



INCLUSIVE+

Inclusive & Practical Assessment Tools for Guidance Practitioners

ADDITIONAL TOOLS

MY SKILLS PORTFOLIO

The **Skills Portfolio** is a tool that aims to support you in your learning path. In this perspective, this tool is particularly useful if you keep on using and enriching it on the long-term, throughout your experiences. In the end, you may also use it in order to write or adapt your CV according to your experiences and the competences improved/acquired!

First, the *Skills Assessment and Evolution Table* will allow you to **keep evidence of your skills assessment** with a focus put on **what you do best** and **what you could improve**. The Observation part will give you an opportunity to get **advice from the professional** who supports you and to have an **idea of your evolution** from one meeting to the next one. This way, it will be easier for you to **keep in mind the competences you may focus on** and to **set concrete targets to reach** as a first step for improvement.

Then, the *Learning Table* will provide you with an **opportunity to design and keep evidence of your improvement path**. Indeed, it has been designed **to identify, for each competence you focus on, some activities** you can do in order to improve. You can think about these activities on your own or ask the professional who supports you for advice or more ideas. He/she may also help you to **choose the most adapted activity** among the ones you identified. These activities can include participation in trainings, MOOCs, internships, inscription in a specific course or even readings, etc. You are invited to think about the **documents you could ask for or keep as evidence** for the activities carried out. These documents can include certificates, programmes of the trainings you attended, letter of reference from the employer/tutor (former job, volunteering, internship, etc.), titles of the books (to which you may add a few lines about what the book brought to you), etc.

In order to keep evidence of this learning path that will also **show your motivation to reach objectives, determination, perseverance and will to learn and improve** – qualities that employers value very positively – you can attach all the certificates, letters and similar documents to your Skills Portfolio. When you will have a job interview, you may present them to the recruiter in order **to reinforce your candidature!**

My Skills Assessment and Evolution Table

Date of the Meeting	My strengths	What I can improve	Observations (any comment or advice the professional wants to provide the adult with)

My Learning Table

Competence that could be improved	Activities foreseen in order to improve it	Activities carried out to improve it (type, place, duration, organisation, etc.)	Description of the activities (content, steps) carried out	Certificates/evidence that the activity has been carried out

EVIDENCE TOOLKIT

Why the STAR interview technique?

During a job interview, the recruiter may ask behavioural questions in order to understand if the client effectively has the competences he/she claims to have and can corresponds to the job. These questions require the candidate to place him/herself in a specific situation that he/she has experienced to know how he/she acted and the results he/she reached. The main risk for your clients would be to start telling a story, and therefore answer with an unstructured speech that does not provide the recruiter with the information he/she wanted and also makes a bad impression. Finally, it can also be a tool for you to assess low-skilled adults' skills by learning more about their behaviour in specific situations in which they should mobilize them.

How to use it?

In order to avoid the risks linked to behavioural questions, you can help your client prepare in two ways:

1. You can ask him/her the same type of questions, or you can ask them in a more structured way in order to teach them how to build an answer to these questions through practice.

Example 1: A recruiter's question may be: "Tell me about your first day at a new workplace. How did you manage to carry out your first task?"

However, in order to prepare your client, you can first lead him/her in the answers he/she can provide:

Example 2: "Tell me about the first task you had to carry out during your first day at a new workplace (TASK):


What was the specific context in which you had to do it? (SITUATION)

What did you effectively do (which actions) in order to carry it out? (ACTIONS)

In the end, did you reach the expected result/what results did you reach? (RESULTS)".

The first case and the second case go together. Indeed, the second example shows the steps the client should follow in order to provide a structured and satisfying answer to the recruiter. As such, asking them behavioural questions through this second example will train them to answer according to a model they will be able to replicate then, even when they will be asked the question as in ex. 1.

2. You can teach your client about the STAR interview technique as well. This means that you will teach them more theoretically in a first time the technique to answer such questions, that is to say:

 **S**= Situation: your client has to explain the precise situation in which the experience took place. In this sense, he/she has to explain if it was at work (which is always better) or in other daily life situations, whom were the other people involved and

the links between them (if they had any kind of authority on him/her, if they were pairs,...).

- ✚ **T** = Task: your client has to be able to explain more precisely the task he/she was asked to carry out (to type a document? To fix a machine? To serve a special client?).
- ✚ **A** = Action: your client has no longer to explain the task he/she was asked to carry out but to focus on how he/she effectively managed to carry it out, through which actions.
- ✚ **R** = Result: your client should talk about the result he/she reached through the actions he/she carried out. He/she may underline if he/she was complimented for it.

To take the example given before, a good answer could be:

Example: "Tell me about your first day at a new workplace. How did you manage to carry out your first task?"

S= I just started to work in a warehouse but I had already been working in another one before. It was the second time I met my manager while my colleagues were already working.

T= He asked me to use lifting machinery in order to move parcels from the warehouse to the truck that was waiting outside together with my colleagues.

A= I sat in the engine and started it. I drove very carefully and paying a lot of attention to what happened around me because with all our engines, the environment was hectic. I moved the parcels one after the other.

R= I completed my task perfectly as I did not create any collision nor made any parcel fall down. Then, the manager even told me I had been quite quick, so to carry on this way.

Additional tips

In order to prepare for an interview, your client should think of his/her previous work experiences. He/she may prepare a list of situations that correspond to common questions asked by employers in order to have them in mind during the interview, such as:

- ✚ A difficulty faced in his/her work and that he/she managed to solve
- ✚ An achievement (at work) he/she is particularly proud of
- ✚ A time a client complained and behaved rudely and he/she managed to keep calm and satisfy his/her requests
- ✚ A time he/she lost motivation and handled to regain it
- ✚ A time in which he/she found him/herself in a new situation and managed to adapt quickly
- ✚ A time he/she had to change plans but did it without problem
- ✚ A time he/she particularly satisfied a client with his/her service
- ✚ A task he/she carried out in a team with success and his/her role in it
- ✚ A time he/she had to work within tight deadlines and did everything on time
- ✚ A task he/she had to carry out in a very stressful environment

- ✚ A time you met new people in a working environment and built positive interpersonal relations

The type of situations to prepare for may change from a job and a professional sector to another, and will depend on the skills and qualities required for the specific position. Therefore, you should rely on the job offer in order to establish the list of situations to prepare. For example, if your client is looking for a position as a waiter/tress, the emphasis will probably be put on client service skills and stress management whereas for a job as a mechanical, he/she will be more likely to be asked questions about problem solving or capacity to work within tight deadlines. However, always refer to what is written in the job offer!

PARTNERS



COORDINATOR

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