



# CAWI EMPLOYERS IRELAND



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# INTRODUCTION

The research analysis aims to explore the competencies necessary for individuals, particularly those with limited professional experience, to adapt and thrive in the economic landscape. The demographic data of the participants provides a backdrop for the study, revealing a diverse group with varied educational and professional backgrounds.

## Participant Demographics:

- **Gender Distribution:** The study included a nearly balanced gender representation, with females constituting 54% and males 46%.
- **Residential Distribution:** A significant majority of the participants reside in rural areas (62%), with the rest living in urban settings (38%).
- **Educational Attainment:** The respondents are highly educated, with the bulk holding Master's degrees or equivalent (71%). Bachelor's degree holders account for 23%, while a small fraction has completed secondary education (4%) or holds Doctorate degrees (2%).
- **Professional Experience:** The experience levels of participants are skewed towards the higher end, with 43% having 11-15 years of experience and 42% having over 15 years. A smaller segment has 5-10 years (14%), and a minimal number have 0-5 years (1%) of experience.

This demographic information is crucial as it influences the design and implementation of the educational program. The high level of education among participants suggests that the program can incorporate advanced concepts and methodologies. The significant professional experience of many participants indicates that the program should not only introduce basic skills but also focus on enhancing existing competencies and introducing new, relevant skills that align with current market demands.

**Research Objectives:** The primary objective of the research was to identify the key competencies and skills that are currently in demand by employers, as well as those that will be important in the future. This involved analyzing the expectations of employers and managers regarding the skill sets of employees, especially those with less professional experience. The research sought to bridge the gap between the existing skills of the workforce and the competencies required for economic adaptation and success.

**Research Methodology:** The study utilized a comprehensive survey approach, engaging employers and managers to gather detailed insights into the competencies they value. The survey covered a wide range of skills, from technical abilities to soft skills like communication and teamwork. The methodology ensured a thorough understanding of the current labor market needs and future trends.



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# INTRODUCTION

**Implications for Educational Program Development:** The findings from this research are instrumental in shaping an educational program that is responsive to the needs of the labor market. The program developers can leverage this data to create a curriculum that is both relevant and forward-looking, equipping participants with the skills necessary to succeed in a dynamic economic environment. The program should be flexible, allowing for customization based on individual needs and backgrounds, and should include continuous learning opportunities to keep pace with the evolving demands of employers.

In conclusion, the research provides a comprehensive analysis of the competencies required for economic adaptation. It offers a clear direction for the development of an educational program that addresses the skill gaps identified, ensuring that participants are well-prepared to meet the challenges of the modern workplace.



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# SURVEY

1. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Other

2. Where do you currently live?

- ☐ City
- ☐ Village
- ☐ Another residential area

3. What is your highest completed education?

- ☐ Secondary education
- ☐ BA Degree or Equivalent
- ☐ MA Degree or Equivalent
- ☐ Doctorate degree

4. Professional experience in years

- ☐ 0-5 years
- ☐ 5-10 years
- ☐ 11-15 years
- ☐ over 15 years

5. In your opinion, are technical skills of employees important in the work performed at your workplace?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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6. In your opinion, are time and task management skills important in terms of employee competence at your workplace?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

7. In your opinion, are communication skills, including non-violent and transformative communication, important from the point of view of the competences of employees at your workplace?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

8. In your opinion, are the skills of working as part of a team are important from the point of view of employee competences?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

9. As an employer, do you think programming skills of employees are important for your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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10. As an employer, do you think conflict solving skills of employees are important at your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

11. As an employer, do you think self-presentation skills of employees are important at your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

12. As a employer, do you think working under pressure are important skills of employees at your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

13. Do you think that the ability to work with the MS OFFICE is an important skill of employees?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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14. Do you think that the ability to use online meeting programs such as Zoom, Click Meeting, Teams, Google Meet, Skype is an important skill of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

15. Do you think delegating tasks is an important skill of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

16. Do you think analytical skills are an important as a set of skills of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

17. Do you think that the ability to motivate others is important skill of employees in your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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18. In your opinion, are the skills of organizing and motivating others are important skills of employees in your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

19. In your opinion, is the ability to work under pressure important from the point of view of the competences of the employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

20. In your opinion, are negotiation skills important from the point of view of the competences of employees you want to employ?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

21. In your opinion, are creative thinking skills important from the point of view of the competences of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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22. In your opinion, are the skills of working in a virtual team important from the point of view of the competences of the employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

23. Do you think that stress coping skills are important from the point of view of the competences of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

24. Do you think that skills of dealing with difficult customers are important from the point of view of the competences of employees you want to hire?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

25. Watch the videos and choose the employee with the most preferable style.

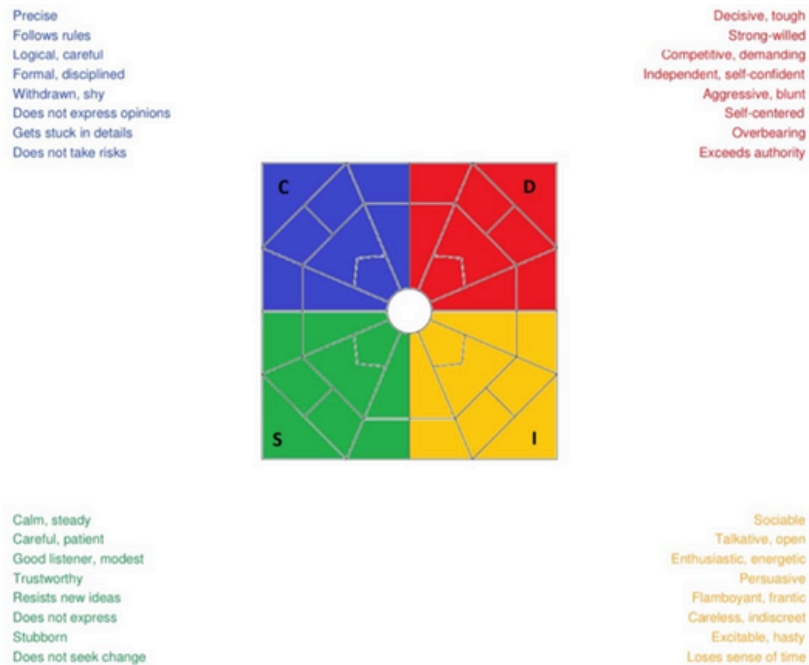
- ☐ D style <https://youtu.be/5J1AVh47c4c?si=qSiKekXMgCTQ9jQB>
- ☐ I style [https://youtu.be/j\\_5zpwByIbY?si=7EWxjTZ2MLSx4uW-](https://youtu.be/j_5zpwByIbY?si=7EWxjTZ2MLSx4uW-)
- ☐ S style <https://youtu.be/Qg17KT2gtqI?si=7p1a4tWNLeZN0yqT>
- ☐ C style [https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu\\_PKs](https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu_PKs)
- ☐ None of the above
- ☐ Characteristics from each of the styles



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26. From the image below choose the most desirable set of characteristics of your future employee



- ☐ D Red
- ☐ I Yellow
- ☐ S Green
- ☐ C Blue
- ☐ None of the above
- ☐ From each set some characteristics

27. Do you think multitasking is important as a skill of employees in your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial



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28. Is the ability to work in a global multicultural environment important from the point of view of the competences of employees in your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

29. In your opinion the ability to write e-mails, prepare memos and write projects are important from the point of view of the competences of employees in your company?

- ☐ Not necessary
- ☐ Somewhat necessary
- ☐ Moderately necessary
- ☐ Necessary
- ☐ Crucial

30. From your point of view, which employee competencies are more important in your company?

- ☐ Hard Skills - technical and those that include specialist knowledge, knowledge of foreign languages, ability to operate computer programs or a cash register. Hard skills are those easy to define. You have them or do not have them. There are defined as hard competence.
- ☐ Soft Skills - these are psychosocial skills, e.g. communication skills, creativity, dynamism of action, or flexibility
- ☐ 50/50



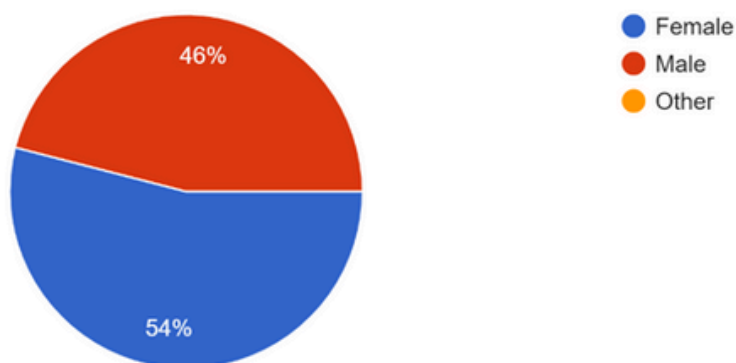
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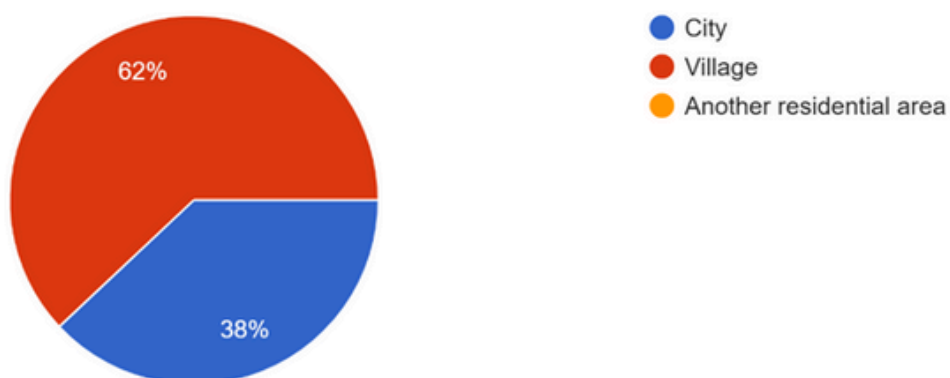
# SURVEY RESULTS

1. What is your gender?



Female - 54  
Male - 46  
Other - 0

2. Where do you currently live?



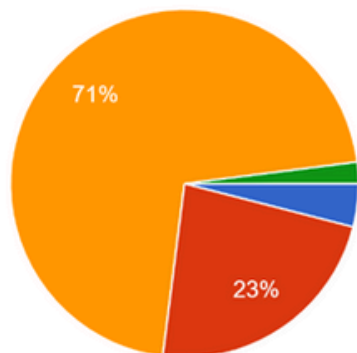
City - 38  
Village - 62  
Another residential area - 0



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### 3. What is your highest completed education?



- Secondary education
- BA Degree or Equivalent
- MA Degree or Equivalent
- Doctorate degree

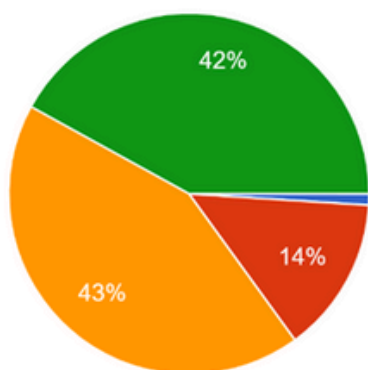
Secondary education - 4

BA Degree or Equivalent - 23

MA Degree or Equivalent – 71

Doctorate degree – 2

### 4. Professional experience in years



- 0-5 years
- 5-10 years
- 11-15 years
- over 15 years

0-5 years - 1

5-10 years - 14

11-15 years - 43

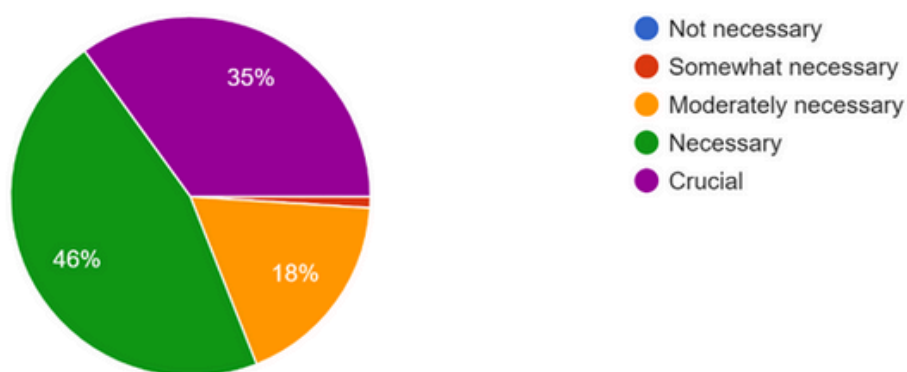
over 15 years – 42



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5. In your opinion, are technical skills of employees important in the work performed at your workplace?



Not necessary - 0

Somewhat necessary - 1

Moderately necessary - 18

Necessary - 46

Crucial – 35

**Results:** Technical skills are highly valued, with a majority considering them either necessary (46) or crucial (35) for workplace performance. 1% sees them as somewhat necessary, 18% as moderately necessary

**Conclusions:** The strong emphasis on technical skills underscores their importance in today's work environment, reflecting the need for a technically proficient workforce.

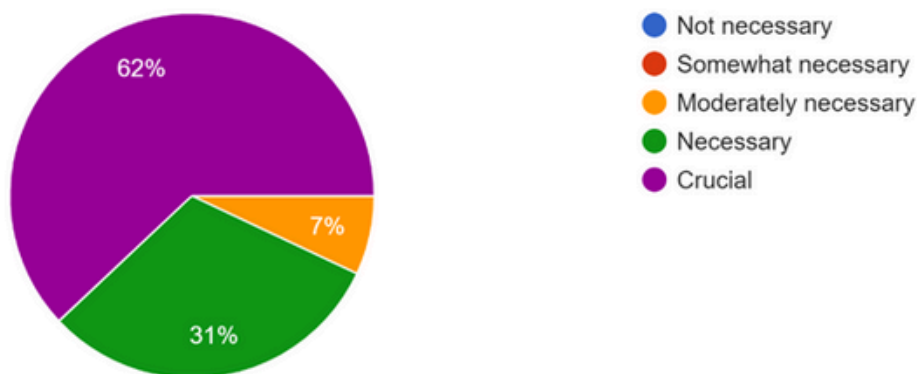
**Recommendations:** Developers should create a training program that focuses on the technical skills most relevant to the industry and job roles. The program should be comprehensive, covering basic to advanced levels, and include hands-on practical exercises. It's important to stay updated with the latest technological advancements and incorporate them into the training. Offering certifications upon completion can also motivate employees to engage with the training. Regular assessments to gauge progress and areas for improvement will help tailor the training to individual needs. Additionally, providing resources for continuous learning can help maintain and enhance technical skills over time.



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6. In your opinion, are time and task management skills important in terms of employee competence at your workplace?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 7

Necessary - 31

Crucial – 62

**Results:** Time and task management skills are overwhelmingly seen as crucial (62) or necessary (31) for employee competence, with few considering them moderately necessary (7).

**Conclusions:** The strong consensus on the importance of time and task management skills highlights their critical role in workplace efficiency and productivity.

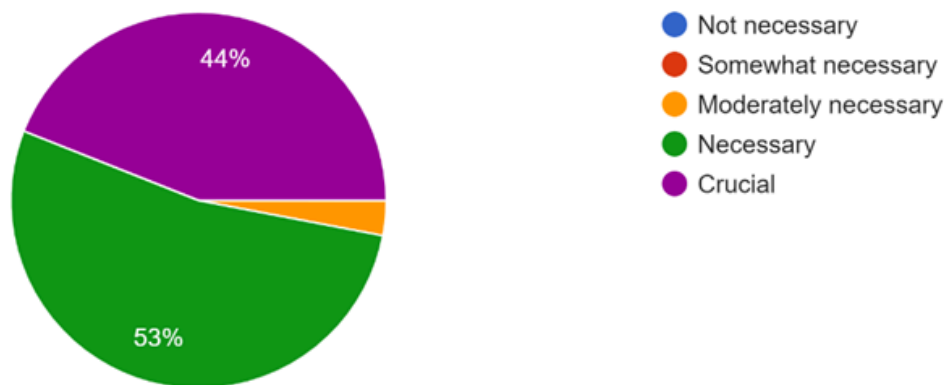
**Recommendations:** Training programs should prioritize time and task management skills, emphasizing practical applications and real-world scenarios. Interactive workshops that teach prioritization, deadline management, and the use of digital tools for task tracking can be beneficial. It's also important to tailor the training to different roles within the company, as these skills are universally applicable but may manifest differently depending on the job. Continuous feedback mechanisms and follow-up training sessions can help reinforce these skills and ensure they are being applied effectively in the workplace.



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7. In your opinion, are communication skills, including non-violent and transformative communication, important from the point of view of the competences of employees at your workplace?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 3

Necessary - 53

Crucial – 44

**Results:** Communication skills are highly prioritized, with a strong majority considering them necessary (53) or crucial (44) for employee competencies.

**Conclusions:** The data underscores the critical importance of communication skills, including non-violent and transformative communication, in the workplace.

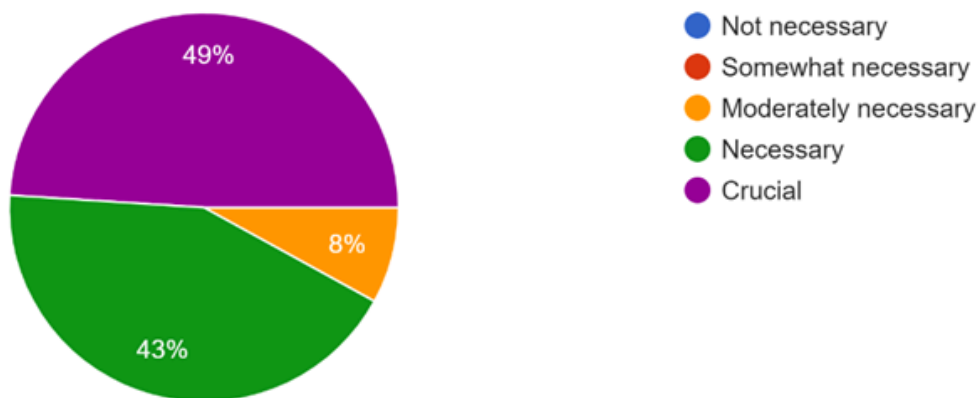
**Recommendations:** Training programs should emphasize the development of advanced communication skills. This includes non-violent communication techniques, which focus on empathy and understanding, and transformative communication, which aims to resolve conflicts and build stronger relationships. Role-playing exercises can be effective in practicing these skills, and ongoing support and resources should be provided to ensure employees can continue to develop their abilities. Additionally, incorporating feedback mechanisms, such as peer reviews and self-assessment tools, can help employees identify areas for improvement and track their progress.



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8. In your opinion, are the skills of working as part of a team are important from the point of view of employee competences?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 8

Necessary - 43

Crucial – 49

**Results:** Teamwork skills are overwhelmingly seen as crucial (49) or necessary (43) for employee competencies, with few considering them moderately necessary (8).

**Conclusions:** The strong emphasis on teamwork skills reflects their perceived importance in collaborative work environments and successful project execution.

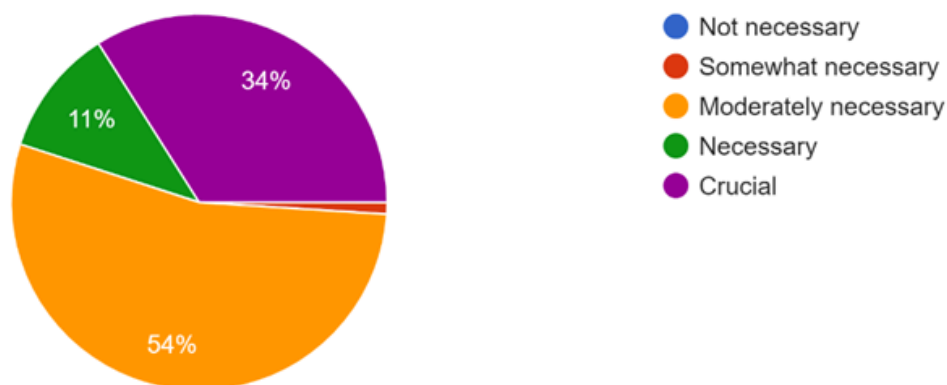
**Recommendations:** Training programs should prioritize teamwork skills, emphasizing practical applications and real-world scenarios. Interactive workshops that teach effective collaboration, conflict resolution within teams, and leveraging diverse strengths can be beneficial. It's also important to tailor the training to different roles within the company, as these skills are universally applicable but may manifest differently depending on the job. Continuous feedback mechanisms and follow-up training sessions can help reinforce these skills and ensure they are being applied effectively in the workplace.



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9. As an employer, do you think programming skills of employees are important for your company?



Not necessary - 0

Somewhat necessary - 1

Moderately necessary - 54

Necessary - 11

Crucial – 34

**Results :** Programming skills are recognized as moderately necessary by a majority (54), with a significant number considering them crucial (34) or necessary (11) for their company.

**Conclusions:** Programming skills are considered important, with a strong inclination towards them being more than just moderately necessary, indicating their relevance in today's workplace.

**Recommendations:** Developers should create a training program that focuses on the technical skills most relevant to the industry and job roles. The program should be comprehensive, covering basic to advanced levels, and include hands-on practical exercises. It's important to stay updated with the latest technological advancements and incorporate them into the training. Offering certifications upon completion can also motivate employees to engage with the training. Regular assessments to gauge progress and areas for improvement will help tailor the training to individual needs. Additionally, providing resources for continuous learning can help maintain and enhance technical skills over time.

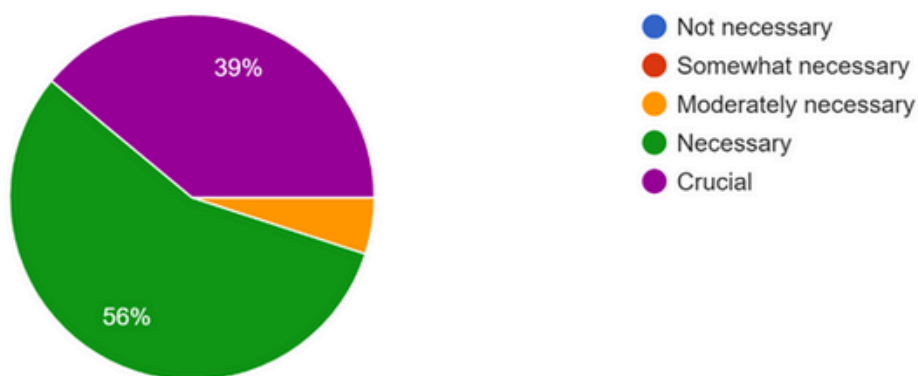


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10. As an employer, do you think conflict solving skills of employees are important at your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 5

Necessary - 56

Crucial – 39

**Results:** Conflict resolution skills are highly valued, with most employers considering them necessary (56) or crucial (39) for their company.

**Conclusions:** The data underscores the importance of conflict resolution skills in the workplace, highlighting them as essential for maintaining a cohesive work environment.

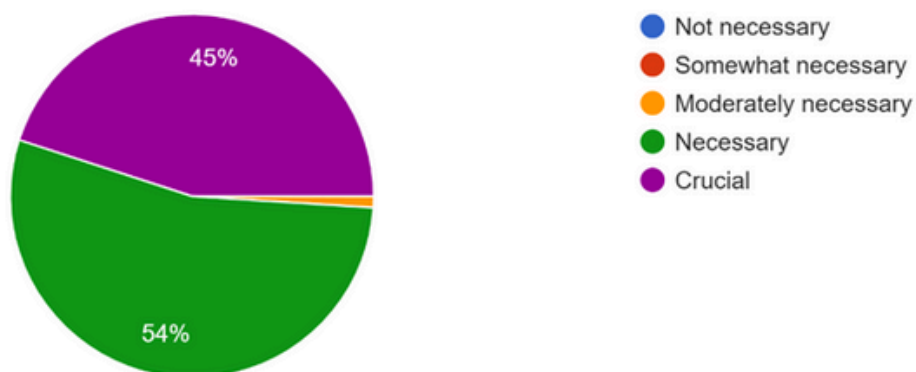
**Recommendations:** Training programs should incorporate conflict resolution modules that teach negotiation, empathy, and problem-solving strategies. Role-playing scenarios can help employees practice these skills in a controlled environment. It's also beneficial to include sessions on understanding different personality types and communication styles to prevent conflicts. Regular workshops can ensure these skills remain sharp and are adapted to evolving workplace dynamics.



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11. As an employer, do you think self-presentation skills of employees are important at your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 1

Necessary - 54

Crucial – 45

**Results:** Self-presentation skills are deemed highly important, with the majority of employers finding them necessary (54) or crucial (45) in their company.

**Conclusions:** The strong emphasis on self-presentation skills indicates their perceived value in professional settings, particularly for creating positive impressions and effective communication.

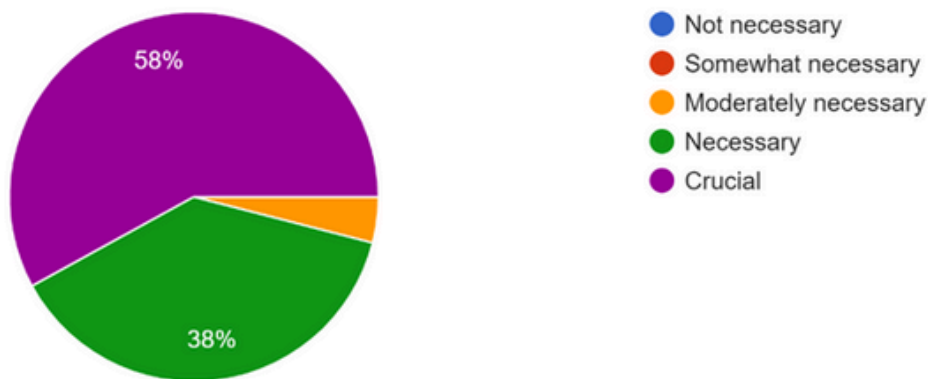
**Recommendations:** Training programs should focus on enhancing self-presentation skills, including public speaking and professional etiquette. Offer personal branding workshops to help employees understand how to present themselves effectively in various professional contexts. Encourage role-playing exercises to practice self-presentation scenarios. Provide constructive feedback to employees to improve their self-presentation continuously.



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12. As a employer, do you think working under pressure are important skills of employees at your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 4

Necessary - 38

Crucial – 58

**Results:** The ability to work under pressure is highly prioritized, with a significant majority considering it crucial (58) or necessary (38) in the workplace.

**Conclusions:** The consensus indicates that handling pressure is a key skill, essential for maintaining performance and meeting deadlines in high-stress situations.

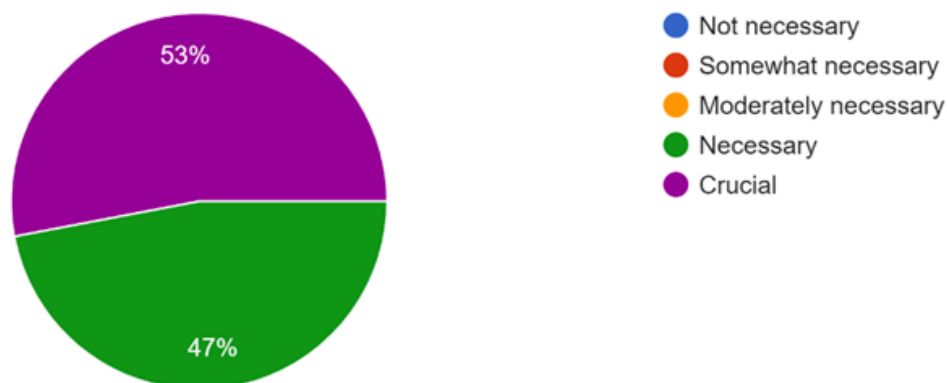
**Recommendations:** Integrate stress management and resilience training into employee development programs. Simulate high-pressure scenarios to equip employees with coping strategies. Encourage a supportive work environment where employees can seek help when overwhelmed. Regularly review workloads to ensure they are manageable and provide resources to aid in stress reduction.



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13. Do you think that the ability to work with the MS OFFICE is an important skill of employees?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 0

Necessary – 47

Crucial – 53

**Results :** MS Office proficiency is unanimously considered a significant skill, with all respondents finding it either necessary (47) or crucial (53) for employees.

**Conclusions:** The unanimous response highlights the universal importance of MS Office skills in the workplace, reflecting their role in daily business operations.

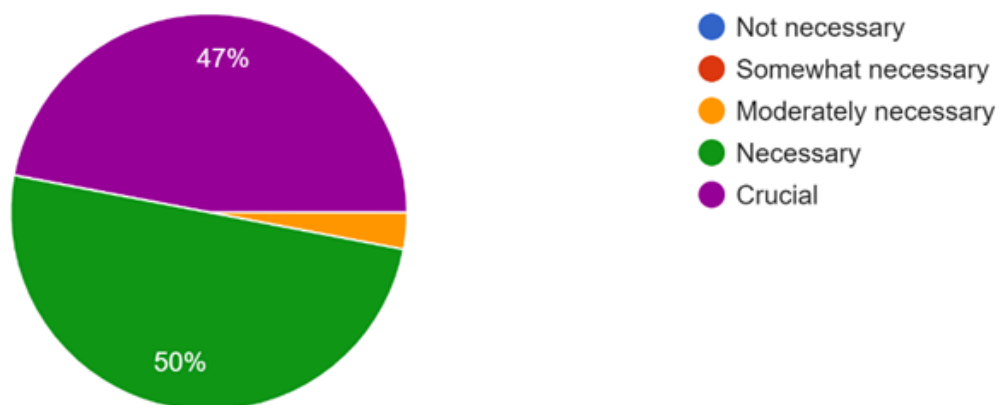
**Recommendations:** Ensure all employees are proficient in MS Office through structured training programs. Update these programs regularly to include new features and best practices. Consider certification courses for advanced users to further enhance their capabilities. Provide ongoing support and resources to ensure employees can effectively utilize MS Office tools in their work tasks.



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14. Do you think that the ability to use online meeting programs such as Zoom, Click Meeting, Teams, Google Meet, Skype is an important skill of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 3

Necessary – 50

Crucial – 47

**Results:** The ability to use online meeting tools is widely recognized as important, with most respondents considering it necessary (50) or crucial (47) for potential hires.

**Conclusions:** The strong consensus on the importance of online meeting skills reflects the modern workplace's reliance on digital communication platforms.

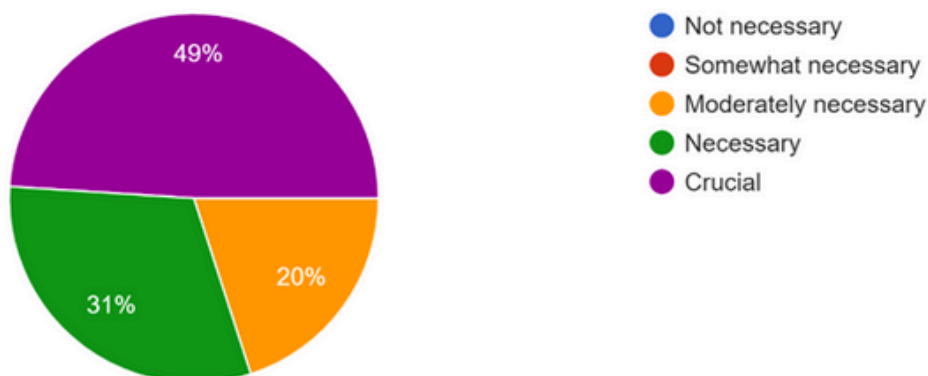
**Recommendations:** Incorporate training on online meeting tools into the onboarding process for new hires. Provide resources and best practices for effectively conducting virtual meetings. Encourage employees to familiarize themselves with multiple platforms to ensure versatility. Assess comfort and proficiency with these tools during the hiring process to ensure candidates meet the company's communication standards.



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15. Do you think delegating tasks is an important skill of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 20

Necessary – 31

Crucial – 49

**Results:** Delegating tasks is considered a significant skill, with a large number of employers finding it crucial (49) or necessary (31) for employees they wish to hire.

**Conclusions:** The data indicates that the ability to delegate effectively is highly valued in the workplace, reflecting its importance in efficient task management and leadership.

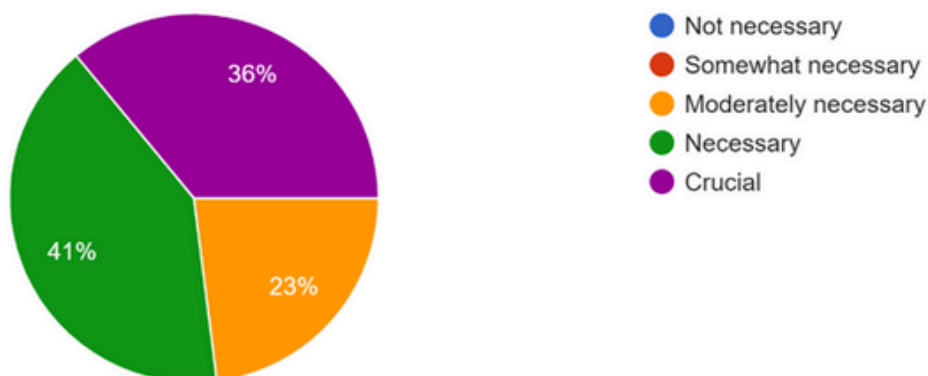
**Recommendations:** Focus on developing delegation skills in potential hires through training and role-playing exercises. Look for candidates with proven experience in managing teams and distributing tasks effectively. Provide leadership workshops that emphasize the importance of trust and clarity when delegating. Evaluate candidates' delegation skills during interviews through scenario-based questions.



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16. Do you think analytical skills are an important as a set of skills of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 23

Necessary – 41

Crucial – 36

**Results:** Analytical skills are highly regarded, with employers considering them necessary (41) or crucial (36), and a notable number seeing them as moderately necessary (23).

**Conclusions:** The data reflects a strong demand for analytical skills in the workplace, emphasizing their importance in problem-solving and decision-making processes.

**Recommendations:** Prioritize analytical skills in the hiring process, seeking candidates with a proven ability to analyze data and make informed decisions. Offer training to develop these skills among current employees. Utilize scenario-based assessments during interviews to gauge candidates' analytical capabilities. Foster a data-driven culture that values evidence-based decision-making.

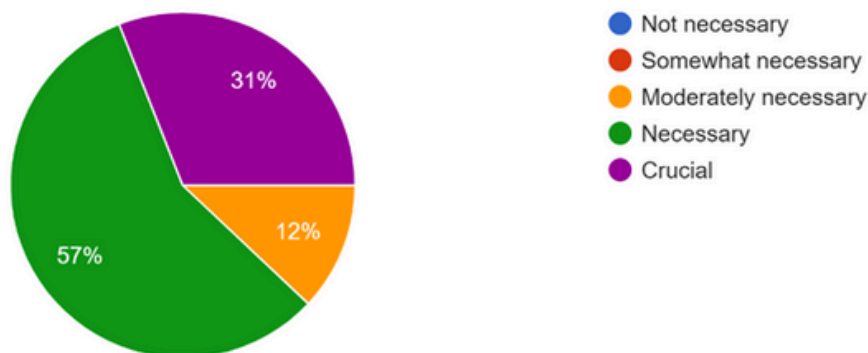


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17. Do you think that the ability to motivate others is important skill of employees in your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 12

Necessary – 57

Crucial – 31

**Results:** The ability to motivate others is seen as a significant skill, with most employers considering it necessary (57) or crucial (31), and some viewing it as moderately necessary (12).

**Conclusions:** The responses indicate that motivational skills are highly valued in the workplace, essential for leadership roles and team dynamics.

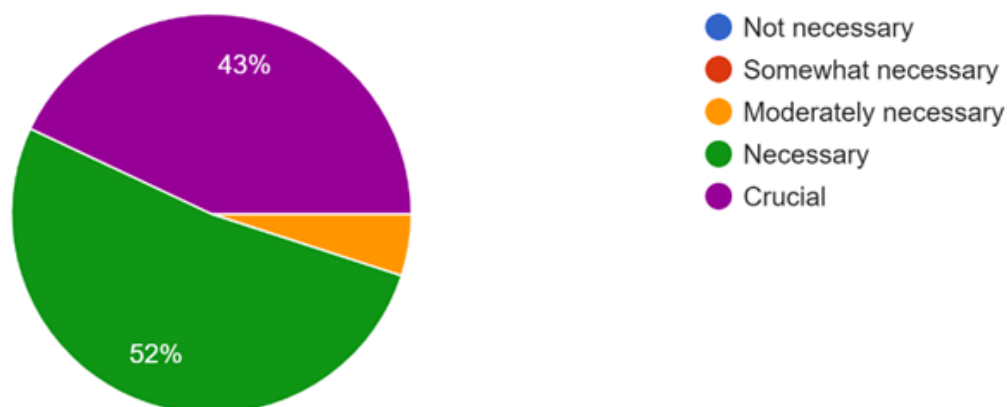
**Recommendations:** Training programs should include modules on motivational techniques, emphasizing the importance of inspiring and engaging team members. Interactive sessions that involve goal setting, positive reinforcement, and recognition of achievements can be effective. Tailoring content to different levels of experience and positions within a company will ensure broad applicability. Regular feedback sessions and opportunities for participants to practice motivational skills in a supportive environment will reinforce learning outcomes.



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18. In your opinion, are the skills of organizing and motivating others are important skills of employees in your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 5

Necessary – 52

Crucial – 43

**Results :** Organizing and motivating others are predominantly viewed as necessary (52) or crucial (43), with a small number considering them moderately necessary (5).

**Conclusions:** The strong emphasis on these skills indicates their importance for leadership and team cohesion within companies.

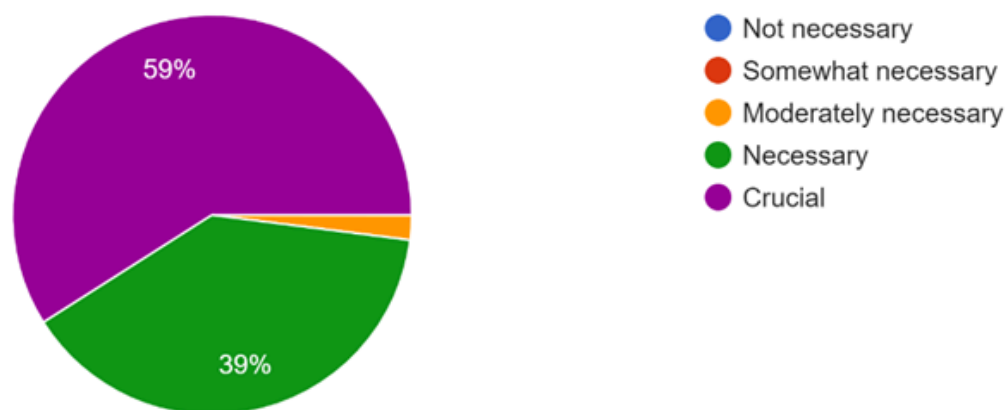
**Recommendations:** Training programs should focus on organizational and motivational skills, providing tools and strategies for effective team management. Include modules on goal setting, delegation, and fostering a positive work environment. Offer leadership development opportunities and encourage mentorship practices. Regularly assess the impact of these skills on team performance and adjust training accordingly.



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19 In your opinion, is the ability to work under pressure important from the point of view of the competences of the employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 2

Necessary – 39

Crucial – 59

**Results:** The ability to work under pressure is overwhelmingly considered crucial (59) or necessary (39) by employers, with very few viewing it as moderately necessary (2).

**Conclusions:** The strong emphasis on this skill highlights its critical importance in the workplace, especially for roles that involve tight deadlines and high-stakes decisions.

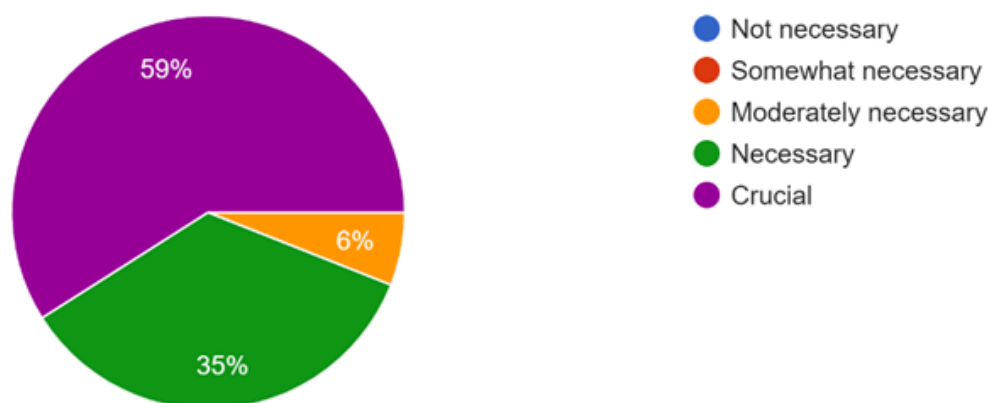
**Recommendations:** Training programs should include stress management techniques and exercises that simulate high-pressure situations. This can prepare employees to perform effectively under challenging conditions. Encourage the development of a supportive work culture where employees feel comfortable seeking assistance when needed. Regularly evaluate the workplace atmosphere and provide resources to help employees manage stress and pressure.



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20. In your opinion, are negotiation skills important from the point of view of the competences of employees you want to employ?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 6

Necessary – 35

Crucial – 59

**Results :** Negotiation skills are highly valued, with the majority of employers considering them crucial (59) or necessary (35), and a few viewing them as moderately necessary (6).

**Conclusions:** The strong emphasis on negotiation skills indicates their importance in the workplace, particularly for roles that involve decision-making and conflict resolution.

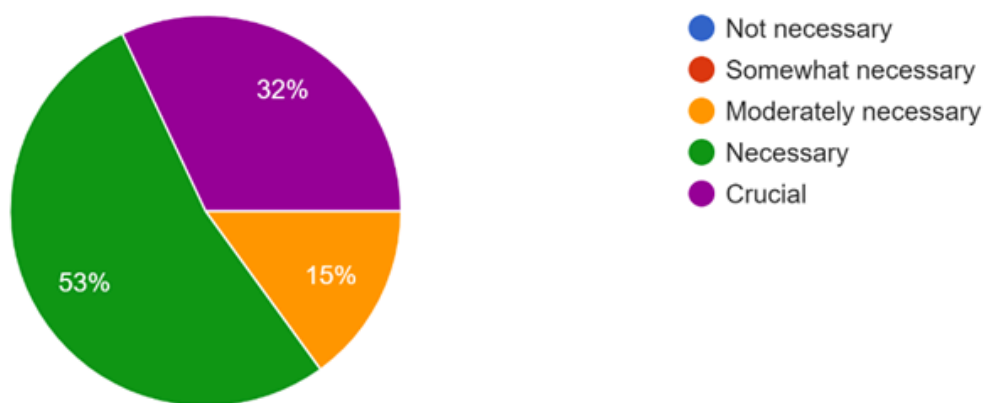
**Recommendations:** Training programs should focus on developing negotiation skills, which are vital for a wide range of positions. Include modules that cover negotiation strategies, understanding different negotiation styles, and how to reach mutually beneficial agreements. Role-playing exercises can be effective in practicing these skills, and ongoing support and resources should be provided to ensure employees can continue to develop their abilities. Additionally, incorporating feedback mechanisms, such as peer reviews and self-assessment tools, can help employees identify areas for improvement and track their progress.



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21. In your opinion, are creative thinking skills important from the point of view of the competences of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 15

Necessary – 53

Crucial – 32

**Results** : Creative thinking skills are widely recognized as important, with most employers considering them necessary (53) or crucial (32), and some as moderately necessary (15).

**Conclusions:** The emphasis on creative thinking skills reflects their value in innovation and problem-solving within the workplace.

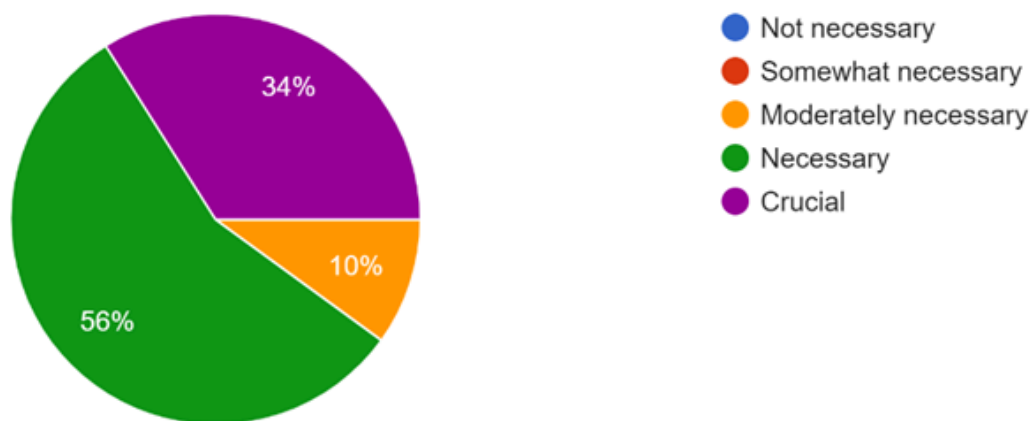
**Recommendations** : Training programs should foster creative thinking through exercises that challenge conventional approaches and encourage innovation. Include brainstorming sessions, design thinking workshops, and scenario planning activities. Tailor the training to various job roles, ensuring relevance and applicability. Encourage a culture of curiosity and experimentation, where new ideas are welcomed and explored. Provide tools and techniques to help employees think outside the box and develop novel solutions to complex problems.



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22. In your opinion, are the skills of working in a virtual team important from the point of view of the competences of the employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 10

Necessary – 56

Crucial – 34

**Results :** Skills for working in virtual teams are widely acknowledged as important, with most employers rating them as necessary (56) or crucial (34), and a smaller group as moderately necessary (10).

**Conclusions:** The data indicates a strong demand for virtual teamwork skills, reflecting the increasing trend of remote work and global collaboration.

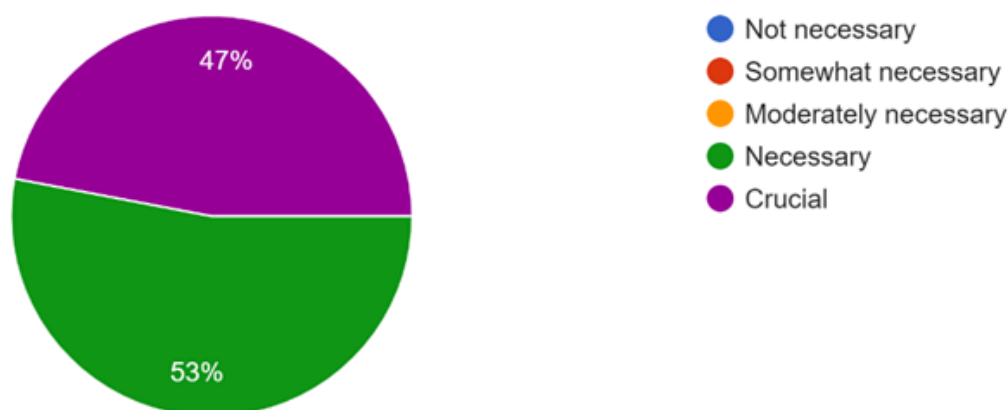
**Recommendations:** Training programs should emphasize virtual teamwork skills, including effective online communication, digital collaboration tools, and remote project management. Interactive virtual team-building exercises can simulate real-world scenarios, enhancing the learning experience. It's also beneficial to include best practices for virtual meetings and maintaining team cohesion in a digital environment. Regular assessments and feedback will help ensure these skills are being applied effectively in the workplace.



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23. Do you think that stress coping skills are important from the point of view of the competences of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 0

Necessary – 53

Crucial – 47

**Results :** Stress coping skills are unanimously considered important, with all employers finding them either necessary (53) or crucial (47).

**Conclusions:** The unanimous importance placed on stress coping skills highlights their critical role in maintaining employee well-being and productivity.

**Recommendations:** Training programs should incorporate stress management techniques that cater to a variety of workplace scenarios. Techniques could include mindfulness, time management, and relaxation exercises. It's also beneficial to provide resources for mental health support and to create an open dialogue about stress and coping mechanisms in the workplace. Regular workshops and follow-up sessions can help reinforce these skills and ensure they are being applied effectively

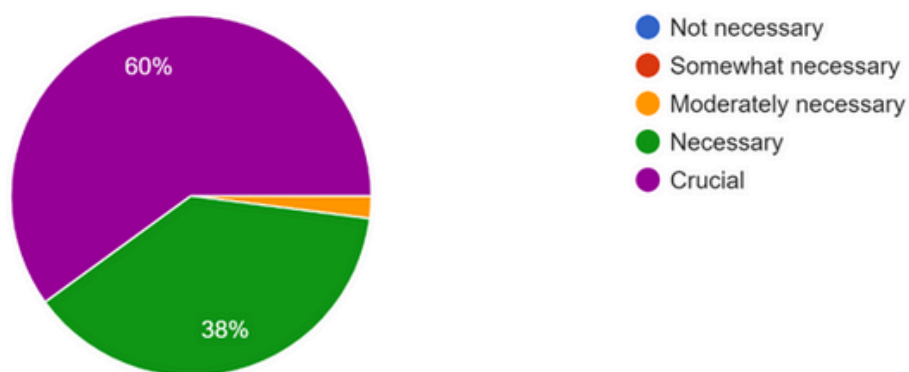


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24. Do you think that skills of dealing with difficult customers are important from the point of view of the competences of employees you want to hire?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 2

Necessary – 38

Crucial – 60

**Results :** Skills in handling difficult customers are overwhelmingly seen as crucial (60) or necessary (38), with very few considering them moderately necessary (2).

**Conclusions:** The strong emphasis on these skills indicates their critical importance in customer-facing roles and maintaining high-quality service standards.

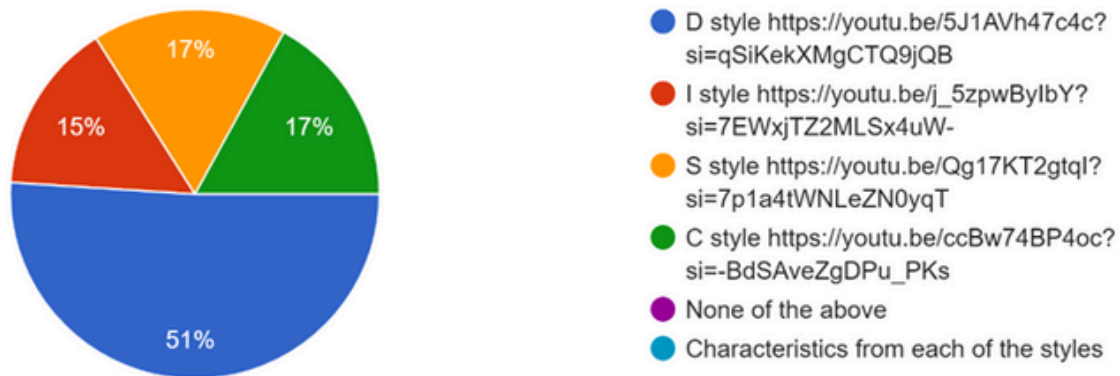
**Recommendations:** Training programs should focus on customer service skills, particularly in dealing with challenging situations. Role-playing exercises that simulate difficult customer interactions can provide valuable practice. Training should also cover effective communication strategies, empathy, and problem-solving techniques. Regular assessments and feedback will help ensure these skills are being applied effectively in the workplace.



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25. Watch the videos and choose the employee with the most preferable style.



D style <https://youtu.be/5J1AVh47c4c?si=qSiKekXMgCTQ9jQB> - 51

I style [https://youtu.be/j\\_5zpwByIbY?si=7EWxjTZ2MLSx4uW-](https://youtu.be/j_5zpwByIbY?si=7EWxjTZ2MLSx4uW-) - 15

S style <https://youtu.be/Qg17KT2gtqI?si=7p1a4tWNLeZN0yqT> - 17

C style [https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu\\_PKs](https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu_PKs) - 17

None of the above - 0

Characteristics from each of the styles – 0

**Results :** The D style is the most preferred employee style, chosen by a majority (51), while the I, S, and C styles are equally preferred by fewer respondents (15, 17, 17 respectively).

**Conclusions:** The preference for the D style suggests that employers value decisiveness, assertiveness, and results-oriented characteristics in employees.

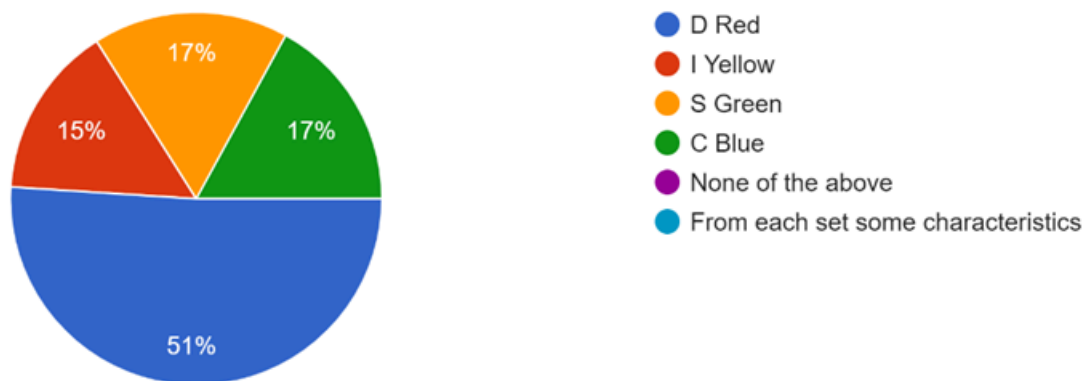
**Recommendations:** Training programs should incorporate elements that develop the D style's characteristics, such as decision-making and leadership skills. However, it's also important to balance training with the positive attributes of the I, S, and C styles, like interpersonal communication, reliability, and analytical skills. This holistic approach can create well-rounded employees who can adapt to various workplace scenarios and team dynamics.



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26. From the image below choose the most desirable set of characteristics of your future employee



D Red - 51

I Yellow - 15

S Green - 17

C Blue - 17

None of the above - 0

From each set some characteristics – 0

**Results :** The D Red style is the most preferred, with a clear majority (51) selecting it, while the I Yellow, S Green, and C Blue styles are less favored (15, 17, 17 respectively).

**Conclusions:** The strong preference for the D Red style suggests employers value assertive, result-oriented, and risk-taking characteristics in employees.

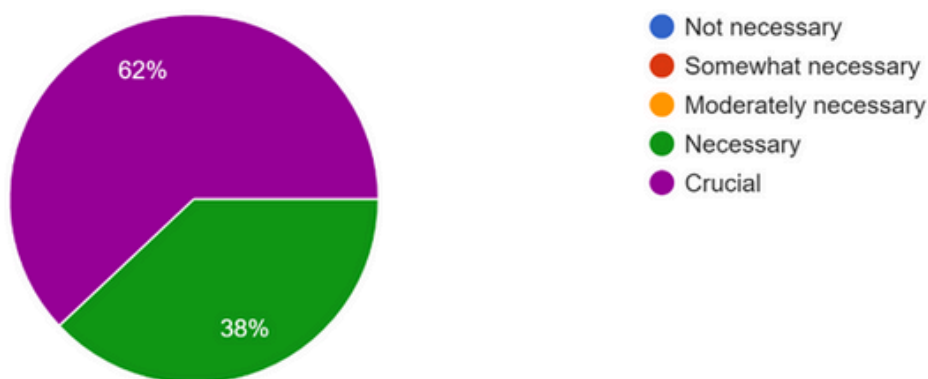
**Recommendations :** Training programs should cater to developing assertive and result-oriented traits associated with the D Red style. However, it's also beneficial to integrate aspects of the I Yellow, S Green, and C Blue styles to foster a well-rounded skill set that includes interpersonal skills, stability, and analytical thinking. This comprehensive approach can help employees adapt to various roles and enhance team dynamics.



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27. Do you think multitasking is important as a skill of employees in your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 0

Necessary – 38

Crucial – 62

**Results :** Multitasking is unanimously seen as an important skill, with all employers considering it either necessary (38) or crucial (62) for their employees.

**Conclusions:** The unanimous importance placed on multitasking skills underscores their perceived value in managing multiple tasks efficiently in today's fast-paced work environment.

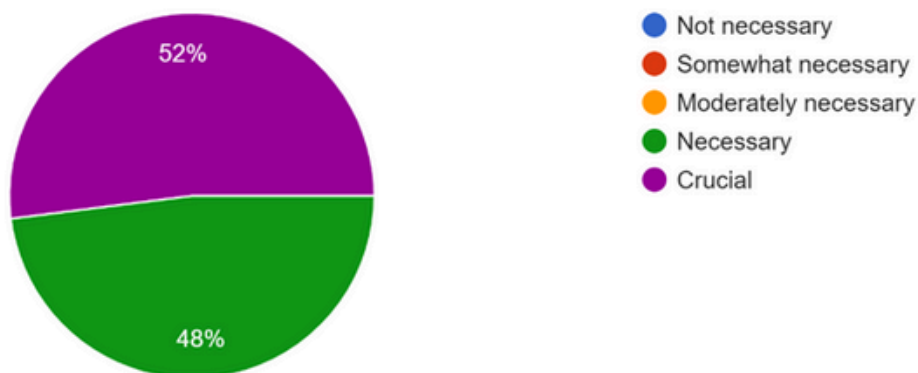
**Recommendations:** Training programs should include modules that enhance multitasking abilities, focusing on techniques for prioritizing tasks and managing time effectively. Interactive exercises that simulate a multitasking environment can provide practical experience. It's also beneficial to teach strategies for minimizing distractions and maintaining focus when handling multiple responsibilities. Regular assessments and feedback will help ensure these skills are being applied effectively in the workplace.



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28. Is the ability to work in a global multicultural environment important from the point of view of the competences of employees in your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 0

Necessary – 48

Crucial – 52

**Results :** The ability to work in a global multicultural environment is unanimously seen as important, with all employers considering it either necessary (48) or crucial (52).

**Conclusions:** The unanimous importance placed on this ability highlights its critical role in today's interconnected and diverse work settings.

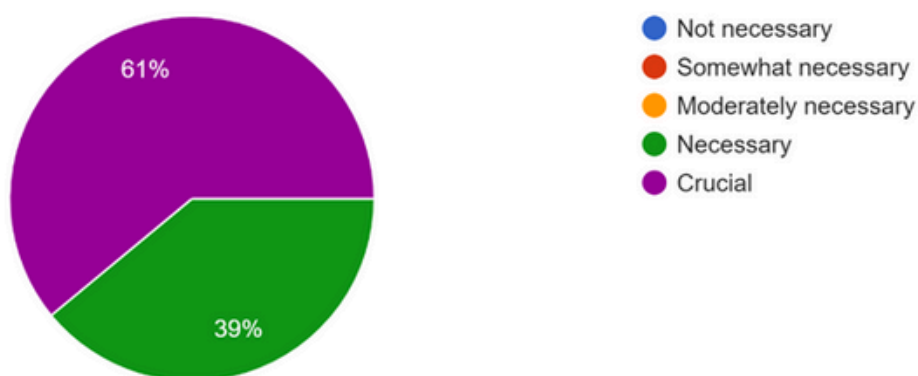
**Recommendations :** Training programs should emphasize cultural awareness and sensitivity. Include modules on effective communication across cultures, understanding cultural norms, and adapting to diverse work styles. Interactive exercises that simulate multicultural team collaboration can provide practical experience. It's also beneficial to teach strategies for overcoming language barriers and fostering inclusive work environments. Regular assessments and feedback will help ensure these skills are being applied effectively in the workplace.



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29. In your opinion the ability to write e-mails, prepare memos and write projects are important from the point of view of the competences of employees in your company?



Not necessary - 0

Somewhat necessary - 0

Moderately necessary - 0

Necessary – 39

Crucial – 61

**Results :** Writing skills, including e-mails, memos, and projects, are unanimously considered important, with all employers finding them either necessary (39) or crucial (61).

**Conclusions:** The unanimous importance placed on writing skills underscores their critical role in professional communication and documentation.

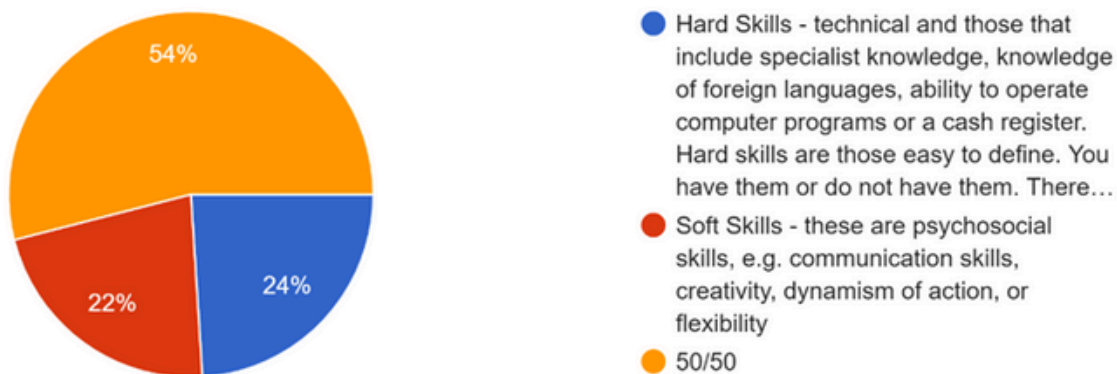
**Recommendations :** Training programs should focus on enhancing employees' writing skills for various business contexts. Include modules on email etiquette, memo formatting, and project proposal development. Interactive exercises that involve drafting and peer-reviewing documents can provide practical experience. It's also beneficial to teach strategies for clear and concise communication. Regular assessments and feedback will help ensure these skills are being applied effectively in the workplace.



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30. From your point of view, which employee competencies are more important in your company?



Hard Skills - technical and those that include specialist knowledge, knowledge of foreign languages, ability to operate computer programs or a cash register. Hard skills are those easy to define. You have them or do not have them. There... - 24

Soft Skills - these are psychosocial skills, e.g. communication skills, creativity, dynamism of action, or flexibility - 22

50/50 – 54

**Results :** The survey shows a balanced view on the importance of hard and soft skills, with a slight majority favoring an equal emphasis on both (50/50).

**Conclusions:** The close split suggests that employers recognize the value of both technical expertise and interpersonal abilities in their employees.

**Recommendations :** Training programs should offer a balanced approach, developing both hard and soft skills. For hard skills, focus on industry-specific knowledge and technical proficiencies. For soft skills, emphasize communication, creativity, and adaptability. Incorporate a variety of teaching methods, including hands-on training for hard skills and interactive workshops for soft skills. Regular assessments can help tailor the training to individual needs, ensuring a well-rounded skill set that meets the demands of the modern workplace.



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# SUMMARY

The research aimed to identify and develop a non-school educational program to enhance adaptation in the economic life of individuals with little to no professional experience. The goal was to make them more attractive to the labor market as employees or micro-entrepreneurs. The project unfolded in phases, starting with identifying current and future competencies expected by employers, followed by creating an educational program based on these findings, and culminating in pilot training sessions.

The study involved a detailed survey targeting employers and managers to understand the desired competencies and skills in the workforce. The survey covered various aspects, including technical skills, time and task management, communication, teamwork, programming, conflict resolution, self-presentation, working under pressure, MS Office proficiency, online meeting tools, delegation, analytical skills, motivation, organizing, negotiation, creative thinking, virtual teamwork, stress coping, customer handling, and the balance between hard and soft skills.

## Key Findings:

- **Technical Skills:** Considered necessary or crucial by most employers, indicating the need for a technically proficient workforce.
- **Time and Task Management:** Overwhelmingly valued, highlighting their role in workplace efficiency.
- **Communication Skills:** Seen as essential, including non-violent and transformative communication.
- **Teamwork:** Critical for collaborative work environments.
- **Programming Skills:** Important, especially as technology becomes more integral to business operations.
- **Conflict Resolution:** Essential for maintaining a cohesive work environment.
- **Self-Presentation:** Highly valued for creating positive impressions.
- **Working Under Pressure:** A key skill for performance in high-stress situations.
- **MS Office Proficiency:** Universally important for daily operations.
- **Online Meeting Tools:** Reflecting the reliance on digital communication platforms.
- **Delegation:** Important for leadership and efficient task management.
- **Analytical Skills:** In demand for problem-solving and decision-making.
- **Motivation:** Essential for leadership roles and team dynamics.
- **Organizing:** Important for leadership and team cohesion.
- **Negotiation:** Critical for decision-making and conflict resolution.
- **Creative Thinking:** Valued for innovation and problem-solving.
- **Virtual Teamwork:** Important due to the trend of remote work.
- **Stress Coping:** Critical for maintaining well-being and productivity.
- **Customer Handling:** Crucial for customer-facing roles.
- **Hard vs. Soft Skills:** A balanced view, with a slight preference for an equal emphasis on both.



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# SUMMARY

## Conclusions:

The research highlighted the importance of both hard and soft skills, with a slight preference for a balanced approach. Employers value a range of competencies, from technical skills to interpersonal abilities, reflecting the diverse demands of the modern workplace.

## Recommendations:

The educational program should be comprehensive, addressing the identified skills gaps and focusing on practical application. It should cater to individuals with varying levels of experience and provide continuous learning opportunities. The program should also be adaptable, reflecting the dynamic nature of the labor market and the evolving needs of employers.

The research provides valuable insights into the competencies valued by employers, which can inform the development of effective educational programs aimed at enhancing employability and economic adaptation.



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**AUTHORS:**

dr Saba Moussa

Julia Marcinkowska

Aleksandra Marcinkowska

Adela Kozina



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