



## Info about transversal and soft skills evaluation

**Transversal skills** are those typically considered as not specifically related to a particular job, task, academic discipline or area of knowledge but as skills that can be used in a wide variety of situations and work settings. Such skills have been learned in one context or to master a special situation/problem and can be transferred to another context. They also may have been acquired through non-work or leisure activities or through participation in education or training.

**Transversal skills** are very closely connected to **soft skills**. Each transversal skill combines several soft skills. Thus, each transversal skill requires a bunch of concrete social skills which are personal attributes that enable someone to interact effectively and harmoniously with other people.

**Soft skills** characterize how a person interacts in his or her relationships with others. They characterize the emotional intelligence of a person. The social skills a person holds determine the transversal skills of a person. The social skills determine if a person is, for instance good in strategic thinking or negotiation or decision making.

The development and strengthening of transversal and soft skills are important and essential for women at risk of social exclusion to become and remain an active part of the society.

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This is the basis of our self-assessment tool. With the support of job advisors, educators or social workers, if necessary, women will evaluate 5 transversal skills on their own (**Strategic and creative thinking, Decision making ability, Capacity to negotiate – Problem solving competence- Intercultural competence**), through the recognition of the main social skills related to them:

### 1. Communication

Communication is the ability to transmit ideas, information and opinions clearly and convincingly both verbally and in writing, while listening and being receptive to the proposals of others.

Communication skills are almost always high on the 'essential skills' list in any job advertisement. People with strong communication skills can build relationships (from the initial rapport-building through to a longer-term relationship). They can listen well and vary their communication to suit the circumstances. They avoid misunderstandings, and in general make any workplace a comfortable environment.

### 2. Teamwork

Teamwork includes the ability to build relationships and to ensure collaboration and cooperation with other people. It also includes sharing resources and knowledge, harmonizing interests and contributing actively to reach common objectives.

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### 3. Flexibility / Adaptability

Flexibility / Adaptability means to be able to redirect the course of action to meet the goals in a new situation. People who are flexible can adapt to new situations quickly and/or implement changes according to situations or circumstances. Therefore, it means to enjoy surprises and being able to rearrange a schedule if something unplanned occurs.

### 4. Problem – Solving

Problem-solving includes the ability to work through details of a problem to reach a solution. It may include mathematical or systematic operations and can be an indication of an individual's critical thinking skills. It consists of four basic steps: defining the problem; generating alternatives; evaluating and selecting alternatives; implementing solutions. It includes decision-making. It is the capacity to deliberate through multiple perspectives and alternatives and approaching problems in a logical and rational manner.

### 5. Interpersonal Skills

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

Interpersonal skills include a wide variety of skills, though many are centred around communication, such as listening, questioning and understanding body language. They also include the skills and attributes associated with emotional intelligence or being able to understand and manage your own and others' emotions.

People with well-developed interpersonal skills tend to be able to work well in a team or group and with other people in general. They are able to communicate effectively with others, whether family, friends, colleagues, customers or clients. Interpersonal skills are therefore vital in all areas of life at work, in education and socially.

### 6. Organizational Skills

The development of good organizational skills, defined as the ability to manage time, workload and resources efficiently, is helpful to improve productivity and lower the stress level. Organizational skills affect the ability to meet deadlines and reach high-quality work results. In fact, you may unwittingly limit your advancement potential if your organizational skills are poor or undeveloped.

### 7. Negotiation

The capacity to negotiate means the ability to take part at a communication in an active and effective way to accomplish an agreement if different opinions and interests exist. It stands for the ability to understand a situation and to consider the motives and interests of all involved persons and parties to come to an agreement.

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## 8. Decision Making

Decision-making ability means to be able to make good and creative decisions in complex situations considering and valuing the benefit, results, costs, risks and consequences. It includes also the ability to adopt logically constituted and constructive criticism and arguments. Furthermore, decision-making ability means to collect and analyze necessary information to develop alternative possible courses of actions and decide for the best one in a responsible and autonomous way.

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