


Geoffrey Owen

Completed by	Geoffrey Owen
Completion date	2022-01-25
Skill set	All skills

Overall comments

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 Attitudes » **Adapt to change**

	Skill Level	Interest	Comments
			-
Adapt to change Alter one's attitude or behaviour to accommodate modifications in the workplace.	2	4	
Perform services in a flexible manner Adapt service approach when circumstances change.	2	4	

 Attitudes » **Attend to detail**

	Skill Level	Interest	Comments
			-
Attend to detail Accomplish a task with concern for all the areas involved, no matter how small.	4	5	

 Attitudes » **Cope with pressure**

	Skill Level	Interest	Comments
			-
Cope with challenging demands Maintain a positive attitude towards new and challenging demands such as interaction with artists and handling of artistic artefacts. Work under pressure such as dealing with last moment changes in time schedules and financial restraints.	3	3	
Cope with pressure Handle challenges, disruption and change and recover from set-backs and adversity.	2	2	
Exercise self-control Manage own feelings, needs and wants appropriately for the benefit of participants, clients or co-workers.	2	3	
Handle stressful situations Deal with and manage highly stressful situations in the workplace by following adequate procedures, communicating in a quiet and effective manner, and remaining level-headed when taking decisions.	3	4	
React calmly in stressful situations React quickly, calmly, and safely to unexpected situations. Provide a solution that solves the problem or diminishes its impact.	3	4	
Tolerate stress Maintain a temperate mental state and effective performance under pressure or adverse circumstances.	4	4	

 Attitudes » **Deal with uncertainty**

	Skill Level	Interest	Comments
			-
Deal with pressure from unexpected circumstances Strive to achieve objectives despite the pressures arising from unexpected factors outside of your control.	2	1	
Deal with uncertainty Tolerate and work constructively within unexpected and unpredictable situations.	2	3	

Attitudes » Demonstrate curiosity	Skill Level	Interest	Comments
Demonstrate curiosity Show a lively interest in novelty, an openness to experience, find subjects and topics fascinating, actively explore and discover new areas.	4	5	-

Attitudes » Demonstrate enthusiasm	Skill Level	Interest	Comments
Demonstrate enthusiasm Display great effort driven by an interest or enjoyment in work itself, in the absence of external pressures.	1	4	-
Think proactively Take initiatives to come up with improvements.	3	5	

Attitudes » Demonstrate willingness to learn	Skill Level	Interest	Comments
Demonstrate willingness to learn Show a positive attitude towards new and challenging demands that can only be met via lifelong learning.	5	5	-
Develop a coaching style Develop a style for coaching individuals or groups that ensures all participants are at ease, and are able to acquire the necessary skills and competences provided in the coaching in a positive and productive manner.	4	4	

Attitudes » Manage frustration	Skill Level	Interest	Comments
Deal with setbacks Learn from setbacks and mistakes when creating products and concepts in order to benefit from them.	2	4	-
Manage frustration Stay calm and react in a constructive way to own or others' anger or when faced with obstacles or complaints.	2	4	

Attitudes » Manage quality » Provide high quality client service	Skill Level	Interest	Comments
Demonstrate professional attitude to clients Demonstrate responsibility and professional duty of care to clients which will include communication skills and a focus of customer care orientation.	5	5	-
Maintain customer service Keep the highest possible customer service and make sure that the customer service is at all times performed in a professional way. Help customers or participants feel at ease and support special requirements.	4	5	

Attitudes » Meet commitments	Skill Level	Interest	Comments
Act reliably Proceed in a way that one can be relied on or depended on.	4	3	-
Meet commitments Perform one's tasks in a self-disciplined, reliable and goal-oriented manner.	2	3	

Attitudes » Meet commitments » Assume responsibility	Skill Level	Interest	Comments
Assume highest level of responsibility in inland water transportation Understand the responsibilities that accompany the position of skipper. Assume responsibility for the integrity of ship's crew, cargo, and passengers; ensure that operations run as they should.	1	1	-
Show professional responsibility Ensure that other workers and clients are treated with respect and that appropriate civil liability insurance is in place at all times of instructing.	1	1	
Show responsibility Accept responsibility and be accountable for professional decisions of yourself or others as part of a job or one's role.	3	3	

Attitudes » Meet commitments » Stay within budget	Skill Level	Interest	Comments
Finish project within budget Make sure to stay within budget. Adapt work and materials to budget.	2	3	-

Attitudes » Persist	Skill Level	Interest	Comments
Stand high temperatures Stand high temperatures while keeping concentration and efficiency under demanding circumstances.	1	1	-

Attitudes » Work efficiently	Skill Level	Interest	Comments
Perform multiple tasks at the same time Execute multiple tasks at the same time, being aware of key priorities.	3	4	-
Work efficiently Achieve objectives using minimum amount of time, effort, or cost.	3	3	-

Attitudes » Work independently	Skill Level	Interest	Comments
Handle tasks independently Handle inquiries or information independently with little or no supervision. Depend on one's self to communicate with others and perform daily tasks such as working with data, creating reports, or using software.	5	3	-
Work independently Develop one's own ways of doing things, motivating oneself with little or no supervision, and depending on oneself to get things done.	4	1	-

Business, administration and law » Business and administration » Accounting and taxation	Skill Level	Interest	Comments
Accounting The documentation and processing of data regarding financial activities.	2	2	-
Accounting department processes The different processes, duties, jargon, role in an organisation, and other specificities of the accounting department within an organisation such as bookkeeping, invoices, recording, and taxing.	1	2	-
Accounting entries The financial transactions recorded in accounting systems or books of a company together with the metadata linked to the entry such as the date, the amount, the accounts affected, and a description of the transaction.	1	1	-
Accounting techniques The techniques of recording and summarising business and financial transactions and analysing, verifying, and reporting the results.	1	1	-
Audit techniques The techniques and methods that support a systematic and independent examination of data, policies, operations and performances using computer-assisted audit tools and techniques (CAATs) such as spreadsheets, databases, statistical analysis and business intelligence software.	1	1	-
Depreciation The accounting method of dividing the value of an asset over its useful life for the allocation of cost per fiscal year and in parallel to decrease the value of the asset from the accounts of the company.	1	1	-
Internal auditing The practice of observing, testing, and evaluating in a systematic manner the processes of the organisation in order to improve effectivity, reduce risks, and add value to the organisation by installing a preventive culture.	1	1	-

Business, administration and law » Business and administration » Management and administration	Skill Level	Interest	Comments
Agile project management The agile project management approach is a methodology for planning, managing and overseeing of ICT resources in order to meet specific goals and using project management ICT tools.	3	4	-
Business analysis The research field which addresses the identification of business needs and problems and the determination of the solutions that would mitigate or prevent the smooth functioning of a business. Business analysis comprises IT solutions, market challenges, policy development and strategic matters.	4	3	
Business intelligence The tools used to transform large amounts of raw data into relevant and helpful business information.	3	2	
Business management principles Principles governing business management methods such as strategy planning, methods of efficient production, people and resources coordination.	2	3	
Business process modeling The tools, methods and notations such as Business Process Model and Notation (BPMN) and Business Process Execution Language (BPEL), used to describe and analyse the characteristics of a business process and model its further development.	2	4	
Business requirements techniques The procedures required to identify and analyse business and organisational needs.	4	3	
Business strategy concepts The terminology related to the design and implementation of major trends and aims which are taken by an organisation's executives, while keeping in mind its resources, competition and environments.	2	2	
Conflict management The practices concerning the resolution of conflicts or disputes in an organisation or institution. It encompasses reducing the negative aspects of a conflict and increasing the positive outcomes of it by learning from the errors made.	3	2	
Consultation The theories, methods and concepts related to consultation and communication with clients.	3	2	
Cost management The process of planning, monitoring and adjusting the expenses and revenues of a business in order to achieve cost efficiency and capability.	2	2	
Customer relationship management The customer-oriented management approach and basic principles of successful customer relations that focus on interactions with customers such as technical support, customer services, after-sales support and direct communication with the customer.	3	2	
Human resource management The function in an organisation concerned with the recruitment of employees and the optimisation of employee performance.	2	1	
Human resources department processes The different processes, duties, jargon, role in an organisation, and other specificities of the human resources department within an organisation such as recruitment, pension systems, and personnel development programs.	1	1	
Ict project management The methodologies for the planning, implementation, review and follow-up of ICT projects, such as the development, integration, modification and sales of ICT products and services, as well as projects relating technological innovation in the field of ICT.	2	1	
Ict project management methodologies The methodologies or models for planning, managing and overseeing of ICT resources in order to meet specific goals, such methodologies are Waterfall, Incremental, V-Model, Scrum or Agile and using project management ICT tools.	2	1	
Ict quality policy The quality policy of the organisation and its objectives, the acceptable level of quality and the techniques to measure it, its legal aspects and the duties of specific departments to ensure quality.	2	2	
Lean project management	2	2	

The lean project management approach is a methodology for planning, managing and overseeing of ICT resources in order to meet specific goals and using project management ICT tools.		
Project management Understand project management and the activities which comprise this area. Know the variables implied in project management such as time, resources, requirements, deadlines, and responding to unexpected events.	3	3
Project management principles Different elements and phases of project management.	3	4
Risk management The process of identifying, assessing, and prioritising of all types of risks and where they could come from, such as natural causes, legal changes, or uncertainty in any given context, and the methods on dealing with risks effectively.	2	2
Strategic planning The elements defining the foundation and core of an organisation such as its mission, vision, values, and objectives.	2	5
Subsidiary operations The coordination, processes, and operations revolving around the management of subsidiaries either nationally or internationally. The integration of strategic guidelines coming from the headquarters, consolidation of financial reporting, and abidance by the regulatory mandates of the jurisdiction where the subsidiary operates.	1	1
Supplier management The methods and techniques to ensure that external services and configuration items, which are necessary for the service delivery, are available as requested and as agreed at the service level.	1	1

 Business, administration and law » Business and administration » **Wholesale and retail sales**

	Skill Level	Interest	Comments
Sales activities The supply of goods, sale of goods and the related financial aspects. The supply of goods entails the selection of goods, import and transfer. The financial aspect includes the processing of purchasing and sales invoices, payments etc. The sale of goods implies the proper presentation and positioning of the goods in the shop in terms of accessibility, promotion, light exposure.	3	3	-
Sales argumentation Techniques and sales methods used in order to present a product or service to customers in a persuasive manner and to meet their expectations and needs.	3	3	
Sales department processes The different processes, duties, jargon, role in an organisation, and other specificities of the sales department within an organisation.	2	2	
Sales promotion techniques The techniques used to persuade customers to purchase a product or a service.	2	2	

 Communication, collaboration and creativity » Advising and consulting » **Advising on design or use of technologies**

	Skill Level	Interest	Comments
Advise client on technical possibilities Recommend technical solutions, including systems, to the client within the framework of a project.	2	3	-
Provide ict consulting advice Advise on appropriate solutions in the field of ICT by selecting alternatives and optimising decisions while taking into account potential risks, benefits and overall impact to professional customers.	3	3	
Provide technical expertise Provide expert knowledge in a particular field, especially concerning mechanical or scientific subjects, to decision makers, engineers, technical staff or journalists.	4	3	

Communication, collaboration and creativity » Advising and consulting

 » **Advising on educational or vocational matters**

	Skill Level	Interest
Advise on career Provide personalised help, guidance and information to people in order to make them grow in their careers.	4	3
Prepare for job interview Make someone ready to deal with job interviews, by advising on communication, body language and appearance, going through frequently asked questions, and identifying personal and professional strengths and weaknesses.	2	3
Provide advice on pet training Provide suitable customer advice on how to train pets such as cats and dogs; explain training procedures and the use of accessories.	1	1

Comments

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 Communication, collaboration and creativity » **Communication, collaboration and creativity**

	Skill Level	Interest
Think creatively Generate new ideas or combine existing ones to develop innovative, novel solutions.	2	1
Use communication techniques Apply techniques of communication which allow interlocutors to better understand each other and communicate accurately in the transmission of messages.	3	2

Comments

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Communication, collaboration and creativity » Designing systems and products
 » **Designing ict systems or applications**

	Skill Level	Interest	Comments
			-
Create database diagrams Develop the database design models and diagrams which establish the structure of a database by using modelling software tools to be implemented in further processes.	2	1	
Define ict network design policies Specify policies, principles, rules, processes and criteria for the design, planning and realisation of ICT networks.	1	1	
Design application interfaces Create and program application interfaces, their operations, inputs and outputs and underlying types.	1	1	
Design computer network Develop and plan ICT networks, such as wide area network and local area network, that connect computers using cable or wireless connections and allow them to exchange data and assess their capacity requirements.	2	1	
Design database scheme Draft a database scheme by following the Relational Database Management System (RDBMS) rules in order to create a logically arranged group of objects such as tables, columns and processes.	1	1	
Design enterprise architecture Analyse the business structure and provide a logical organisation of business processes and information infrastructure. Apply principles and practices which help organisations to realise their strategies, respond to disruptions and achieve their goals.	1	1	
Design user interface Create software or device components which enable interaction between humans and systems or machines, using appropriate techniques, languages and tools so as to streamline interaction while using the system or machine.	1	1	
Improve user-friendliness Research and test new methods to make a product such as a website or map easier to use and understand.	1	1	
Maintain responsive design Ensure that the website runs on the latest technology and is multi-platform compatible and mobile-friendly.	1	1	
Manage ict data architecture Oversee regulations and use ICT techniques to define the information systems architecture and to control data gathering, storing, consolidation, arrangement and usage in an organisation.	1	1	
Propose ict solutions to business problems Suggest how to solve business issues, using ICT means, so that business processes are improved.	4	4	

 Communication, collaboration and creativity » Liaising and networking
 » **Coordinating activities with others**

	Skill Level	Interest	Comments
			-
Maintain operational communications Maintain communications between different departments of an organisation, between the staff, or during specific operations or missions, to ensure that the operation or mission is successful, or that the organisation functions smoothly.	4	3	
Perform escalation procedure Assess situations in which a solution cannot be provided right away, and ensure that it is brought to the next levels of support.	5	3	

Communication, collaboration and creativity » Liaising and networking » Developing professional relationships or networks	Skill Level	Interest	Comments
Build business relationships Establish a positive, long-term relationship between organisations and interested third parties such as suppliers, distributors, shareholders and other stakeholders in order to inform them of the organisation and its objectives.	2	1	-
Develop professional network Reach out to and meet up with people in a professional context. Find common ground and use your contacts for mutual benefit. Keep track of the people in your personal professional network and stay up to date on their activities.	2	3	
Maintain relationship with customers Build a lasting and meaningful relationship with customers in order to ensure satisfaction and fidelity by providing accurate and friendly advice and support, by delivering quality products and services and by supplying after-sales information and service.	3	3	
Maintain working relationships Ensure effective working relationships with colleagues and others. Maintain them over long periods of time.	3	3	
Prospect new customers Initiate activities in order to attract new and interesting customers. Ask for recommendations and references, find places where potential customers can be located.	2	3	

Communication, collaboration and creativity » Negotiating » Responding to complaints	Skill Level	Interest	Comments
Handle complaints Manage problems, protestations and disputes on the job.	4	2	-
Handle customer complaints Administer complaints and negative feedback from customers in order to address concerns and where applicable provide a quick service recovery.	4	3	

Communication, collaboration and creativity » Obtaining information verbally » Engaging with others to identify needs	Skill Level	Interest	Comments
Assess informational needs Communicate with clients or users in order to identify which information they require and the methods with which they can access it.	4	4	-
Manage difficult clients Handle clients who become aggressive or who do not want to pay because they are not content about the service.	3	2	
Perform customers' needs analysis Analyse the habits and needs of customers and target groups in order to devise and apply new marketing strategies and to sell more goods in a more effective way.	3	3	

Communication, collaboration and creativity » Obtaining information verbally » Interviewing	Skill Level	Interest	Comments
Interview people Interview people in a range of different circumstances.	3	2	-
Perform interviews Research the context of the interview. Plan availability. Prepare yourself according to the context and the diversity of media (radio, television, web, newspapers, etc.), and give an interview.	4	4	

Communication, collaboration and creativity » Obtaining information verbally » Listening and asking questions	Skill Level	Interest	Comments
Be attentive Pay attention during customer interactions and interpret feedback.	4	4	-
Listen actively Give attention to what other people say, patiently understand points being made, asking questions as appropriate, and not interrupting at inappropriate times; able to listen carefully the needs of customers, clients, passengers, service users or others, and provide solutions accordingly.	4	4	

Communication, collaboration and creativity » Solving problems » Developing solutions	Skill Level	Interest	Comments
Think analytically Produce thoughts using logic and reasoning in order to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	5	4	-
Troubleshoot Identify operating problems, decide what to do about it and report accordingly.	4	1	-

Communication, collaboration and creativity » Solving problems » Implementing new procedures or processes	Skill Level	Interest	Comments
Implement operational business plans Implement the strategic business and operational plan for an organisation by engaging and delegating to others, monitoring progress and making adjustments along the way. Evaluate the extent to which strategic objectives have been achieved, learn lessons, celebrate success and recognise people's contributions.	3	2	-
Implement strategic management Implement a strategy for the development and transformation of the company. Strategic management involves the formulation and implementation of the major objectives and initiatives of a company by senior management on behalf of the owners, based on consideration of available resources and an assessment of the internal and external environments in which the organisation operates.	1	4	-
Implement strategic planning Take action on the goals and procedures defined at a strategic level in order to mobilise resources and pursue the established strategies.	1	5	-
Update procedure instructions Keep the procedural instructions of the airport up-to-date.	3	1	-

Communication, collaboration and creativity » Teaching and training » Coaching and mentoring	Skill Level	Interest	Comments
Coach employees Maintain and improve employees' performance by coaching individuals or groups how to optimise specific methods, skills or abilities, using adapted coaching styles and methods. Tutor newly recruited employees and assist them in the learning of new business systems.	3	4	-
Mentor individual employees Mentor and support individual employees with regard to identified training needs.	4	4	-
Mentor individuals Mentor individuals by providing emotional support, sharing experiences and giving advice to the individual to help them in their personal development, as well as adapting the support to the specific needs of the individual and heeding their requests and expectations.	5	4	-
Provide mentorship Guide and support less knowledgeable or less experienced colleagues.	5	4	-

Communication, collaboration and creativity » Working with others » Giving feedback	Skill Level	Interest	Comments
Give constructive feedback Provide founded feedback through both criticism and praise in a respectful, clear, and consistent manner. Highlight achievements as well as mistakes and set up methods of formative assessment to evaluate work.	3	4	-

Communication, collaboration and creativity » Working with others » Giving instructions	Skill Level	Interest	Comments
Give instructions to staff Give instructions to subordinates by employing various communication techniques. Adjust communication style to the target audience in order to convey instructions as intended.	4	2	-
Guide staff Lead and manage team in order to keep them informed about a variety of rules and regulations regarding to grants.	3	2	-

Communication, collaboration and creativity » Working with others » Working in teams	Skill Level	Interest	Comments
Interact with the board of directors Present the results of the company, answer questions in regards to the organisation, and receive guidelines on the future perspectives and plans for the company.	1	1	-
Work as a team To recognize the importance of team work, building and maintaining effective working relationships with all colleagues and within the business.	4	4	

Customer Success	Skill Level	Interest	Comments
Adoption	5	5	-
Onboarding	5	5	
Value Creation	5	5	

Information skills » Analysing and evaluating information and data » Evaluating systems, programmes, equipment and products	Skill Level	Interest	Comments
Analyze ict technical proposals Compare and assess technical requirements of an ICT product, service or solution in terms of quality, costs and compliance to specifications	4	3	-
Evaluate cost of software products Apply methods and techniques to estimate and evaluate the cost of software products during their life-cycle phases, including development and acquisition costs, cost of maintenance, incorporated cost of quality - compliance and non-compliance associated costs.	3	1	

Information skills » Analysing and evaluating information and data » Performing risk analysis and management	Skill Level	Interest	Comments
Advice on security risk management Provide advice on security risk management policies and prevention strategies and their implementation, being aware of the different kinds of security risks a specific organisation faces.	2	1	-
Analyze financial risk Identify and analyse risks that could impact an organisation or individual financially, such as credit and market risks, and propose solutions to cover against those risks.	2	1	
Assess supplier risks Evaluate supplier performance in order to assess which suppliers do or may not perform adequately, stick to the agreed contracts, meet the standard requirements and desired quality at all times or who may pose future risks.	2	1	

Information skills » Conducting studies, investigations and examinations » Conducting investigations	Skill Level	Interest	Comments
Carry out strategic research Research long term possibilities for improvements and plan steps to achieve them.	2	1	-
Conduct public surveys Conduct the procedures of a public survey from the initial formulation and compilation of the questions, identifying the target audience, managing the survey method and operations, managing the processing of acquired data, and analysing the results.	1	1	
Conduct quantitative research Execute a systematic empirical investigation of observable phenomena via statistical, mathematical or computational techniques.	1	1	

Information skills » Conducting studies, investigations and examinations » Interpreting technical documentation and diagrams	Skill Level	Interest	Comments
Interpret technical requirements Analyse, understand and apply the information provided regarding technical conditions.	2	1	-
Interpret technical texts Read and understand technical texts that provide information on how to perform a task, usually explained in steps.	2	1	-

Information skills » Documenting and recording information » Documenting and recording information	Skill Level	Interest	Comments
Ensure proper document management Guarantee that the tracking and recording standards and rules for document management are followed, such as ensuring that changes are identified, that documents remain readable and that obsoleted documents are not used.	3	1	-
Record lessons learnt from your sessions Recognise and record any lessons learnt from your sessions both for individuals in your group and yourself.	3	1	-

Information skills » Documenting and recording information » Maintaining operational records	Skill Level	Interest	Comments
Maintain system logs Maintain system logs or manuals to document equipment testing and operation.	1	1	-
Maintain technical equipment Maintain an inventory of cultivation equipment and supplies. Order additional materials as needed.	2	1	-
Prepare inventory reports Prepare inventory reports of sport fishing gear, skiff equipment, boatswain's stores at the start of the season and at the end. At the end of the season, thoroughly clean and prepare fishing equipment for storage. Assist the captain in preparing end-of-season maintenance and list items that need attention during the off-season	2	1	-

Information skills » Documenting and recording information » Preparing financial documents, records, reports, or budgets	Skill Level	Interest	Comments
Create a financial report Finalise project accounting. Prepare an actual budget, compare the discrepancy between the planned and actual budget, and draw final conclusions.	1	1	-
Prepare purchasing reportings Prepare documentation and files related to product purchases.	1	1	-

Information skills » Documenting and recording information » Reporting incidents and defects	Skill Level	Interest	Comments
Create incident reports Fill in an incident report after an accident has happened at the company or facility, such as an unusual event which caused an occupational injury to a worker.	1	1	-

Information skills » Managing information	Skill Level	Interest	Comments
Carry out records management Manage the life-cycle of records of institutions, individuals, corporate bodies, collections, oral history.	1	1	-

Management skills » Allocating and controlling resources » Allocating and controlling physical resources	Skill Level	Interest	Comments
Manage inventory Control product inventory in balance of availability and storage costs.	1	1	-

Management skills » Allocating and controlling resources » Allocating and controlling resources	Skill Level	Interest	Comments
Perform planning Manage one's time schedule and resources in order to finish tasks in a timely manner.	3	2	-

Management skills » Allocating and controlling resources » Managing budgets or finances	Skill Level	Interest	Comments
Budget for financial needs Observe the status and availability of funds for the smooth running of projects or operations in order to foresee and estimate the quantity of future financial resources.	2	1	-
Control financial resources Monitor and control budgets and financial resources providing capable stewardship in company management.	2	1	-
Enforce financial policies Read, understand, and enforce the abidance of the financial policies of the company in regards with all the fiscal and accounting proceedings of the organisation.	2	1	-
Manage operational budgets Prepare, monitor and adjust operational budgets together with the economical/administrative manager/professionals in the arts institute/unit/project.	2	1	-
Manage profitability Review on a regular basis sales and profit performance.	1	1	-

Management skills » Allocating and controlling resources » Managing human resources	Skill Level	Interest	Comments
Analyze staff capacity Evaluate and identify staffing gaps in quantity, skills, performance revenue and surpluses.	3	2	-
Manage human resources Conduct employee recruitment, helping employees to develop their personal and organisational skills, knowledge, and competencies as well as providing feedback and performance appraisals. It includes motivating employees, by implementing rewarding systems (managing pay and benefit systems) in order to maximise employee performance with regard to employer's strategic objectives.	1	1	-

Management skills » Building and developing teams	Skill Level	Interest	Comments
Encourage teambuilding Stimulate teambuilding activities; coach employees in order to help them reach their goals.	4	4	-
Shape organizational teams based on competencies Study the profiles of collaborators and decide the best place for directors and collaborators following an strategic mindset and serving to the goals of the company.	4	4	-

Management skills » Developing objectives and strategies » Developing contingency and emergency response plans	Skill Level	Interest	Comments
Identify preventive actions Anticipate situations that could be damaging to the workplace and the processes undergone there by drawing attention to possible undesired outcomes and suggesting preventive actions.	3	3	-
Maintain plan for continuity of operations Update methodology which contains steps to ensure that facilities of an organisation are able to continue operating, in case of broad range of unforeseen events.	1	1	-

Management skills » Developing objectives and strategies » Developing educational programmes	Skill Level	Interest	Comments
Develop training programs Design programmes where employees or future employees are taught the necessary skills for the job or to improve and expand skills for new activities or tasks. Select or design activities aimed at introducing the work and systems or improving the performance of individuals and groups in organisational settings.	2	2	-
Manage personal professional development Take responsibility for lifelong learning and continuous professional development. Engage in learning to support and update professional competence. Identify priority areas for professional development based on reflection about own practice and through contact with peers and stakeholders.	3	2	-

Management skills » Developing objectives and strategies » Developing financial, business or marketing plans	Skill Level	Interest	Comments
Develop business case Gather relevant information in order to come up with a well-written and well-structured document that provides the trajectory of a given project.	3	3	-
Develop business plans Plan, write and collaborate in the implement business plans. Include and foresee in the business plan the market strategy, the competitive analysis of the company, the design and the development of the plan, the operations and the management aspects and the financial forecast of the business plan.	3	3	-
Develop technological improvement strategies Create plans for the development and implementation of strategies which facilitate improvements in technological projects and in the efficiency of the project's procedures, taking into account analyses and relevant regulations.	2	3	-
Shape corporate culture Observe and define the elements in the corporate culture of a company in order to reinforce, integrate and shape further the codes, values, beliefs and behaviours aligned with the company's aims.	3	3	-

Management skills » Developing objectives and strategies » Developing health programmes	Skill Level	Interest	Comments
Promote exercise programs Develop and apply strategies to motivate clients to engage in an exercise programme.	2	4	-
Promote mental health Promote factors that enhance emotional well-being such as self-acceptance, personal growth, purpose in life, control of one's environment, spirituality, self-direction and positive relationships.	3	5	-

Management skills » Developing objectives and strategies » Developing objectives and strategies	Skill Level	Interest	Comments
Plan medium to long term objectives Schedule long term objectives and immediate to short term objectives through effective medium-term planning and reconciliation processes.	3	2	-

Management skills » Developing objectives and strategies » Developing operational policies and procedures	Skill Level	Interest	Comments
Develop communications strategies Manage or contribute to the conception and implementation of an organisation's internal and external communications plans and presentation, including its online presence.	2	2	-
Develop working procedures Create standardised series of actions of a certain order to support the organisation.	1	1	-

Management skills » Leading and motivating	Skill Level	Interest	Comments
			-
Develop staff Lead employees to meet the organisations expectations for productivity, quality and goal accomplishment. Provide effective performance feedback through employee recognition and reward in conjunction with the Human Resources Manager as required	3	4	
Enforce company values Implement and monitor the values and ethical principles of the company, throughout the chain stores under its supervision.	3	4	
Motivate others Direct other people's behaviour by providing them with a convincing reason for action.	2	4	

Management skills » Organising, planning and scheduling work and activities » Directing operational activities	Skill Level	Interest	Comments
			-
Manage tender processes Organise the process of writing and designing proposals or bids for tenders.	1	1	

Management skills » Organising, planning and scheduling work and activities » Planning and scheduling events and activities	Skill Level	Interest	Comments
			-
Manage time Plan the time sequence of events, programmes and activities, as well as the work of others.	4	3	

Management skills » Recruiting and hiring » Recruiting and hiring	Skill Level	Interest	Comments
			-
Hire human resources Manage the process of hiring human resources, from identifying potential candidates to assessing the adequacy of their profiles to the vacancy.	1	1	

Management skills » Supervising people » Monitoring and evaluating the performance of individuals	Skill Level	Interest	Comments
			-
Assess employees' capability levels Evaluate the capabilities of employees by creating criteria and systematic testing methods for measuring expertise of individuals within an organisation.	3	1	
Evaluate employees Analyse employees' individual performance over a certain time span and communicate own conclusions to the employee in question or higher management.	3	2	
Identify skills gaps Search and spot possible skills gaps of individuals by using skills assessment tests and tools. Suggest an action plan.	3	2	

Values » Demonstrate consideration	Skill Level	Interest	Comments
Demonstrate consideration Act in an understanding and supportive manner that is sensitive to others' needs and feelings.	5	5	-
Demonstrate intercultural competence Understand and respect people who are perceived to have different cultural affinities, and respond effectively and respectfully to them.	3	4	
Promote inclusion Promote inclusion in health care and social services and respect diversity of beliefs, culture, values and preferences, keeping in mind the importance of equality and diversity issues.	3	5	
Respect cultural preferences Recognise different cultural preferences when creating products and concepts in order to avoid giving insult to certain people. Try to reach as broad an audience possible.	3	5	
Show empathy Show empathy in order to prevent any kind of symbolic violence and isolation and to guarantee a considerate attention to everyone. It should include a capacity to understand various verbal and non-verbal communication of sentiment and feeling.	4	5	

Values » Demonstrate good manners	Skill Level	Interest	Comments
Demonstrate good manners Engage with others according to the normal customs and expectations of contemporary social behaviour, appropriate to the context.	4	5	-
Exercise patience Have patience by dealing with unexpected delays or other waiting periods without becoming annoyed or anxious.	3	4	
Show diplomacy Deal with people in a sensitive and tactful way.	5	5	

Values » Follow ethical code of conduct	Skill Level	Interest	Comments
Abide by business ethical code of conducts Conform and follow the ethical code of conducts promoted by companies and businesses at large. Ensure that operations and activities do comply with the code of conduct and ethical operations the supply chain throughout.	5	5	-
Adhere to organizational code of ethics Adhere to organisational European and regional specific standards and code of ethics, understanding the motives of the organisation and the common agreements and apply this awareness.	5	5	
Follow ethical code of conduct Carry out workplace activities according to accepted principles of right and wrong, including fairness, transparency and impartiality in work practices and conduct towards other people.	5	5	

Working with computers » Accessing and analysing digital data » Browsing, searching and filtering digital data	Skill Level	Interest	Comments
Search for information online Identify digital information via search engines, judging its relevance and purpose.	4	4	-

Working with computers » Accessing and analysing digital data » Managing and analysing digital data	Skill Level	Interest	Comments
Manage digital documents Manage various data formats and files by naming, publishing, transforming and sharing files and documents and transforming file formats.	3	2	-
Perform data analysis Collect data and statistics to test and evaluate in order to generate assertions and pattern predictions, with the aim of discovering useful information in a decision-making process.	4	3	
Use spreadsheets Use spreadsheet documents for organisation, analysis and data storage in tabular form.	4	3	

Working with computers » Programming computer systems	Skill Level	Interest	Comments
Use query languages Retrieve information from a database or information system using computer languages designed for the retrieval of data.	1	4	-
Use scripting programming Utilise specialised ICT tools to create computer code that is interpreted by the corresponding run-time environments in order to extend applications and automate common computer operations. Use programming languages which support this method such as Unix Shell scripts, JavaScript, Python and Ruby.	1	4	

Working with computers » Setting up and protecting computer systems » Protecting ict devices	Skill Level	Interest	Comments
Manage system security Analyse the critical assets of a company and identify weaknesses and vulnerabilities that lead to intrusion or attack. Apply security detection techniques. Understand cyber attack techniques and implement effective countermeasures.	2	1	-
Perform backups Implement backup procedures to backup data and systems to ensure permanent and reliable system operation. Execute data backups in order to secure information by copying and archiving to ensure integrity during system integration and after data loss occurrence.	3	1	
Remove computer virus or malware from a computer Carry out actions to remove computer viruses or other types of malware from a computer.	3	1	
Use back-up and recovery tools Use tools which allow users to copy and archive computer software, configurations and data and recover them in case of loss.	3	1	

Working with computers » Setting up and protecting computer systems » Resolving computer problems	Skill Level	Interest	Comments
Perform ict troubleshooting Identify problems with servers, desktops, printers, networks, and remote access, and perform actions which solve the problems.	4	1	-

Working with computers » Setting up and protecting computer systems » Setting up computer systems	Skill Level	Interest	Comments
Install software Install machine-readable instructions, such as computer programs, in order to direct the computer's processor to perform a certain set of actions.	4	1	-

Working with computers » Using digital tools » Using computer aided design and drawing tools	Skill Level	Interest	Comments
Use cad software Use computer-aided design (CAD) systems to assist in the creation, modification, analysis, or optimisation of a design.	1	4	-
Use technical drawing software Create technical designs and technical drawings using specialised software.	1	2	

Working with computers » Using digital tools » Using digital tools for collaboration and productivity	Skill Level	Interest	Comments
Creatively use digital technologies Use digital tools and technologies to create knowledge and to innovate processes and products. Engage individually and collectively in cognitive processing to understand and resolve conceptual problems and problem situations in digital environments.	2	1	-
Use customer relationship management software Use specialised software to manage company's interactions with current and future customers. Organise, automate and synchronise sales, marketing, customer service, and technical support, to increase targeted sales.	4	4	
Use online communication tools Use digital tools which enable various forms of communication over Internet, such as e-mail, instant messaging, Voice over Internet Protocol, social networks, while following netiquette rules and protecting one's reputation and digital identity.	4	4	
Work with virtual learning environments Incorporate the use of online learning environments and platforms into the process of instruction.	5	3	

Working with computers » Using digital tools » Using digital tools for processing sound and images	Skill Level	Interest	Comments
Perform image editing Edit various types of images such as analogue and digital photographs or illustrations.	2	2	-
Perform video editing Rearrange and edit video footage in the course of the post-production process. Edit the footage using a variety of software, tools, and techniques such as colour correction and effects, speed effects, and audio enhancing.	1	1	

Working with computers » Using digital tools » Using word processing, publishing and presentation software	Skill Level	Interest	Comments
Use word processing software Use computer software applications for composition, editing, formatting, and printing of any sort of written material.	5	3	-

Working with computers » Working with computers	Skill Level	Interest	Comments
Use ict peripherals Use the physical parts or components of information technology equipment such as monitor, mouse, keyboard, storage devices, printers or scanners.	5	3	-