

DESK RESEARCH EMPLOYEES IRELAND



Co-funded by
the European Union



INTRODUCTION

The survey was designed with the goal of assessing the current professional competencies and identifying the developmental needs of a diverse group of individuals. By understanding the self-assessed skill levels across various domains such as technical abilities, communication, and problem-solving, the study aims to inform the creation of a targeted training program. This program will be tailored to address the specific gaps and enhance the skills necessary for professional growth and adaptability in the evolving job market. The ultimate objective is to empower participants with the tools and knowledge required to succeed in their current roles and future career endeavors.

The subjects of the study comprised 100 participants, with a gender distribution of 62% female and 38% male. The majority of participants reside in urban (52%) and rural (47%) areas, with a single respondent from another residential area.

In terms of educational attainment, the group presents a varied picture: the majority have completed secondary education (54%), followed by those holding a Bachelor's degree or equivalent (39%). A smaller segment has completed primary education (3%) or a Master's degree (3%), and one individual holds a Doctorate degree.

Professional experience among the subjects ranges from none to three years, with 7% having no professional experience, 39% with one year, 35% with two years, and 19% with three years of experience.

This demographic data provides a foundation for understanding the current skill levels and potential training needs of the participants, which will be addressed through the study's findings and subsequent recommendations for a tailored training program.



Co-funded by
the European Union



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?

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

4. Professional experience in years

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3

5. How would you rate your technical skills?

Select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



6. Are you able to manage tasks effectively and yourself within a time limit?

Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Mostly
- ☐ Very well

7. How would you rate your communication skills?

Please select only one answer.

- ☐ Very poor
- ☐ Poor
- ☐ Average
- ☐ Good
- ☐ Very good

8. Are you able to work effectively in a team?

Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

9. How would you rate your technical skills in programming?

Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



10. Are you able you effectively solve problems? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

11. How would you rate your interpersonal skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

12. Are you able to delegate tasks effectively? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

13. How would you rate your analytical skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



14. Are you able to resolve conflicts effectively? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

15. How would you rate your presentation skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

16. Are you able to motivate others effectively? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

17. How would you rate your planning and organizational skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



18. Are you able to perform effectively under pressure? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

19. How would you rate your project management skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

20. Are you able to work effectively under time pressure? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

21. How would you rate your negotiation skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



22. Are you able to solve team problems effectively? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

23. How would you rate your creative thinking skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

24. Are you able to collaborate effectively with different people? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

25. How would you rate your technical problem-solving skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



26. Are you able to work effectively in a virtual team? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

27. How would you rate your stress management skills? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

28. Are you able to handle difficult clients effectively? Please select only one answer.

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

29. How would you rate your ability to adapt to changes? Please select only one answer.

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



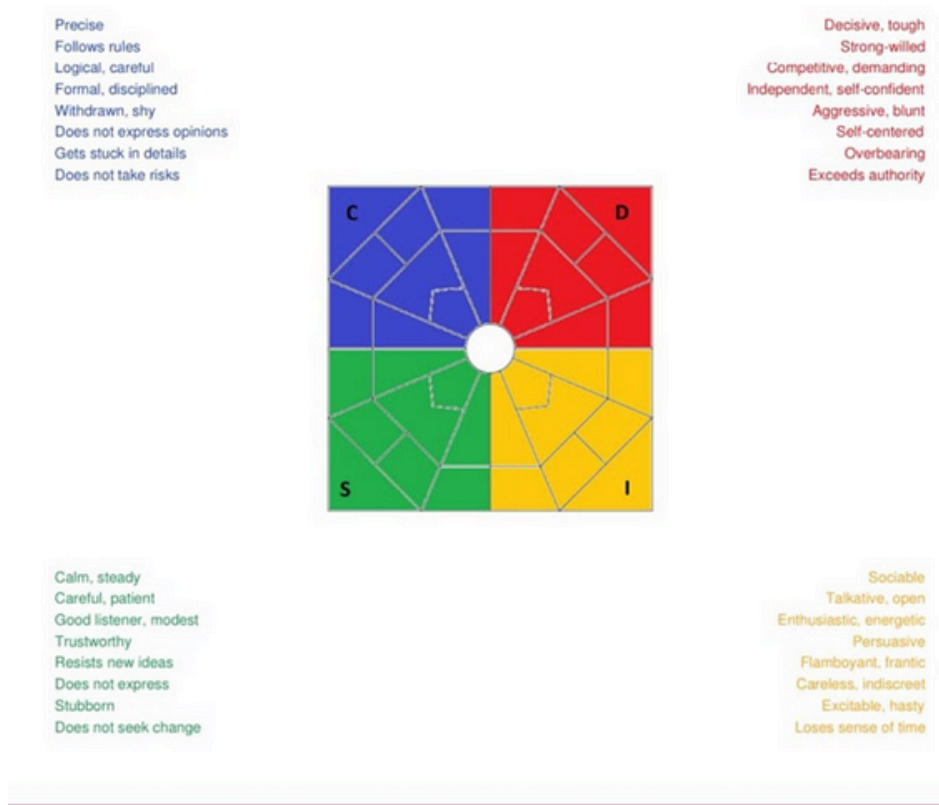
Co-funded by
the European Union



30. Watch each of videos and choose your preferable style:

- o D style <https://youtu.be/5J1AVh47c4c?si=qSiKekXMgCTQ9jQB>
- o I style https://youtu.be/j_5zpwByIbY?si=7EWxjTZ2MLSx4uW-
- o S style <https://youtu.be/Qg17KT2gtqI?si=7p1a4tWNLeZN0yqT>
- o C style https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu_PKs

31. Choose one set of characteristics that describes you the most:



- o D
- o I
- o S
- o C
- o O - I am able to make use of my potential equally within any description
- I am flexible.



Co-funded by
the European Union



32. How would you rate your professional skills in writing your resume?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

33. How would you rate your competence in terms of job interview?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

34. How would you rate your professional skills in operating with Microsoft Office?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

35. How would you rate your practical skills in operating with Canva?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



36. How would you rate your professionals skills in self-presentation and conducting and hosting meeting?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

37. How would you rate your professionals skills in stakeholders management and service?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good

38. How would you rate your professionals skills in professional social media management?

- ☐ Very weak
- ☐ Weak
- ☐ Average
- ☐ Good
- ☐ Very good



Co-funded by
the European Union



39. Which advert is the most attractive for you? Choose one.



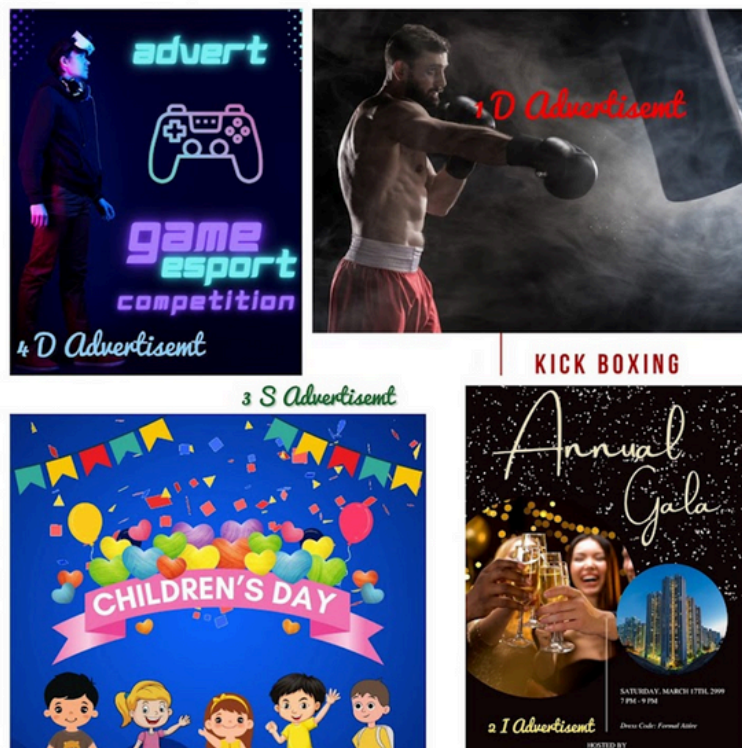
- ☐ 1. D Advertisement of a sports car with an installment system
- ☐ 2. I Advertisement of limousine rental for various occasions/celebrations
- ☐ 3. S Advertisement of a family car instalment system
- ☐ 4. C Advertisement of a city car with a low installment, which you can park in even a narrow parking space
- ☐ 5. O - I would love to watch any of these commercials



Co-funded by
the European Union



40. Which advert is the most attractive for you? Choose one.



- o 1 D - Advertisement of a boxing centre offer
- o 2 I - Advertisement of Gala (Ball and networking)
- o 3 S - Advertisement of Children's Day
- o 4 C - Advertisement of Online Video Game Tournament
- o 5. O - I would love to watch any of these commercials



Co-funded by
the European Union



41. Which of virtual meeting platforms you use / used as part of your work / professional development?

- ☐ Zoom
- ☐ Microsoft Teams
- ☐ Google Meet
- ☐ Skype
- ☐ Click Meet
- ☐ Other
- ☐ All of them

42. Can you create reports?

- ☐ Not at all
- ☐ Not really
- ☐ Sometimes
- ☐ Most of the time
- ☐ Absolutely

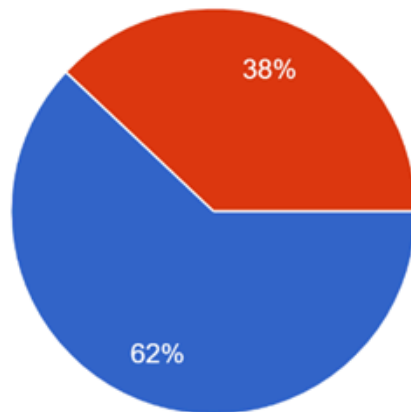


Co-funded by
the European Union



SURVEY RESULTS

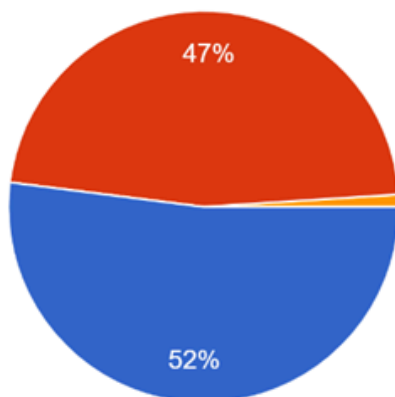
1. What is your gender?



● Female
● Male
● Other

Female - 62
Male - 38
Other - 0

2. Where do you currently live?



● City
● Village
● Another residential area

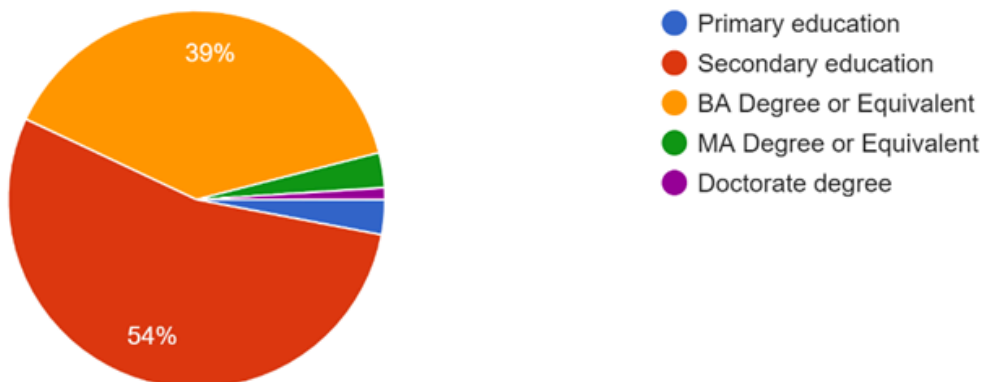
City - 52
Village - 47
Another residential area - 1



Co-funded by
the European Union

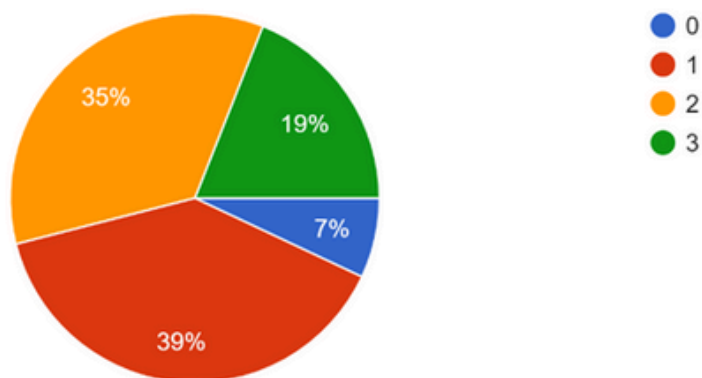


3. What is your highest completed education?



Primary education - 3
 Secondary education - 54
 BA Degree or Equivalent - 39
 MA Degree or Equivalent - 3
 Doctorate degree - 1

4. Professional experience in years



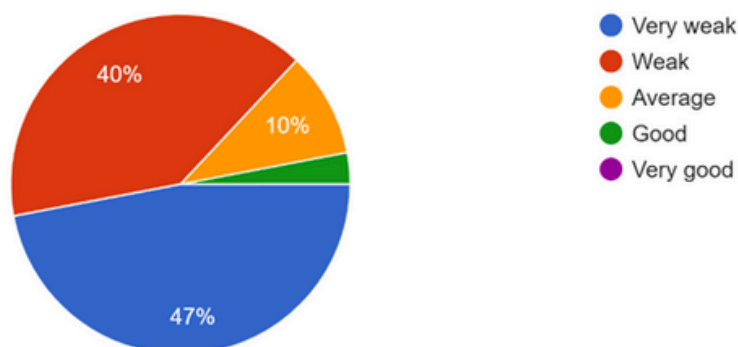
0 - 7
 1 - 39
 2 - 35
 3 - 19



Co-funded by
the European Union



5. How would you rate your technical skills? Select only one answer.



Very weak - 47
Weak - 40
Average - 10
Good - 3
Very good - 0

Survey Results: The survey among employees regarding their self-assessment of technical skills reveals that a significant number consider their skills to be very weak (47) or weak (40). A smaller group rates their skills as average (10), and very few view their skills as good (3). None of the respondents rated their technical skills as very good.

Conclusions: The results indicate a perceived deficiency in technical skills among the employees, suggesting a need for improvement and development in this area to enhance their competencies and confidence in the workplace.

Recommendations for a Training Program: Given the self-assessed lack of technical skills, a training program should be developed with the following considerations:

- **Foundational Training:** Begin with basic technical skills training to build a strong foundation for all employees, especially those who rated their skills as very weak or weak.
- **Progressive Learning:** Implement a progressive learning path that allows employees to advance to more complex technical skills at a comfortable pace.
- **Practical Application:** Include hands-on exercises and real-world scenarios to ensure practical application of the skills learned.
- **Supportive Environment:** Create a supportive learning environment that encourages questions and provides additional help for those who need it.
- **Regular Assessments:** Conduct regular assessments to monitor progress and identify areas where further training may be required.
- **Resource Accessibility:** Provide access to learning resources, such as online tutorials, workshops, and reference materials, for continuous learning outside the training sessions.
- **Skill Utilization:** Encourage the application of new technical skills in daily work tasks to reinforce learning and demonstrate the value of the training.
- **Feedback Mechanism:** Establish a feedback system for employees to share their experiences and suggest improvements to the training program.

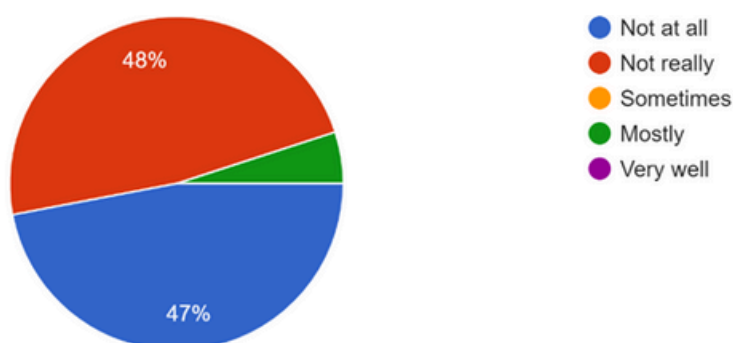


Co-funded by
the European Union



6. Are you able to manage tasks effectively and yourself within a time limit?

Please select only one answer.



Not at all - 47
Not really - 48
Sometimes - 0
Mostly - 5
Very well - 0

Survey Results: The survey among employees regarding their ability to manage tasks effectively within a time limit shows that a significant number struggle with this skill, with 47 respondents indicating "Not at all" and 48 choosing "Not really." A small group feels they can manage "Mostly" well (5), while none of the respondents feel they can manage "Very well" or even "Sometimes."

Conclusions: The results highlight a notable challenge among employees in effective task and time management, suggesting a need for focused training to develop these competencies.

Recommendations for a Training Program: A training program aimed at improving task and time management should consider the following elements:

- **Time Management Fundamentals:** Introduce basic principles of time management, such as setting priorities, creating to-do lists, and understanding the value of time.
- **Task Prioritization:** Teach methods for prioritizing tasks based on urgency and importance, using tools like the Eisenhower Matrix.
- **Goal Setting:** Guide employees on setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals to provide clear direction and focus.
- **Practical Tools:** Train employees on using digital tools and apps that can aid in task management and time tracking.
- **Personalized Strategies:** Recognize that each individual may have different methods that work best for them, and offer personalized coaching or mentoring.
- **Workshops and Role-Playing:** Conduct interactive workshops where employees can practice scheduling and managing tasks in simulated work scenarios.
- **Stress Management:** Include stress management techniques to help employees cope with the pressure of deadlines.
- **Continuous Support:** Provide ongoing support and resources, such as check-ins and refresher courses, to ensure long-term improvement and accountability.

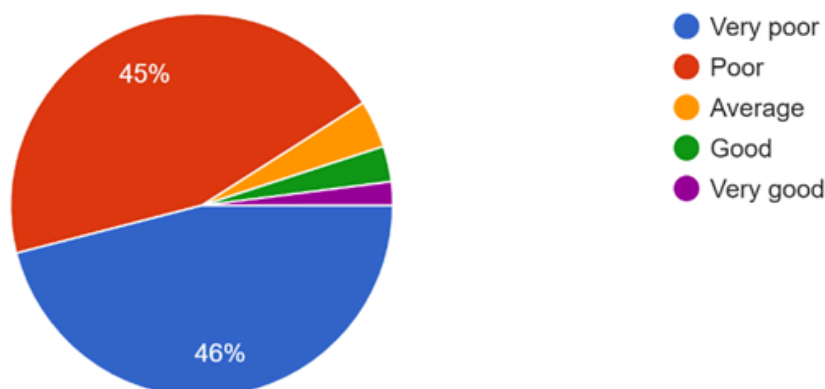
By addressing these areas, the training program can help employees enhance their task and time management skills, leading to increased efficiency and reduced stress in the workplace.



Co-funded by
the European Union



7. How would you rate your communication skills? Please select only one answer.



Very poor - 46
Poor - 45
Average - 4
Good - 3
Very good - 2

Survey Results: The survey among employees regarding their self-assessment of communication skills shows that a significant number consider their skills to be very poor (46) or poor (45). A small group rates their skills as average (4), good (3), or very good (2).

Conclusions: The results indicate a perceived deficiency in communication skills among the employees, suggesting a need for improvement and development in this area to enhance their effectiveness in the workplace.

Recommendations for a Training Program: A training program aimed at improving communication skills should include the following elements:

- **Fundamentals of Communication:** Begin with the basics of effective communication, including listening skills, non-verbal communication, clarity in speech and writing.
- **Interactive Workshops:** Conduct workshops that encourage active participation and practice in various communication scenarios.
- **Role-Specific Communication:** Tailor training content to the specific roles of employees, focusing on the types of communication most relevant to their job.
- **Conflict Resolution:** Teach methods for resolving conflicts through effective communication, including non-violent and transformative communication techniques.
- **Public Speaking:** For those interested or in need, include training on public speaking to build confidence in presenting ideas to groups.
- **Feedback Mechanism:** Implement a system for employees to receive constructive feedback on their communication style and effectiveness.
- **Cultural Sensitivity:** Include training on cultural differences in communication to prepare employees for a diverse workplace.
- **Continuous Learning:** Provide resources for ongoing learning and improvement, such as access to online courses or in-house mentoring.
- **Evaluation:** Regularly assess the communication skills of employees to measure progress and identify areas for further development.

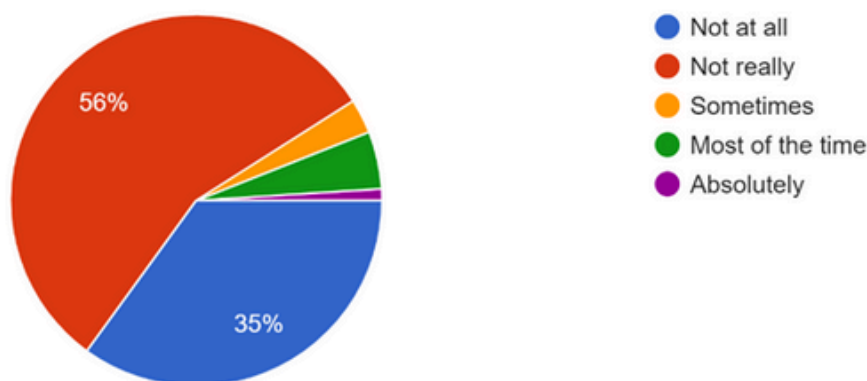
By addressing the identified skill gaps, the training program can help employees enhance their communication abilities, leading to improved collaboration, clearer understanding, and more effective teamwork in their roles.



Co-funded by
the European Union



8. Are you able to work effectively in a team? Please select only one answer



Not at all - 35
Not really - 56
Sometimes - 3
Most of the time - 5
Absolutely - 1

Survey Results: The survey among employees regarding their ability to work effectively in a team shows that many find it challenging, with 35 respondents indicating "Not at all" and 56 choosing "Not really." A small number feel they can work effectively "Sometimes" (3) or "Most of the time" (5), and only one respondent feels they can "Absolutely" work effectively in a team.

Conclusions: The results suggest that there is a significant need for improvement in teamwork skills among employees, indicating a gap that could be affecting team performance and cohesion.

Recommendations for a Training Program: To address teamwork skills, a training program should:

- **Teamwork Fundamentals:** Cover basic principles of effective teamwork, including roles, responsibilities, and collaboration.
- **Communication Skills:** Emphasize clear and respectful communication among team members.
- **Conflict Resolution:** Teach strategies for resolving interpersonal conflicts constructively.
- **Diversity and Inclusion:** Foster an understanding and appreciation of diverse perspectives and backgrounds.
- **Team-Building Activities:** Include exercises and games that promote trust and cooperation.
- **Feedback Mechanism:** Implement a system for team members to provide and receive constructive feedback.
- **Real-World Practice:** Encourage the application of teamwork skills in actual work projects.
- **Ongoing Support:** Provide resources and follow-up sessions to reinforce teamwork principles.

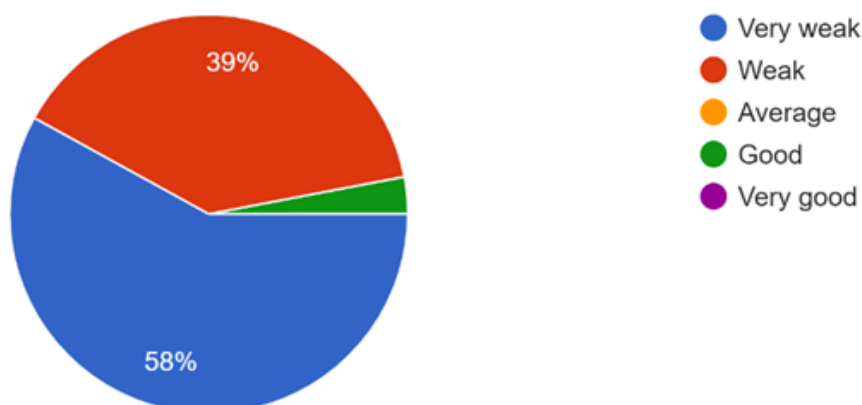
By focusing on these areas, the training program can help employees improve their ability to work effectively in teams, leading to better collaboration and overall team success.



Co-funded by
the European Union



9. How would you rate your technical skills in programming? Please select only one answer.



Very weak - 58
Weak - 39
Average - 0
Good - 3
Very good - 0

Survey Results: The survey among employees regarding their technical skills in programming shows that a significant majority consider their skills to be very weak (58) or weak (39). A small number rate their skills as good (3), while none of the respondents rated their programming skills as average or very good.

Conclusions: The results indicate a substantial need for programming skills development among employees, suggesting that many feel underprepared in this area, which is increasingly important in the modern workplace.

Recommendations for a Training Program: To address the need for improved programming skills, a training program should:

- **Beginner-Friendly Modules:** Start with introductory courses for those with little to no programming experience.
- **Progressive Skill Development:** Offer a structured learning path with increasing complexity to build confidence and capability.
- **Practical Exercises:** Include hands-on coding exercises and project-based learning to apply skills in real-world scenarios.
- **Regular Assessments:** Conduct assessments to track progress and adapt the training to individual learning paces.
- **Industry-Relevant Technologies:** Teach programming languages and technologies that are most relevant to the industry and job roles.
- **Encourage Collaboration:** Promote pair programming and group projects to enhance learning through collaboration.
- **Continuous Learning Opportunities:** Offer advanced courses and continuous learning options for those who wish to further develop their skills.

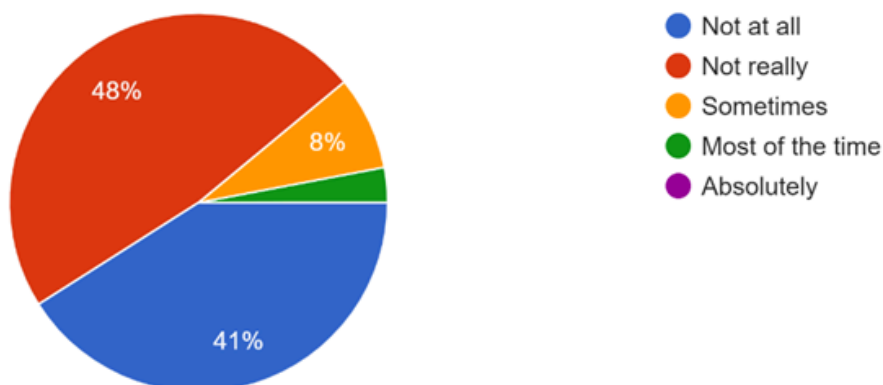
By focusing on these areas, the training program can help bridge the gap in programming skills, enabling employees to meet the technical demands of their roles and the broader industry.



Co-funded by
the European Union



10. Are you able you effectively solve problems? Please select only one answer.



Not at all - 41
Not really - 48
Sometimes - 8
Most of the time - 3
Absolutely - 0

Survey Results: The survey among employees regarding their problem-solving abilities indicates that many find it challenging, with 41 respondents feeling they cannot solve problems effectively "Not at all" and 48 choosing "Not really." A small number believe they can solve problems "Sometimes" (8) or "Most of the time" (3), while none feel they can "Absolutely" solve problems effectively.

Conclusions: The results suggest a significant need for development in problem-solving skills among employees, indicating a gap that could be impacting their performance and the overall problem-solving capacity within the workplace.

Recommendations for a Training Program: A training program aimed at enhancing problem-solving skills should:

- **Problem-Solving Fundamentals:** Cover basic principles and systematic approaches to problem-solving.
- **Critical Thinking:** Teach employees how to analyze situations and think critically to identify solutions.
- **Creative Solutions:** Encourage thinking outside the box to find innovative solutions.
- **Decision-Making:** Training on making informed decisions based on available data.
- **Collaborative Problem-Solving:** Promote teamwork in finding solutions to problems.
- **Real-World Scenarios:** Use case studies and simulations to practice problem-solving in real-life contexts.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their problem-solving process.
- **Continuous Learning:** Provide resources for ongoing skill development in problem-solving.

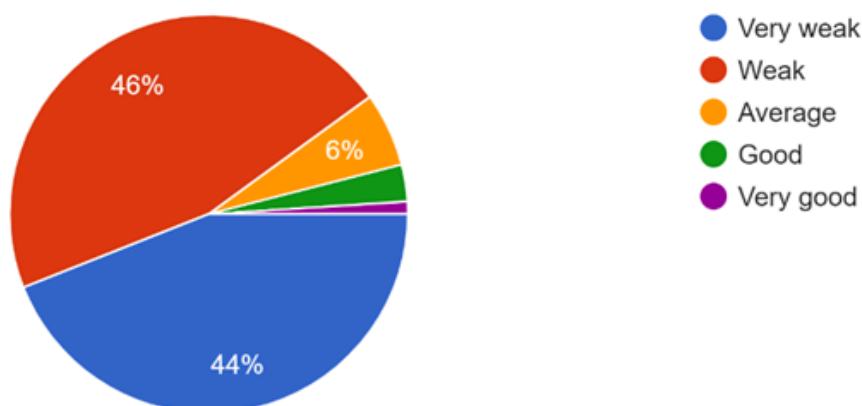
By focusing on these areas, the training program can help employees improve their problem-solving abilities, leading to better decision-making and more effective handling of workplace challenges.



Co-funded by
the European Union



11. How would you rate your interpersonal skills? Please select only one answer.



Very weak - 44
Weak - 46
Average - 6
Good - 3
Very good - 1

Survey Results: The survey among employees regarding their interpersonal skills shows that a significant number consider their skills to be very weak (44) or weak (46). A small group rates their skills as average (6), good (3), or very good (1).

Conclusions: The results indicate a perceived deficiency in interpersonal skills among the employees, suggesting a need for targeted improvement and development in this area to enhance their workplace interactions and relationships.

Recommendations for a Training Program: A training program aimed at improving interpersonal skills should include:

- **Communication Workshops:** Focus on active listening, empathy, and clear expression.
- **Team-Building Activities:** Encourage collaboration and understanding among team members.
- **Conflict Resolution:** Teach strategies for resolving interpersonal conflicts constructively.
- **Diversity Training:** Foster an understanding and appreciation of diverse perspectives and backgrounds.
- **Role-Playing:** Use role-playing exercises to practice and improve interpersonal interactions.
- **Feedback Mechanism:** Implement a system for employees to receive and give constructive feedback.
- **Mentorship Programs:** Pair employees with mentors to guide and improve their interpersonal skills.
- **Continuous Learning:** Provide resources for ongoing skill development in interpersonal communication.

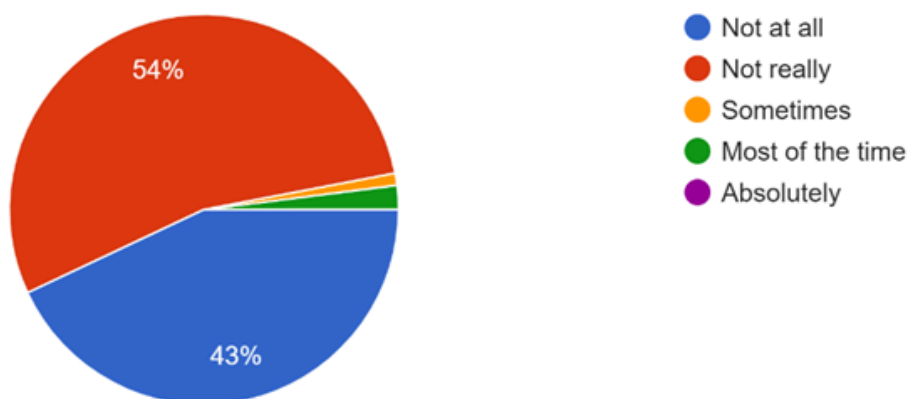
By focusing on these areas, the training program can help employees enhance their interpersonal skills, leading to improved communication, stronger relationships, and a more collaborative work environment.



Co-funded by
the European Union



12. Are you able to delegate tasks effectively? Please select only one answer.



Not at all - 43
Not really - 54
Sometimes - 1
Most of the time - 2
Absolutely - 0

Survey Results: The survey among employees regarding their ability to delegate tasks effectively shows that a significant majority struggle with this skill, with 43 respondents indicating "Not at all" and 54 choosing "Not really." Only a small number feel they can delegate effectively "Sometimes" (1) or "Most of the time" (2), while none feel they can "Absolutely" delegate effectively.

Conclusions: The results suggest a substantial need for development in delegation skills among employees, indicating a gap that could be impacting their leadership potential and overall team efficiency.

Recommendations for a Training Program: A training program aimed at improving delegation skills should:

- **Delegation Principles:** Teach the fundamentals of effective delegation, including when and what to delegate.
- **Empowerment Techniques:** Encourage empowering team members through delegated tasks.
- **Communication Skills:** Focus on clear communication of expectations and objectives.
- **Trust Building:** Foster trust between employees to facilitate delegation.
- **Feedback Loops:** Establish mechanisms for feedback and follow-up on delegated tasks.
- **Role-Playing:** Use role-playing exercises to practice delegation scenarios.
- **Leadership Development:** Include leadership training to enhance overall management skills.
- **Continuous Support:** Provide ongoing support and resources for employees to improve their delegation abilities.

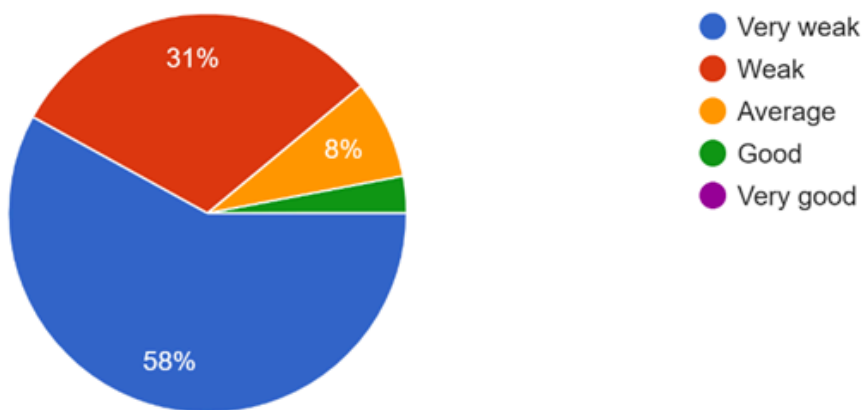
By focusing on these areas, the training program can help employees develop their delegation skills, leading to more effective task management and team dynamics.



Co-funded by
the European Union



13. How would you rate your analytical skills? Please select only one answer.



Very weak - 56
Weak - 31
Average - 8
Good - 3
Very good - 0

Survey Results: The survey among employees regarding their analytical skills shows that a significant majority consider their skills to be very weak (56) or weak (31). A small group rates their skills as average (8), and very few view their skills as good (3). None of the respondents rated their analytical skills as very good.

Conclusions: The results indicate a substantial need for development in analytical skills among employees, suggesting that many feel underprepared in this area, which is increasingly important for data-driven decision-making in the modern workplace.

Recommendations for a Training Program: A training program aimed at improving analytical skills should:

- **Beginner-Friendly Content:** Start with basic data analysis concepts for those with limited experience.
- **Progressive Learning Path:** Offer a structured curriculum that gradually introduces more complex analytical methods.
- **Practical Application:** Include hands-on exercises using real data to apply analytical skills in a practical context.
- **Critical Thinking Development:** Encourage exercises that enhance critical thinking and problem-solving abilities.
- **Software Proficiency:** Teach the use of analytical tools and software commonly used in the industry.
- **Collaborative Analysis:** Promote group exercises that involve analyzing data and making decisions as a team.
- **Continuous Learning Opportunities:** Provide access to advanced courses and resources for ongoing skill development.
- **Regular Assessments:** Conduct assessments to track progress and identify areas for further training.

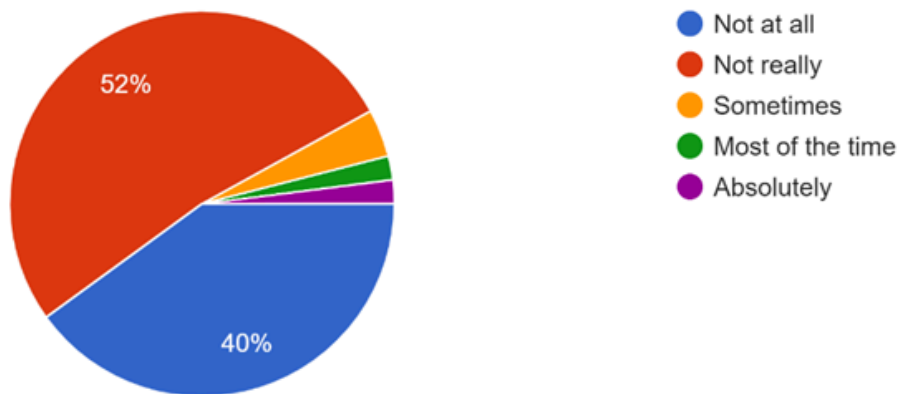
By focusing on these areas, the training program can help employees enhance their analytical abilities, leading to better problem-solving and more informed decision-making in their roles.



Co-funded by
the European Union



14. Are you able to resolve conflicts effectively? Please select only one answer.



Not at all - 40
Not really - 52
Sometimes - 4
Most of the time - 2
Absolutely - 2

Survey Results: The survey among employees regarding their ability to resolve conflicts effectively shows that many find it challenging, with 40 respondents indicating "Not at all" and 52 choosing "Not really." A small number believe they can resolve conflicts "Sometimes" (4) or "Most of the time" (2), and only two respondents feel they can "Absolutely" resolve conflicts effectively.

Conclusions: The results suggest a significant need for development in conflict resolution skills among employees, indicating a gap that could be impacting workplace harmony and productivity.

Recommendations for a Training Program: A training program aimed at improving conflict resolution skills should:

- **Conflict Resolution Fundamentals:** Cover basic principles and techniques for effective conflict resolution.
- **Communication Skills:** Emphasize the role of clear and empathetic communication in resolving disputes.
- **Role-Playing Exercises:** Use role-playing to simulate conflict scenarios and practice resolution strategies.
- **Diversity and Inclusion:** Include training on cultural sensitivity and understanding diverse perspectives.
- **Stress Management:** Teach stress reduction techniques to help manage emotions during conflicts.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their conflict resolution approach.
- **Peer Mediation:** Encourage peer support and mediation to facilitate conflict resolution among team members.
- **Continuous Learning:** Provide resources for ongoing skill development in conflict resolution.

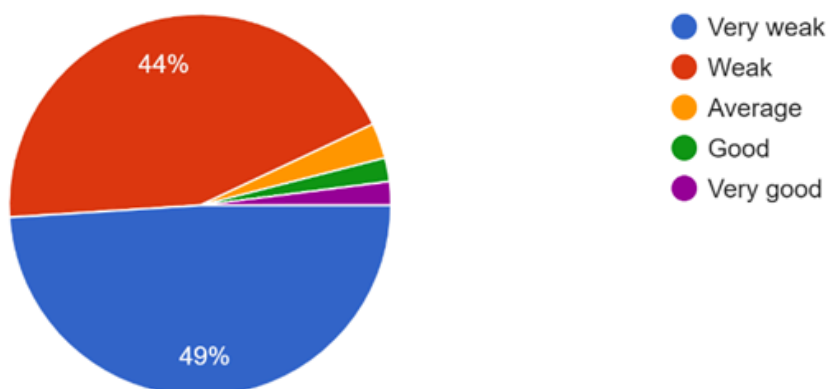
By focusing on these areas, the training program can help employees develop their conflict resolution abilities, leading to improved communication, stronger relationships, and a more collaborative work environment.



Co-funded by
the European Union



15. How would you rate your presentation skills? Please select only one answer.



Very weak - 49
Weak - 44
Average - 3
Good - 2
Very good - 2

Survey Results: The survey among employees regarding their presentation skills shows that a significant majority consider their skills to be very weak (49) or weak (44). A small group rates their skills as average (3), good (2), or very good (2).

Conclusions: The results indicate a substantial need for development in presentation skills among employees, suggesting that many feel underprepared in this area, which is important for effective communication and professional success.

Recommendations for a Training Program: A training program aimed at improving presentation skills should:

- **Presentation Basics:** Cover the fundamentals of effective presentation, including structure, design, and delivery.
- **Public Speaking:** Teach techniques for public speaking, including voice modulation, pacing, and audience engagement.
- **Visual Aids:** Provide guidance on creating and using visual aids effectively.
- **Practice Sessions:** Offer opportunities for employees to practice presentations and receive constructive feedback.
- **Confidence Building:** Include exercises to build confidence and reduce anxiety related to public speaking.
- **Peer Review:** Encourage peer-to-peer feedback sessions to foster a supportive learning environment.
- **Real-World Application:** Apply presentation skills in actual work settings, such as team meetings or client pitches.
- **Continuous Improvement:** Provide resources for ongoing development, such as access to online courses or speaking clubs.

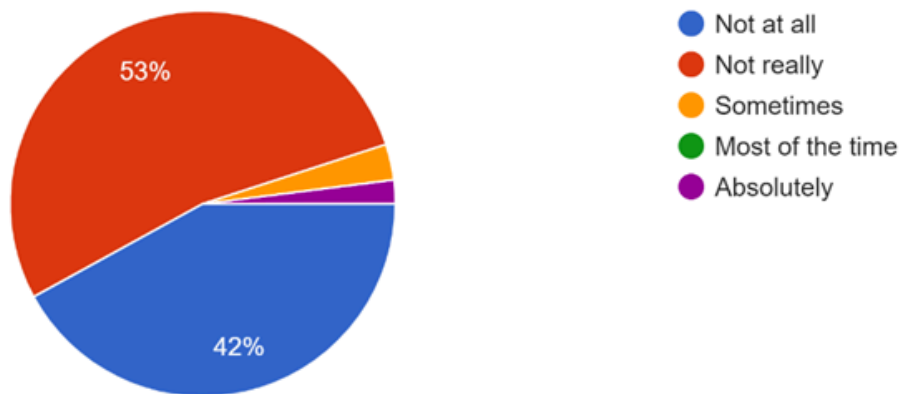
By focusing on these areas, the training program can help employees enhance their presentation skills, leading to more confident and impactful communication in their professional roles.



Co-funded by
the European Union



16. Are you able to motivate others effectively? Please select only one answer.



Not at all - 42
Not really - 53
Sometimes - 3
Most of the time - 0
Absolutely - 2

Survey Results: The survey among employees regarding their ability to motivate others effectively shows that many find it challenging, with 42 respondents indicating "Not at all" and 53 choosing "Not really." A small number believe they can motivate others "Sometimes" (3), while only two respondents feel they can "Absolutely" motivate others effectively.

Conclusions: The results suggest a significant need for development in motivational skills among employees, indicating a gap that could be impacting team morale and productivity.

Recommendations for a Training Program: A training program aimed at improving motivational skills should:

- **Motivational Techniques:** Introduce basic motivational strategies and their application in the workplace.
- **Leadership Skills:** Include training on leadership qualities that contribute to effective motivation.
- **Positive Reinforcement:** Teach the use of positive reinforcement to encourage and motivate team members.
- **Goal Setting:** Guide employees on setting and communicating clear, achievable goals.
- **Empathy and Support:** Emphasize the importance of empathy and support in fostering motivation.
- **Intrinsic Motivation:** Encourage understanding and development of intrinsic motivators.
- **Real-World Practice:** Apply motivational skills in actual work settings to reinforce learning.
- **Continuous Support:** Provide resources and follow-up sessions to ensure long-term skill development.

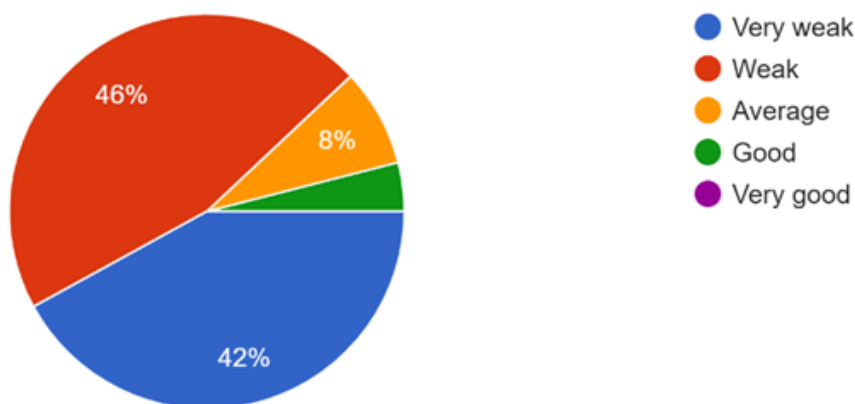
By focusing on these areas, the training program can help employees develop their ability to motivate others, leading to enhanced team dynamics and overall workplace success.



Co-funded by
the European Union



17. How would you rate your planning and organizational skills? Please select only one answer.



Very weak - 42
Weak - 46
Average - 8
Good - 4
Very good - 0

Survey Results: The survey among employees regarding their planning and organizational skills indicates that a significant majority consider their skills to be very weak (42) or weak (46). A small group rates their skills as average (8), and very few view their skills as good (4). None of the respondents rated their planning and organizational skills as very good.

Conclusions: The results highlight a perceived deficiency in planning and organizational skills among the employees, suggesting a need for targeted training to enhance these competencies.

Recommendations for a Training Program: A training program aimed at improving planning and organizational skills should include:

- Time Management: Teach techniques for allocation and prioritization of tasks.
- Goal Setting: Guide employees on SMART goals and developing action plans.
- Task Management Tools: Introduce digital tools and apps that aid in organization and planning.
- Workplace Organization: Cover strategies for maintaining an organized physical and digital workspace.
- Project Planning: Include training on creating and following project timelines and milestones.
- Follow-up Systems: Establish systems for tracking progress and ensuring accountability.
- Continuous Improvement: Encourage a culture of continuous review and optimization of work processes.

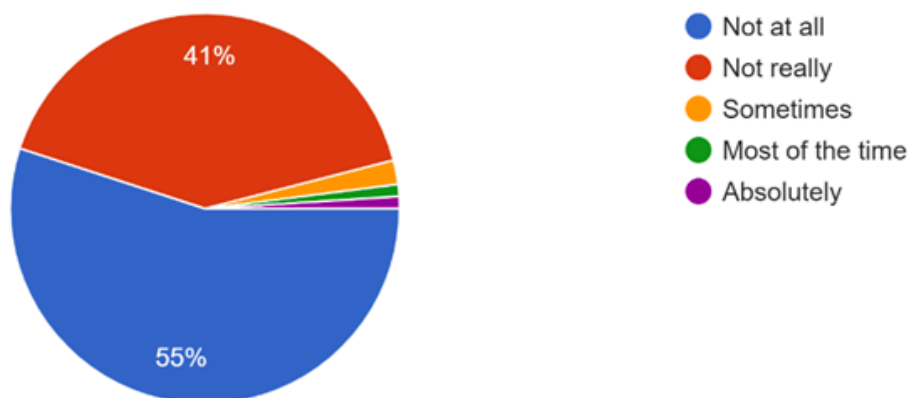
By focusing on these areas, the training program can help employees enhance their planning and organizational skills, leading to improved efficiency and effectiveness in their roles.



Co-funded by
the European Union



18. Are you able to perform effectively under pressure? Please select only one answer.



Not at all - 55
Not really - 41
Sometimes - 2
Most of the time - 1
Absolutely - 1

Survey Results: The survey among employees regarding their ability to perform effectively under pressure reveals that a significant majority struggle with this aspect, with 55 respondents indicating "Not at all" and 41 choosing "Not really." Only a few report being able to handle pressure "Sometimes" (2), "Most of the time" (1), or "Absolutely" (1).

Conclusions: The results highlight a notable challenge among employees in managing performance under pressure, suggesting a need for focused training to develop coping mechanisms and resilience.

Recommendations for a Training Program: A training program aimed at enhancing performance under pressure should:

- **Stress Management Techniques:** Introduce methods for managing stress, such as mindfulness and relaxation exercises.
- **Time Management:** Teach prioritization and efficient work habits to reduce pressure.
- **Scenario-Based Training:** Use real-life scenarios to practice working under pressure in a controlled environment.
- **Support Systems:** Encourage the creation of support networks within the workplace for sharing strategies and encouragement.
- **Resilience Building:** Focus on building resilience through challenges that gradually increase in difficulty.
- **Performance Feedback:** Provide constructive feedback to help employees improve their performance under pressure.
- **Personal Development Plans:** Assist employees in creating personal development plans that include strategies for handling pressure.
- **Continuous Learning:** Offer resources for ongoing learning and improvement in managing workplace pressure.

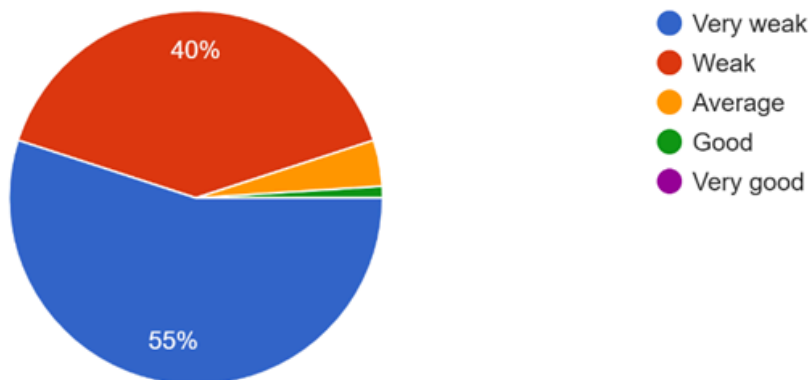
By focusing on these areas, the training program can help employees improve their ability to perform effectively under pressure, leading to better outcomes and a resilient workforce.



Co-funded by
the European Union



19. How would you rate your project management skills? Please select only one answer.



Very weak - 55
Weak - 40
Average - 4
Good - 1
Very good - 0

Survey Results: The survey among employees regarding their project management skills indicates that a significant majority consider their skills to be very weak (55) or weak (40). A small group rates their skills as average (4), and only one views their skills as good. None of the respondents rated their project management skills as very good.

Conclusions: The results highlight a perceived deficiency in project management skills among the employees, suggesting a need for targeted training to enhance these competencies.

Recommendations for a Training Program: A training program aimed at improving project management skills should include:

- **Project Management Fundamentals:** Cover the basics of project planning, execution, monitoring, and closure.
- **Practical Tools:** Teach the use of project management software and tools.
- **Team Coordination:** Focus on skills for leading and coordinating project teams.
- **Risk Management:** Introduce strategies for identifying and mitigating project risks.
- **Time and Resource Allocation:** Guide employees on effective time and resource management within projects.
- **Communication:** Emphasize clear and regular communication with stakeholders.
- **Problem-Solving:** Include training on addressing and resolving project-related issues.
- **Certification Opportunities:** Offer pathways to professional project management certifications for interested employees.
- **Continuous Learning:** Provide resources for ongoing skill development in project management.

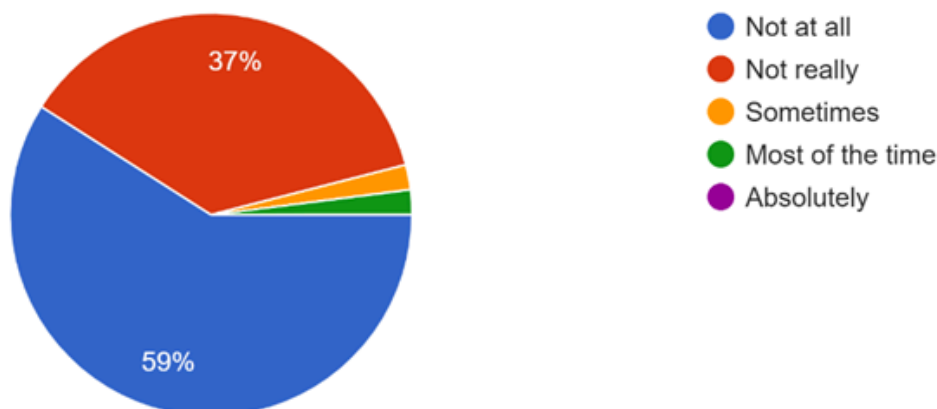
By focusing on these areas, the training program can help employees enhance their project management skills, leading to more successful project outcomes and improved organizational efficiency.



Co-funded by
the European Union



20. Are you able to work effectively under time pressure? Please select only one answer.



Not at all - 59
Not really - 37
Sometimes - 2
Most of the time - 2
Absolutely – 0

Survey Results: The survey among employees regarding their ability to work effectively under time pressure shows that a significant majority struggle with this aspect, with 59 respondents indicating "Not at all" and 37 choosing "Not really." Only a few report being able to handle pressure "Sometimes" (2) or "Most of the time" (2), while none feel they can "Absolutely" work effectively under time pressure.

Conclusions: The results highlight a notable challenge among employees in managing performance under time pressure, suggesting a need for focused training to develop coping mechanisms and resilience.

Recommendations for a Training Program: A training program aimed at enhancing performance under time pressure should:

- **Time Management Techniques:** Introduce methods for managing time effectively, such as prioritization and scheduling.
- **Stress Management:** Teach stress reduction techniques to help manage emotions and maintain focus under pressure.
- **Scenario-Based Training:** Use real-life scenarios to practice working under time constraints in a controlled environment.
- **Support Systems:** Encourage the creation of support networks within the workplace for sharing strategies and encouragement.
- **Resilience Building:** Focus on building resilience through challenges that gradually increase in difficulty.
- **Performance Feedback:** Provide constructive feedback to help employees improve their performance under time pressure.
- **Personal Development Plans:** Assist employees in creating personal development plans that include strategies for handling time pressure.
- **Continuous Learning:** Offer resources for ongoing learning and improvement in managing workplace pressure.

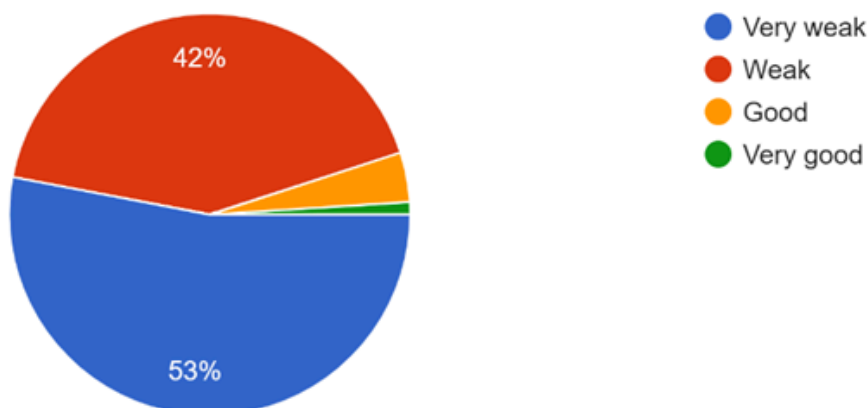
By focusing on these areas, the training program can help employees improve their ability to perform effectively under time pressure, leading to better outcomes and a resilient workforce.



Co-funded by
the European Union



21. How would you rate your negotiation skills? Please select only one answer.



Very weak - 53
Weak - 42
Good - 4
Very good - 1

Survey Results: The survey among employees regarding their negotiation skills shows that a significant majority consider their skills to be very weak (53) or weak (42). A small group rates their skills as good (4), and only one views their skills as very good.

Conclusions: The results indicate a substantial need for development in negotiation skills among employees, suggesting that many feel underprepared in this area, which is crucial for effective communication and business dealings.

Recommendations for a Training Program: A training program aimed at improving negotiation skills should include:

- **Negotiation Fundamentals:** Teach basic principles of negotiation, including preparation, active listening, and mutual benefit.
- **Role-Playing Exercises:** Use role-playing to simulate negotiation scenarios and practice strategies.
- **Communication Skills:** Focus on clear and assertive communication techniques.
- **Emotional Intelligence:** Emphasize the role of empathy and understanding the other party's perspective.
- **Conflict Management:** Include training on managing and resolving conflicts during negotiations.
- **Strategic Thinking:** Teach how to develop and implement negotiation strategies.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their negotiation approach.
- **Continuous Learning:** Provide resources for ongoing skill development in negotiation.

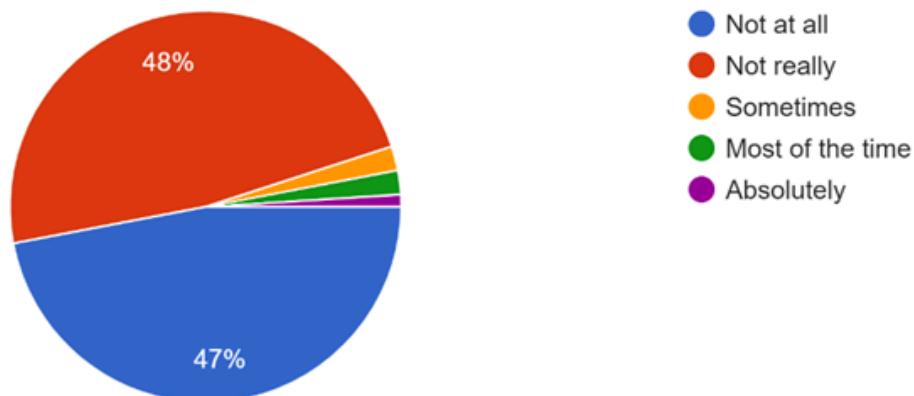
By focusing on these areas, the training program can help employees enhance their negotiation skills, leading to more successful outcomes in their professional interactions.



Co-funded by
the European Union



22. Are you able to solve team problems effectively? Please select only one answer.



Not at all - 47
Not really - 48
Sometimes - 2
Most of the time - 2
Absolutely – 1

Survey Results: The survey among employees regarding their ability to solve team problems effectively shows that many find it challenging, with 47 respondents indicating "Not at all" and 48 choosing "Not really." A small number believe they can solve team problems "Sometimes" (2) or "Most of the time" (2), and only one respondent feels they can "Absolutely" solve problems effectively.

Conclusions: The results suggest a significant need for development in team problem-solving skills among employees, indicating a gap that could be impacting team dynamics and overall productivity.

Recommendations for a Training Program: A training program aimed at enhancing team problem-solving skills should:

- **Problem-Solving Techniques:** Introduce systematic approaches to identifying, analyzing, and solving team problems.
- **Collaborative Exercises:** Use group activities to practice problem-solving in a team setting.
- **Communication Skills:** Emphasize clear and open communication as a key factor in effective problem-solving.
- **Diversity and Inclusion:** Foster an environment where diverse perspectives are valued in finding solutions.
- **Conflict Resolution:** Teach strategies for resolving conflicts that may arise during problem-solving.
- **Leadership Skills:** Include training for team leaders on facilitating problem-solving sessions.
- **Feedback Mechanism:** Implement a system for employees to provide and receive feedback on problem-solving efforts.
- **Continuous Learning:** Provide resources for ongoing skill development in team problem-solving.

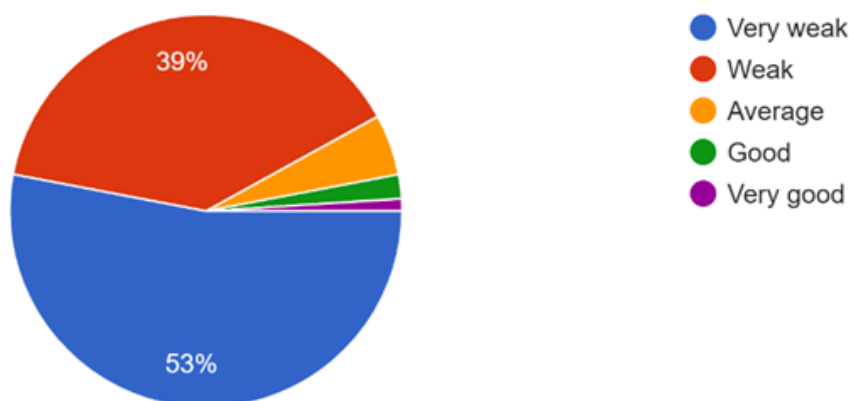
By focusing on these areas, the training program can help employees improve their ability to solve problems effectively within teams, leading to better collaboration and more successful outcomes.



Co-funded by
the European Union



23. How would you rate your creative thinking skills? Please select only one answer.



Very weak - 53
Weak - 39
Average - 5
Good - 2
Very good - 1

Survey Results: The survey among employees regarding their ability to collaborate effectively with different people shows that many find it challenging, with 40 respondents indicating "Not at all" and 50 choosing "Not really." A small number believe they can collaborate effectively "Sometimes" (4), "Most of the time" (5), and "Absolutely" (1).

Conclusions: The results suggest a significant need for development in collaboration skills among employees, indicating a gap that could be impacting team dynamics and overall workplace productivity.

Recommendations for a Training Program: A training program aimed at enhancing collaboration skills should:

- **Collaboration Fundamentals:** Cover basic principles of effective collaboration, including respect for diversity and active listening.
- **Communication Skills:** Emphasize clear and open communication as a key factor in effective collaboration.
- **Team-Building Activities:** Use group activities to practice collaboration in a team setting.
- **Conflict Resolution:** Teach strategies for resolving conflicts that may arise during collaboration.
- **Cultural Sensitivity:** Include training on cultural differences and how to work effectively with a diverse team.
- **Feedback Mechanism:** Implement a system for employees to provide and receive feedback on collaborative efforts.
- **Real-World Practice:** Apply collaboration skills in actual work settings to reinforce learning.
- **Continuous Learning:** Provide resources for ongoing skill development in collaboration.

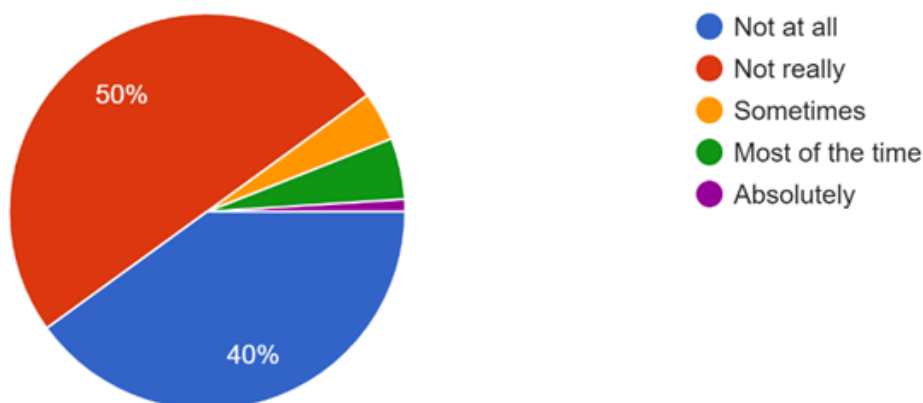
By focusing on these areas, the training program can help employees improve their ability to collaborate effectively with different people, leading to better teamwork and more successful outcomes.



Co-funded by
the European Union



24. Are you able to collaborate effectively with different people? Please select only one answer.



Not at all - 40
Not really - 50
Sometimes - 4
Most of the time - 5
Absolutely – 1

Survey Results: The survey among employees regarding their ability to collaborate effectively with different people shows that many find it challenging, with 40 respondents indicating "Not at all" and 50 choosing "Not really." A small number believe they can collaborate effectively "Sometimes" (4), "Most of the time" (5), and "Absolutely" (1).

Conclusions: The results suggest a significant need for development in collaboration skills among employees, indicating a gap that could be impacting team dynamics and overall workplace productivity.

Recommendations for a Training Program: A training program aimed at enhancing collaboration skills should:

- **Collaboration Fundamentals:** Cover basic principles of effective collaboration, including respect for diversity and active listening.
- **Communication Skills:** Emphasize clear and open communication as a key factor in effective collaboration.
- **Team-Building Activities:** Use group activities to practice collaboration.
- **Conflict Resolution:** Teach strategies for resolving conflicts that may arise during collaboration.
- **Cultural Sensitivity:** Include training on cultural differences and how to work effectively with a diverse team.
- **Feedback Mechanism:** Implement a system for employees to provide and receive feedback on collaborative efforts.
- **Real-World Practice:** Apply collaboration skills in actual work settings to reinforce learning.
- **Continuous Learning:** Provide resources for ongoing skill development in collaboration.

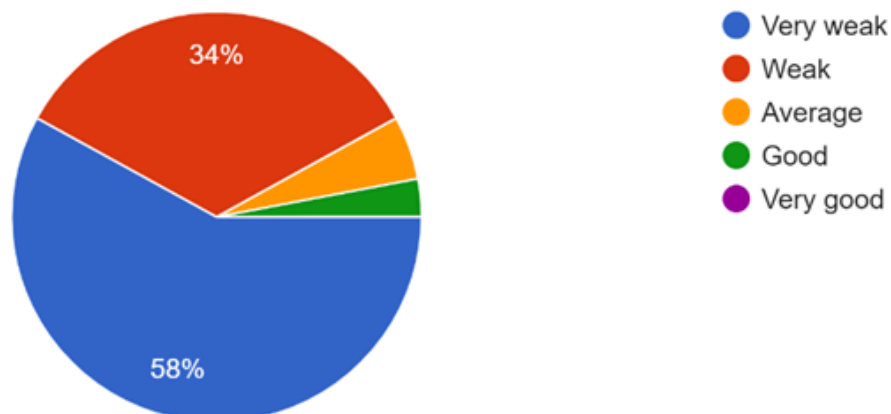
By focusing on these areas, the training program can help employees improve their ability to collaborate effectively with different people, leading to better teamwork and more successful outcomes.



Co-funded by
the European Union



25. How would you rate your technical problem-solving skills? Please select only one answer.



Very weak - 58
Weak - 34
Average - 5
Good - 3
Very good - 0

Survey Results: The survey among employees regarding their technical problem-solving skills shows that a significant majority consider their skills to be very weak (58) or weak (34). A small group rates their skills as average (5), and very few view their skills as good (3). None of the respondents rated their technical problem-solving skills as very good.

Conclusions: The results indicate a substantial need for development in technical problem-solving skills among employees, suggesting that many feel underprepared in this area, which is crucial for effective troubleshooting and technical task management.

Recommendations for a Training Program: A training program aimed at improving technical problem-solving skills should include:

- Problem-Solving Fundamentals: Teach basic principles and systematic approaches to technical problem-solving.
- Critical Thinking: Encourage exercises that enhance critical thinking and analytical abilities.
- Practical Application: Include hands-on exercises using real technical problems to apply problem-solving skills.
- Technology Familiarization: Provide training on the technologies and tools relevant to the employees' roles.
- Collaborative Problem-Solving: Promote teamwork in finding solutions to technical problems.
- Feedback Mechanism: Implement a system for employees to receive feedback on their problem-solving process.
- Continuous Learning: Provide resources for ongoing skill development in technical problem-solving.

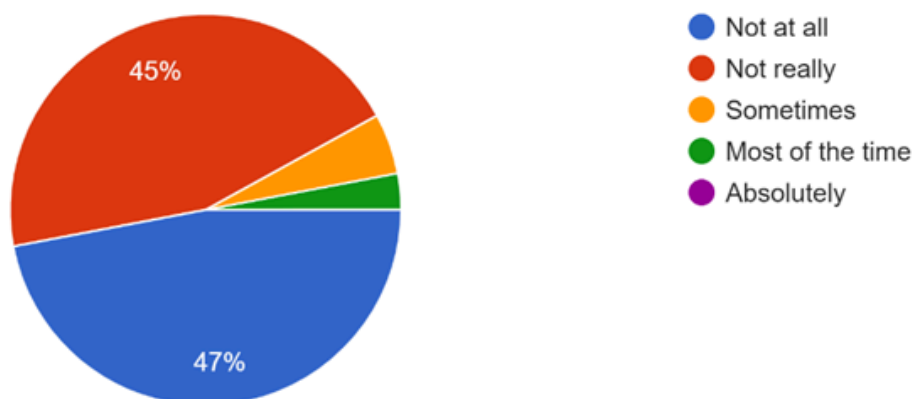
By focusing on these areas, the training program can help employees enhance their technical problem-solving skills, leading to more effective troubleshooting, better technical task management, and improved overall performance in their roles.



Co-funded by
the European Union



26. Are you able to work effectively in a virtual team? Please select only one answer.



Not at all - 47
Not really - 45
Sometimes - 5
Most of the time - 3
Absolutely - 0

Survey Results: The survey among employees regarding their ability to work effectively in a virtual team shows that many find it challenging, with 47 respondents indicating "Not at all" and 45 choosing "Not really." A small number believe they can work effectively "Sometimes" (5) or "Most of the time" (3), while none feel they can "Absolutely" work effectively in a virtual team.

Conclusions: The results suggest a significant need for development in virtual teamwork skills among employees, indicating a gap that could be impacting team dynamics and overall productivity in a remote work environment.

Recommendations for a Training Program: A training program aimed at enhancing virtual teamwork skills should:

- **Virtual Collaboration Fundamentals:** Cover basic principles of effective virtual teamwork, including communication, collaboration, and the use of digital tools.
- **Digital Proficiency:** Teach the use of virtual team collaboration platforms like Zoom, Microsoft Teams, and Slack.
- **Time Zone Management:** Provide strategies for managing projects across different time zones.
- **Building Trust Online:** Focus on activities that build trust and rapport among virtual team members.
- **Effective Communication:** Emphasize clear and regular communication to ensure all team members are aligned.
- **Remote Work Best Practices:** Share best practices for staying productive and engaged while working remotely.
- **Feedback Mechanism:** Implement a system for employees to provide and receive feedback on virtual collaboration.
- **Continuous Learning:** Provide resources for ongoing skill development in virtual teamwork.

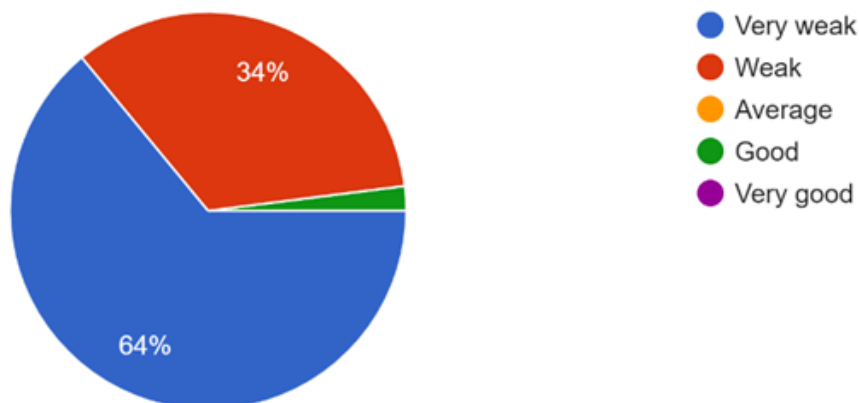
By focusing on these areas, the training program can help employees improve their ability to collaborate effectively in virtual teams, leading to better teamwork and more successful outcomes in a remote work setting.



Co-funded by
the European Union



27. How would you rate your stress management skills? Please select only one answer.



Very weak - 64

Weak - 34

Average - 0

Good - 2

Very good - 0

Survey Results: The survey among employees regarding their stress management skills shows that a significant majority consider their skills to be very weak (64) or weak (34). Only a small group rates their skills as good (2), and none of the respondents rated their stress management skills as average or very good.

Conclusions: The results indicate a substantial need for development in stress management skills among employees, suggesting that many feel underprepared in this area, which is crucial for maintaining well-being and productivity under pressure.

Recommendations for a Training Program: A training program aimed at improving stress management skills should include:

- **Stress Awareness:** Educate employees on recognizing signs of stress and its impact on health and performance.
- **Relaxation Techniques:** Teach methods such as deep breathing, meditation, and mindfulness to manage stress.
- **Time Management:** Include strategies for prioritizing tasks to reduce work-related stress.
- **Healthy Habits:** Promote physical activity, proper nutrition, and adequate sleep as part of stress reduction.
- **Support Networks:** Encourage the formation of support groups where employees can share strategies and support each other.
- **Resilience Training:** Focus on building resilience to better cope with stressful situations.
- **Professional Resources:** Provide access to counseling services or stress management professionals if needed.
- **Continuous Learning:** Offer resources for ongoing development in stress management techniques.

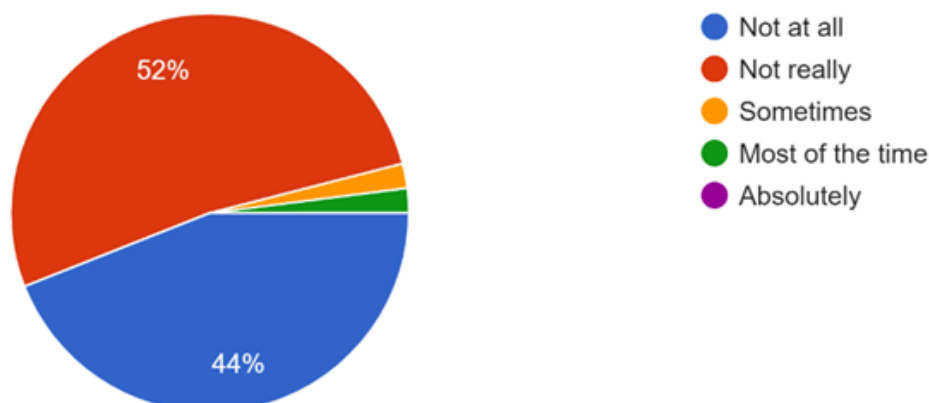
By focusing on these areas, the training program can help employees enhance their stress management skills, leading to improved well-being, better work-life balance, and increased overall job satisfaction.



Co-funded by
the European Union



28. Are you able to handle difficult clients effectively? Please select only one answer.



Not at all - 44
Not really - 52
Sometimes - 2
Most of the time - 2
Absolutely - 0

Survey Results: The survey among employees regarding their ability to handle difficult clients effectively shows that many find it challenging, with 44 respondents indicating "Not at all" and 52 choosing "Not really." A small number believe they can handle difficult clients "Sometimes" (2) or "Most of the time" (2), while none feel they can "Absolutely" handle them effectively.

Conclusions: The results suggest a significant need for development in customer service skills, particularly in managing challenging client interactions, which is crucial for maintaining high-quality service and client satisfaction.

Recommendations for a Training Program: A training program aimed at improving the handling of difficult clients should:

- **Customer Service Fundamentals:** Teach basic principles of customer service, including empathy, patience, and active listening.
- **Conflict Resolution:** Include strategies for de-escalating conflicts and finding resolutions that satisfy both the client and the company.
- **Role-Playing Exercises:** Use role-playing to simulate challenging client interactions and practice effective responses.
- **Communication Skills:** Focus on clear and assertive communication techniques.
- **Stress Management:** Teach stress reduction techniques to help manage emotions during difficult interactions.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their client-handling approach.
- **Empowerment:** Empower employees with the authority to make certain decisions to resolve client issues effectively.
- **Continuous Learning:** Provide resources for ongoing skill development in customer service and client management.

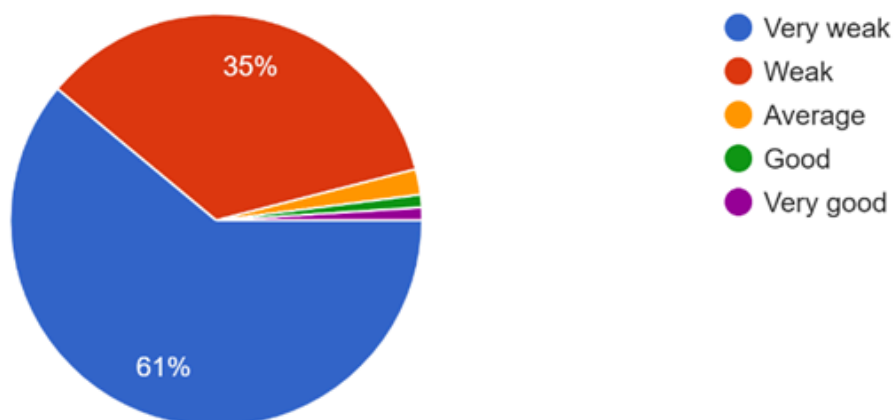
By focusing on these areas, the training program can help employees enhance their skills in handling difficult clients, leading to improved client relationships and a better service experience.



Co-funded by
the European Union



29. How would you rate your ability to adapt to changes? Please select only one answer.



Very weak - 61
Weak - 35
Average - 2
Good - 1
Very good - 1

Survey Results: The survey among employees regarding their ability to adapt to changes shows that a significant majority consider their adaptability to be very weak (61) or weak (35). Only a small group rates their adaptability as average (2), good (1), or very good (1).

Conclusions: The results indicate a substantial need for development in adaptability skills among employees, suggesting that many feel underprepared to handle changes, which is crucial in a rapidly evolving work environment.

Recommendations for a Training Program: A training program aimed at improving adaptability skills should include:

- **Change Management:** Teach principles of change management and how to navigate transitions effectively.
- **Flexibility Exercises:** Include activities that encourage flexibility and open-mindedness.
- **Stress Management:** Offer techniques to manage stress related to change.
- **Scenario Planning:** Use scenarios to practice adapting to various unexpected situations.
- **Resilience Building:** Focus on developing resilience to better cope with change.
- **Innovation Encouragement:** Promote a culture of innovation where new ideas are valued.
- **Feedback Mechanism:** Create a system for employees to share experiences and learn from each other's adaptations.
- **Continuous Learning:** Provide resources for ongoing development in adaptability and change readiness.

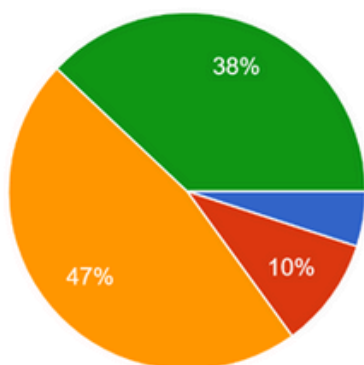
By focusing on these areas, the training program can help employees enhance their ability to adapt to changes, leading to increased agility and a more resilient workforce in the face of new challenges.



Co-funded by
the European Union



30. Watch each of videos and choose your preferable style:



- D style <https://youtu.be/5J1AVh47c4c?si=qSiKekXMgCTQ9jQB>
- I style https://youtu.be/j_5zpwByIbY?si=7EWxjTZ2MLSx4uW-
- S style <https://youtu.be/Qg17KT2gtqI?si=7p1a4tWNLeZN0yqT>
- C style https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu_PKs

D style <https://youtu.be/5J1AVh47c4c?si=qSiKekXMgCTQ9jQB> - 5
I style https://youtu.be/j_5zpwByIbY?si=7EWxjTZ2MLSx4uW- - 10
S style <https://youtu.be/Qg17KT2gtqI?si=7p1a4tWNLeZN0yqT> - 47
C style https://youtu.be/ccBw74BP4oc?si=-BdSAveZgDPu_PKs - 38

Survey Results: The survey among employees regarding their preferred working style shows a strong preference for the S style (47), followed by the C style (38). The I style received some preference (10), while the D style was the least preferred (5).

Conclusions: The results indicate that employees value the S style, which is typically associated with steadiness, cooperation, and supportiveness. The C style, known for compliance, accuracy, and analytical thinking, is also well-regarded. The preferences suggest that employees prioritize a collaborative and stable work environment.

Recommendations for a Training Program: A training program aimed at aligning with employees' preferred working styles should:

- **Emphasize Teamwork:** Focus on developing skills that enhance teamwork and cooperation, reflecting the preferred S style.
- **Detail-Oriented Training:** Include modules that cater to the analytical and detail-oriented nature of the C style.
- **Diversity in Working Styles:** Recognize and incorporate training that respects the diversity of working styles, including D and I styles.
- **Leadership Development:** Offer leadership training that encourages a supportive and inclusive approach, aligning with the S style.
- **Analytical Skills:** Provide training that enhances analytical and systematic thinking, catering to the C style preference.
- **Interactive Workshops:** Conduct workshops that allow employees to explore different working styles and how they can complement each other.
- **Feedback Mechanism:** Implement a system for employees to provide feedback on their preferred working styles and training effectiveness.
- **Continuous Learning:** Provide resources for ongoing development that allows employees to adapt and integrate various working styles into their work.

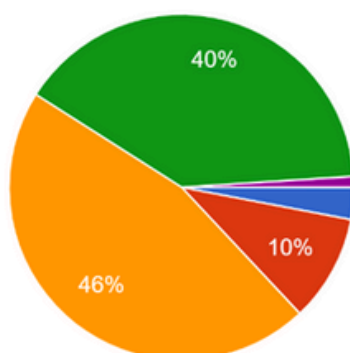
By focusing on these areas, the training program can help employees develop in a way that aligns with their preferred working styles, leading to increased job satisfaction and productivity.



Co-funded by
the European Union



31. Choose one set of characteristics that describes you the most:



- D
- I
- S
- C
- O - I am able to make use of my potential equally within any description - I am flexible.

D - 3

I - 10

S - 46

C - 40

O - I am able to make use of my potential equally within any description - I am flexible - 1

Survey Results: The survey among employees regarding their self-identification with a set of characteristics shows a strong preference for the S characteristics (46), closely followed by the C characteristics (40). The I characteristics received some preference (10), while the D characteristics were the least identified with (3). Only one respondent felt they could make use of their potential equally within any description, indicating flexibility.

Conclusions: The results indicate that employees predominantly see themselves as steady, cooperative, and supportive (S) or as compliant, analytical, and detail-oriented (C). There is a lesser inclination towards dynamic, influential (I), and decisive, result-oriented (D) traits. The preference for S and C characteristics suggests that employees value a collaborative, stable, and systematic work environment.

Recommendations for a Training Program: A training program aimed at aligning with employees' self-identified characteristics should:

- Teamwork and Support: Focus on developing skills that enhance teamwork and supportiveness, reflecting the preferred S characteristics.
- Analytical Training: Include modules that cater to the analytical and systematic nature of the C characteristics.
- Diversity in Traits: Recognize and incorporate training that respects the diversity of traits, including D and I characteristics.
- Leadership Development: Offer leadership training that encourages a supportive and inclusive approach, aligning with the S characteristics.
- Detail-Oriented Tasks: Provide training that enhances attention to detail and systematic thinking, catering to the C characteristic preference.
- Interactive Workshops: Conduct workshops that allow employees to explore different traits and how they can complement each other.
- Feedback Mechanism: Implement a system for employees to provide feedback on their preferred traits and training effectiveness.
- Continuous Learning: Provide resources for ongoing development that allows employees to adapt and integrate various traits into their work.

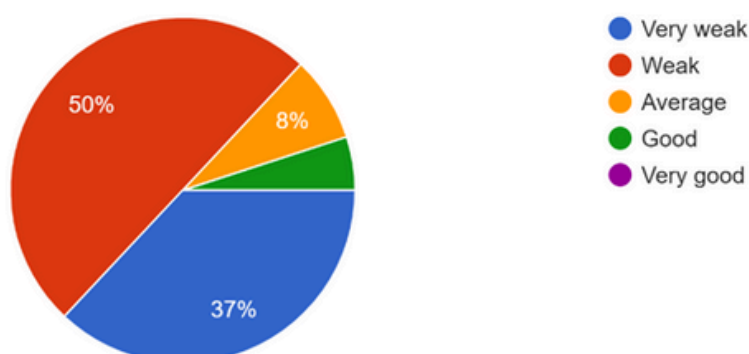
By focusing on these areas, the training program can help employees develop in a way that aligns with their self-identified characteristics, leading to increased job satisfaction and productivity.



Co-funded by
the European Union



32. How would you rate your professional skills in writing your resume?



Very weak - 37

Weak - 50

Average - 8

Good - 5

Very good - 0

Survey Results: The survey among employees regarding their professional skills in writing their resume indicates that a significant majority consider their skills to be very weak (37) or weak (50). A small group rates their skills as average (8), and very few view their skills as good (5). None of the respondents rated their resume writing skills as very good.

Conclusions: The results highlight a perceived deficiency in resume writing skills among the employees, suggesting a need for targeted training to enhance these competencies.

Recommendations for a Training Program: A training program aimed at improving resume writing skills should include:

- **Resume Writing Basics:** Teach the fundamentals of effective resume writing, including structure, content, and formatting.
- **Personal Branding:** Guide employees on how to articulate their skills, experiences, and achievements.
- **Tailoring Resumes:** Focus on customizing resumes for specific job roles and industries.
- **Workshop Sessions:** Offer practical sessions where employees can draft and revise their resumes with expert guidance.
- **Feedback Mechanism:** Implement a system for employees to receive constructive feedback on their resumes.
- **Job Search Strategies:** Include training on job search strategies and how to effectively use resumes in the application process.
- **Interview Preparation:** Provide tips on how to discuss resume content during job interviews.
- **Continuous Learning:** Encourage the use of online resources and templates for ongoing resume improvement.

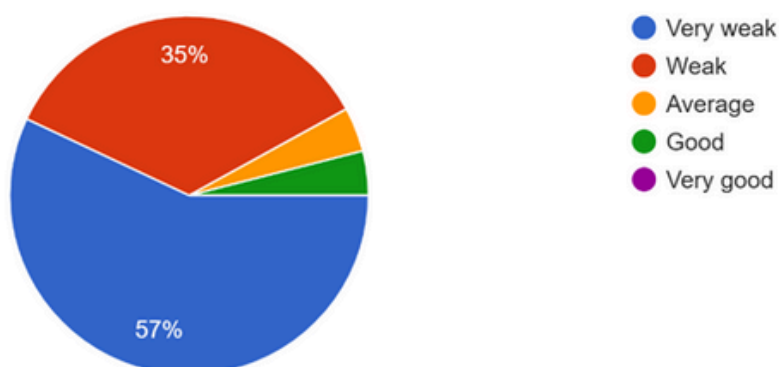
By focusing on these areas, the training program can help employees enhance their resume writing skills, leading to better job search outcomes and career advancement opportunities.



Co-funded by
the European Union



33. How would you rate your competence in terms of job interview?



Very weak - 57

Weak - 35

Average - 4

Good - 4

Very good - 0

Survey Results: The survey among employees regarding their competence in job interviews shows that a significant majority consider their skills to be very weak (57) or weak (35). A small group rates their skills as average (4), and very few view their skills as good (4). None of the respondents rated their job interview skills as very good.

Conclusions: The results indicate a substantial need for development in job interview skills among employees, suggesting that many feel underprepared for this crucial aspect of career advancement.

Recommendations for a Training Program: A training program aimed at improving job interview skills should include:

- **Interview Preparation:** Teach the basics of preparing for an interview, including researching the company and role.
- **Mock Interviews:** Conduct mock interviews to provide practical experience and build confidence.
- **Communication Skills:** Focus on clear and effective communication, including body language and verbal responses.
- **Question Handling:** Guide employees on how to handle common interview questions and how to articulate their experiences and qualifications.
- **Feedback Mechanism:** Implement a system for employees to receive constructive feedback on their interview performance.
- **Stress Management:** Offer techniques to manage interview-related stress and anxiety.
- **Follow-Up Strategies:** Teach the importance of post-interview follow-up, such as thank-you notes and emails.
- **Continuous Learning:** Provide resources for ongoing development in interview skills.

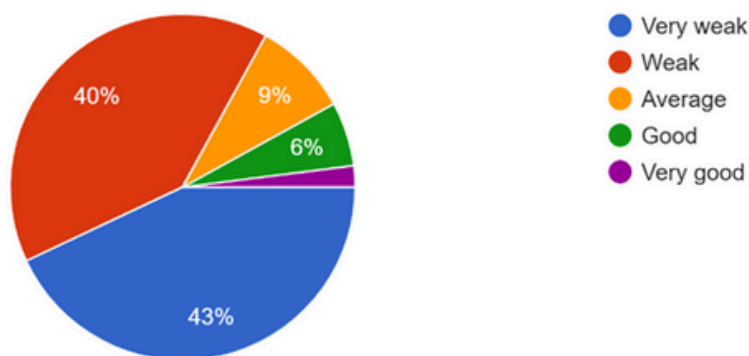
By focusing on these areas, the training program can help employees enhance their job interview skills, leading to better performance in interviews and increased chances of securing desired job positions.



Co-funded by
the European Union



34. How would you rate your professional skills in operating with Microsoft Office?



Very weak - 43

Weak - 40

Average - 9

Good - 6

Very good - 2

Survey Results: The survey among employees regarding their professional skills in operating Microsoft Office indicates that a significant majority consider their skills to be very weak (43) or weak (40). A small group rates their skills as average (9), good (6), and very good (2).

Conclusions: The results highlight a perceived deficiency in Microsoft Office skills among the employees, suggesting a need for targeted training to enhance these competencies.

Recommendations for a Training Program: A training program aimed at improving Microsoft Office skills should include:

- **Basic to Advanced Training:** Cover the fundamentals to advanced features of Microsoft Office applications like Word, Excel, PowerPoint, and Outlook.
- **Practical Exercises:** Include hands-on exercises that allow employees to practice and apply their skills.
- **Customized Learning Paths:** Offer different learning paths for varying skill levels, from beginners to advanced users.
- **Real-World Scenarios:** Use real-life business scenarios to demonstrate the practical use of Office tools.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their progress and areas for improvement.
- **Certification Opportunities:** Provide opportunities for employees to earn certifications that validate their proficiency.
- **Continuous Learning:** Encourage ongoing development through online resources, webinars, and tutorials.
- **Performance Assessments:** Regularly assess the employees' skills to ensure the training is effective and to identify areas needing additional focus.

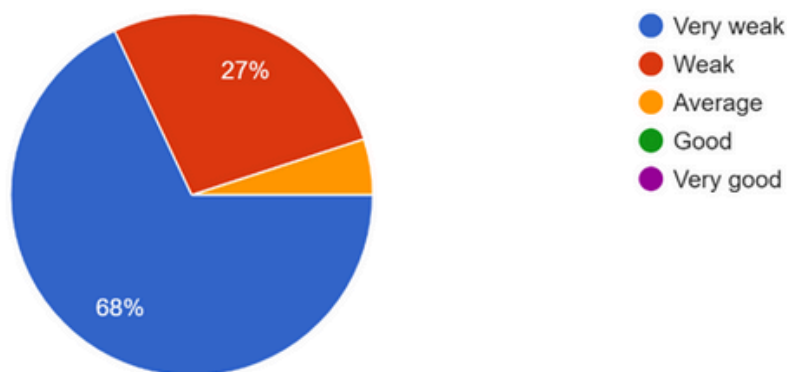
By focusing on these areas, the training program can help employees enhance their Microsoft Office skills, leading to increased efficiency and productivity in their professional roles.



Co-funded by
the European Union



35. How would you rate your practical skills in operating with Canva?



Very weak - 68

Weak - 27

Average - 5

Good - 0

Very good - 0

Survey Results: The survey among employees regarding their practical skills in operating with Canva shows that a significant majority consider their skills to be very weak (68) or weak (27). A small group rates their skills as average (5), and none of the respondents rated their skills as good or very good.

Conclusions: The results indicate a substantial need for development in Canva skills among employees, suggesting that many feel underprepared in using this graphic design tool, which is valuable for creating visual content.

Recommendations for a Training Program: A training program aimed at improving Canva skills should include:

- Canva Basics: Teach the fundamentals of Canva, including interface navigation and basic design principles.
- Hands-On Tutorials: Provide step-by-step tutorials for creating various types of visual content.
- Design Best Practices: Share best practices for design to enhance the visual appeal of creations.
- Template Usage: Guide employees on how to use and customize templates effectively.
- Creative Exercises: Include exercises that encourage creativity and experimentation with design elements.
- Feedback Mechanism: Implement a system for employees to receive feedback on their designs.
- Project-Based Learning: Encourage the application of Canva skills in real workplace projects.
- Continuous Learning: Offer resources for ongoing development, such as access to Canva's learning materials and community forums.

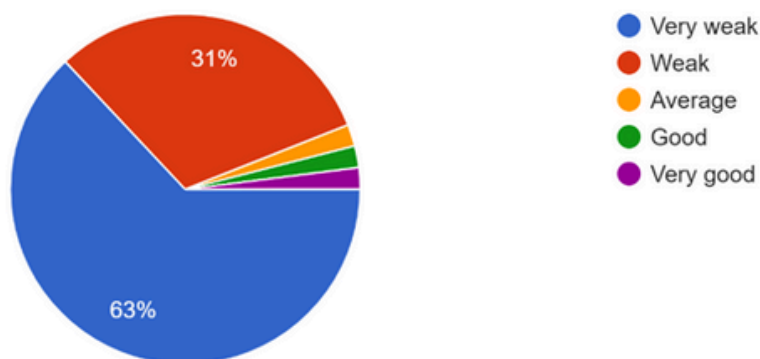
By focusing on these areas, the training program can help employees enhance their Canva skills, leading to the creation of more professional and visually appealing content for their roles.



Co-funded by
the European Union



36. How would you rate your professionals skills in self-presentation and conducting and hosting meeting?



Very weak - 63

Weak - 31

Average - 2

Good - 2

Very good - 2

Survey Results: The survey among employees regarding their professional skills in self-presentation and conducting and hosting meetings shows that a significant majority consider their skills to be very weak (63) or weak (31). A small group rates their skills as average (2), good (2), or very good (2).

Conclusions: The results indicate a substantial need for development in self-presentation and meeting facilitation skills among employees, suggesting that many feel underprepared in these areas, which are important for professional communication and leadership.

Recommendations for a Training Program: A training program aimed at improving self-presentation and meeting facilitation skills should include:

- **Self-Presentation Techniques:** Teach the basics of effective self-presentation, including body language, attire, and verbal communication.
- **Meeting Preparation:** Guide employees on how to prepare for meetings, including setting agendas and objectives.
- **Facilitation Skills:** Focus on skills for leading meetings effectively, such as time management and participant engagement.
- **Public Speaking:** Offer training on public speaking to build confidence in presenting ideas.
- **Role-Playing Exercises:** Use role-playing to simulate meeting scenarios and practice facilitation.
- **Feedback Mechanism:** Implement a system for employees to receive constructive feedback on their presentation and facilitation skills.
- **Digital Tools Proficiency:** Teach the use of digital tools for virtual meetings, such as video conferencing software.
- **Continuous Learning:** Provide resources for ongoing development, such as access to online courses or speaking clubs.

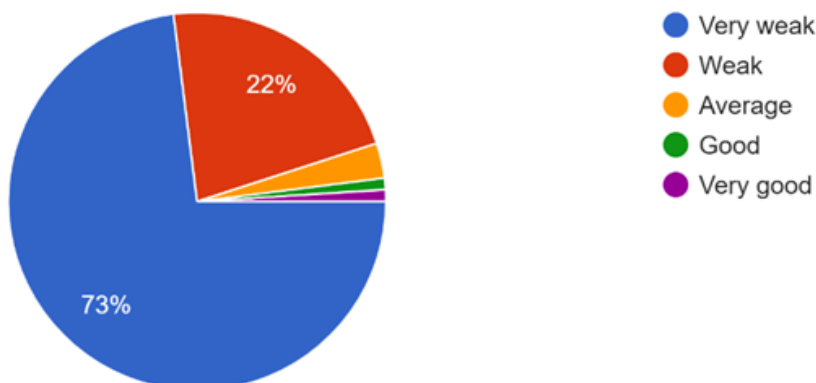
By focusing on these areas, the training program can help employees enhance their skills in self-presentation and conducting meetings, leading to more confident and effective communication in their professional roles.



Co-funded by
the European Union



37. How would you rate your professionals skills in stakeholders management and service?



Very weak - 73
Weak - 22
Average - 3
Good - 1
Very good - 1

Survey Results: The survey among employees regarding their professional skills in stakeholder management and service indicates that a significant majority consider their skills to be very weak (73) or weak (22). A small group rates their skills as average (3), and very few view their skills as good (1) or very good (1).

Conclusions: The results highlight a perceived deficiency in stakeholder management and service skills among the employees, suggesting a need for targeted training to enhance these competencies.

Recommendations for a Training Program: A training program aimed at improving stakeholder management and service skills should include:

- **Stakeholder Management Fundamentals:** Teach the basics of identifying and understanding stakeholder needs and expectations.
- **Communication Skills:** Focus on clear and effective communication strategies for engaging with stakeholders.
- **Service Excellence:** Guide employees on principles of high-quality service and customer satisfaction.
- **Conflict Resolution:** Include strategies for managing and resolving stakeholder conflicts.
- **Relationship Building:** Emphasize the importance of building and maintaining positive relationships with stakeholders.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their stakeholder interactions.
- **Role-Playing Exercises:** Use role-playing to simulate stakeholder scenarios and practice service delivery.
- **Continuous Learning:** Provide resources for ongoing development in stakeholder management and service skills.

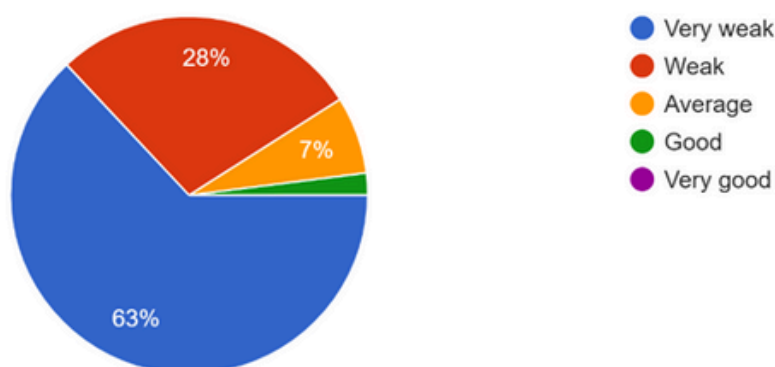
By focusing on these areas, the training program can help employees enhance their skills in stakeholder management and service, leading to improved relationships and better service outcomes.



Co-funded by
the European Union



38. How would you rate your professionals skills in professional social media management?



Very weak - 63

Weak - 28

Average - 7

Good - 2

Very good - 0

Survey Results: The question on social media management shows that a significant majority consider their skills to be very weak (63) or weak (28). A small group rates their skills as average (7), and very few view their skills as good (2). None of the respondents rated their social media management skills as very good.

Conclusions: The results indicate a substantial need for development in social media management skills among employees, suggesting that many feel underprepared in this area, which is increasingly important for business marketing and communication.

Recommendations for a Training Program: A training program aimed at improving social media management skills should include:

- **Social Media Basics:** Teach the fundamentals of various social media platforms and their business applications.
- **Content Creation:** Focus on creating engaging and relevant content for different social media channels.
- **Strategy Development:** Guide employees on developing effective social media strategies aligned with business goals.
- **Analytics and Reporting:** Teach how to use analytics tools to track performance and adjust strategies accordingly.
- **Community Engagement:** Emphasize the importance of interacting with followers and building an online community.
- **Brand Representation:** Cover best practices for representing a brand consistently across platforms.
- **Crisis Management:** Include training on handling negative feedback and social media crises.
- **Continuous Learning:** Provide resources for ongoing development in social media trends and tools.

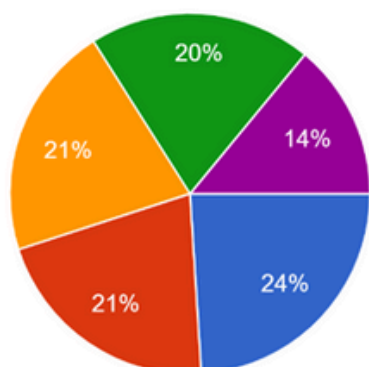
By focusing on these areas, the training program can help employees enhance their social media management skills, leading to better online presence and more effective digital communication for their company.



Co-funded by
the European Union



39. Which advert is the most attractive for you? Choose one.



- 1. D Advertisement of a sports car with an installment system
- 2. I Advertisement of limousine rental for various occasions/celebrations
- 3. S Advertisement of a family car instalment system
- 4. C Advertisement of a city car with a low installment, which you can park in...
- 5. O - I would love to watch any of these commercials

1. D Advertisement of a sports car with an installment system - 24
2. I Advertisement of limousine rental for various occasions/celebrations - 21
3. S Advertisement of a family car instalment system - 21
4. C Advertisement of a city car with allow installment, which you can park in... - 20
5. O - I would love to watch any of these commercials – 14

Survey Results: The survey among employees regarding the most attractive advertisement shows a preference for the D style advertisement of a sports car with an installment system (24), followed closely by the I style advertisement for limousine rental (21), the S style advertisement of a family car installment system (21), and the C style advertisement of a city car with a low installment (20). A smaller group is open to watching any of these commercials (14).

Conclusions: The results indicate a diverse range of preferences among employees, with a slight inclination towards advertisements that offer practical benefits such as installment systems, but also an interest in luxury and special occasion services.

Recommendations for a Training Program: A training program aimed at marketing and advertising skills should include:

- Understanding Customer Preferences: Teach how to analyze and understand diverse customer preferences and interests.
- Creative Advertising: Focus on creating advertisements that appeal to different customer segments.
- Marketing Strategies: Guide employees on developing effective marketing strategies that align with advertisement preferences.
- Practical Application: Include exercises that allow employees to design and critique various types of advertisements.
- Feedback Mechanism: Implement a system for employees to receive feedback on their advertising approaches.
- Analyzing Trends: Teach how to stay updated with current advertising trends and customer behaviors.
- Diversity in Marketing: Emphasize the importance of catering to a diverse audience with varied tastes and preferences.
- Continuous Learning: Provide resources for ongoing development in marketing and advertising techniques.

By focusing on these areas, the training program can help employees enhance their skills in creating attractive advertisements that resonate with a wide range of customers, leading to more effective marketing campaigns.



Co-funded by
the European Union



40. Which advert is the most attractive for you? Choose one.



1. D - Advertisement of a boxing centre offer - 17
2. I - Advertisement of Gala (Ball and networking) - 21
3. S - Advertisement of Children's Day - 19
4. C - Advertisement of Online Video Game Tournament - 19
5. O - I would love to watch any of these commercials - 24

Survey Results: The survey among employees regarding the most attractive advertisement shows a diverse range of preferences. The option O, indicating a willingness to watch any of the commercials, received the highest preference (24). This was followed by the I style advertisement for a Gala (21), and closely matched by the S style Children's Day advertisement (19) and the C style Online Video Game Tournament advertisement (19). The D style advertisement for a boxing center offer received the least preference (17).

Conclusions: The results suggest that employees have varied interests when it comes to advertisements, with a slight inclination towards social and entertainment events, as well as a general openness to different types of commercials.

Recommendations for a Training Program: A training program aimed at marketing and advertising skills should include:

- **Diverse Advertising Strategies:** Teach how to create appealing advertisements for a variety of interests and events.
- **Customer Segmentation:** Focus on understanding different customer segments and tailoring advertisements accordingly.
- **Creative Content Creation:** Encourage the development of engaging content that captures attention across different themes.
- **Analytical Skills:** Teach how to analyze the effectiveness of advertisements and understand audience preferences.
- **Feedback Mechanism:** Implement a system for employees to provide feedback on advertising strategies and their appeal.
- **Marketing Trends:** Stay updated with current trends in advertising and incorporate them into training.
- **Inclusive Marketing:** Emphasize creating advertisements that cater to a wide audience with varied tastes.
- **Continuous Learning:** Provide resources for ongoing development in marketing and advertising techniques.

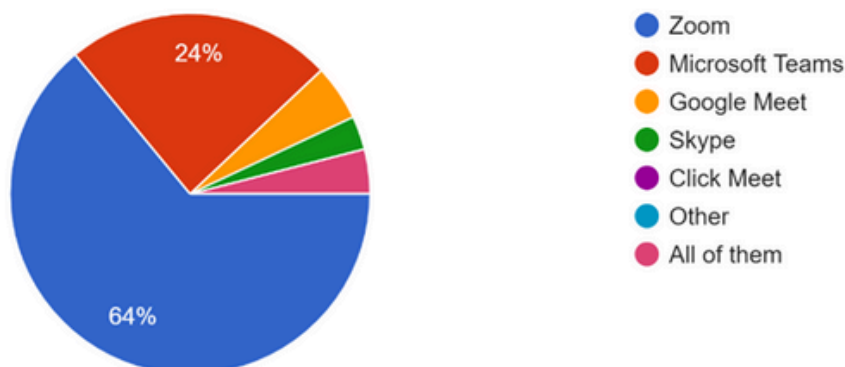
By focusing on these areas, the training program can help employees enhance their skills in creating attractive advertisements that resonate with a wide range of customers, leading to more effective marketing campaigns.



Co-funded by
the European Union



41. Which of virtual meeting platforms you use / used as part of your work / professional development?



Zoom - 64
Microsoft Teams - 24
Google Meet - 5
Skype - 3
Click Meet - 0
Other - 0
All of them - 4

Survey Results: The survey among employees regarding the virtual meeting platforms they use or have used for work or professional development shows a clear preference for Zoom (64), followed by Microsoft Teams (24). Google Meet (5) and Skype (3) are less commonly used, while Click Meet has not been used by any respondents. A small group has experience using all of the mentioned platforms (4).

Conclusions: The results indicate that Zoom is the most widely adopted platform for virtual meetings among the employees, suggesting familiarity and comfort with its features and functionality. Microsoft Teams also has a significant user base, likely due to its integration with other Microsoft Office tools.

Recommendations for a Training Program: A training program aimed at enhancing virtual collaboration skills should include:

- **Platform Proficiency:** Provide comprehensive training on the most popular platforms, especially Zoom and Microsoft Teams, covering all their features and best practices.
- **Cross-Platform Skills:** Teach skills that are transferable across different platforms.
- **Effective Meeting Facilitation:** Focus on conducting and facilitating effective virtual meetings, including agenda setting, time management, and participant engagement.
- **Collaboration Tools:** Introduce collaborative tools within these platforms, such as file sharing, whiteboards, and breakout rooms.
- **Troubleshooting:** Offer guidance on troubleshooting common technical issues that may arise during virtual meetings.
- **Security and Privacy:** Educate on security practices to protect sensitive information during virtual meetings.
- **Feedback Mechanism:** Implement a system for employees to provide feedback on their experience with virtual meeting platforms.
- **Continuous Learning:** Provide resources for ongoing development in virtual meeting technology and etiquette.

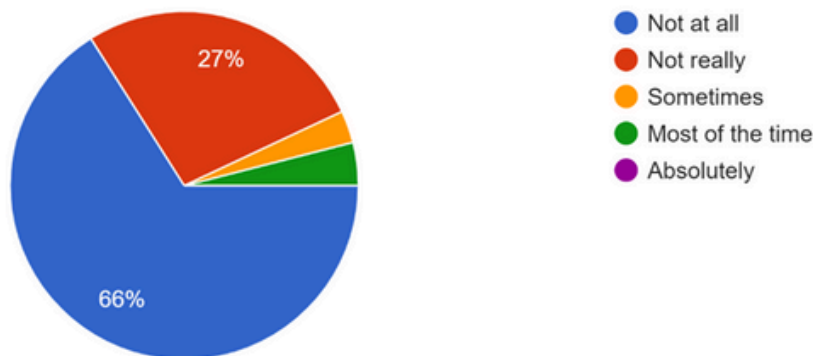
By focusing on these areas, the training program can help employees become more proficient in using virtual meeting platforms, leading to more effective and productive remote collaboration.



Co-funded by
the European Union



42. Can you create reports?



Not at all - 66
Not really - 27
Sometimes - 3
Most of the time - 4
Absolutely - 0

Survey Results: The survey among employees regarding their ability to create reports shows that a significant majority struggle with this task, with 66 respondents indicating "Not at all" and 27 choosing "Not really." A small number feel they can create reports "Sometimes" (3) or "Most of the time" (4), while none feel they can "Absolutely" create reports effectively.

Conclusions: The results suggest a substantial need for development in report creation skills among employees, indicating a gap that could be impacting their ability to effectively communicate information and findings.

Recommendations for a Training Program: A training program aimed at improving report creation skills should:

- **Report Writing Basics:** Teach the fundamentals of report structure, content, and formatting.
- **Data Analysis:** Focus on interpreting data and translating it into meaningful insights for reports.
- **Visual Data Presentation:** Guide employees on how to use charts, graphs, and tables effectively.
- **Writing Clarity:** Emphasize clear and concise writing that conveys information effectively.
- **Software Proficiency:** Teach the use of software tools like Microsoft Word and Excel for report creation.
- **Feedback Mechanism:** Implement a system for employees to receive feedback on their reports.
- **Practical Exercises:** Include hands-on exercises that allow employees to practice report writing.
- **Continuous Learning:** Provide resources for ongoing development in report writing and data presentation.

By focusing on these areas, the training program can help employees enhance their report creation skills, leading to more effective communication of information and better decision-making processes within the company.



Co-funded by
the European Union



SUMMARY

The comprehensive survey conducted among a diverse group of employees aimed to assess their self-perceived professional competencies across various domains. The study encompassed 100 participants, with a gender distribution of 62% female and 38% male, residing primarily in urban (52%) and rural (47%) areas. Educational backgrounds ranged from primary to doctoral levels, with the majority holding secondary education (54%). Professional experience varied from none to three years, indicating a relatively junior workforce.

Key Survey Findings:

- **Technical Skills:** A significant majority reported very weak or weak technical skills, highlighting a critical area for development.
- **Time Management:** Many employees struggle with managing tasks within time limits, suggesting a need for training in time and task management.
- **Communication:** The perceived deficiency in communication skills points to the necessity for enhanced training in this fundamental area.
- **Teamwork:** Difficulty in working effectively in teams was evident, indicating the importance of fostering collaborative skills.
- **Programming:** The lack of confidence in programming skills among employees suggests a gap in essential technical knowledge.
- **Problem-Solving:** Many employees reported challenges in solving problems effectively, underscoring the need for analytical and creative thinking training.
- **Interpersonal Skills:** Weakness in interpersonal skills was noted, necessitating training that focuses on empathy, conflict resolution, and relationship building.
- **Stress Management:** The majority of employees indicated very weak stress management skills, calling for training in resilience and coping strategies.

Directions for the Training Program: Based on the survey results, the following key directions are recommended for the training program:

- **Technical Proficiency:** Develop foundational courses in technical skills relevant to the industry, with a focus on practical application.
- **Time and Task Management:** Offer workshops that teach prioritization, goal setting, and the use of productivity tools.
- **Effective Communication:** Implement communication training that covers verbal, non-verbal, and written skills, tailored to various professional contexts.
- **Collaborative Teamwork:** Facilitate team-building activities and exercises that promote cooperation and understanding among team members.



Co-funded by
the European Union



SUMMARY

- **Programming Knowledge:** Provide beginner to intermediate programming courses that are aligned with job requirements and industry standards.
- **Problem-Solving Techniques:** Introduce problem-solving frameworks and encourage innovative thinking through interactive sessions.
- **Interpersonal Development:** Focus on enhancing empathy, active listening, and positive interaction within the workplace.
- **Stress and Resilience:** Incorporate stress management techniques and resilience-building into the curriculum to support employee well-being.

The training program should be dynamic, allowing for customization based on individual needs and learning paces. Continuous assessment and feedback mechanisms will be integral to ensure the effectiveness of the training and to facilitate ongoing improvement. By addressing the identified skill gaps, the program aims to empower employees with the competencies required for professional growth and adaptability in the evolving job market.



Co-funded by
the European Union



Co-Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

All results developed within the framework of this project are made available under open licenses (CC BY-SA 4.0 DEED). They can be used free of charge and without restrictions. Copying or processing these materials in whole or in part without the author's permission is prohibited. If the results are used, it is necessary to mention the source of funding and its authors.

Project Number:

2023-1-PL01-KA220-VET-000158937

AUTHORS:

dr Saba Moussa

Julia Marcinkowska

Aleksandra Marcinkowska

Adela Kozina



Co-funded by
the European Union



Fundacja Energia dla Europy



Co-funded by
the European Union

