



INCLUSIVE+

Inclusive & Practical Assessment Tools for Guidance Practitioners

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INCLUSIVE+
Innovative Digital Assessment Skills for Graduate Professionals

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N°2

INTEREST IN INTERACTION WITH OTHERS
AND TO ESTABLISH INTERPERSONAL RELATIONSHIPS

SOCIAL SKILLS



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N°4

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

SOCIAL SKILLS

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SAVE
OUR
EARTH



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Innovative Digital Assessment Skills for Graduate Professionals

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N°1

ABILITY TO COMMUNICATE EFFECTIVELY
BOTH ORALLY AND IN WRITING

SOCIAL SKILLS

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Innovative Digital Assessment Skills for Graduate Professionals



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

SOCIAL SKILLS

I HAVE THIS SKILL IF...

- I am able to express myself, to understand and give meaning to concepts, thoughts, feelings, facts and opinions while listening, speaking, reading and writing.
- I am able to interact with people from different cultures and in various everyday life situations.

WHAT WOULD YOU DO?

You are withdrawing money from an ATM, but there is a problem and it takes your card. You:

- Are able to explain to the bank clerk what happened;
- You understand from what he/she tells you how the problem can be solved and to act accordingly;

If you had to write a written request, you:

- Could explain everything in writing as well;
- Would be able to read and understand written documents you may have to sign.

I HAVE THIS SKILL IF...

- I can observe and recognise the behaviours that are accepted in a given context/environment.
- I am able to adjust my behaviour according to what people expect from me.
- I can adapt to the norms of my environment: way to express myself, clothes, rules, hierarchy...

WHAT WOULD YOU DO?

At home, you are used to take your shoes off and talk out loud on the phone. On the train/at work, you:

- Do the same, changing your behaviour would mean not being yourself and that would not be right.
- Adapt your behaviour to what is required (explicitly or implicitly, by observing how the others behave) in the place you are, thus you don't take off your shoes nor talk out loud on the phone.

I HAVE THIS SKILL IF...

- I like meeting and talking to other people.
- I am able to adopt a positive attitude when talking to others.
- I easily establish relationships with the others.

WHAT WOULD YOU DO?

When you go to a place where you don't know anyone, you:

- Smile and try to start talking to someone, he/she may be your future friend!
- Smile and would like to talk to them, but you need to get less shy!
- Stay on your own, you don't feel any need to meet new people.

I HAVE THIS SKILL IF...

- I am aware that society is made of people who are different from each other.
- I accept and I respect differences (gender, sexual orientation, culture...).
- I am aware of the main rights and duties of individuals and private organisations.

WHAT WOULD YOU DO?

You're sitting on the bus. A transgender person enters and seems to be about to sit next to you. You:

- Don't like transgender people, they scare you: you put your bag on the seat next to you to prevent him/her from sitting there.
- Behave as you would do with any other person and let him/her sit next to you. After all, humans are all equal and respect is a base to society!



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INTEGRAL E-DESIGN | INNOVATION | DIGITAL | COMMUNITY | DESIGN | STRATEGY | PRODUCTION



N° 5
TOLERANCE

SOCIAL SKILLS



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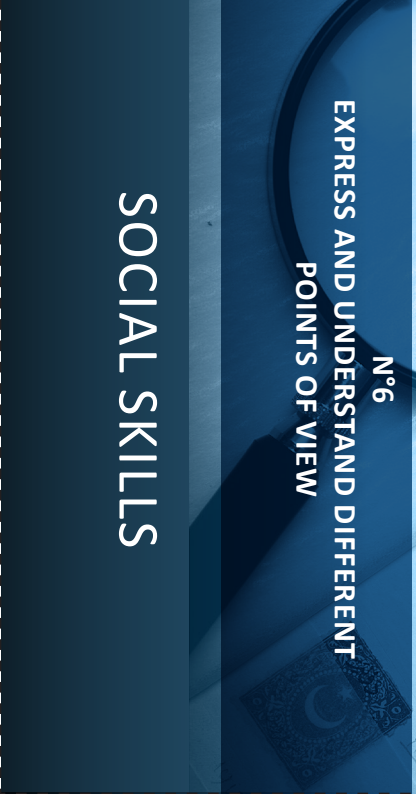


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N° 7
NEGOTIATE AND CREATE CONFIDENCE

SOCIAL SKILLS



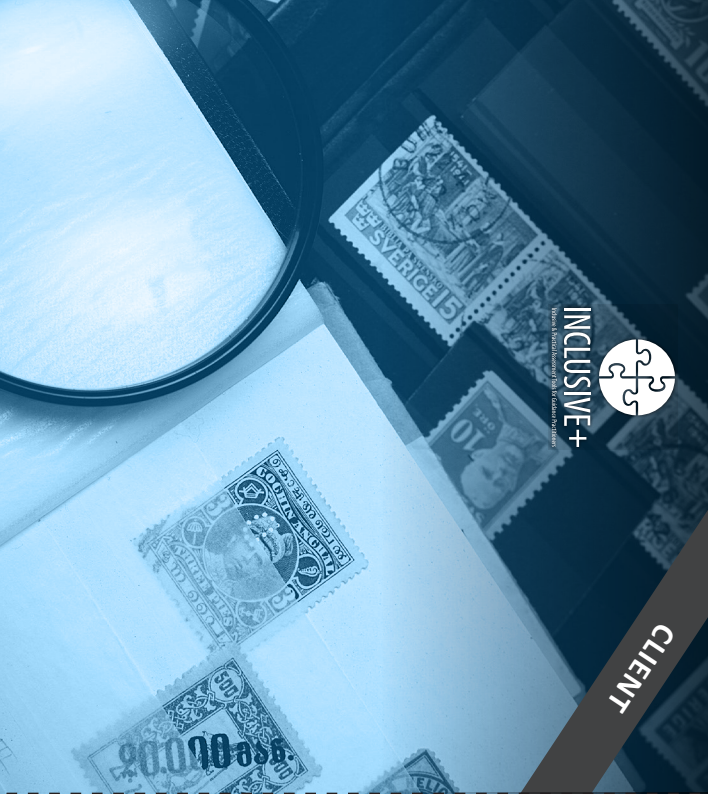
N° 6
EXPRESS AND UNDERSTAND DIFFERENT
POINTS OF VIEW

SOCIAL SKILLS



N° 8
EMPATHY

SOCIAL SKILLS



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I HAVE THIS SKILL IF...

- I am aware that different people may have different views on the same issue.
- I am able to put myself in the other person's shoes to understand why his/her view differs from mine.
- Thinking of an issue, I am able to imagine different situations that could trigger different points of view.

WHAT WOULD YOU DO?

You are talking to a colleague, and it comes out that you have different political opinions as he/she is more left/right-wing whereas you are more right/left-wing. You:

- Try to convince him/her that your view is the only valuable one on the issue discussed. You also think he/she is stupid to agree with these left/right-wing politicians!
- Understand that his/her particular situation and experience can have led him/her to have a different view from yours. You try to understand why he/she disagrees with you instead of refusing difference.

I HAVE THIS SKILL IF...

- I try to see the world through the other person's eyes.
- I listen with attention and try to understand the other.
- I listen without judging.
- I try to put myself in the other person's shoes and to understand his/her feelings.
- I try to understand the reason why the other acts as he/she does and what can be his/her objectives.

WHAT WOULD YOU DO?

Today, you have a lot of things to do at work, but your colleague arrives and he/she seems to be much less cheerful than usual. What are you going to do?

- You have too much work to start talking. If he/she really has a problem, he/she will talk to you anyway, but if you can avoid losing time, it is better this way.
- He/She may have a problem, you decide to ask him/her if everything is fine and to offer your help. You will lose a bit of time, but what would a workplace be without caring?

I HAVE THIS SKILL IF...

- I accept that other people may have opinions different from mine.
- I respect the others' beliefs, behaviours, ways of life even if they are different or contrary to my own.
- Even if I disagree with them, I want the others to have the right to express their ideas.

WHAT WOULD YOU DO?

You are a Christian/Muslim and you meet your sister's new boyfriend. It comes out that he is Muslim/Christian. He explains that his religious belief, which is different from yours, is the right one whereas you are mistaken. You:

- Get angry: he is the one mistaken whereas your religious belief is the right one, and you need to convince him.
- Explain that there is no right or wrong regarding beliefs, and that he should not speak this way: everyone is free to believe what he/she thinks to be true but has to respect what others choose to believe.

I HAVE THIS SKILL IF...

- I am able to reach an agreement with other people.
- I am good at convincing people.
- I am able to make people feel at ease.
- I pay attention and truly listen to what the others have to say.
- I am good at reassuring people.

WHAT WOULD YOU DO?

Someone has contacted you to see your car that you're selling. When he/she arrives, he/she shows interest but tries to lower the price. You:

- Had prepared for this possibility: your price was higher than what you wanted to get from the selling: you accept to lower it a bit to get at least what you expected. You underline all positive aspects of the car in order to prevent lowering the price further.
- Refuse to negotiate the price, and your potential client is terribly rude to try. You tell him/her that he/she should accept your price or leave.

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N°9

ABILITY TO VALUE DIVERSITY AND RESPECT OF OTHERS

SOCIAL SKILLS

SOCIAL SKILLS

RELIABILITY

N°10



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N°11

ABILITY TO WORK COLLABORATIVELY IN TEAM

SOCIAL SKILLS

SOCIAL SKILLS

POSITIVITY

N°12



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I HAVE THIS SKILL IF...

- I think that diversity and respect of the others are important.
- I understand why diversity and respect are positive in a society/group.
- I accept that the others can be different from me.
- I don't undermine the others because of their differences.
- I recognize we are all equal even if we are different.

WHAT WOULD YOU DO?

You are on the train, going back from work. During the journey, several men start making fun of a black woman, saying to her racist and sexist comments. You:

- Approach them and tell them they are being racist and sexist and have no right to speak this way to anyone. You try to explain that respect is crucial and that this woman is their equal.
- Don't really care: there is no need to approach them as they are only talking, they are not hitting her. Anyway, racist and sexist comments are not a serious lack of respect.

I HAVE THIS SKILL IF...

- I am able to express my opinion and to listen to the one of the others.
- I accept compromising.
- I don't get angry if the others disagree with me.
- I am able to trust the people with whom I work.

WHAT WOULD YOU DO?

You are a carpenter and you have to work on the creation of a piece of furniture in a team with other colleagues. You propose an idea but your colleagues, even if they like it, want to modify it in order to avoid some defects. You:

- Are offended, your idea was very nice and did not have all these defects.
- Get angry: how can they disagree with you? It was the best idea! They probably want to modify your proposal because they don't like you...
- Take into account their comments on your proposal. They will help you to improve it together with the others.

I HAVE THIS SKILL IF...

- I stick to what I say – I keep my word.

I always strive to carry out my tasks the best I can.

Usually, people consider that they can trust me.

It is always possible to count on my support.

- I always keep secrets when I am asked to.

WHAT WOULD YOU DO?

When your employer recruited you as a seller in his/her shop, you promised that you could close the shop in case of emergency even if it was not planned. Today, he/she was supposed to do it but there is a flood at his/her home so he/she asks you to think about it. You had planned to go shopping with your sister. You:

- Consider that this is an unforeseen problem.

Moreover, you have given your word, and you are the kind of person to respect it. You will go shopping another day, there will be other occasions!

- Refuse to do the closing: your employer should organise in another way as it was not planned this way and you already have plans.

I HAVE THIS SKILL IF...

- I am able to find positive elements in any situation.

I see things in a positive light and use it to motivate myself and the others.

- I am able to relativise failures and to keep on trying.

WHAT WOULD YOU DO?

Your boss refused the piece of furniture you made in a team with your colleagues and he asked you to make another version. You:

- Tell the others you have learnt from your boss's comments and will be able to do better next time!

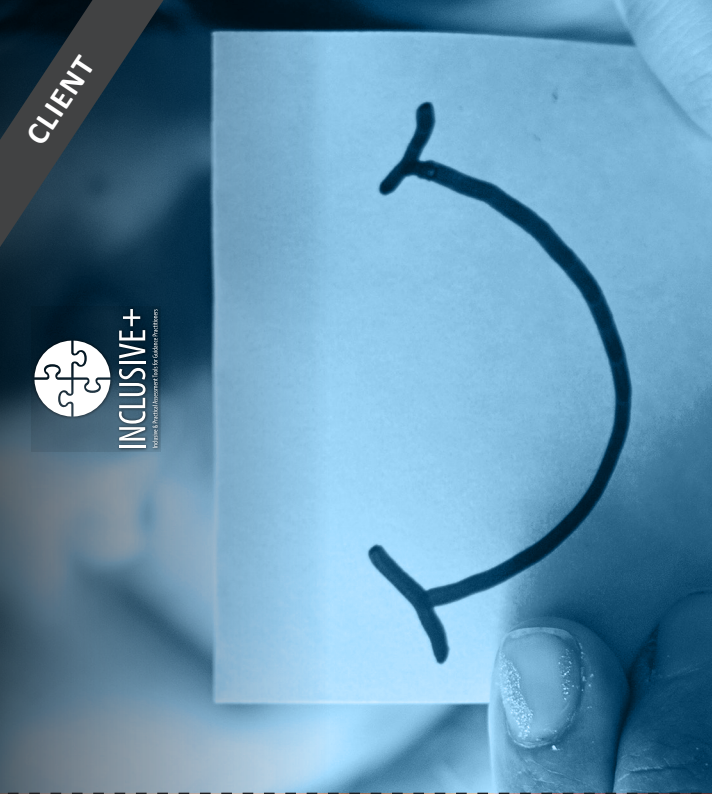
- You had told them your initial idea, the one they chose to modify, was the best one... If they had agreed on it, your boss may have liked the piece of furniture!



N°15

CUSTOMER SERVICE SKILLS

SOCIAL SKILLS



N°13

POLITENESS

SOCIAL SKILLS



N°14

ACTIVE LISTENING

SOCIAL SKILLS

I HAVE THIS SKILL IF...

- I know how to behave in specific contexts.
- I know which language level and vocabulary corresponds to each context.
- I am able to control my emotions and reactions in order to stay calm and polite even in front of angry or rude clients.
- I can control myself and remain polite even with people I don't like or if my supervisor makes a comment that upsets me.

WHAT WOULD YOU DO?

You are working as a waiter/waitress in a restaurant. A client gets angry with you because his/her dish is not hot enough, it lacks pepper to his/her taste and you took too long to bring it. You:

- Take a breath, smile and tell him/her you will bring it back to the kitchen and solve the problem as soon as possible.
- Tell him/her that he/she is being very rude and you will not attend to him/her. That's true, it is not believable to be that unpleasant!

I HAVE THIS SKILL IF...

- I am willing to help and advise people.
- I know the products of the organisation.
- I truly listen to people, their wishes and requirements.
- I am good at communicating and expressing myself clearly.
- I am extremely attentive to the client's satisfaction.
- My objective is to retain the clients.

WHAT WOULD YOU DO?

You are an employee in a grocery store. A client is looking for a specific spice but is very annoyed because he/she does not remember the name. You:

- Tell him/her there is no problem: you will find together what spice it is. You start asking questions, carefully listening to the details he/she gives you and make him/her smell what you think that spice could be.
- Tell him/her there is no way to find that spice without the name: you have too many spices in your grocery store. He/she should first find the name and then come back with it.

I HAVE THIS SKILL IF...

- I focus on what my interlocutors are saying.
- I am able to show my interest with my words or behaviour.
- I usually ask questions about what has been said.
- I try to listen without judging nor preparing the answer while the other is still talking.

WHAT WOULD YOU DO?

A client is explaining a problem he/she has faced with the machine you sold a few days ago. You:

- Try not to laugh while he/she is talking: you think he/she may be a bit stupid to face problems using such a simple device.
- Try to listen carefully about what he/she tells you: it is only this way that you will be able to understand if the challenge is serious or not and to help your client in the most suitable way.



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N°1
GENERAL MANUAL COMPETENCES

PROFESSIONAL SKILLS



CLIENT

N°2
GENERAL AND BASIC MECHANICAL KNOWLEDGE

PROFESSIONAL SKILLS

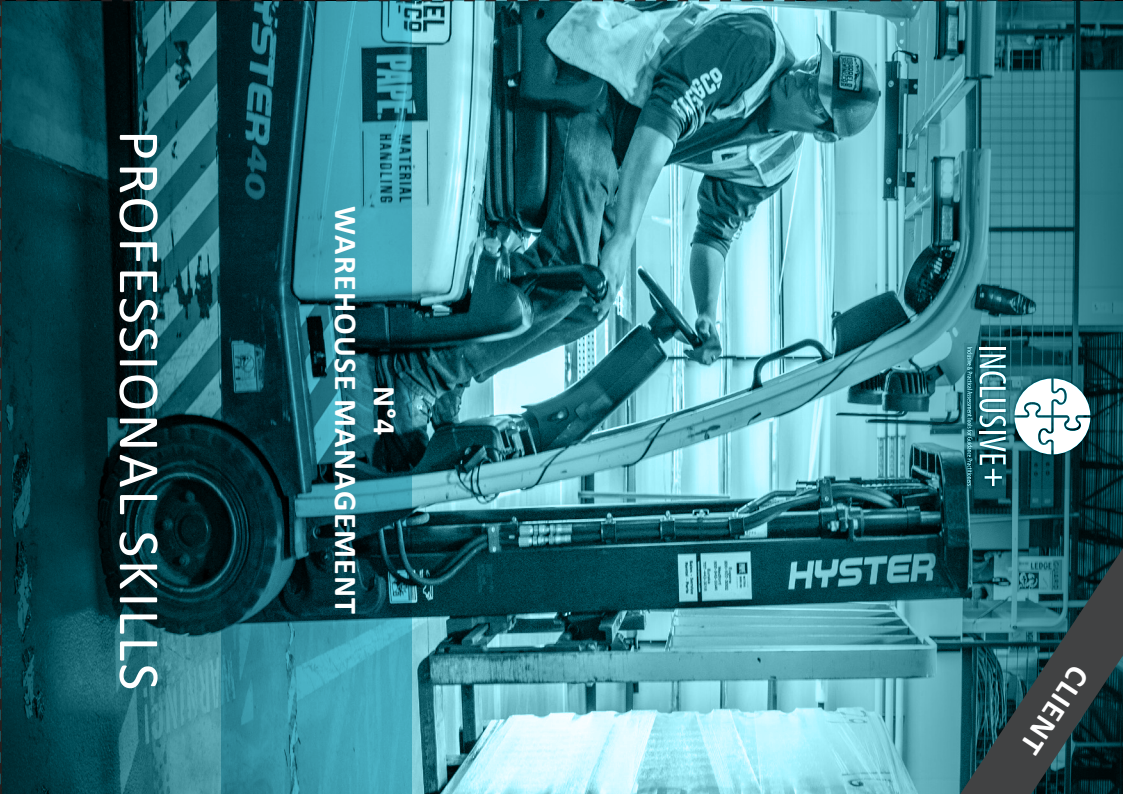


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N°3
BASIC SELLING SKILLS

PROFESSIONAL SKILLS



CLIENT

N°4
WAREHOUSE MANAGEMENT

PROFESSIONAL SKILLS

I HAVE THIS SKILL IF...

- I have a driver's license and I am used to drive.
- I have already used lifting machinery or I can learn it quickly because I am already used to driving different types of vehicles (cars, go-karts, trucks, etc.).
- I am careful, I pay attention to what surrounds me and I scrupulously respect safety regulations.

WHAT WOULD YOU DO?

It is your first day at work. You are asked to move heavy crates with lifting machinery. You:

- Are at ease with this type of machinery as you already have used it previously. It will be done in a few minutes!
- Can try to do it as you are used to drive different types of vehicles. You just need someone to explain to you how to use the different commands of this precise machinery because you are not used to lifting materials.
- You have an idea about how to drive a car, but you have not been using yours for a while. You have no idea about how lifting machinery can work concretely.

I HAVE THIS SKILL IF...

- I am interested in understanding how machines work.
- I often fix things when there is any malfunction.
- I know and I am used to using the main tools used in mechanics.
- I have at least a basic mathematical knowledge.

WHAT WOULD YOU DO?

Your brother asks you to have a look at his car because it doesn't work anymore to see if there is anything you can do.

- Of course you will! Every time there is this type of problem, people ask you to have a look. Mechanics is your field! It doesn't take you long to understand the problem of his car and to fix it.
- You can have a look, but you're not a specialist. Mechanics interest you so you may identify the problem and find a solution, but you may not find a solution. It depends on its level of complexity.
- What a strange idea! You don't know anything about cars or mechanics, there is no way you can help him. You advise him to ask for someone else's help.

I HAVE THIS SKILL IF...

- I have a basic mathematical knowledge.
- I have good customer service skills.
- I am friendly and I like being in contact with many people.
- I can acquire a good knowledge of the products offered.
- I am able to negotiate if necessary.

WHAT WOULD YOU DO?

You are a salesperson in a clothing store. A client asks you for a jacket he/she has seen on the website but cannot find it in the shop. You:

- Understand immediately the item he/she refers to as you have a very good knowledge of all the products. You have some items left in stock, you ask his/her size and go to collect it.
- Have no idea about the item he/she refers to. You need to ask a colleague or to search on the website. There may be some items left in stock but as you don't want to look for it in vain, you give the client a jacket that has the same size in order to try it on. If it fits well, you will look for the one he/she has asked you for, hoping one is left in stock.

I HAVE THIS SKILL IF...

- I am used to doing things with my hands.
- I have already been paid for a job requiring me to work with my hands.
- I am good at doing things with my hands: I am precise and I pay attention to detail.
- I always have new ideas and I like to be creative.
- I am able to carry out tasks using my hands for long periods of time.

WHAT WOULD YOU DO?

You just got a job in an artisanal pottery factory. You are asked to make embossments on a jar in order to draw little flowers and animals with specific tools. You:

- Have no problem with it. You are used to drawing ornaments or carrying out tasks that necessitate a high level of precision with your hands.
- Are a bit in doubt. You are used to using your hands to make jars or other objects, but you are not used to carry out work that necessitate a lot of precision.
- You are not used to using your hands at all. Usually, people even say you are a bit clumsy. You are more at ease when you have to talk to other people than when you need to use your hands.



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INICIATIVA DE PROMOCIÓN Y FORTALECIMIENTO DE LAS CAPACIDADES PERSONALES

CLIENT



N°6

KNOWLEDGE OF THE MAIN HYGIENE
AND NOURISHMENT NEEDS

PROFESSIONAL SKILLS



INCLUSIVE+
INICIATIVA DE PROMOCIÓN Y FORTALECIMIENTO DE LAS CAPACIDADES PERSONALES

CLIENT



N°8

WAREHOUSE SYSTEMS KNOWLEDGE

PROFESSIONAL SKILLS

PROFESSIONAL SKILLS

N°5
BASIC MATHEMATICAL SKILLS



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INICIATIVA DE PROMOCIÓN Y FORTALECIMIENTO DE LAS CAPACIDADES PERSONALES

CLIENT



PROFESSIONAL SKILLS

N°7

BASIC KNOWLEDGE OF CARE



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INICIATIVA DE PROMOCIÓN Y FORTALECIMIENTO DE LAS CAPACIDADES PERSONALES

CLIENT



I HAVE THIS SKILL IF...

- I have knowledge of the basic behaviours to adopt or to avoid in case of a wound, fall, intoxication etc.
- I am able to carry out simple actions in case of common incidents, like the disinfection of a wound.
- I care for the well-being of other people and I am able to carry out simple actions to meet it (e.g. wash children or old people).
- I know the emergency numbers to call in case of a more severe incident.

WHAT WOULD YOU DO?

You are a childminder. As the weather is sunny and the child you have to take care of wants to go cycling, and as his/her parents gave you the authorisation to accompany him/her to do this activity, you bring him/her to the park. After a few minutes, he/she falls and scratches a bit of his/her skin on the arm. You:

- Bring him/her home. It is a little wound, but it needs to be disinfected anyway.
- That is nothing. You tell him/her that there is no reason to cry for that and let him/her go on cycling but more carefully.

I HAVE THIS SKILL IF...

- I am able to count and I understand the different orders of magnitude (dozen, hundred, thousand, million, billion).
- I am able to perform simple calculations (additions, multiplications, subtractions, divisions).
- I am able to perform the easiest calculations in my head.

WHAT WOULD YOU DO?

You work in a warehouse. Your employer asks you to count the number of crates that contain nails. There are many, but they are stowed in line on one another. You:

- Count every crate one by one. After a while, you will finish the task, even if it takes time.
- Count the number of lines and the number of columns and make a multiplication. If a few ones are missing in one line, you will subtract them at the end.

- Will never manage to do it. There are too many and you don't know where to start. Even if you count one by one, you will probably get confused.

WHAT DO YOU KNOW?

This is your first day as a worker in a warehouse. Your manager asks you to put the objects that have just arrived in the right place. To do so, you have to use a Mezzanine platform system. You:

- Only have to follow the instructions he/she gave you: anyway, you already know how to use this system.
- You listen carefully to his/her instructions: you haven't used this precise system yet but you can understand how it works and carry out the task.
- You listen but don't really understand how to do it, you have never used this type of device. It would be better if he/she could show you first.

WHAT WOULD YOU DO?

You are a cook's helper in a restaurant. At lunchtime, you notice that the bottle of sauce you need to put in the preparation has been opened for a few days and forgotten at the back of the fridge. However, you have forgotten to write the exact day you opened it and are not sure that the use by date indicated on the bottle has expired. You:

- Decide to use it anyway. It would be a shame to throw it away, anyway it has not been opened more than a week ago.
- Decide to throw it away. As you have forgotten to write the date on it, you are not sure about the day you opened it. As a client could get food poisoning if the sauce has expired, you do not want to take any risk.

I HAVE THIS SKILL IF...

- I have already been working in a place where there were hygiene and/or nourishment needs.
- I have already attended a training on hygiene and nourishment needs and I have the certificates that may be compulsory.
- I am aware of the risks a mistake or negligence could have on people's health.

I HAVE THIS SKILL IF...

I have knowledge of the basic warehouse systems and / or I have already worked in a warehouse.

- I know how to use the different devices to manage a warehouse (e.g. pallet stacking, Mezzanine platform system, automated storage equipment,...).

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N°9

PARTS CATALOGUE KNOWLEDGE

PROFESSIONAL SKILLS

PROFESSIONAL SKILLS

ABILITY TO WORK SHIFTS

N°10



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I HAVE THIS SKILL IF...

- I have a good sleep and I am able to go to bed at different times, even in the middle of the day if necessary.
- I can resist tiredness and have no problem about working at night.
- I am able to understand when my attention and alertness reduces too much and I need to take a rest.

WHAT WOULD YOU DO?

You have been working at night since the beginning of the week. To reach your minimum amount of sleep to be alert and vigilant, you know you need to sleep for at least 7 hours, which means you should go to bed right now. However, you notice you have forgotten to do the laundry. You:

- Do it anyway. You need to have clean clothes!
- Will do it tomorrow, it is not going to change much and you need to be alert in order to avoid sleepiness at work and while driving, it would be dangerous.

I HAVE THIS SKILL IF...

- I have a good memory.
- I am interested about the products that the enterprise I work in sells.
- I want to be able to be quick when a client asks me about a particular product, which I think I can be only if I know every product as much as possible.

WHAT WOULD YOU DO?

You work as a seller in a hardware store. A client asks you about specific screws. You:

- Have no doubt about what he/she is talking about and that they are sold in the store. You only need to check whether they are in stock at the moment.
- The store may offer them, but you need to check in order to be sure about which product the client is talking about. Then, you will need to check the availability as well.



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Modelo de Desarrollo Humano y Socialmente Responsable



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Nº2
PERSEVERANCE

PERSONAL SKILLS



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Modelo de Desarrollo Humano y Socialmente Responsable



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Nº4
SELF-DISCIPLINE

PERSONAL SKILLS

PERSONAL SKILLS

Nº3
AUTONOMY



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Modelo de Desarrollo Humano y Socialmente Responsable

Nº1
UNDERSTANDING OF ONES' OWN PREFERRED
LEARNING STRATEGIES

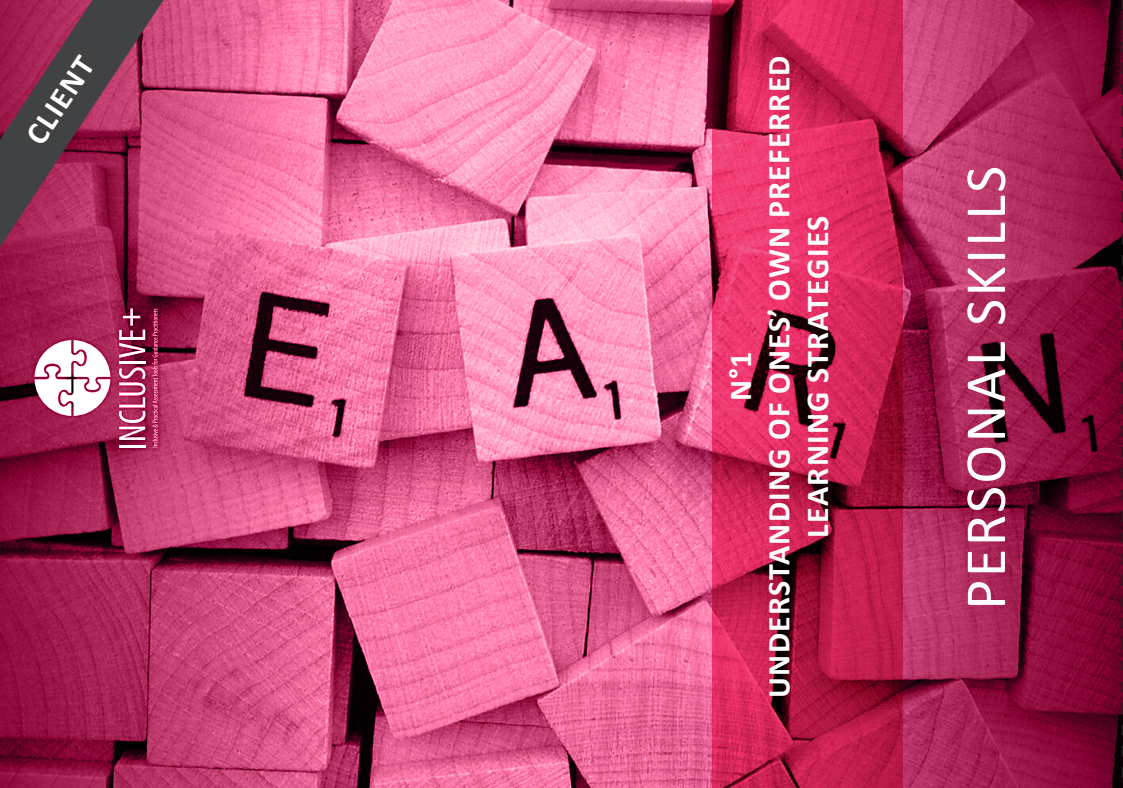
PERSONAL SKILLS

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Modelo de Desarrollo Humano y Socialmente Responsable



I HAVE THIS SKILL IF...

- Difficulties and obstacles don't stop me if I have set a target.
- When I want to succeed in something but fail, I go on working to succeed the next time I will try.
- I never give up on something I want and keep on trying.

WHAT WOULD YOU DO?

You have had at least 10 interviews with employers in order to get a job, in vain. You:

- Stop trying. Anyway, after 10 failures, you will never succeed. The only way for you to find a job would be through your network.
- Don't give up: after every failure you understand what went wrong and how to improve. In the end, you will find a job, even if you have to make dozens of attempts!

I HAVE THIS SKILL IF...

- I can control my will and resist temptations, make efforts in order to reach objectives that will bring benefits on the long more than the short-term.
- I am able to carry out what I have started.
- I am able to do what I have planned in time.
- I can obligate myself to do what I am responsible for.

WHAT WOULD YOU DO?

Your boss asked you to write a document for tomorrow. It is annoying and you would prefer to chat on Facebook, but you have not finished yet. You:

- Will not chat before you have finished. If you start chatting, it will distract you and you may not be able to finish in time or to write it well.
- Decide to chat anyway. It is your boss's fault, he/she gives you too many annoying things to do.

I HAVE THIS SKILL IF...

- I am able to act relying only on myself.
- I don't always ask for someone else's help when I have a problem: I try to find the solution by myself first.
- I can manage a task without any outside help, even if I make mistakes.

WHAT WOULD YOU DO?

Your boss asked you to write a document in a word processing programme. You need to make a table, but you don't manage to adjust the cells as you wish. You:

- Ask your colleague/your boss for help.
- Look for some information on the Internet and try to find a solution using the different tools of the programme. If you cannot find any solution, you ask someone for help.

I HAVE THIS SKILL IF...

- I am aware that I like some ways to learn more than others.
- I am aware of the methods that motivate me to learn.
- I understand which type of learning corresponds to me (visual, auditory, read and write, kinesthetic).
- I am aware of the learning strategies that correspond to my type of learning (reading, tables, working in groups, repeating, explaining, recopying, writing lists, reformulating,...).
- I know if I prefer to learn online, on the job or through lessons.

WHAT WOULD YOU DO?

You are a waiter/waitress in a restaurant. There is an important event tomorrow. Therefore, you shall be able to answer any question about the Menu and the ingredients of the dishes. To do so, you:

- Try to memorise by reading the ingredient lists, this is the best way to learn something.
- Are aware that in your case, you could read the list of ingredients one thousand times without memorising it. Therefore, you recopy it while repeating it out loud, as you have understood that in this way you remember things.



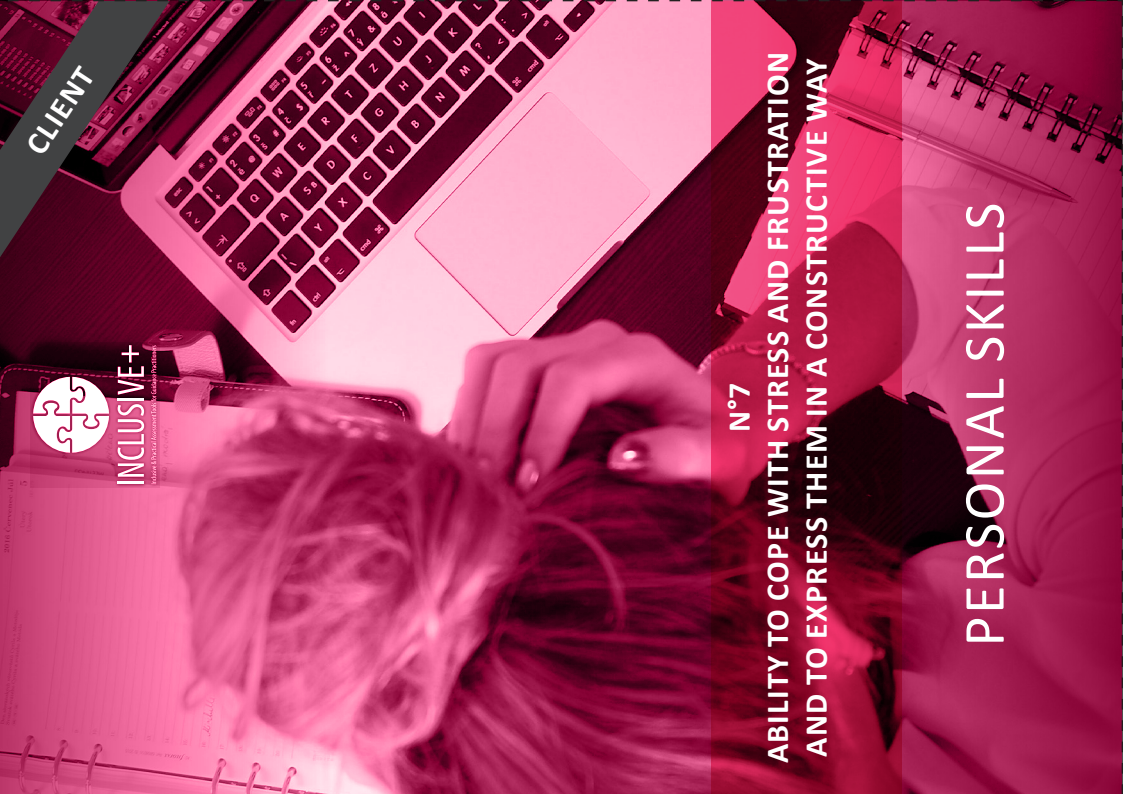
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Nº5

FLEXIBILITY AND ADAPTATION

PERSONAL SKILLS



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Nº7

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

PERSONAL SKILLS



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Nº6

ABILITY TO FOLLOW RULES/INSTRUCTIONS

PERSONAL SKILLS



CLIENT

Nº8

ABILITY TO JUDGE AND IDENTIFY ONE'S STRENGTHS AND WEAKNESSES

PERSONAL SKILLS

I HAVE THIS SKILL IF...

- I am aware of what I do best and what I could improve.
- I am able to think about a situation and understand what I did well and what I could have done better.
- I am able to listen and analyse the others' feedback on my work.
- I understand when I make a mistake and I try to identify why I made it in order to avoid it in the future.

WHAT WOULD YOU DO?

You do job interview simulations with your career advisor. At the end, he/she asks you what you did right and wrong, and gives you his/her point of view on your strengths and weaknesses. You:

- Had already identified the main strengths and weaknesses he/she has noticed. You listen to his/her point of view and start thinking and asking for advice about how to improve.
- Identified less strengths/weaknesses than him/her. You listen to his/her point of view but don't agree. Anyway, he/she doesn't like you, and all the weaknesses listed are only a proof of that.

I HAVE THIS SKILL IF...

- I am able to oblige myself to certain constraints and to rein what infringes them.
- I am able to adapt my behaviour and to control myself according to general constraints.

WHAT WOULD YOU DO?

You are a waiter/waitress in a restaurant. Once, you have been surprised by your manager while using your mobile phone during your service. He/she told you it was forbidden. However, today there are not many clients in the restaurant and you are waiting for a message from your boyfriend/girlfriend to organise an outing tonight. You:

- Take a look at your phone. Anyway, there are only a few clients, you can read and send a message without any damage to the clients.
- Wait for the end of your service. Even if you are not that busy, you should respect the rules. You have already mistaken once and you don't want to do it twice.

I HAVE THIS SKILL IF...

- I am able to understand why I am stressed.
- I know the strategies to adopt in order to resist stress and prevent it from having negative effects on me.
- I am able to manage my stress and use it to be more effective.
- I am able to focus on the positive aspects in a frustrating situation in order to calm down.
- If I am too stressed out or frustrated, I am able to explain and discuss it peacefully.

WHAT WOULD YOU DO?

You are a waiter/waitress in a restaurant. It is lunchtime, the place is full of clients and you are running to prevent them from waiting for too long. After one hour at this pace, you're feeling completely stressed out. You:

- Go on this way, even if you know that in the end, you may break a plate, fall or burst into tears.
- Think about a way to calm down quickly in order to go on more effectively and without any incident. You will manage to serve every client in a pleasant way as always, maybe after a glass of water and a one-minute breathing exercise.

I HAVE THIS SKILL IF...

- When something changes in my life or in my environment, I can easily adjust to it.
- I feel quickly at ease when changes occur.
- I accept and manage changes even when things are already planned.
- I stay calm when faced with changes.
- I accept the others' opinion and can adapt accordingly.

WHAT WOULD YOU DO?

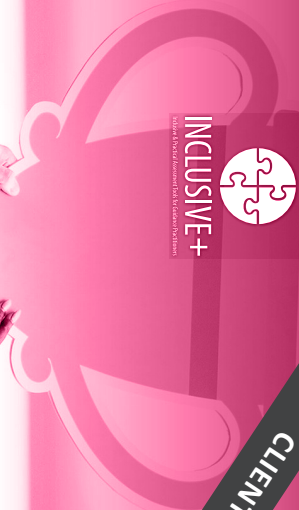
You are a waiter/waitress in a restaurant. The prominent figure who was supposed to come next week for dinner anticipated his/her visit. You have two days left instead of five to prepare everything. You:

- Completely panic. You tell your employer it is impossible to change plans and anticipate that much.
- Take a breath and start imagining solutions to succeed in spite of this last minute change.



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INICIATIVA DE PROMOCIÓN SOCIAL Y EMPLEO PARA PERSONAS CON DISCAPACIDAD

CLIENT



Nº10
MOTIVATION AND DETERMINATION
TO MEET OBJECTIVES

PERSONAL SKILLS



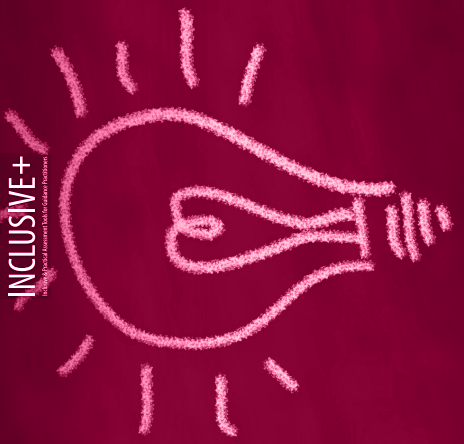
PERSONAL SKILLS

Nº9
ABILITY TO PROBLEM SOLVE



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Nº12
ACCEPTANCE OF FEEDBACK

PERSONAL SKILLS



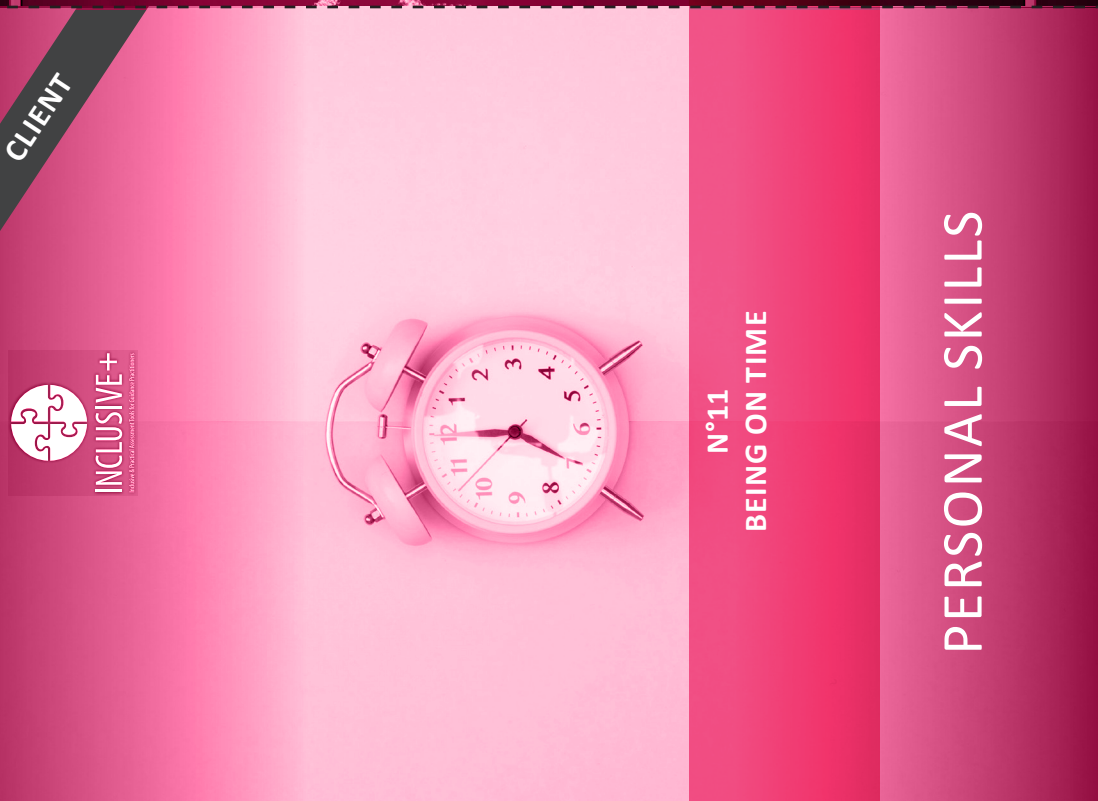
PERSONAL SKILLS

Nº11
BEING ON TIME



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INICIATIVA DE PROMOCIÓN SOCIAL Y EMPLEO PARA PERSONAS CON DISCAPACIDAD

CLIENT



I HAVE THIS SKILL IF...

- I am able to analyse a situation.
- I am good at searching for solutions.
- I understand if it falls under my competence to solve a problem and if not, I am able to identify the right person to ask for help.
- I am able to evaluate the risks that would be triggered by the way I choose to solve the problem.
- I am able to take decisions.

WHAT WOULD YOU DO?

- You are a worker in a factory. The machine you are working on stops functioning. It is a big, complicated and potentially dangerous machine. You:
- Decide to have a look to find out where the problem could come from, but always respecting the safety regulations. If you cannot find a solution without infringing them, you call your colleague who is in charge of solving these types of problems.
 - Decide to have a look to find out where the problem could come from, but respecting the safety regulations. However, if it is not enough, you keep on trying even if it goes beyond the safety regulations. Anyway, you are a good mechanic, there is no doubt you will succeed.

I HAVE THIS SKILL IF...

- It is important for me to always respect the rules about time.
- I care about the deadlines.
- I understand when I need to hurry up in order to respect a deadline.
- I understand that it can be a problem for the others if I am late.
- I think that it is not professional to be late.

WHAT WOULD YOU DO?

- You work in a clothing store. Today, you are in charge of the opening, but yesterday you had a party with your friends. When your alarm clock goes off, you are too tired to get up. You:
- Set it to get off after 15 more minutes. You will be a bit late, but you're too tired. Anyway, there are not many clients on a Friday morning and you will be more effective if you sleep a bit more.
 - Face up to your responsibilities and get up anyway. You cannot be the cause for any loss of your enterprise. Next time, you may leave the party a bit earlier in order to be able to wake up more easily.

I HAVE THIS SKILL IF...

- I can focus my energy on the completion of a task.
- I can impose rules upon myself in order to meet objectives.
- I can make efforts to reach a target.
- My actions stick to my decisions.
- I don't give up at the first sign of difficulty.

WHAT WOULD YOU DO?

You are a cook in a restaurant. Your objective is to prepare a perfect dish for a prominent figure who has booked a table for next week. It will be an opportunity for you to get noticed by that person and your employer. You:

- Study and train as much as possible even after your working hours in order to avoid any mistake, until you have reached the perfect result you targeted.
- Train a bit but you're tired after your working hours, so you prefer to have a rest at home, even if your dish may be a bit less perfect. There will be other opportunities to improve and show your talents.

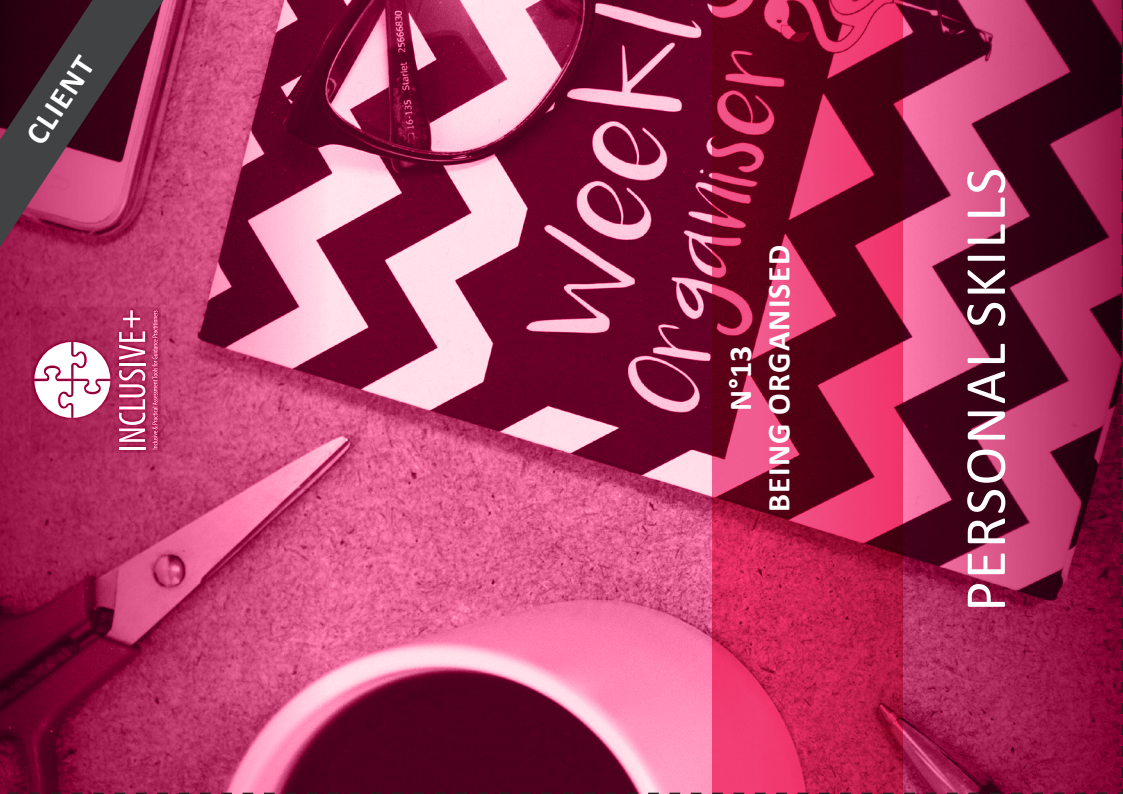
I HAVE THIS SKILL IF...

- I am able to listen to the others' opinions on my work.
- I consider feedback from more experienced people as an opportunity to improve.
- I pay attention to feedback and try to integrate them into my daily practice.
- If I don't understand or disagree with feedback, I don't get angry but talk peacefully to its author in order to understand it and avoid frustration.

WHAT WOULD YOU DO?

- Your employer observes you as you are serving clients in a restaurant. Before you leave, he/she asks you for some minutes to talk about your performance. He/she tells you that you do your job well, but that you should hold the plates in another way so that they are more stable and you can walk faster. You:
- Thank him/her for the advice. You will try to do as he/she showed you tomorrow. It is also a chance to improve your own practice in the future.
 - Thank him/her but feel offended. Where is the problem with the way you hold the plates? You're already fast enough. You will go on doing it your way.

Your employer observes you as you are serving clients in a restaurant. Before you leave, he/she asks you for some minutes to talk about your performance. He/she tells you that you do your job well, but that you should hold the plates in another way so that they are more stable and you can walk faster. You:



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Weekly
Organiser

N°13
BEING ORGANISED

PERSONAL SKILLS



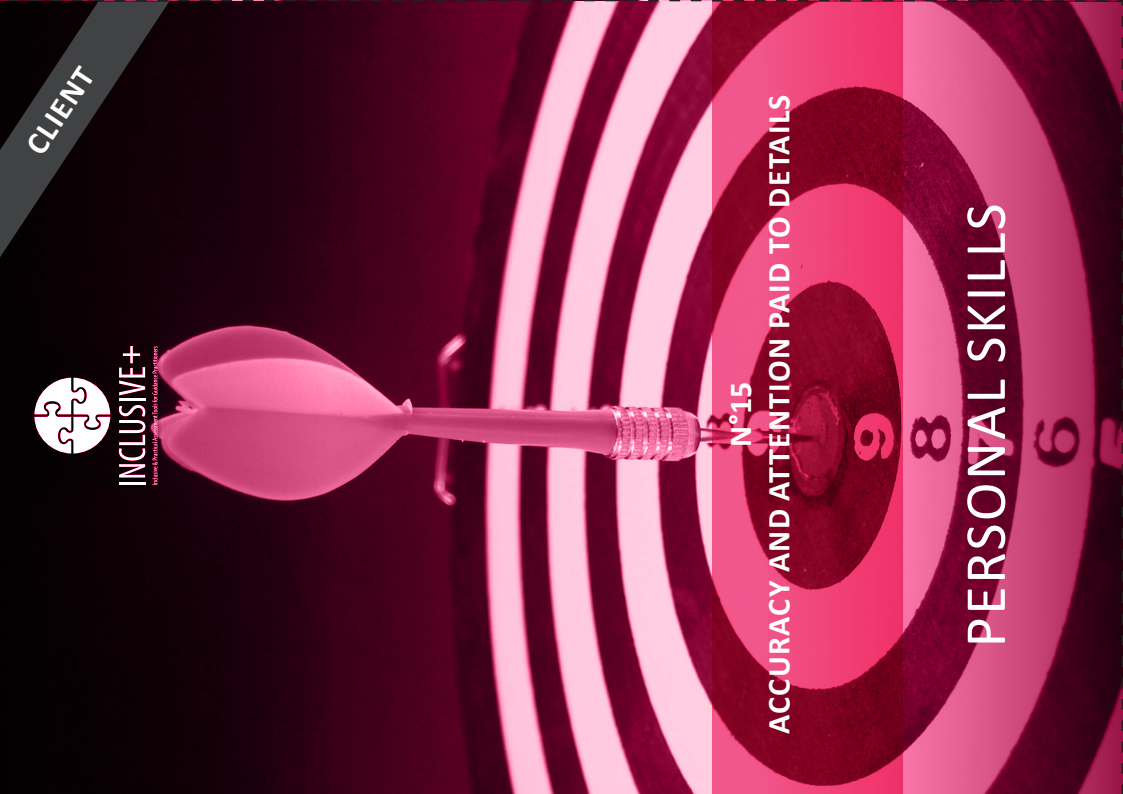
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N°14
WILL TO DISCOVER AND LEARN

PERSONAL SKILLS



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N°15
ACCURACY AND ATTENTION PAID TO DETAILS

PERSONAL SKILLS



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N°16
SENSE OF RESPONSIBILITY

PERSONAL SKILLS

I HAVE THIS SKILL IF...

- I am attracted by what is new for me.
- The unknown does not scare me.
- I consider novelty as an opportunity to learn and improve.
- I consider learning as a way to broaden my horizons.
- I am motivated to learn as I believe that it is an opportunity to develop myself.

WHAT WOULD YOU DO?

You are offered a job in a restaurant, but the employer explains you that you will have to take the orders using a tablet. You have never used this type of device and you have no idea about how it can work. You would see it as:

- A challenge you would like to take up as it is an opportunity to acquire a new competence!
- How unfortunate! It scares you a bit and may make you refuse the job...

I HAVE THIS SKILL IF...

- I always take time to think before acting.
- I always assess the consequences of my acts, for the others and myself.
- I accept and recognize my mistakes, I don't blame someone else for them.
- I don't escape my duties.

WHAT WOULD YOU DO?

You are a childminder, and you have to take care of a 10-year-old child. He/she complains about a stomach ache. He/she wants to take a medicine you don't know but that he/she has in his/her bedroom as he/she says that it is the one his/her parents give him/her for this type of pain. You:

- Try to call the parents in order to check if it's right. If they don't answer, you don't want to take the risk to give the child a medicine you don't know and prefer to provide him/her with another one you know. Anyway, you had asked for a precise list of the medicines the child is allergic to, so you cannot make any mistake.
- Try to call the parents in order to know if it is right. If they don't answer, you read the package leaflet of the medicine and if it may correspond to his/her symptoms, you give it to him/her.

I HAVE THIS SKILL IF...

- I am able to plan.
- I finish every task on time.
- I don't forget my tasks, meetings or deadlines.
- I am able to prioritise my tasks.
- I invent methods to avoid forgetting things if it happens to me (with to-do lists, etc...).

WHAT WOULD YOU DO?

You start working as a caregiver for an elderly person.

His/her family explains you which medicines he/she should take and at what time. Then, they also tell you about a few doctor appointments for which you will have to take him/her. You:

- Don't take any note. That is not useful, you have the best memory ever, you will remember everything.
- Take notes in the calendar of your mobile phone/ in your day planner. This way, you are sure not to forget anything. Also, medicines and doctor appointments are not things to joke about.

I HAVE THIS SKILL IF...

- I observe a lot people and things around me.
- I often notice little changes before the others.
- I listen carefully to what people tell me.
- I don't hesitate to provide complementary information in my written/oral communications.
- I don't hesitate to give examples in order to precise my speech.

WHAT WOULD YOU DO?

A new employee arrives in the restaurant where you work. Your employer asks you to act as a mentor with him/her and to explain what he/she cannot do, what is expected from him/her and to provide advice. You:

- Need only a few minutes of observation to understand the kind of person he/she is, how he/she feels and to personalise your mentoring. You precisely explain how this workplace works and provide many examples to illustrate the whole list of prohibitions you have shared with your new colleague.
- Talk a bit with the person to know him/her better. You provide him/her with some examples of the worst prohibitions in this workplace according to you. Then you go back talking about something that interests you more.

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INCLUSIVE+
Mentoring & Professional Development Programs



N°17
PROFESSIONALISM

PERSONAL SKILLS



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PERSONAL SKILLS

N°18
PATIENCE



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N°19
ABILITY TO OBSERVE A SCHEDULE

PERSONAL SKILLS



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PERSONAL SKILLS

N°20
SELF-CONFIDENCE



I HAVE THIS SKILL IF...

- I always assume that I have the capacity to do what I am asked to.
- I am not afraid to fail because I think I have or can acquire the resources to reach my objectives.
- I don't excessively doubt or hesitate in front of challenges or novelty: they do not prevent me from trying.
- Even if I am not able to reach my objective yet, I believe that it will change if I learn and work.

WHAT WOULD YOU DO?

Your career advisor tells you about a competitive examination to become a caregiver in the public sector. It could be a real opportunity for your future. However, you are aware that you will need to study in order to have a chance to pass it successfully. You:

- Decide to take up the challenge and to do your best. If you study seriously, there is no reason why you couldn't have a chance to succeed. Moreover, it is an annual examination. If you don't pass it this time, you will try again next year.
- Decide to ignore it. It may be an opportunity, but it is not for you. You're not good at learning and you have a bad memory. You will never succeed, so it is useless to waste time trying.

I HAVE THIS SKILL IF...

- I don't get angry when facing difficulties.
- I can keep calm if I am the victim of a mistake, problem or inconvenience.
- I am able to give others time to carry out their tasks.
- I am able to wait in order to reach my objectives.

WHAT WOULD YOU DO?

You work as a cook in a restaurant. A new cook's helper has just arrived. At the most stressful moment of the day, when the whole team needs to be very coordinated and effective, he/she gets confused. You:

- Get angry. This morning you had explained where all the tools and ingredients were stowed. His/her confusion is not legitimate.
- Take a breath. It is normal that he/she confuses a bit at the beginning. You quickly indicate where are the things he/she doesn't find. After a few days, he/she will settle in better and handle stressful moments better.

I HAVE THIS SKILL IF...

- I am able to manage my time in order to finish all my tasks before the deadline.
- I am not late at work and I don't leave before the scheduled time.
- I don't hesitate to record planned appointments to avoid forgetting or missing them.
- I am able to identify the most relevant tools to record appointments in line with my daily practice (phone, electronic or paper calendar, etc.).
- I am able to include last minute meetings/events in my schedule.

WHAT WOULD YOU DO?

You work as a childminder and have to take care of four children. You have to pick up two of them at school, and to take each of them to his/her activities in the afternoon, that start and finish at different times and differ from one day to another. You:

- Have a day/weekly planner in which you have registered the time of every appointment and activity of each child in order to be always on time and avoid forgetting anything.
- Have not written anything down. It is useless, you always remember everything and the children know when they have their activities too, so there is a dual safety.

I HAVE THIS SKILL IF...

- I am willing to do my job impeccably.
- I am able to adapt my behaviour to a work context.
- I always do my best to show the best image of myself and of the organization where I work.
- I am able to control myself in order to always respect the rules, manage my emotions and avoid brutal reactions.

WHAT WOULD YOU DO?

You are a waiter/waitress in a restaurant. A client you have just served calls you back angrily saying there is sauce in his/her dish whereas he/she had asked to withdraw it. You know he/she forgot to tell you about this detail and you don't like his/her unpleasant attitude.

You:

- Excuse with a smile and propose to bring the dish back to the kitchen and to ask for another one without sauce.
- Tell him/her it is his/her fault as he/she forgot to tell you. You add that you may bring it back as a favour if he/she stops being unpleasant.



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N°21
HARD-WORKING

PERSONAL SKILLS

I HAVE THIS SKILL IF...

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

WHAT WOULD YOU DO?

You have decided to take a competitive examination in order to improve your situation and get a stable job. It is in two months and you know there is a lot to study in order to succeed. You:

- Make a revision timetable in order to organise your study so that all the topics of the programme are covered. Anyway, you will revise as much as you can, every time you will have a free moment. Your timetable is a minimum reference point.
- Try to find time to study between two outings with your friends. Anyway, if you spend too much time studying, you're not effective anymore. You have to wait to be in the right mood in order to learn.



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Modelo de Negocio Innovador para las Organizaciones

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Nº2
MANUAL CREATIVE AND ARTISTIC ACTIVITIES,
HANDICRAFTS

HOBBIES



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Modelo de Negocio Innovador para las Organizaciones

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Nº4
SOCIAL NETWORKS

HOBBIES



Nº1
SPORTS/TEAM GAMES

HOBBIES

HOBBIES



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Modelo de Negocio Innovador para las Organizaciones

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Modelo de Negocio Innovador para las Organizaciones

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Nº3
ARTISTIC ACTIVITIES

THIS HOBBY INCLUDES THAT...

- I like to play in team with other people, in a club or not.
- I play sports/games in which it is necessary to work together and trust each other to win.
- I am able to bring my contribution to the game and to a general positive atmosphere.
- Even if I may like competition, I always remain respectful of the opponent.

EXAMPLES OF SPORTS YOU MAY

PRACTICE:

- football
- basketball
- handball
- rugby
- relay races
- volleyball
- ice hockey
- aqua ball
- tennis

THIS HOBBY INCLUDES THAT...

- During my spare time, I play music, dance, sing, do theatre.
- I use dance/music/theatre etc. as a way to express my emotions.

EXAMPLES OF ACTIVITIES YOU

MAY DO:

- playing a musical instrument
- dancing
- singing
- acting
- writing (stories, poetry, comics...)
- creating music using electronic programmes

THIS HOBBY INCLUDES THAT...

- I love to create objects with my hands, to be used or only for decorating.
- I have a lot of inspiration and always new ideas to realise.
- Sometimes I sell things that I have created by myself.
- I am very accurate and pay attention to detail.
- I have a strong sense of the aesthetic.

EXAMPLES OF ACTIVITIES YOU MAY DO:

- pottery
- painting
- drawing
- sewing
- knitting
- carving (any material)
- making objects for a daily life use (DIY)
- decorating existing objects
- assembling objects/materials together to create something new

THIS HOBBY INCLUDES THAT...

- In my spare time, I spend time on social networks.
- I use social networks in order to keep in touch with the people I already know and to get to know new people.
- I use social media to share and get information (photos, messages etc.) from other people.
- I know how to use social media: I can upload content as well as access/download content created by others.

EXAMPLES OF SOCIAL NETWORKS YOU MAY USE:

- WhatsApp
- Youtube
- Messenger
- Facebook
- Twitter
- Instagram
- LinkedIn
- Viadeo
- Snapchat
- Pinterest
- Google+



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INTEREST IN FOREIGN LANGUAGES

N°5

HOBBIES

HOBBIES

ANIMAL CARE AND GARDENING

N°6



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READING

N°7

HOBBIES

HOBBIES

COOKING AND BAKERY

N°8



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THIS HOBBY INCLUDES THAT...

- In my spare time, I like to listen to other languages (e.g. songs in a foreign language, videos/films/computer games with subtitles, etc.).
- I like to meet people who speak another language and I try to communicate with them.
- I have followed or I am interested in following foreign language lessons.
- Foreign languages fascinate me.

EXAMPLES OF ACTIVITIES YOU

MAY DO:

- going to multilingual events
- participating in a tandem project
- listening to songs in a foreign language
- watching movies/videos in a foreign language (with/without subtitles)
- playing online games that imply communication with players from other countries
- following foreign language lessons
- reading books in bilingual versions
- travelling to foreign countries (with the intention to learn at least some words)

THIS HOBBY INCLUDES THAT...

- I love to read one or more types of materials.
- I am able to concentrate on what I am reading for a while.
- It may happen that I try to read in different languages/bilingual books.

EXAMPLES OF MATERIALS YOU

MAY READ:

- novels
- magazines
- newspapers
- comics
- specialised journals/periodicals
- blogs

THIS HOBBY INCLUDES THAT...

- I have plants at home and I can spend time to prevent them from dying.
- If my plants seem in a bad shape, I try to understand what is wrong and to do the necessary to cure them.
- I have pets/animals at home and I spend time and energy to look after them and ensure their health and well-being.
- If my pets/animals are sick, I try to understand what is wrong; I may bring them to the vet if necessary and give them medicine even if it takes time.
- If I meet an animal in bad shape in the street, I try to help it.

EXAMPLES OF ACTIVITIES YOU

MAY DO:

animals

- water the plants
- cultivate and treat plants
- feeding animals
- observing animals
- giving medicines to animals
- taking animals to the vet
- volunteering in an animal welfare association
- volunteering as a foster carer for abandoned

THIS HOBBY INCLUDES THAT...

innovations.

- I like to cook and/or bake in my everyday life.
- I like to follow recipes but also to invent new ones.
- Usually, people like what I cook/my culinary

EXAMPLES OF ACTIVITIES YOU

MAY DO:

and parties

- Deliver cooking classes
- Attend cooking classes
- Organise culinary events for tourists
- Cook for friends and family events and parties

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N°10
COMPUTER GAMES

HOBBIES

CLIENT



N°12
ACTIVITIES IN NATURE (SEASIDE, MOUNTAIN)

HOBBIES

HOBBIES

N°11
SOCIAL GAMES



CLIENT

HOBBIES

N°9
VOLUNTEERING



CLIENT

THIS HOBBY INCLUDES THAT...

- I can give time for things in which I believe/to act in line with my convictions.
- I have already been involved in an association/given time for specific causes that are important to me.

EXAMPLES OF CATEGORIES OF ASSOCIATIONS YOU MAY VOLUNTEER

IN:

- Animal protection associations
- Intercultural dialogue associations
- Intergenerational dialogue associations
- Environment protection associations
- LGBT associations
- Pacifist associations
- Associations for the protection of women and/or children
- Human Rights associations
- Associations providing aid for the most deprived
- Associations supporting community development and neighbourhood life

THIS HOBBY INCLUDES THAT...

- I like to play games that require interaction, collaboration, communication with other people.
- I like multiplayer games that imply to manage (e.g. manage time or money), to guess (e.g. try to understand/communicate the right information), etc.
- I play games that require developing strategies and/or anticipating what my opponent will do in order to win.

EXAMPLES OF TYPES OF GAMES YOU MAY PLAY:

- Games with cards (e.g. poker, Uno)
- Games with pawns (e.g. Battleship, Monopoly)
- Games with questions (e.g. Trivial Pursuit)
- Guessing games (e.g. Taboo, Pictionary)
- Games with roles (e.g. Cluedo)
- Games with letters (e.g. Scrabble)
- Strategy games (e.g. Chess, checkers)

THIS HOBBY INCLUDES THAT...

I like to play computer games in my spare time.

- I play games that are played online in collaboration with other people.
- I play games that require to administrate available resources.
- I play games that require me to negotiate with others.
- I like games that require to build a strategy/to solve a problematic situation to win.

EXAMPLES OF TYPES OF GAMES YOU MAY PLAY:

I like to play computer games in my spare time.

- platform games (e.g. Mario, Sonic)
- role playing games (e.g. Dungeons and Dragons, Final Fantasy)
- Infiltration/espionage games (e.g. Metal Gear Solid)
- Reflexes, puzzles and detective games
- Simulation and strategy (e.g. Minecraft, The Sims, PAC MAN)
- Creativity and simulation games (e.g. music, dance, karaoke, cooking games)
- Massively Multiplayer Online Role-Playing Game or MMORPG (e.g. World of Warcraft)

THIS HOBBY INCLUDES THAT...

- I have practiced seaside activities/sports that help me acquire technical knowledge and skills.
- I am used to doing sport/activities in the mountains that allowed me to develop my knowledge about it (e.g. nice places to see, where to go for trekking, names of the plants and animals etc.).

EXAMPLES OF ACTIVITIES YOU MAY DO:

- sailing
- trekking/hiking
- skiing
- surfing
- snowboarding
- snowshoeing
- climbing
- windsurfing
- water-skiing
- motorboating
- diving
- paragliding

THIS HOBBY INCLUDES THAT...

I have practiced seaside activities/sports that help me acquire technical knowledge and skills.

- I am used to doing sport/activities in the mountains that allowed me to develop my knowledge about it (e.g. nice places to see, where to go for trekking, names of the plants and animals etc.).

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N°1
SEARCH ON THE INTERNET

DIGITAL SKILLS

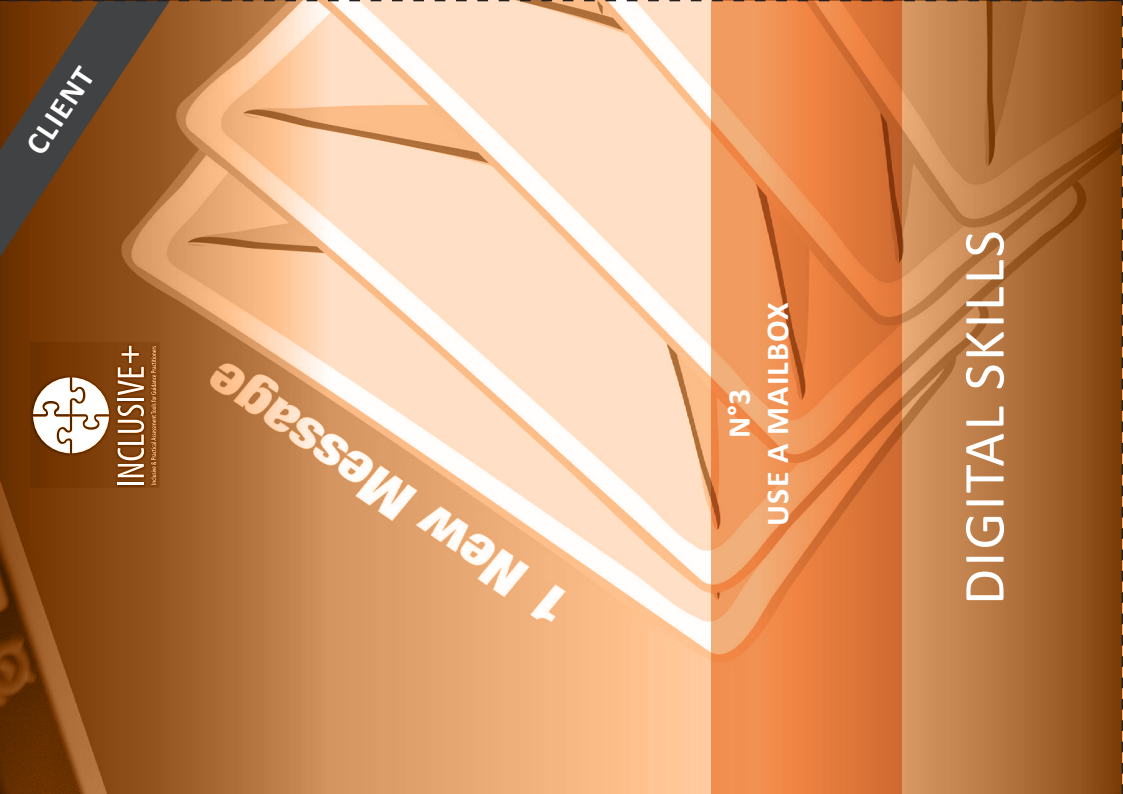
DIGITAL SKILLS

N°2
USE THE PHONE



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1 New Message

N°3
USE A MAILBOX

DIGITAL SKILLS

DIGITAL SKILLS

N°4
USE SOCIAL NETWORKS



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I HAVE THIS SKILL IF...

- I am able to use common applications (WhatsApp, Telegram, Messenger, Facebook, LinkedIn, etc.).
- I am aware of the risks that can be linked to the use of social networks and I know how to protect my personal data.
- I am aware of the benefits I can get from the utilisation of social media (access targeted information, find a job, etc.).

WHAT WOULD YOU DO?

You are starting to work in a new enterprise. Your colleagues tell you that if you are late or sick, they use a group on WhatsApp to communicate. You:

- Already have all social networks on your phone. You only need to give your phone number in order to be added to the group, you know how it works.
- You need to install the application on your phone, but you know how to upload it. Then, you already use other social networks, so it shouldn't take too long to learn how to use it.
- You don't have WhatsApp nor any other social network and you have no idea about how to get it on your phone. You have to ask your colleagues to install it for you and to show you how to use it.

I HAVE THIS SKILL IF...

- I am able to call with a smartphone.
- I am able to text and to access the messages I receive.
- I am able to listen to the vocal messages people leave me.

WHAT WOULD YOU DO?

You have just been texted by your phone company to inform you that someone left you a vocal message. You:

- Access your phone company's written message and get the information. You easily manage to access and listen to the voice message.
- Access your company's written message but you ask someone for help as you cannot manage to access the vocal message.
- Ask someone for help because you meet difficulties accessing your phone company's written message.

I HAVE THIS SKILL IF...

- I am able to create an e-mail address (on my own or with someone else's help).
- I know how to send an e-mail and how to attach a document.
- I can use the basic functions of a mailbox: I am able to read the e-mails I received, to check the ones I sent, to register drafts and to manage the spam.

WHAT WOULD YOU DO?

You want to candidate for a job online, but you need an e-mail address in order to send your CV. You:

- Give up. You don't know how to create an e-mail address nor how to send your CV. You would waste too much time and anyway, you prefer to go to the shops and directly leave your CV to potential employers.
- Create an e-mail address. It will not take so much time because you already know what kind of mailbox you would prefer to have and how to create an address. Once created, you type an e-mail, attach your CV and send it to the right address.

I HAVE THIS SKILL IF...

- I am able to use a keyboard.
- I am able to check whether I have an Internet connection.
- I know the different search engines.
- I am able to identify the key words to type in order to get relevant results.
- I am able to select the type of material I need (textual information, images, videos, books, etc.).

WHAT WOULD YOU DO?

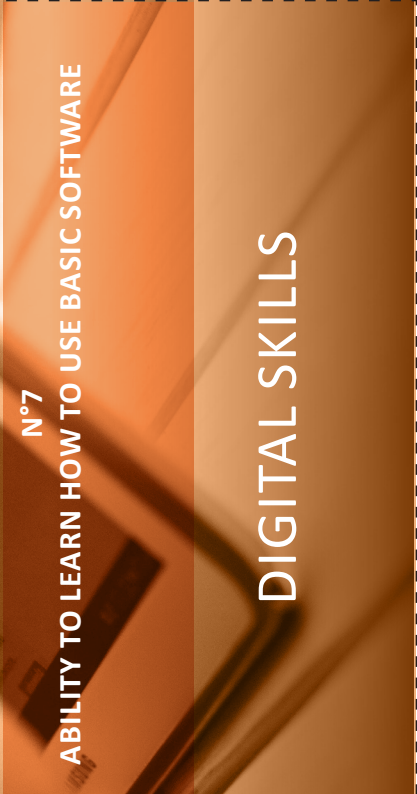
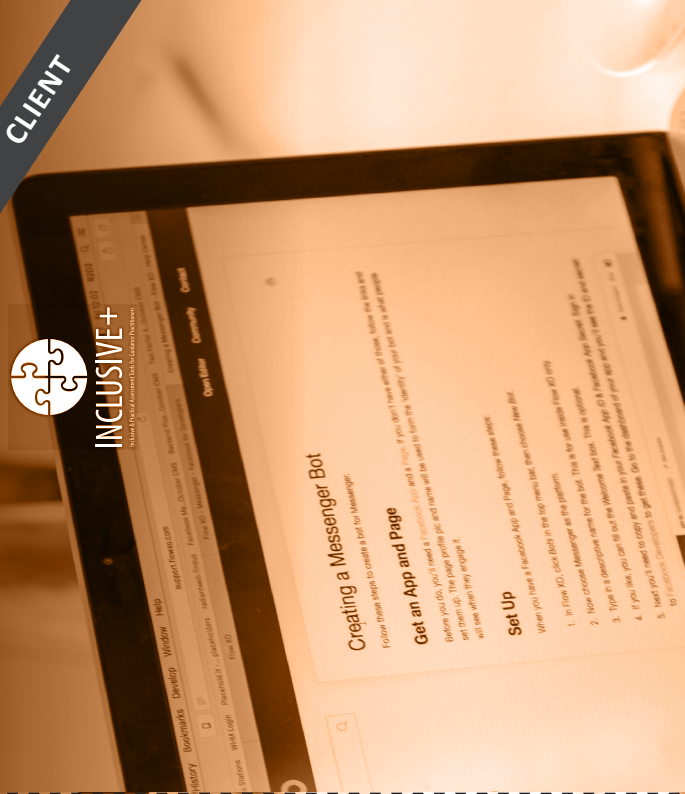
You are a seller in a clothing store. A client asks you for a product he/she has seen on the brand's website but that you don't know. To help him/her, you:

- Search for the brand's website on the Internet (on your phone or on the computer) and ask the client to indicate which product he/she has in mind. It will be done in a minute!
- You're not sure about how to search for it on the Internet. You prefer to ask a colleague or the client to search for it and show you the product.

CLIENT



CLIENT



N°7

N°5

ABILITY TO LEARN HOW TO USE BASIC SOFTWARE

BASIC USE OF A COMPUTER

DIGITAL SKILLS

DIGITAL SKILLS



DIGITAL SKILLS

MAKE A CV

N°6

CLIENT



INCLUSIVE+

I HAVE THIS SKILL IF...

- I am able to use a keyboard and I know simple combinations of keyboard keys (e.g. to copy and paste).
- I know how to use basic programmes: I can write a text in through a word processing programme, save and print a document, etc.
- I can find the documents, images, audios I saved in the computer.
- I know how to surf on the Internet.

WHAT WOULD YOU DO?

Your employer asked you to copy the job offer he wrote by hand through a word processing programme to find another seller in the shop. Then, you will have to print it in order to put it on the front door. You:

- Have no problem with it: It takes you five minutes to copy it through a word processing programme, save it in the documents and print it.
- Are able to copy it, but it may be difficult to print it.
- Will meet difficulties opening the programme and copy the job offer correctly. You're not used to write on the computer, and you have no idea about how to print a document. You have to ask someone to remind/show you how it works.

I HAVE THIS SKILL IF...

- I am interested in technology and I am always willing to learn more about how to use it.
- I am not afraid of using new tools.
- I believe that technological devices can help me be more effective in my work and make me save time.

WHAT WOULD YOU DO?

You have to interview clients about their shopping experience in a store. Before, you had to fill in paper questionnaires according to what the clients told you.

Today, your employer told you that you will have to use a tablet and therefore to fill in electronic questionnaires.

You:

- Are a bit upset: it worked very well with paper questionnaires and it was very simple. Why does your employer want to make things more complicated? You don't know how to use a tablet and you don't want to!
- Are curious about this new tool and how it will change your daily work. Let's learn how to use it!
- You're already familiar with tablets, it's going to be child's play!

I HAVETHIS SKILL IF...

- I know what information is to be included in a CV.
- I am aware of the tools that exist in order to help me make my CV (e.g. Europass).
- I am able to update my CV by uploading the file on a specialized tool like Europass or opening it in a word processing programme.
- I am able to adapt my CV according to each job offer.

WHAT WOULD YOU DO?

You have found the perfect job offer and you want to submit your candidature. However, the employer asks you to attach your CV, and you don't have any. You:

- Know what information you need to include and you are able to write a nice one through a word processing programme. If you meet any difficulty, you know how to use the Europass tool in order to have it ready quickly!
- Don't know how to make a nice CV through a word processing programme but you know how to use the Europass, so there is no problem!
- Don't know what to include in a CV nor how to structure it. You have never heard of any tool to help you write one easily.

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