your own or with other people? (SITUATION)
- What did you do in order to handle this responsibility while carrying out the task? Did you change the way that you decide, you behave, you think? (ACTIONS)
- In the end, did you carry out the task successfully? Did you withstand the pressure linked to responsibility? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Self-discipline (n°4)
- Ability to follow the rules/instructions (9°n)
- Being on time (n°11)
- Being organised (n°13)
- Professionalism (n°17)
- Ability to observe a schedule (6°n)

Social skills:

- Reliability (n°10)
- Politeness (n°13)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is attracted by what is new for him/her.
- The unknown does not scare him/her.
- He/she considers novelty as an opportunity to learn and improve.
- He/she considers learning as a way to broaden his/her horizons.
- He/she is motivated to learn as he/she believes that it is an opportunity to develop him/herself.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you were required to use a software you didn't know yet. How did you manage to use it properly?

If your client needs to be guided:

- Tell me about a time you were required to use a software you didn't know yet. What did you have to do with it? (TASK)
- Why was it required to use a software instead of traditional tools (paper, pen,...)? Was it at work? (SITUATION)
- How did you proceed in order to learn how to use it? How did you feel about it? (ACTIONS)
- In the end, did you manage to use it at least enough to carry out your tasks correctly? Did you decide to learn more on your own? Did you enjoy it? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Understanding of ones' own preferred learning strategies (n°1)
- Autonomy (n°3)
- Motivation and determination to meet objectives (n°10)
- Hard-working (n°21)

Digital skills:

- Ability to learn how to use basic software (n°7)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she observes a lot of people and things around him/her.

- He/she often notices little changes before the others.

- He/she listens carefully to what people tell him/her.

- He/she doesn't hesitate to provide complementary information in his/her written/oral communications.

- He/she doesn't hesitate to give examples in order to precise his/her speech.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you had to describe something as precisely as possible. How did you handle that?

If your client needs to be guided:

- Tell me about a time you had to describe something as precisely as possible. What did it consist of? (TASK)
- Why were you required to describe it? Whom asked you to do so? Was it in a professional context? (SITUATION)

- What did you do in order to be very precise, how did you proceed? (ACTIONS)

- In the end, did you describe it precisely enough, were the people who asked you to do so satisfied? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Professionalism (n°17)

Social skills:

- Active listening (n°14)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to plan.
- He/she finishes every task on time.

- He/she doesn't forget his/her tasks, meetings or deadlines.

- He/she is able to prioritise his/her tasks.

- He/she invents methods to avoid forgetting things if it happens to him/her (with to-do lists, etc...).

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you had many tasks to carry out at the same time. How did you ensure to do everything in due time?

If your client needs to be guided:

- Tell me about a time you had many tasks to carry out at the same time. How many tasks were they and what did they consist of? (TASK)

- How much time did you have? Who gave you the tasks? Did you have to carry them out on your own? (SITUATION)

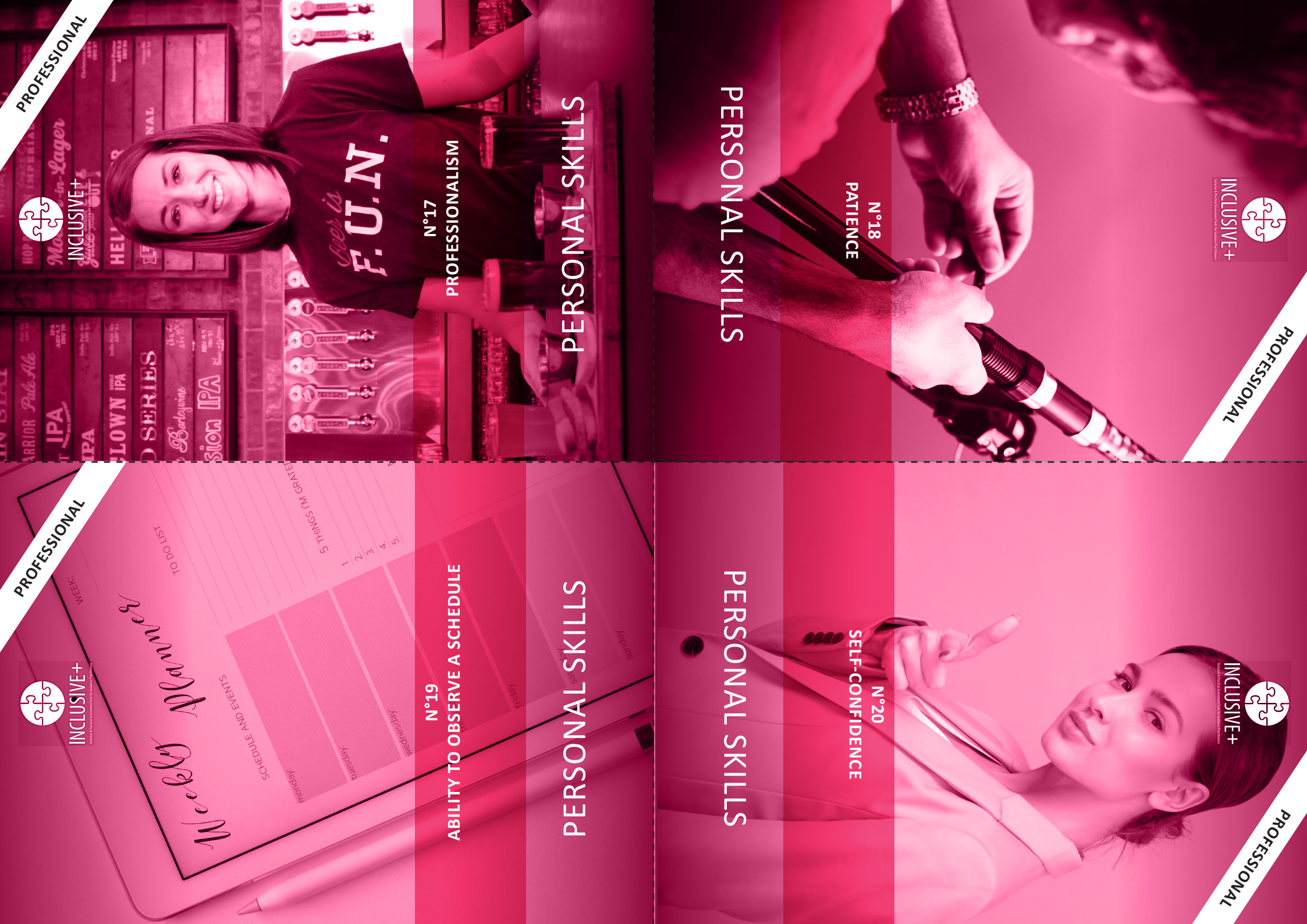
- How did you proceed in order to ensure having time to do everything? Did you use any tool or strategy? (ACTIONS)

- In the end, did you manage to do everything in due time? In hindsight, would you do things differently? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Autonomy (n°3)
- Self-discipline (n°4)
- Sense of responsibility (n°16)
- Professionalism (n°17)
- Ability to observe a schedule (n°19)



PROFESSIONAL



INCLUSIVE+
Model: Anna, 25 years old, 1.65m, 55kg, blonde hair, blue eyes

N°17
PROFESSIONALISM

PERSONAL SKILLS

PERSONAL SKILLS

N°18
PATIENCE

INCLUSIVE+
Model: Anna, 25 years old, 1.65m, 55kg, blonde hair, blue eyes



PROFESSIONAL

PROFESSIONAL



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N°19
ABILITY TO OBSERVE A SCHEDULE

PERSONAL SKILLS

PERSONAL SKILLS

N°20
SELF-CONFIDENCE

INCLUSIVE+
Model: Anna, 25 years old, 1.65m, 55kg, blonde hair, blue eyes



PROFESSIONAL



PROFESSIONAL


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N°21
HARD-WORKING

PERSONAL SKILLS

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she can work a lot in order to reach objectives.
- He/she is ready to make efforts if there is a period with more work than usual.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been required to carry out a very high amount of work. How did you handle that?

If your client needs to be guided:

- Tell me about a time you have been required to carry out a very high amount of work. Explain in detail what this work consisted of. (TASK)
- Was it something exceptional or regular? Were you the only person who had to carry out this amount of work or did everyone have a lot to do? (SITUATION)
- What did you do in order to be able to carry out all your tasks? (ACTIONS)
- In the end, did you manage to complete all your tasks successfully and in due time? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Understanding of ones' own preferred learning strategies (n°1)
- Perseverance (n°2)
- Self-discipline (n°4)
- Ability to cope with stress and frustration and to express them in a constructive way (n°7)
- Motivation and determination to meet objectives (n°10)
- Will to discover and learn (n°14)



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PROFESSIONAL



N°2

**MANUAL CREATIVE AND ARTISTIC ACTIVITIES,
HANDICRAFTS**

HOBBIES



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N°4

SOCIAL NETWORKS

HOBBIES

HOBBIES

ARTISTIC ACTIVITIES

N°3

SPORTS/TEAM GAMES

N°1

HOBBIES



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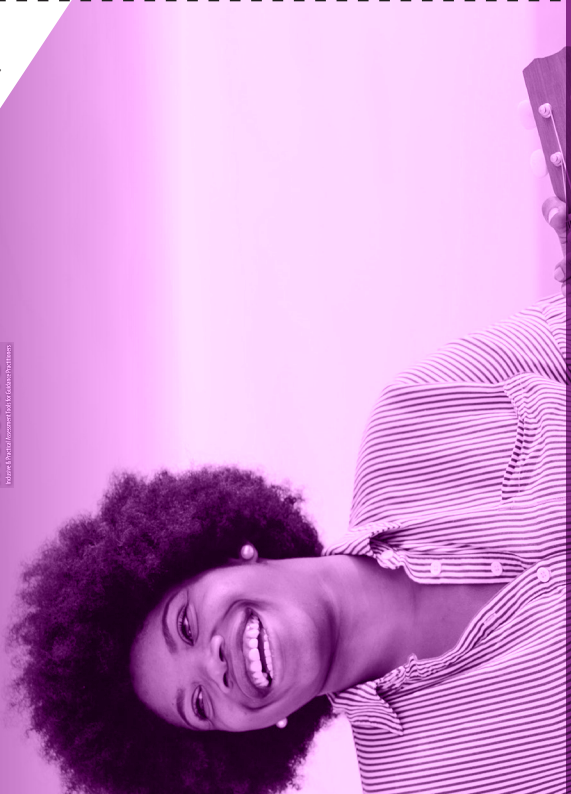
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WHAT YOUR CLIENT MAY DO...

- In his/her spare time, he/she spends time on the social networks.
- He/she uses the social networks in order to keep in touch with the people he/she already knows and to get to know new people.
- He/she uses social media to share and get information (photos, messages etc.) with other people.
- He/she knows how to use social media: he/she can upload content as well as access/download content created by others.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your use of social networks. What could you say about it?
- If your client needs to be guided:
Tell me about your use of social networks. What do you usually need to use them for? (TASK)
- What is the specific context in which you use it? Which social networks do you use? How often? Do you use them only for leisure or are they also a way to make money (e.g. do you have a YouTube channel etc.)? (SITUATION)
- What do you effectively do with them, what type of actions do you carry out? Which elements characterise the way you use them? (ACTIONS)
- In the end, what are you able to do with them? Do you reach the purpose you used them for? (RESULTS)

... TO THINK ABOUT

Personal skills:

- Will to discover and learn (n°14)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Understanding of the codes of conduct and manners generally accepted in different societies and environments (n°3)

Digital skills:

- Search the Internet (n°1)
- Use the phone (n°2)
- Use social networks (n°4)
- Basic use of a computer (n°5)
- Ability to learn how to use basic software (n°6)

WHAT YOUR CLIENT MAY DO...

- During his/her spare time, he/she plays music, dances, sings, does theatre.

- He/she uses dance/music/theatre etc. as a way to express his/her emotions.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your practice of an artistic activity.

What could you say about the conditions in which you practice it?

If your client needs to be guided:

- Tell me about an artistic activity you practice. What does it usually require you to do? (TASK)
- What is the specific context in which you practice it? Which activity is it? Is it in a club or on your own? Do you practice it regularly? Do you practice it only for leisure or is it also a way to make money? (SITUATION)
- What do you effectively do when you are practicing this activity? Which elements characterise you when you practice it? What are you careful about? (ACTIONS)
- In the end, what are you able to do? Which level have you reached? (RESULTS)

YOU COULD LINK THIS SKILL TO ...

Personal skills:

- Understanding of one's own preferred learning strategies (n°1)
 - Perseverance (n°2)
 - Motivation and determination to meet objectives (n°10)
 - Will to discover and learn (n°14)
 - Accuracy and attention paid to details (n°15)
 - Self-confidence (n°20)
- ### Social skills:
- Ability to communicate effectively both orally and in writing (n°1)
 - Ability to work collaboratively in team (n°11)

WHAT YOUR CLIENT MAY DO...

- He/she loves to create objects with his/her hands, to be used or only for decorating.
- He/she has a lot of inspiration and always new ideas to realise.
- Sometimes he/she sells things that he/she has created by his/herself
- He/she is very accurate and pays attention to detail.
- He/she has a strong sense of aesthetic.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your practice of a manual creative or artistic activity. What could you say about the conditions in which you practice it and the way you proceed?

If your client needs to be guided:

- Tell me about a manual or artistic activity you practice. What does it usually require you to do? (TASK)
- What is the specific context in which you practice it? Which activity is it? Is it in a club or on your own? Do you practice it regularly? (SITUATION)
- What do you effectively do when you are practicing this activity? What are your objectives? Which elements characterise you when you practice it? What are you careful about? (ACTIONS)
- In the end, what type of products/objects are you able to make/create? Have you ever tried to sell them? (RESULTS)

YOU COULD LINK THIS SKILL TO ...

Professional skills:

- General manual competences (n°1)
- Basic selling skills (n°3)

Personal skills:

- Ability to follow the rules/instructions (n°6)
- Accuracy and attention paid to details (n°15)
- Patience (n°18)

WHAT YOUR CLIENT MAY DO...

- He/she likes to play in team with other people, in a club or not.
- He/she plays sports/games in which it is necessary to work together and trust each other to win.
- He/she is able to bring his/her contribution to the game and to a general positive atmosphere.
- Even if he/she may like competition, he/she always remains respectful of the opponent.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your practice of sports or team games. What could you say about the way you play and see team activities?

If your client needs to be guided:

- Tell me about a sport or game you practice in a team. What is usually your role in the team? (TASK)
 - What is the specific context in which you practice it? What sport/game is it? Is it in a club or only for leisure? Do you practice it regularly? (SITUATION)
 - What do you effectively do when you play in team? What are your objectives? What attitudes characterise you when you play in team? (ACTIONS)
 - In the end, does your behaviour influence the game/atmosphere? How do you react if you win/lose? (RESULTS)
- ## YOU COULD LINK THIS SKILL TO...
- ### Social skills:
- Interest in interaction with others and to establish interpersonal relationships (n°2)
 - Ability to value diversity and respect of others (n°9)
 - Reliability (n°10)
 - Ability to work collaboratively in team (n°11)
 - Positivity (n°12)
- ### Personal skills:
- Perseverance (n°2)
 - Ability to follow the rules/instructions (n°6)
 - Motivation and determination to meet objective (n°10)
 - Self-confidence (n°20)

PROFESSIONAL



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N°5

INTEREST IN FOREIGN LANGUAGES

HOBBIES

HOBBIES

ANIMAL CARE AND GARDENING

N°6



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N°7

READING

HOBBIES

HOBBIES

COOKING AND BAKERY

N°8



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WHAT YOUR CLIENT MAY DO...

- He/she likes to cook and/or bake in his/her everyday life.
- He/she likes to follow recipes but also to invent new ones.
- Usually, people like what he/she cooks or his/her culinary innovations.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you cooked for many people. What could you say about it?

If your client needs to be guided:

- Tell me about a time you cooked for many people. (TASK)
- In which context was it? Was it in a professional context, at home or for leisure? For how many people did you need to cook for? Did you attend any training? Have you ever practiced it in a club, with other people? (SITUATION)
- How did you proceed in order to be successful? Could you tell me what characterises you as a cook? How often do you cook in your daily life? What type of products do you usually cook? (ACTIONS)
- In the end, did you manage to cook for all these people? Were they and yourself satisfied with the result? Have you ever used your talents for cooking in order to earn money? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Ability to follow the rules/instructions (n°9)
- Will to discover and learn (n°14)
- Accuracy and attention paid to details (n°15)

Social skills:

- Customer service skills (n°15)

Professional skills:

- General manual competences (1° n)
- Basic selling skills (n°3)
- Basic mathematical skills (n°5)
- Knowledge of the main hygiene and alimentary norms (9° n)

WHAT YOUR CLIENT MAY DO...

- He/she loves to read one or more types of materials.

- He/she is able to concentrate on what he/she is reading for a while.

- It may happen that he/she tries to read in different languages/bilingual books.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last material you read. What could you say about it and what characterises you as a reader?

If your client needs to be guided:

- Tell me about the last material you read. (TASK)
- In which context did you read it? Were you required to read it or was it your own choice? What type of material was it? (SITUATION)
- How do you proceed in order to read effectively? Could you tell me what characterises you as a reader? How often do you read? (ACTIONS)
- In the end, did you manage to finish reading the material? How long did it take you? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Will to discover and learn (n°14)
- Accuracy and attention paid to details (n°15)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)

WHAT YOUR CLIENT MAY DO...

- He/she has plants at home and he/she can spend time to prevent them from dying.
- If his/her plants seem in a bad shape, he/she tries to understand what is wrong and to do the necessary to cure them.
- He/she has pets/animals at home and he/she spends time and energy to look after them and ensure their health and well-being.
- If his/her pets/animals are sick, he/she tries to understand what is wrong, he/she may bring them to the vet if necessary and give them medicine even if it takes time.
- If he/she meets an animal in a bad shape in the street, he/she tries to help it.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you had to care of an animal/plants. What could you say about it?

If your client needs to be guided:

- Tell me about a time you had to care of an animal/plants. What did you precisely need to do? (TASK)
- In which context did you have to care of them? Whose were they? Were you paid for it? (SITUATION)
- What did you effectively do in order to care of them? Did they get in a bad shape/sick at any moment or did you face any difficulty? If yes, how did you deal with it? (ACTIONS)
- In the end, did you manage to take care of them? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Motivation and determination to meet objectives (n°10)
- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Accuracy and attention paid to details (n°15)
- Patience (n°18)

Social skills:

- Empathy (n°8)

WHAT YOUR CLIENT MAY DO...

- In his/her spare time, he/she likes to listen to other languages (e.g. songs in a foreign language, videos/films/computer games with subtitles, etc.).
- He/she likes to meet people who speak another language and he/she tries to communicate with them.
- He/she has followed or he/she is interested in following foreign languages lessons.
- Foreign languages fascinate him/her.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your interest in foreign languages. What could you say about it?

If your client needs to be guided:

- Tell me about your interest in foreign languages. What would you need to do so that this interest can result in concrete actions? (TASK)
- Is there a specific reason why you are interested in them? Which languages are you particularly interested in? (SITUATION)
- What does this interest result in in terms of actions? Did you try to learn them? How do you proceed? Why do you choose to learn them the way you do? (ACTIONS)
- In the end, what languages are you able to speak/understand? Are you able to speak/understand/read/write? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Understanding of ones' own preferred learning strategies (n°1)
- Perseverance (n°2)
- Autonomy (n°3)
- Self-discipline (n°4)
- Motivation and determination to meet objectives (n°10)
- Will to discover and learn (n°14)
- Self-confidence (n°20)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Interest in interaction with others and to establish interpersonal relationships (n°2)



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N°10

COMPUTER GAMES

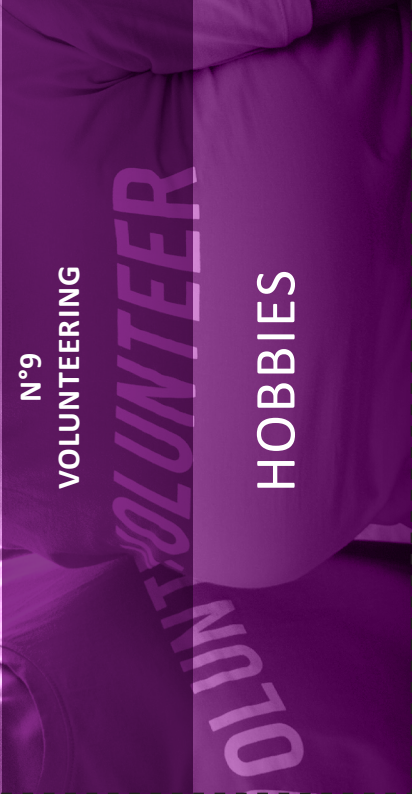


HOBBIES



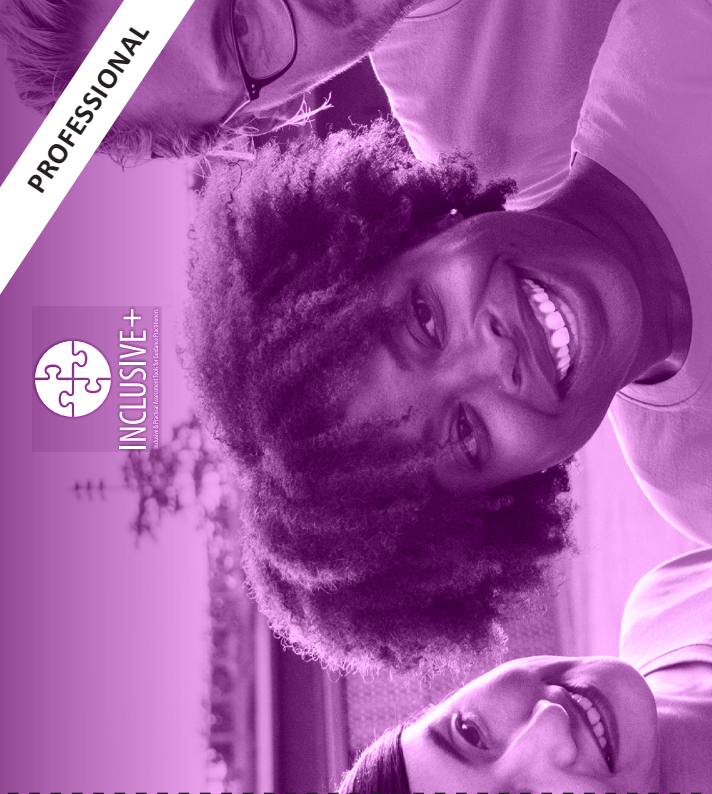
HOBBIES

N°9
VOLUNTEERING



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N°12

ACTIVITIES IN NATURE (SEASIDE, MOUNTAIN)

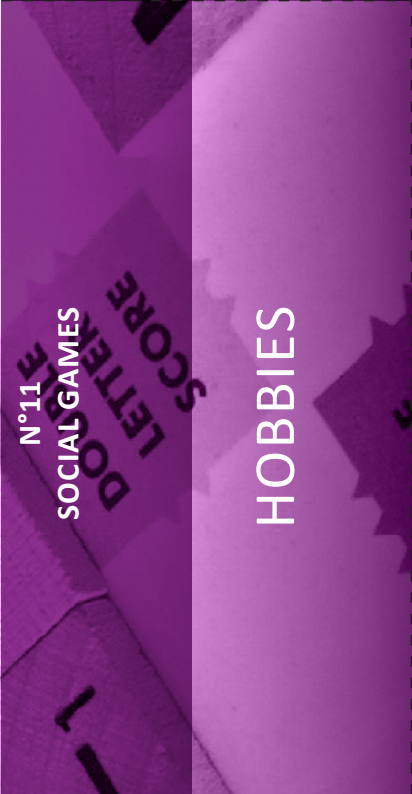


HOBBIES



HOBBIES

N°11
SOCIAL GAMES



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WHAT YOUR CLIENT MAY DO...

- He/she has practiced seaside activities/sports that helped him/her acquire technical knowledge and skills.
- He/she is used to doing sport/activities in the mountain that allowed him/her to develop his/her knowledge on it (e.g. nice places to see, where to go for trekking, names of the plants and animals, etc.).

A QUESTION YOU COULD ASK TO HELP...

- Tell me about your most significant experience with nature activities. What could you say about it?

If your client needs to be guided:

- Tell me about your most significant experience with nature activities. (TASK)
- What activity was it? In which context was it? Was it in a professional context or for leisure? Did you practice it on your own or with other people? Have you ever practiced it in a club or followed a training? How often do you practice it in your daily life? (SITUATION)
- How did you proceed in order to be successful with this activity? Were there particular techniques or knowledge you needed to apply? Did you have any goals to reach? (ACTIONS)
- In the end, did you manage to do what you wanted to do (to reach particular objectives, to apply particular techniques/knowledge etc.). (RESULTS)

... TO THINKS SHI KNTI DTUOC NOU

Personal skills:

- Perseverance (n°2)
- Autonomy (n°3)
- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Motivation and determination to meet objectives (n°10)
- Will to discover and learn (n°14)
- Accuracy and attention paid to details (n°15)
- Sense of responsibility (n°16)
- Self-confidence (n°20)
- Social skills:
- Ability to communicate effectively both orally and in writing (n°11)

;(if in collaboration with others):

- Reliability (n°10)
- Ability to work collaboratively in team (n°11)

WHAT YOUR CLIENT MAY DO...

- He/she likes to play computer games in his/her spare time. He/she plays games that are played online in collaboration with other people.
- He/she plays games that require to administrate available resources.
- He/she plays games that require him/her to negotiate with others.
- He/she likes games that require to build a strategy/to solve a problematic situation to win.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you played a computer game. What could you say about it?

If your client needs to be guided:

- Tell me about the last time you played a computer game. What were the main tasks you had to carry out in that game? (TASK)
- What type of game was it? Why did you like this game? Did you play with other people or on your own? In your daily life, how often do you play computer games? (SITUATION)
- How did you proceed in order to carry out these main tasks effectively? Which words could characterise the way you played? (ACTIONS)
- In the end, did you manage to carry them out effectively? Which words could characterise the way you played? (RESULTS)

YOU COULD LINK THIS SKILLS TO...

Personal skills:

- Perseverance (n°2)
- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Motivation and determination to meet objectives (n°10)
- Patience (n°18)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Reliability (n°10)
- Ability to work collaboratively in team (n°11)
- Digital skills:
- Search on the Internet (n°1)
- Basic use of a computer (n°5)
- Ability to learn how to use basic software (n°7)

WHAT YOUR CLIENT MAY DO...

- He/she likes to play games that require interaction, collaboration, communication with other people.

- He/she likes multiplayer games that imply to manage (e.g. manage time or money), to guess (e.g. try to understand/communicate the right information), etc.

- He/she plays games that require developing strategies and/or anticipating what his/her opponent will do in order to win.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about the last time you played a social game. What could you say about it?

If your client needs to be guided:

- Tell me about the last time you played a social game. What did this game require you to do? (TASK)

- In which context was it? With whom did you play? What game was it? Did you propose to play or was it someone else? Was it a game to be played in team or individually? What were the main rules and objectives to meet in order to win? In your daily life, how often do you play social games? (SITUATION)

- How did you proceed in order to be successful? Which words could characterise the way you played? (ACTIONS)

- In the end, did you manage to carry out the activities required by the game? Which words could characterise the way you played? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Ability to follow the rules/instructions (n°6)
- Ability to problem solve (n°9)
- Motivation and determination to meet objectives (n°10)

Professional skills:

- General manual competences (n°1)
- Basic selling skills (n°3)
- Basic mathematical skills (n°5)
- Knowledge of the main hygiene and alimentary norms (n°6)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Ability to work collaboratively in team (n°11)
- Positivity (n°12)

WHAT YOUR CLIENT MAY DO...

- He/she can give time for things in which he/she believes/to act in line with his/her convictions.

- He/she has already been involved in an association/ given time for specific causes that are important to him/her.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you volunteered. What could you say about it?

If your client needs to be guided:

- Tell me about a time you volunteered. What activities did you have to carry out as a volunteer? (TASK)

- In which context was it? In which organisation? Why did you decide to start volunteering with that specific organisation? For how long did you volunteer for? (SITUATION)

- How did you proceed in order to carry out your activities? Could you tell me what behaviours characterise you as a volunteer? (ACTIONS)

- In the end, did you manage to carry out your activities? Did this experience influence you? What did the people say about you in that organisation? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Motivation and determination to meet objectives (n°10)
- Sense of responsibility (n°16)
- Self-confidence (n°20)
- Hard-working (n°21)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Interest in interaction with others and to establish interpersonal relationships (n°2)
- Awareness of basic concepts relating to individuals, groups, work organizations, gender equality, non-discrimination, society, culture (n°4)
- Tolerance (n°5)
- Empathy (n°8)
- Ability to value diversity and respect of others (n°9)
- Reliability (n°10)
- Ability to work collaboratively in team (n°11)
- Positivity (n°12)



PROFESSIONAL



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N°1
SEARCH ON THE INTERNET

DIGITAL SKILLS



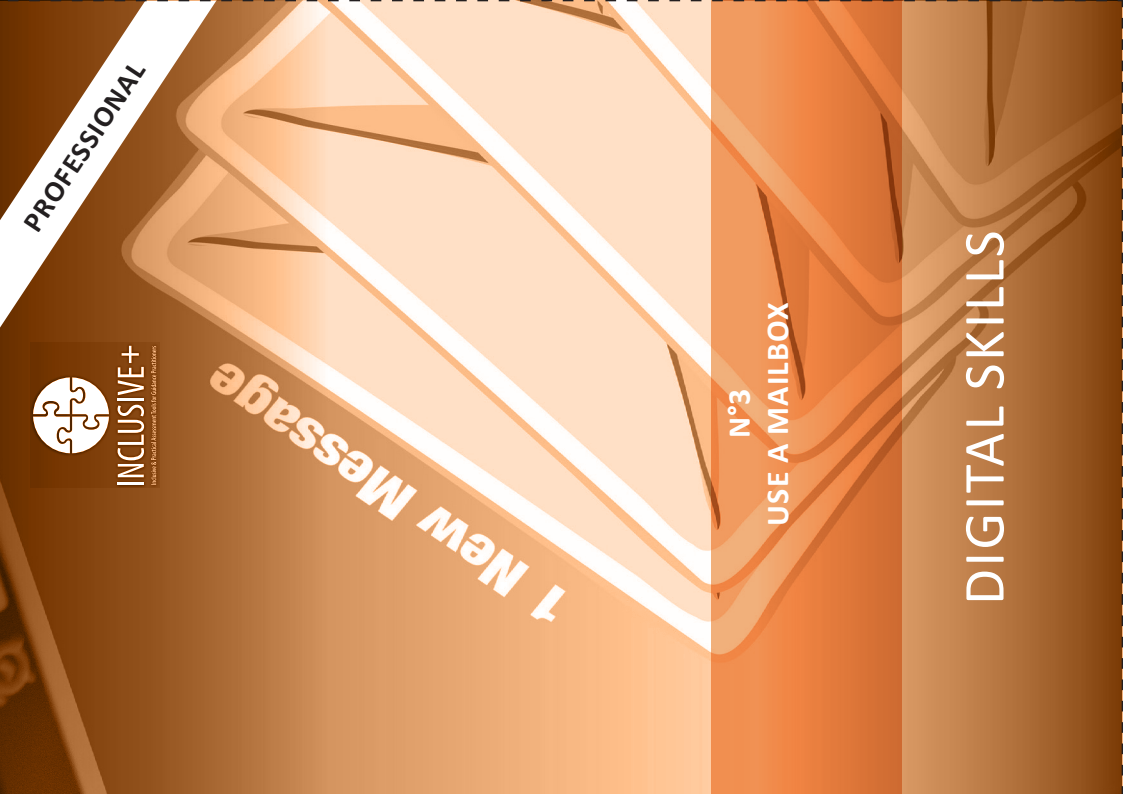
PROFESSIONAL



INCLUSIVE+

N°2
USE THE PHONE

DIGITAL SKILLS



PROFESSIONAL



INCLUSIVE+

N°3
USE A MAILBOX

DIGITAL SKILLS



PROFESSIONAL



INCLUSIVE+

N°4
USE SOCIAL NETWORKS

DIGITAL SKILLS

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to use common applications (WhatsApp, Telegram, Messenger, Facebook, LinkedIn, etc.).
- He/she is aware of the risks that can be linked to the use of social networks and he/she knows how to protect his/her personal data.
- He/she is aware of the benefits he/she can get from the utilisation of social media (access targeted information, find a job, etc.).

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been required to do something on a social network. How did you manage it?

If your client needs to be guided:

- Tell me about a time you have been required to do something on a social network. What did you precisely need to do? (TASK)
- What was the specific context? Was it for work or in your personal life? Did you already use that social network? (SITUATION)
- How did you proceed in order to do what you were required to? (ACTIONS)
- In the end, did you manage to do what you were required to? Did you do it on your own or need to ask for help? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Search on the Internet (1°n)
- Use the phone (2°n)
- Basic use of a computer (5°n)

Social skills:

- Ability to communicate effectively both orally and in writing (1°1)
- Interest in interaction with others and to establish interpersonal relationships (2°n)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to call with a smartphone.
- He/she is able to text and to access the messages he/she receives.
- He/she is able to listen to the vocal messages people leave him/her.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been required to send a message to someone. How did you handle it?

If your client needs to be guided:

- Tell me about a time you have been required to send a message to someone. (TASK)
- What was the specific context? Did you have to send it through a particular application? (SITUATION)
- How did you proceed in order to send it? Did you download an application for that? (ACTIONS)
- In the end, did you manage to send it? If not, why? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Use social networks (n°4)

Social skills:

- Ability to communicate effectively both orally and in writing (1°n)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to create an e-mail address (on his/her own or with someone else's help).

- He/she knows how to send an e-mail and how to attach a document.

- He/she can use the basic functions of a mailbox: he/she is able to read the e-mails he/she received, to check the ones he/she sent, to register drafts and to manage the spam.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you had to send an e-mail with a file attached. How did you handle it?

If your client needs to be guided:

- Tell me about a time you had to send an e-mail with a file attached. (TASK)
- What was the specific context? Was it for work? (SITUATION)
- How did you proceed in order to attach the file and send it? (ACTIONS)
- In the end, did you manage to do it on your own? Did you need to ask for help? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Search on the Internet (n°1)
- Use social networks (n°4)
- Basic use of a computer (n°5)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Understanding of the codes of conduct and manners generally accepted in different societies and environments (n°3)

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to use a keyboard.
- He/she is able to check whether he/she has an Internet connection.
- He/she knows the different search engines.
- He/she is able to identify the key words to type in order to get relevant results.
- He/she is able to select the type of material he/she needs (textual information, images, videos, books, etc.).

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have needed to search for information on the Internet. How did you handle it?

If your client needs to be guided:

- Tell me about a time you have needed to search for information on the Internet. Can you explain precisely what you had to do? (TASK)
- What was the specific context? What kind of information was it? (SITUATION)
- How did you proceed in order to find the information you needed? (ACTIONS)
- In the end, did you find it? If not, why? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Use a mailbox (n°3)
- Use social networks (n°4)
- Basic use of a computer (n°5)
- Make a CV (n°6)

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N°7

ABILITY TO LEARN HOW TO USE BASIC SOFTWARE

DIGITAL SKILLS

N°5

BASIC USE OF A COMPUTER

DIGITAL SKILLS

DIGITAL SKILLS

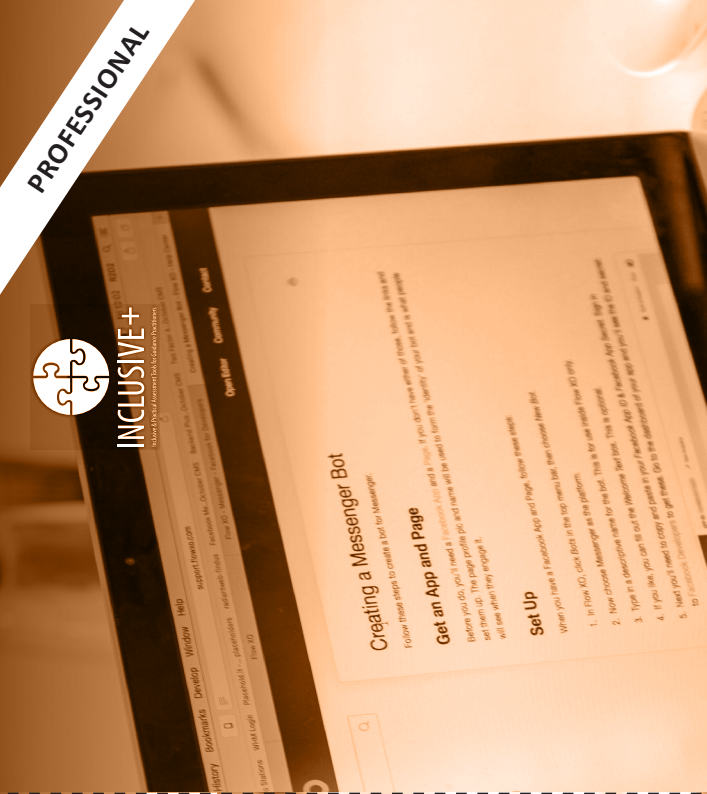
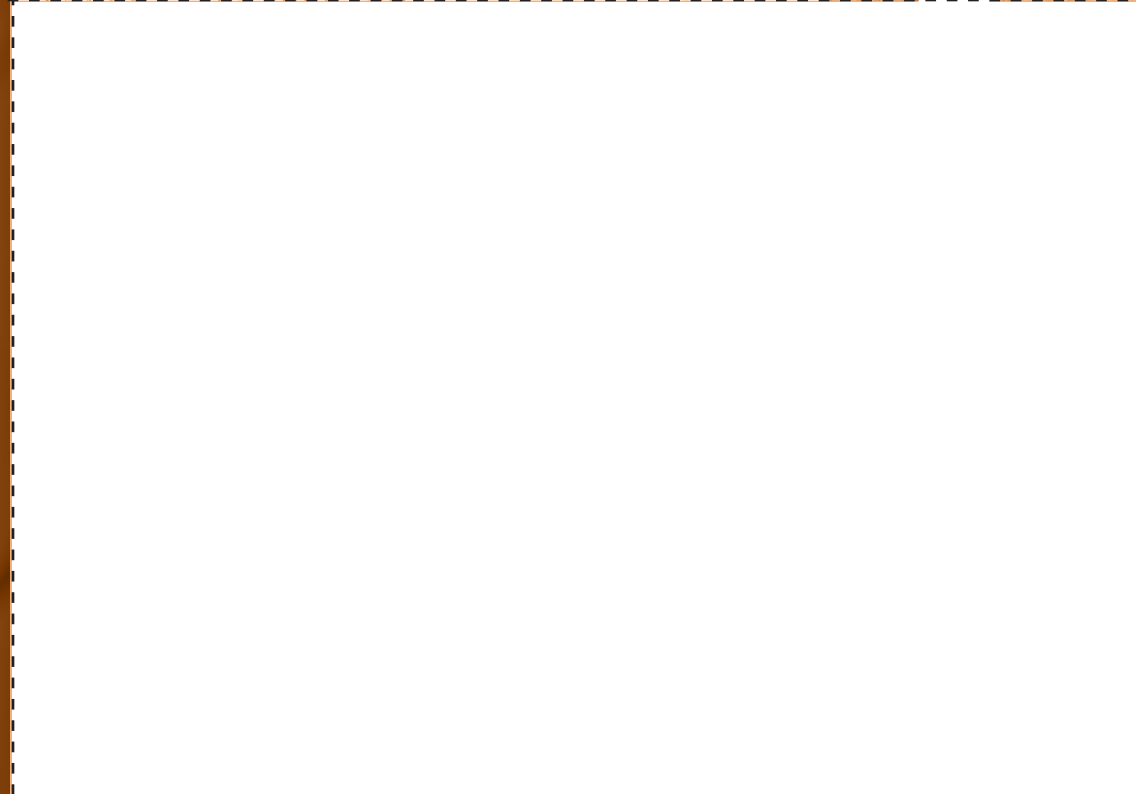
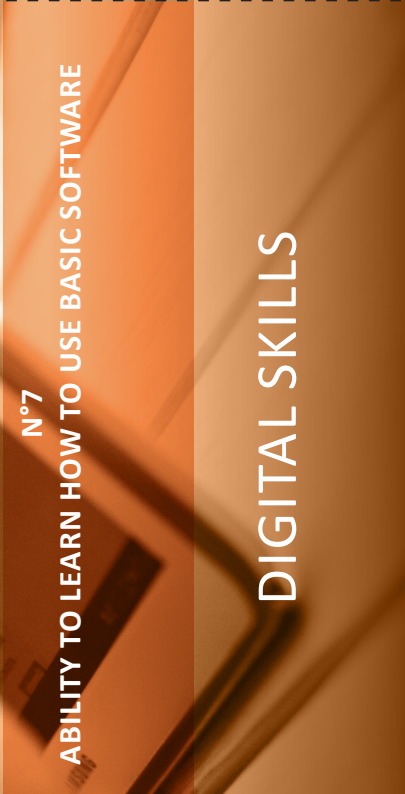
MAKE A CV

N°6



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WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is able to use a keyboard.
- He/she knows how to use basic programmes: he/she can write a text in a word processing programme, save and stamp a document, etc.
- He/she can find the documents, images, audios he/she saved in the computer.
- He/she knows how to surf on the Internet.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been required to write, save and stamp a document on the computer. How did you handle it?
- If your client needs to be guided:
 - Tell me about a time you have been required to write, save and stamp a document on the computer. What did you precisely need to do? (TASK)
 - What was the specific context? Was it for work or in your personal life? (SITUATION)
 - How did you proceed in order to do what you were required to? (ACTIONS)
 - In the end, did you manage to do everything? Did you do it on your own or did you need to ask for help at least for one thing? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Search on the Internet (n°1)
- Use a mailbox (n°3)
- Use social networks (n°4)

Social skills:

- Parts catalogue knowledge (n°9)

Personal skills: Autonomy (n°3)

- Ability to judge and identify one's strengths and weaknesses (n°8)

Personal skills:

- Autonomy (n°3)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Search on the Internet (n°1)
- Basic use of a computer (n°5)

YOU COULD LINK THIS SKILL TO...

Digital skills:

- Search on the Internet (n°1)
- Basic use of a computer (n°5)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)

Personal skills:

- Autonomy (n°3)
- Ability to judge and identify one's strengths and weaknesses (n°8)

Personal skills:

- Search on the Internet (n°1)
- Basic use of a computer (n°5)

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have needed to write your CV. How did you handle it?
- If your client needs to be guided:
 - Tell me about a time you have needed to write your CV. (TASK)
 - What was the specific context? Was it for a specific job offer? Was it the first time you had to write it? (SITUATION)
 - How did you proceed in order to write and format it? (ACTIONS)
 - In the end, did you manage to make it? Were you satisfied with what it looked like? Did you do it on your own or need to ask for help? (RESULTS)

Social skills:

- Ability to communicate effectively both orally and in writing (n°1)
- Search on the Internet (n°1)
- Basic use of a computer (n°5)

- He/she is aware of the tools that exist in order to help him/her make his/her CV (e.g. Europass).

- He/she knows what information is to be included in a CV.

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

WHAT YOUR CLIENT SHOULD BE ABLE TO DO...

- He/she is interested in technology and he/she is always willing to learn more about how to use it.
- He/she is not afraid of using new tools.
- He/she believes that technological devices can help him/her be more effective in his/her work and make him/her save time.

A QUESTION YOU COULD ASK TO HELP...

- Tell me about a time you have been required to use a software you did not know. How did you handle it?
- If your client needs to be guided:
 - Tell me about a time you have been required to use a software you did not know. (TASK)
 - What was the specific context? What software was it? Was it at work? Why did you need to use it? (SITUATION)
 - How did you feel and react in front of this requirement? How did you proceed in order to use it effectively? (ACTIONS)
 - In the end, did you manage to use it? (RESULTS)

YOU COULD LINK THIS SKILL TO...

Personal skills:

- Understanding of one's own preferred learning strategies (n°1)
- Flexibility and adaptation (n°5)
- Will to discover and learn (n°14)
- Self-confidence (n°20)

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