

## Top 10 most demanded skills

### Services & Social sectors

The top 10 employment competences in the services and social sectors were defined during the focus group interviews in the partner countries. The list of competences sorted by importance and their definitions are visible in Table 1: Top 10 Most Demanded Skills.

*Table 1: Top 10 Most Demanded Skills*

Number	Competence	Definition
1	<b>Communication skills</b>	The ability to communicate adequately and effectively whether vocally, written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone of voice).
2	<b>Conflict solving skills</b>	The practice of recognizing and dealing with disputes in a rational, balanced and effective way. Conflict solving implemented within a business environment usually involves effective communication, abilities to identify a problem, good negotiating skills and willingness to restore the interpersonal relations.
3	<b>Motivation</b>	The ability to stay focused and persistently work towards a certain direction, to stay willing to perform at your best at the workplace.
4	<b>Client oriented acting</b>	A group of actions considering client needs and satisfaction as their major priorities. They can include developing a quality product appreciated by the consumers; responding promptly and respectfully to consumer complaints and queries;

*This project has been funded with support from the European Commission. This communication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*

		and dealing sensitively with community issues.
<b>5</b>	<b>Individual performance</b>	The job related activities expected of a worker and how well those activities were executed. Commonly, the individual performance of each staff member is assessed on an annual or quarterly basis in order to help them identify suggested areas for improvement.
<b>6</b>	<b>Specific professional skills</b>	Professional competences and skills necessary for successful implementation of duties. Knowing and implementing the legal framework, with which he/she works correctly. Good understanding of the functions, principles and regulations of the administration activities. Proper implementation of internal procedures.
<b>7</b>	<b>Time management</b>	Systematic, priority-based structuring of time allocation and distribution among competing demands and tasks. Also, the ability to follow deadlines and schedules.
<b>8</b>	<b>Organizational skills</b>	Organizational skills in the workplace can include general organizing, planning, time management, scheduling, coordinating resources and meeting deadlines.
<b>9</b>	<b>Teamwork</b>	Participation in teams, co-operation to achieve a common goal. Execution of individual goals in a manner which supports the fulfillment of the common purposes. Sharing information, knowledge and experience with colleagues, appreciation of other people’s experience and compliance with their opinion.
<b>10</b>	<b>Foreign language skills</b>	The ability to fluently use written and spoken foreign language, intercultural experience and knowledge.