



IO1: Research on labor market soft skills needs in 5 EU countries

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Research objective

The main objective of the research phase is to identify the soft skills more demanded by the labor market in 6 European countries: Belgium, Poland, Greece, Portugal, Romania and Spain.

Representatives of potential university graduates employers like private companies, social business, NGOS or public administration will be invited to express their views on which are the soft skills most in demand to successfully access the labor market.

In order to do so, the research phase will try to identify the following issues:

1. **Prioritize the most needed skills and existing gaps.**
2. **Possible solutions or best practices in the provision of soft skills in university.**

The results of this research will be collected and shared in the second transnational meeting in Bucharest (TM2) where the different results obtained will be analyzed and discussed among project partners, resulting in a module plan and learning outcomes for each specific module that will make up the online course on soft skills.

With this, we seek a coherence among the different modules that will make up the online course, at the same time that we will collect a wide variety of input from different perspectives and countries, ensuring that the posterior contents embrace a comprehensive and a real European approach.

Methodology

In order to attain the proposed research objective the project will use a “fieldwork” methodology.

The results of this research will be collected and shared in the second Transnational Meeting (TM2) in Bucharest- Romania, where the different results obtained will be analyzed and discussed among project partners, resulting in a module plan and learning outcomes for each specific module that will make up the online course on soft skills.

In this research phase, **all partners** will address **all the topics / modules** that will make up the course on soft skills.

The Research will be conducted by using online questionnaires and data analysis.

- Each partner will be responsible of collecting the data for its country. As there are two Spanish partners, they will cooperate to create the questionnaire and analyze the data collected.

Thus, the **Research** will identify what are the soft skills that an employee needs to face successfully the challenges of the labor market and its quick changes.

Research

Rationale

On a general level, we need to describe the current needs on the labor market and the gap between the soft skills students already have when they finish their degrees and the soft skills demanded by the labor market. CEDEFOP and OECD reports suggest that soft skills discrepancies (typology and quality) are causes of unsatisfying employment rates of recent graduates.

Therefore, we have to research to know what are the soft skills most demanded in Europe, find the similarities on the 6 countries analyzed and create a transnational course.

Approach

With “Research” we mean a questionnaire that is going to be send to relevant stakeholders. For creating the questionnaire, partners have review the ET2020 PLA Report “Developing future skills in higher education” made by the EC in 2016.

The European Key Competence Framework and the European Qualifications Framework distinguish between knowledge, skills and competence:

- **Knowledge:** means the outcome of the assimilation of information through learning.
- **Skills:** means the ability to plan apply knowledge and use know-how to complete tasks and solve problems. (Skills can be cognitive and practical).
- **Competence:** means the proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situations and in professional and personal development.

This report also groups the main skills important for higher education students:

- **Cognitive skills:** analytical, critical, reflective, creative thinking.
- **Methodological skills:** time management, problem-solving, decision making, learning strategies, planning, digital skills.
- **Social skills:** interpersonal communication, teamwork, conflict management and negotiation, inter-cultural understanding.

The definition of each skill will be offered and the participants in the questionnaire will rate from 0 to 5 the importance of that skill in their sector, being 0 I don't have an opinion to 5 It is very important; and from 0 to 5 the difficulty of finding new graduates who have that skill, being 0 I don't have an opinion to 5 there are very difficult to find.

For the definition of each skill we have used the definitions given by the EU Skills Panorama and The Occupational Information Network (O*NET), developed under the sponsorship of the U.S. Department of Labor/Employment and Training Administration (USDOL/ETA).

Questionnaire

1. Cognitive skills: skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.

- 1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.
- 1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- 1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.
- 1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.

2. Methodological skills: developed capacities used to allocate resources efficiently.

- 2.1. Time management: Managing one's own time and the time of others.
- 2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- 2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- 2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- 2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.
- 2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.

3. Social skills: developed capacities used to work with people to achieve goals.

- 3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.
- 3.2. Team-work: Skills required to work well as part of the team.
- 3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- 3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.

Results from the questionnaire

179 companies from 6 European countries have participated in this survey. The participating companies are categorized as follows:

By country:

Country	
Belgium	36
Greece	27
Poland	32
Portugal	17
Romania	32
Spain	35
Total	179

By type of company:

Type of company	
NGO	7
Other	17
Private company	127
Public administration	18
Public company	4
Social business	6
Total	179

By size of the company:

Size of the company	
Large enterprises (250 or more persons employed)	56
Medium- sized enterprises (50 to 249 persons employed)	27
Micro-enterprise (Fewer than 10 persons employed)	56
Small enterprises (10 to 49 persons employed)	40
Total	179

By sector of activity:

Sector of activity	
Accommodation and food service	5
Administrative and support services	4
Agriculture, forestry and fishing	1
Construction	1
Construction	2
Education	15
Energy supplier	1
Financial and insurances	4
Human health and social work activities	13
Information and communication	15
Manufacturing / Industry	26
Mining	1
Other services	40
Professional, scientific and technical activities	24
Public administration and defence	8
Public administration	1
Real estate activities	2
Transportation and storage	3
Water supplier	2
Wholesale and retail trade	11
Total	179

By the person who answered the survey:

Respondents	
Head of department	27
Human resources manager	26
Owner	62
Staff recruiter	15
Supervisor	15
Technical staff / Administrative staff	34
Total	179

Companies that have been in touch with students and newly graduates:

Has your company hired or granted a university student last year	
No	49
Yes	130
Total	179

Has your company hired or granted a newly graduate last year	
No	50
Yes	129
Total	179

European level

Importance of soft skills; EU average: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,83
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,95
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,97
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,74
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,66
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,73
2.1. Time management: Managing one's own time and the time of others.	3,77
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,84
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,74
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,55
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,73

Skill	Average
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,77
3. Social skills: Developed capacities used to work with people to achieve goals.	3,73
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,91
3.2. Team-work: Skills required to work well as part of the team.	4,12
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,55
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,33

Perception by companies who hired or granted students during the last year: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,85
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,00
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,05
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,73
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,64
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,78

Skill	Average
2.1. Time management: Managing one's own time and the time of others.	3,81
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,92
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,81
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,60
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,77
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,78
3. Social skills: Developed capacities used to work with people to achieve goals.	3,76
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,91
3.2. Team-work: Skills required to work well as part of the team.	4,22
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,58
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,33

Perception by companies who hired or granted a newly graduate last year: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,85
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,00
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,05
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,73
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,64
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,78
2.1. Time management: Managing one's own time and the time of others.	3,81
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,92
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,81
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,60
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,77
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,78
3. Social skills: Developed capacities used to work with people to achieve goals.	3,76

Skill	Average
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,91
3.2. Team-work: Skills required to work well as part of the team.	4,22
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,58
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,33

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,37
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,32
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,40
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,29
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,45
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,45
2.1. Time management: Managing one's own time and the time of others.	3,24
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,48
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,52

Skill	Average
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,20
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,29
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,96
3. Social skills: Developed capacities used to work with people to achieve goals.	3,02
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,08
3.2. Team-work: Skills required to work well as part of the team.	2,93
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,28
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	2,78

Results by country:

Belgium

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Belgium
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,64
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,83
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,00
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,53
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,19
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,56
2.1. Time management: Managing one's own time and the time of others.	3,78
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,92
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,53
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	2,97
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,69
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,44
3. Social skills: Developed capacities used to work with people to achieve goals.	3,75

Skill	Average Belgium
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,94
3.2. Team-work: Skills required to work well as part of the team.	4,33
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,47
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,25

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Belgium
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,30
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,06
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,50
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,22
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,42
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,18
2.1. Time management: Managing one's own time and the time of others.	3,17
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,61
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,83
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	2,75

Skill	Average Belgium
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,22
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,47
3. Social skills: Developed capacities used to work with people to achieve goals.	3,12
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,33
3.2. Team-work: Skills required to work well as part of the team.	2,78
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,67
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	2,69

Greece

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Greece
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	4,02
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,93
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,07
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,96
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	4,11

Skill	Average Greece
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,75
2.1. Time management: Managing one's own time and the time of others.	3,67
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,89
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,67
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,67
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,85
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,78
3. Social skills: Developed capacities used to work with people to achieve goals.	3,75
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,85
3.2. Team-work: Skills required to work well as part of the team.	3,96
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,59
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,59

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Greece
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,56
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,44

Skill	Average Greece
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,63
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,48
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,70
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,48
2.1. Time management: Managing one's own time and the time of others.	3,41
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,59
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,81
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,52
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,59
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,96
3. Social skills: Developed capacities used to work with people to achieve goals.	3,30
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,30
3.2. Team-work: Skills required to work well as part of the team.	3,37
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,37
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,15

Poland

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Poland
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,79
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,00
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,88
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,69
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,59
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,78
2.1. Time management: Managing one's own time and the time of others.	3,97
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,91
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,91
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,81
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,63
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,47
3. Social skills: Developed capacities used to work with people to achieve goals.	3,80
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	4,09
3.2. Team-work: Skills required to work well as part of the team.	4,28

Skill	Average Poland
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,78
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,03

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Poland
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,27
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,25
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,09
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,28
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,44
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,24
2.1. Time management: Managing one's own time and the time of others.	3,06
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,44
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,31
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,19
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,22
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,19

Skill	Average Poland
3. Social skills: Developed capacities used to work with people to achieve goals.	2,95
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,00
3.2. Team-work: Skills required to work well as part of the team.	3,09
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,31
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	2,41

Portugal

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Portugal
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,82
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,76
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,35
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	4,24
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	2,94
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,47
2.1. Time management: Managing one's own time and the time of others.	3,24

Skill	Average Portugal
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,47
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,59
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,59
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,53
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,41
3. Social skills: Developed capacities used to work with people to achieve goals.	3,28
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,47
3.2. Team-work: Skills required to work well as part of the team.	3,24
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,29
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,12

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Portugal
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	4,05
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,71
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,41
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,41

Skill	Average Portugal
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	4,65
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,58
2.1. Time management: Managing one's own time and the time of others.	3,59
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,65
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,18
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	4,24
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,41
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,41
3. Social skills: Developed capacities used to work with people to achieve goals.	2,71
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,47
3.2. Team-work: Skills required to work well as part of the team.	2,41
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	2,94
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,00

Romania

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Romania
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,53
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,66
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,31
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,34
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,81
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,84
2.1. Time management: Managing one's own time and the time of others.	3,69
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,72
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	4,06
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,72
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,72
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	4,13
3. Social skills: Developed capacities used to work with people to achieve goals.	3,77
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,97
3.2. Team-work: Skills required to work well as part of the team.	4,06

Skill	Average Romania
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,56
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,47

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Romania
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	2,91
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,19
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	2,72
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	2,91
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	2,81
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,03
2.1. Time management: Managing one's own time and the time of others.	2,97
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,03
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,00
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	2,94
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,09
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,16

Skill	Average Romania
3. Social skills: Developed capacities used to work with people to achieve goals.	2,72
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,75
3.2. Team-work: Skills required to work well as part of the team.	2,66
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	2,72
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	2,75

Spain

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average Spain
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	4,23
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,43
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,40
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	4,00
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	4,09
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,89
2.1. Time management: Managing one's own time and the time of others.	4,03
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	4,00

Skill	Average Spain
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,66
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,66
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,74
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	4,23
3. Social skills: Developed capacities used to work with people to achieve goals.	3,84
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,94
3.2. Team-work: Skills required to work well as part of the team.	4,40
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,51
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,49

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average Spain
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,48
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,51
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,57
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,51

Skill	Average Spain
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,31
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,39
2.1. Time management: Managing one's own time and the time of others.	3,46
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,66
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,83
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,17
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,34
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,86
3. Social skills: Developed capacities used to work with people to achieve goals.	3,21
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,37
3.2. Team-work: Skills required to work well as part of the team.	3,11
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,49
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	2,86

Results by the size of the company

Large enterprises

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,89
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,88
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,41
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,50
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,82
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,89
2.1. Time management: Managing one's own time and the time of others.	3,79
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,43
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,70
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,86
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,95
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	4,34
3. Social skills: Developed capacities used to work with people to achieve goals.	3,55
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,29
3.2. Team-work: Skills required to work well as part of the team.	3,89

Skill	Average
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,88
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,41

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,27
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,23
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,14
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,11
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,09
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,38
2.1. Time management: Managing one's own time and the time of others.	3,63
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	2,89
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,32
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	2,71
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,07
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,77
3. Social skills: Developed capacities used to work with people to achieve goals.	3,46

Skill	Average
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,77
3.2. Team-work: Skills required to work well as part of the team.	3,27
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,23
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,14

Medium-size enterprises

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,89
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,07
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,78
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,67
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,70
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,85
2.1. Time management: Managing one's own time and the time of others.	3,48
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,52
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,70

Skill	Average
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,74
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	4,07
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	4,19
3. Social skills: Developed capacities used to work with people to achieve goals.	3,56
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,30
3.2. Team-work: Skills required to work well as part of the team.	3,89
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	4,07
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,78

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,27
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,23
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,14
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,11
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,09
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,38
2.1. Time management: Managing one's own time and the time of others.	3,63

Skill	Average
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	2,89
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,32
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	2,71
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,07
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,77
3. Social skills: Developed capacities used to work with people to achieve goals.	3,46
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,77
3.2. Team-work: Skills required to work well as part of the team.	3,27
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,23
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,14

Small enterprises

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,80
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,98
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	4,03

Skill	Average
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,55
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,53
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,65
2.1. Time management: Managing one's own time and the time of others.	3,85
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,45
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,63
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,65
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,63
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,78
3. Social skills: Developed capacities used to work with people to achieve goals.	3,53
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,38
3.2. Team-work: Skills required to work well as part of the team.	3,80
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,98
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	4,03

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,50
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,63
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,30
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,88
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,53
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,50
2.1. Time management: Managing one's own time and the time of others.	3,45
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,58
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,38
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,13
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,03
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	2,93
3. Social skills: Developed capacities used to work with people to achieve goals.	3,03
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,98
3.2. Team-work: Skills required to work well as part of the team.	3,50
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,63

Skill	Average
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,30

Micro-enterprises

Importance of soft skills: (0- I don't have an opinion; 5- It is very important)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	4,16
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	4,04
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,88
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,91
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,95
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,95
2.1. Time management: Managing one's own time and the time of others.	3,75
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,77
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,77
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,79
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	4,02
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	4,14

Skill	Average
3. Social skills: Developed capacities used to work with people to achieve goals.	3,57
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	3,38
3.2. Team-work: Skills required to work well as part of the team.	4,16
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	4,04
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,88

Availability of workers with soft skills: (0- I don't have an opinion; 5- Very difficult to find)

Skill	Average
1. Cognitive skills: Skills used in the process of obtaining and understanding new knowledge through thought, reflection, experience, and the senses.	3,29
1.1. Analytical thinking: analyzing information and using logic to address work-related issues and problems.	3,39
1.2. Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	3,39
1.3. Reflective thinking: processes of analyzing and making judgments about what has happened.	3,50
1.4. Creative thinking: Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	3,27
2. Methodological skills: Developed capacities used to allocate resources efficiently.	3,52
2.1. Time management: Managing one's own time and the time of others.	3,41
2.2. Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	3,23
2.3. Decision-making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.	3,18
2.4. Learning strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	3,09

Skill	Average
2.5. Planning: Developing specific goals and plans to prioritize, organize, and accomplish the work.	3,04
2.6. Digital skills: involve confident and critical use of information society technology (ICT) in for working and learning in the knowledge society.	3,00
3. Social skills: Developed capacities used to work with people to achieve goals.	3,41
3.1. Interpersonal communication: Skills to express ideas and views clearly, confidently and concisely in speech, writing and body language.	2,64
3.2. Team-work: Skills required to work well as part of the team.	3,29
3.3. Conflict management and negotiation: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	3,39
3.4. Inter-cultural understanding: value and engaging with diverse cultures in ways that recognize commonalities and differences, create connections with others and cultivate mutual respect.	3,39

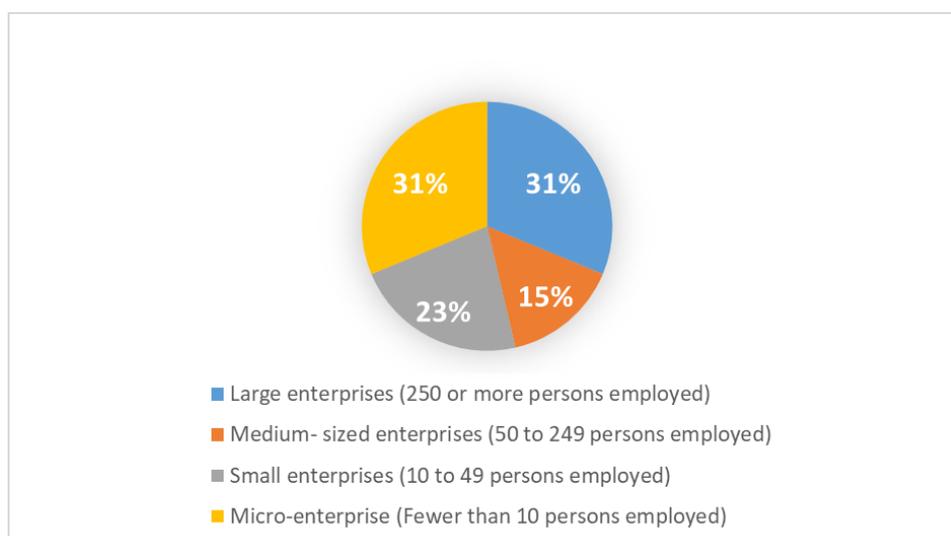
Conclusions:

UNIFORS project took as starting point the document “Developing future skills in higher education” made by ET2020- Working Group on the Modernisation of Higher Education (WG-MHE). This document reflects on the soft or generic skills that should be part of the set of learning outcomes students are expected to acquire during their time in higher education institutions.

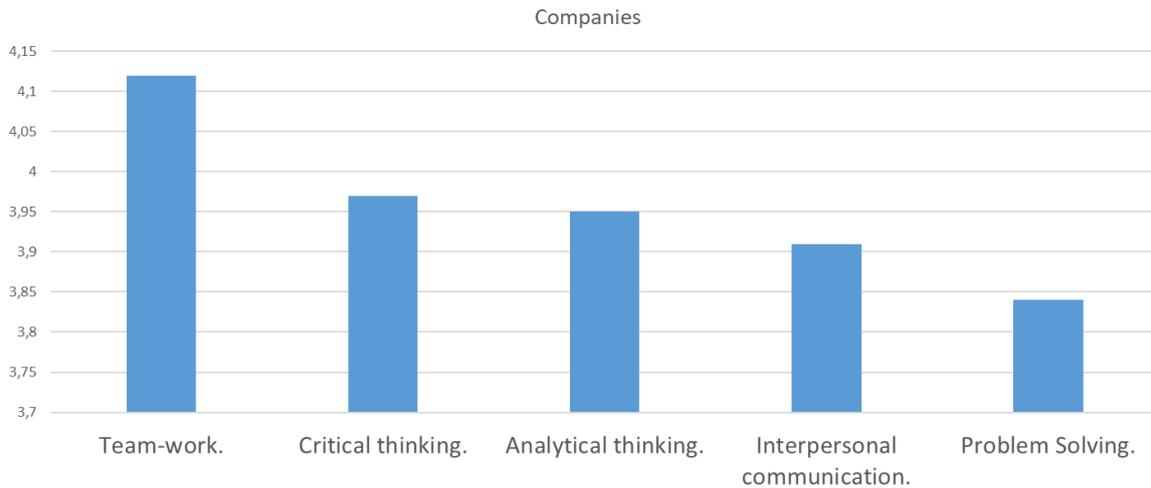
The definition and classification of skills has been detailed as part of the methodology of this report, so, in this final page we will briefly summarize the main conclusions from the survey made to 176 business companies from the 6 UNIFORS countries.: Belgium, Greece, Poland, Portugal, Romania and Spain.

Type of company	
Private company	127
Public administration	18
Other	17
NGO	7
Social business	6
Public company	4
Total	179

Size of the participant companies:

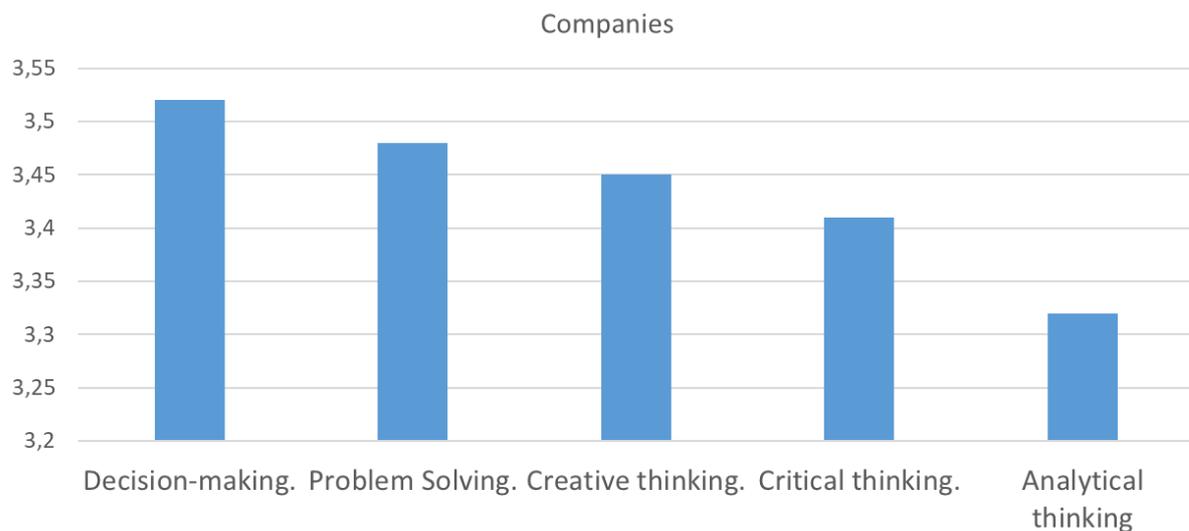


Skills perceived as the most important by the companies are:



Teamwork is the skill that has been identified as the most important, followed by critical thinking and analytical thinking. Decision making has been rated as the most difficult skill to be found on recent graduates, followed by problem solving and creative thinking.

Skills companies think they are most difficult to find in the recent graduates are:



The same skills rated by companies have been rated by 576 students from the same countries, but when rating the most important skills there are some differences on the results from companies and the results from students. While companies and students gave the same importance to critical thinking and interpersonal communication skills, student did not rate Team-work as high as the participant companies. On the other side, students rated Problem solving and Decision-making skills higher than the participant companies.

In conclusion, companies and students participating on the surveys agree on the importance of soft skills in the workplace, and also in the difficulties in finding specific courses to train such skills.

Importance by groups

