



COMMET - Glossary

Personal, Social and Method Competences

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PERSONAL COMPETENCES

Characteristics of Personal Competences:

VOCATION, COMMITMENT

Is able and willing to adjust his/her behaviour to the requirements and aims of the given profession. Is inspired by his/her work and committed to it.

It may be a key competence in the case of professions where it is especially important to identify with the organisational aims and values and to make efforts in the interest of the organisation; where the representation of the aims and values beyond the organisation is of outstanding importance both during and after working hours.

ABILITY TO IMPROVE, SELF-IMPROVEMENT

Is aware of his/her own strong points and weak points. Consciously improves his/her abilities, skills and knowledge and experience needed for his/her work.

SENSE OF RESPONSIBILITY

Performs the tasks allocated to him/her in a responsible way. Consciously undertakes the consequences of his/her own acts, is aware of that the given work contributes to the final result.

It is mainly needed where professionals are expected to undertake responsibility for people or for highly valuable objects (money, tools, equipment).

STEADINESS

Is able to maintain energy investment required for the task or work activity for a longer term.

Is able to concentrate his/her power on performing the task for a long time.

It may be a key competence where it is inseparable from the given profession that people often experience failures.

RISK TAKING

Is able to act despite uncertainties.

It may be a key competence in the case of professions where courage is needed for work, where situations endangering life are more likely to occur.

RELIABILITY

Consistently performs his/her tasks, is available during work (one can always count on him/her during work). His work and behaviour is in compliance with general norms and with the moral-ethical norms expected in the given job. Observes both explicit written and unwritten rules relating to the work/task (e.g.: secrecy, rejecting corruption, observing rules relating to safety at work, observing the technology prescribed with respect to the given work).

It may have outstanding significance in professions where it is essential to observe rules relating to safety at work and technological instructions, or where secrecy, the rejection of corruption or predictable work is indispensable.

MONOTONY TOLERANCE

Performs even reoccurring and/or identical tasks paying due attention, calmly and consistently, in the required quality, observing the deadline.

It is a key competence in the case of professions where the job is characterised by frequently reoccurring, identical tasks that may take a long time, do not change and are regarded as boring.

INDEPENDENCE

Is able to perform the tasks allocated to him/her without being controlled or inspected. Is able to organise, schedule and perform his/her tasks within his/her own sphere of responsibilities, without direct control. Makes proposals, decisions and takes measures needed for solving the tasks efficiently, within his/her sphere of authority.

It is especially needed in professions where quick and responsible decisions and proposals need to be made and the consequences of one's acts need to be undertaken within one's own sphere of authority, without being controlled.

DECISIVENESS

In possession of the necessary and sufficient information, is able to make decisions that seem the most realistic, in due time and undertaking the consequences.

Where it is especially important to make the optimal choice between the different alternatives quickly, suiting the situation and the possibilities, and then realise the decision. (It depends on the given person's intelligence, independence, self-assessment, firmness, risk taking.)

SELF-DISCIPLINE

Is able to control his/her emotions or negative behaviour when facing other people's dislike or when working under stress.

It appears as a key competence where it is essential to control one's thoughts, emotions and behaviour independently from the situations, persons, tasks.

ACCURACY

Is able to watch the time. Performs his/her tasks by the deadline.

It is important mainly in professions where a failure to observe deadlines has serious consequences (e.g.: financial).

EXACTITUDE

Is able to do work nearly perfectly.

It has outstanding significance in professions where thorough, precise work is essential (because of being responsible for human life or highly valuable things).

RESILIENCE

Is able to work efficiently under different and varying circumstances (e.g.: change in weather, flexible working hours). Is able to adapt to different situations during work, without becoming less efficient.

It may be a key competence in the case of professions where it is often necessary to adapt to changing work circumstances, weather, not ordinary working hours, frequently changing tasks that always require different approach.

STRESS RESISTANCE

Favourably tolerates stress situations occurring during work or related to tasks, persons or circumstances of work.

Is able to perform his/her task in a well-balanced way even in the case of an intense work rate, high expectations and personal tensions. Is able to focus his energies to performing the work even in stressful situations.

It is significant where highly stressful situations can be expected. Such stress may derive from different frequently changing tasks that need to be performed fast, or maybe from risky, dangerous situations, from the circumstances of work (noise, smell, sight, etc.), or from undertaking responsibility for people or highly valuable things.

ORGANISING COMPETENCE

Is able to organise his/her own and other people's work activity.

It can be regarded as a key competence where it is necessary to organise and manage one's own and/or other people's tasks, the times and deadlines determined for the tasks.

DILIGENCE, ENDEAVOUR

Uses all his/her time at work completely. Looks for new tasks. Undertakes even tasks involving extra work.

It may be a key competence in professions where professionals are expected to find and perform new tasks following their inner urge in order to do their work efficiently.

LOADABILITY

Is able to make and maintain efforts required for the work activity or task.

It is important especially where additional tasks to be performed frequently occur during work.

TOLERATION

Is capable of calmly handling the situations deriving from the tasks during work.

It is especially important in professions where the calm handling of longer waiting periods is necessary because of the work processes.

SOCIAL COMPETENCES

All professionals work in a smaller or larger social environment. Therefore in the three competence groups below first of all we do *not* list the key competences of the professions in which professionals work together and typically communicate with their ordinary colleagues, or in which they handle conflicts occurring during work typically within the same group. For this they need “average” social competencies, which cannot be regarded professional key competencies.

Collaboration competence

The group of collaboration competences include skills, abilities and characteristic features, which are needed for handling temporary or long-term collaboration situations related to work.

First of all the key competences of professions are included in this group where the “subject” of work is often represented by new persons (clients, partners, customers, etc.), with whom good collaboration needs to be established within a short period of time, having the capacity of self-adaptation. Further key competences included are the ones belonging to professions where professionals handle “subtle” relationships or are “on display”, because they are the ones who meet the company’s clients or partners directly.

COMMUNICATIVE COMPETENCE

Finds it easy to establish new relationships.

It is needed especially in the case of professions where the success of work depends a lot on the quality of the quickly established relationship.

MAINTAINING RELATIONSHIPS

Cultivates relationships in a style and way suiting the other party and the nature of the relationship, to an extent needed for his/her work.

It may be a key competence of professions where the professional communicates with especially important persons, partners.

INTERPERSONAL FLEXIBILITY

Accepts and adapts to other people's style, way of thinking or rate of work.

It is necessary where there are frequent changes in respect of the people with whom the professional needs to collaborate, and the success of work depends a lot on the efficiency of collaboration.

COURTESY

His/her behaviour with others suits the norms of courtesy acceptable in the given situation.

It may be a key competence in professions where professionals get in contact with a lot of partners or clients, who create a picture of the company that he/she represents on the basis of his/her behaviour.

SENSE OF INITIATIVE

Comes up with ideas, thoughts without being asked or encouraged especially.

It may be especially important in professions where the problem and its solution requiring collaboration between several people changes frequently.

FIRMNESS

His behaviour and acts reflect confidence.

It is the key competence of professions where collaboration needs to be achieved with other persons, suiting certain rules or expectations.

CONVINCING COMPETENCE

Announces his/her thoughts, opinions in a convincing way, using efficient arguments.

It may be a key competence where the success of the professional's work depends on how much he/she is able to make others accept the standpoint that he/she represents.

COMPROMISE COMPETENCE

Endeavours to find or create working methods and solutions based on agreement, acceptable by all concerned parties.

It is important where in the course of collaboration professionals must try to harmonise ideal and possible ideas and opinions, to find the professional solution closest to the client's ideal plans and have it accepted.

EMPATHY

Is able to recognise and sympathise with other persons' current feelings.

It is a key competence in professions where – directly or indirectly – the “subject” of work is represented by the partner's / client's / customer's feelings, therefore understanding and accepting these feelings has a great influence on the efficiency of work.

HELPFULNESS

Provides support for the other person in the appropriate way and with the appropriate content during the performance of tasks.

It may be important where providing help itself is the profession (helping professions), or where other people's health may depend on whether the professional is able to recognise and handle appropriately situations when he/she must help others.

DISPOSITION FOR BEING MOTIVATED

Is able to take over the enthusiasm of persons working with him/her, and utilise it while performing the task.

It is significant mainly when the professional's motivation and enthusiasm can be seen by “external” people, and it influences the success of collaboration with clients and partners.

MOTIVATION COMPETENCE

Encourages, inspires, incites, urges people in his/her environment to perform tasks.

It may be important in professions where the success of work depends a lot on the professional's ability to arouse other people's interest in performing a task for which collaboration is required.

COMPETENCE FOR GIVING FEEDBACK

Provides feedback to another person on his/her behaviour, thoughts and/or work in a helping and encouraging way.

It may be a key competence in professions where for the result of jointly performed work the professional needs to be able to address confirmation or constructive criticism to other people.

MANOEUVRABILITY

Accepts and follows in a disciplined way the instructions of the person controlling the work.

It is especially important in professions where the handling, solution or avoiding of certain situations depends on the professional's ability to accept and follow instructions, even putting aside his/her own ideas.

MANAGEMENT COMPETENCES

Controls the performance of tasks by giving clear instructions, in a way acceptable by others.

It is a key competence in all professions where the work involves instructing the same or varying people.

TOLERANCE

Is free from prejudices, respects and accepts other people's way of thinking, behaviour, individual, personality, abilities.

It is especially significant in professions where the professional's work may be influenced by his/her (negative) opinion on certain groups or on human characteristics in general.

Communication competence

The group of communication competences includes skills that are independent from the content of communication and from the concrete communication channel. Consequently this competence group does not include the use of technical language, written communication, or the special features of using different communication devices (e.g.: mobile telephone, fax). Similarly this group of competence does not include skills needed for selecting and systemising information forming the content of communication. All these are professional skills or method competences.

The key competences included in this group are mainly the ones of professions where a dominant part of the professional's work is represented by communication, typically with varying and often with new partners. This group may also include the key competences of professions where communication (especially asking efficient questions and listening) is essential for the accurate determination of frequently changing professional work.

SUMMARISING SKILLS

Is able to summarise his/her thoughts using grammatically correct and coherent sentences.

It is a key competence in professions where the content of communication and/or the communication partner often changes, at the same time the success of the professional's work depends on his/her ability to convey information to others in a comprehensible way.

PROFICIENCY

Uses the right expressions in the course of conveying his/her thoughts, and uses the rules of grammar and syntax correctly.

Similarly to courtesy, it may be important in professions where clients and partners create a picture of the company on the basis of the professional's verbal and/or written manifestations, and where the professional's communication may be regarded as an "example" by others.

COMPETENCE OF BEING SUCCINCT

Is able to speak briefly and to the point, and intelligibly at the same time.

It may be a key competence where the professional needs to convey information to others with varying content, within a narrow time frame.

COMMUNICATION FLEXIBILITY

Is able to convey his/her thoughts to the recipient in an intelligible way, suiting the recipient.

It is significant in professions where the people to whom the professional needs to pass on intelligible information frequently vary.

SPEAKING INTELLIGIBLY

Is able to put his/her thoughts in words to make them understandable for wider audiences, or for people who are not professionals.

It is a key competence in professions where professionals need to convey information to people with varying and/or many different skills, while no feedback is received from such people relating to whether they have understood the information.

PRESENTATION SKILLS

Is able to present a topic or chain of thoughts in a coherent and structured form.

It is important in professions where during work professionals are required to convey frequently changing extensive topics and masses of information to other people.

ASKING QUESTIONS EFFICIENTLY

Is able to word questions to enable him/her to obtain the necessary information from the answers given.

It may be a key competence in professions where the success and/or assessment of the professional's work depends on the ideas of frequently varying people, therefore it is important for the professional to know these ideas exactly to be able to achieve the professional solution.

LISTENING EFFICIENTLY

Is able to direct his/her attention to what other people have to say for a sufficient time and with sufficient intensity.

It is important where information – perhaps not so well structured information – coming from other people is needed for the professional's work, or where “listening” is part of the work.

ADEQUATE NON-VERBAL COMMUNICATION COMPETENCE

His/her non-verbal communication is in harmony with his/her verbal communication, and/or it suits what he/she has to say.

It is important where the professional often handles “subtle” or “tense” situations in which non-verbal communication may also have a significant influence on the efficiency of work.

Conflict handling competence

The group of conflict handling competences includes skills with the help of which conflicts occurring between persons or groups can be avoided or solved with different results. A conflict situation occurs when the different or opposing interests of at least two persons collide. Such interests may be personal, or they may derive from the work role. Only situations when there are different interests can be regarded as conflicts, therefore it is not regarded as a conflict when, for example, two professionals have different ideas about how to solve a problem and they argue about it. In this case the interests are the same (to solve the problem), only the ideas are different.

This group includes the key competences of professions in the case of which the work typically involves the possibility of facing and running counter to different interests.

COMPETENCE FOR MAKING A COMPROMISE

Tries to find a compromise solution based on mutual concessions.

It may be important in professions where incompatible interests can be expected to collide, and where professionals need to find the solution involving the “least loss” mutually.

COMPETENCE FOR AVOIDING CONFLICTS

Tries to prevent conflicts, avoids conflicts generated by others.

It is a key competence in professions where professionals may not enter certain conflict situations either because the handling of such conflicts is within the competence of other people, or because it would result in debate that cannot be settled or a dangerous situation.

COMPETENCE FOR RIVALLING

In a conflict situation stands up for asserting the interests that he/she represents completely and strongly.

It may be important in professions where incompatible interests may be expected to collide, and where the professional – even by disregarding the interests of the other party – needs to consistently represent and assert the interests deriving from his/her professional role.

CONFLICT SOLVING COMPETENCE

In a conflict situation, endeavours to find or create a solution realising the participants' interests completely.

It may be important in professions where in a conflict situation the professional's task is to encourage the other party to collaborate in order to find the best solution.

INDULGENCE

In a conflict situation, acts suiting the other party's interests, even by pushing his/her own interests into the background.

It may be a key competence where the professional's work involves "serving" other people's interests and/or where the success of the work is facilitated by "admitting" that the other party is right.

METHOD COMPETENCES

Thinking and Problem Solving competence

First of all this group includes the key competences of professions where the task to be performed often changes. Typically novel problems or problems requiring individual solutions occur and/or tasks that call for the acquisition and use of new knowledge.

Thinking competence

ABSTRACT (THEORETICAL) THINKING

Is capable of abstract thinking based on words and the notions related to them, of abstraction from concrete phenomena, of generalisation.

First of all it may be important in the case of professions where from individual cases and phenomena professionals need to draw general solutions and "lessons" that can be applied to cases occurring later.

COMPETENCE FOR OBTAINING A COMPREHENSIVE VIEW

Is able to have a comprehensive view of systems, the work, technological processes and connections.

It is significant in the case of professions where not only certain tasks and activities need to be seen clearly but the entire system and process in order to perform the work efficiently.

LOGICAL THINKING

Recognises logical relations, and plans and/or performs work operations or even draws conclusions in accordance with these logical relations.

It may be a key competence in the case of professions where the realisation of connections between data and facts precisely, quickly and suiting the situation is essential for planning the work process, perform the task, prevent faults and problems, set up a system of arguments, develop new methods, etc.

CRITICAL THINKING

Reveals internal contradictions and logic errors.

It may be significant in the case of professions where in order to achieve the aim or realise good quality work, it is necessary to assess and review faults (inaccuracies, mistakes) objectively and prepare proposal for making changes.

SYSTEMISING COMPETENCE

Is able to group unrelated elements.

It is a key competence in professions where in the course of work information, tasks, tools, etc. need to be sorted, their priorities need to be determined and they need to be arranged in a set system.

CREATIVITY, BEING RICH IN IDEAS

Is able to come up with novel ideas relating to the performance / solution of the task.

It has outstanding significance in professions where the success of work depends on coming up with unique ideas and on flexible change of concept.

APPROPRIATE USE OF KNOWLEDGE

Is able to use information and knowledge in the right situation and right work environment.

It is especially significant in professions where there are no general “recipes” for solving tasks, and professionals need to choose between many different types of solution and working methods to find the one that is the most efficient in the given situation.

TRYING NEW IDEAS, SOLUTIONS

Is able to try possibilities and solutions other than usual and use them in practice.

It is of key importance in professions – artistic, technical technological areas, etc. – where it is necessary to try and realise new solutions too.

GENERAL ABILITY TO LEARN

Is able to take in and use new information and knowledge.

It may be a key competence where professionals often need to acquire new information, knowledge, methods, procedures quickly.

MEMORY (RETAINING KNOWLEDGE)

Finds it easy to remember information and recall information precisely (even a large amount of information or complex information).

It has outstanding significance in professions where it is especially important to remember information (data, facts, pictures, drawings, etc.) precisely and to recall such information, observed or experienced events objectively at a later point in time, without any distortion.

POWER OF CONCEPTION

Understands instructions, descriptions, directives needed for performing the work.

It is regarded as a key competence where the information regulating or determining work often changes, or where the inaccurate interpretation or misunderstanding of the instructions may result in serious financial or life endangering consequences.

NUMERACY / MATHEMATICAL COMPETENCE

Is capable of thinking and drawing conclusions based on numerical values, signs and symbols. Understands and is able to use basic principles, methods generally used in mathematics.

It is significant in professions where performing mathematical operations precisely and drawing conclusions forms an important part of the professional's work. Making mistakes may result in serious financial, human consequences.

ABILITY TO COLLECT INFORMATION

Searches for, obtains, selects, information needed for performing the task. Consciously interprets the information content of effects coming from the environment and experienced phenomena.

It may be a key competence in professions where typically no (comprehensive) information is available needed for performing the task, therefore it is the professional's task to obtain and collect such information appropriately.

ABILITY TO DRAW CONCLUSIONS

Is able to find or conclude missing information on the basis of information heard, seen or experienced.

It has outstanding significance in professions where not all of the information needed for performing the work is available, therefore professionals need to draw the right conclusions from the information perceived.

Problem solving competence

IDENTIFICATION OF FAULTS (DIAGNOSING)

Is able to select data based on the algorithmic analysis of a complex mass of information, to find the data or information that can be classified as the most important from the aspect of the examined issue.

It is especially significant where the professional needs to detect the possible causes of faults occurring during work – using the known fault detecting algorithms – or where the subject of work is fault detection itself.

PROBLEM ANALYSIS

Is able to reduce the problem to its components and to determine and analyse the connections, chains of causation between the components.

It may be a key competence in professions where professionals encounter problems not experienced before, therefore they need to reveal the real cause of problems by taking into consideration the factors determining the problem situation, comparing presumptions and facts, making a distinction between cause and effect.

PROBLEM SOLVING, FAULT ELIMINATION

Is able to think through the available solution / action possibilities, take them into consideration, and select from among them the version that makes it possible to achieve the goal in the best way – in other words the real, practical or theoretical solution to the problem.

It is especially important in the case of those professions where it is necessary to find the optimal solution to a problem quickly and in a cost-effective way, to determine the conditions, to set up the order of importance and urgency of the task and to realise the plan.

PLANNING SKILLS

Is able to plan the sequence and schedule of the activities, conditions and activities required for the performance of the task and the solving of the problem.

It is of outstanding necessity in the case of those professions where the professional needs to think through and plan the work process taking into consideration cost-efficiency, the optimum final result, the human, time and material factors even before the work is started.

EVALUATING SKILLS

Is able to objectively evaluate the measured or experienced data and phenomena.

It is primarily necessary where the professional must make decisions regarding the taking of further steps and the necessity of intervention in the light of the data and phenomena.

CONTROL

Checks the parameters required for solving the task, and/or the realisation of the rules that ensure the successful performance of the work.

It may be more necessary in the case of those professions where as a result of the possible consequences it is very important to control the observance of the rules and instructions, and where it is important to supervise the work performed by people, monitor the measurement

points and part-performance designated in advance. For this the professional must know who and what needs to be checked and measured in what way and how frequently.

RECOGNISING THE ESSENCE

Is able to differentiate between the information, phenomena, experiences that are important and insignificant from the point of view of the solution of the task / problem.

It may be necessary in professions where the success of the work of the professional depends to a great extent on whether he/she is able to separate the important from the unimportant in the multitude of information, phenomena and experiences.

CAUSE IDENTIFICATION

Following the identification of the problems and phenomena he/she is able to clarify the cause and effect relationships and identify the causes (origins).

It may be a key competence where having a good view of the relationships through logical thinking and, possibly, information collection, and the precise recognition and isolation of the causes and effects is essential.

SITUATION RECOGNITION

Is able to objectively see and correctly interpret work situations that occur unexpectedly and/or that have not been experienced before.

It is especially important in those professions where fast and precise situation recognition is required, as misunderstanding of the situation may have life-threatening or financially serious consequences.

Method and style of working competence

All key competences of professions appear in this group where it is especially stressed that the professional perform the tasks according to a specified method and/or in continuous observance of specified principles. This could be said of almost all professions, however, what does change is what element is the most characteristic of a particular profession in the competence group.

THINKING IN SYSTEMS

Has a clear view of and is able to place his/her own activity within the combined, complete work process, he/she is aware of the interactions of his/her activity with external elements, and so he/she is able to perform his/her tasks accordingly.

It is significant in the case of those professions where it is not only necessary to see the individual tasks and activities, but the entire system and process, as knowledge of the cause and effect relationships and consequences outside of his/her tasks is essential in order for the professional to be able to perform his/her own task appropriately.

METHODICAL WORKING

Performs the activities on the basis of a predetermined order of steps.

It is a key competence in the case of those professions where the process consists of activities and tasks that are built upon one another. By leaving out steps from the predetermined series of tasks the final result changes or is not fulfilled and this has serious human, material consequences.

Transforms goals, expectations and instructions into work processes and carries them out in practice.

It is a key competence in professions where the goal is known but the method of reaching the goal, the identification and realisation of the conditions is the task of the professional.

INTENSIVE WORKING

Establishes and maintains the effort required by the work activity or task.

It may be significant in professions where it is necessary while performing the task to exert great effort quickly and/or with the same intensity and/or for extended periods.

CAREFULNESS

Performs his/her work almost perfectly, carefully, with consideration to the circumstances. Surveys and recognises the restrictions required by the task and correctly judges the actual consequences deriving from the performance of the task.

It is especially important where danger to life or great danger to property or the environment exists during the performance of the task.

ATTENTION CONCENTRATION

Is able to maintain long-term attention. Concentrating on the performance of the task, he/she is able to overcome the effects of the surrounding environment.

It is significant in the case of those professions where there are many distracting factors occurring during work, or where in the interest of avoiding life-threatening situations or material damage attention must be paid on concentrating on the precise performance of the task, with the exclusion of any disturbing factors.

ATTENTION SHARING

Is able to follow two or more events at the same time.

It is a key competence in professions where the professional must maintain concentrated attention in characteristically two or more directions, while filtering out factors that are not involved with the monitored events.

OPEN APPROACH

Is able to perform new or accustomed tasks using new methods that are different to those used up till now.

This may be important in the case of professions where the professional must frequently use new approaches, solutions, equipment or methods due to the frequent changing of the technology, the degree of diversity of the tasks or solution possibilities.

RESULT ORIENTATION

Even in the case of complex, diverse tasks or those involving many deviation possibilities he/she is able to keep the desired result in sight and perform work according to this.

It may be important primarily in those professions where the professional must perform complex work processes that take a long time, and in which he/she must determine the individual sub-tasks.

ENVIRONMENT GROOMING

Keeps the working environment according to expectations, hygienic, clear and tidy. Uses, handles, cares for and stores the work tools properly.

It is a key competence in professions where health problems, accidents or material damage may occur if the work tools and environments are not handled, cleaned, cared for and stored in accordance with the prescriptions and expectations.