

SKILLS MISMATCHES

Ensuring a better match between the supply of skills and labour market demand is just as necessary. Skills mismatches in the labour market have been a growing concern in most Member States. Workers and businesses are not provided with the right level of skills in the right areas, which damages competitiveness in particular of smaller enterprises.

A NEW GENERATION OF ADULT LEARNERS

Adults seeking further education face many logistical challenges. Compared to traditional students, they are mostly place-bound and busy people. The training offer must consider these new exigencies. INTOUCH provides the new generation of working adults with flexible and modular pathways, enabling an easy update by using the most diffused technology of smart-phones.



this newsletter

INTOUCH project **P.1**

Top 10 non-routine skills **P.2**

Partners **P.4**

“non routine skills” via interactive games for mobile phones

In November 2010, a consortium of European partners started working on “Labour Market in Touch: new non-routine skills via mobile game-based learning” Project, funded by Leonardo da Vinci Multilateral projects for Development of Innovation Program.

In 2020, almost three quarters of jobs will be in services, especially in business services (such as IT, insurance or consultancy). In the service sector, there is a clear tendency towards the broadening of the required skills portfolio linked to “non-routine” tasks. This reflects the growing demand from employers for transversal key competencies, such as problem solving, self-management and communication, more generally “non-routine skills”. To meet the current and future market changes, the enterprises and their staff have to cope with them.

That is why our main goal is to provide place-bound and busy employees with more flexible pathways and an easier access to training offer. We will spread an innovative approach enabling new generations of workers from business services SMEs to develop their crucial non-routine skills via mobile Learning.

INTOUCH aims to calibrate an innovative approach enabling new generations of workers to develop their crucial non routine skills – in a labour market oriented way, in a flexible way, and in a technological innovative way – according to the new exigencies of the labour market. Following the “New Skills for New Jobs” strategy, the partners will design an ad hoc innovative m-learning kit for working adults about crucial “non-routine” skills, exploiting the new technologies of smart-phones for creating open and mobile didactical environments. INTOUCH will bring mobile learning into SMEs everyday learning settings and improve interaction and collaboration, providing SMEs employees with key skills they need to answer to labour market requests and to deal with the transformations taking place in the economy.

INTOUCH



Lifelong Learning Programme





Top 10 non-routine skills needed in Europe

Field research has been conducted seeking to define the top 10 crucial transversal competences for non-routine tasks.

62 employers and managers of European business service SMEs were interviewed in 7 project partner countries: Austria, Bulgaria, France, Great Britain, Italy, Lithuania, Sweden.

Research results on non routine tasks skills have discovered the 10 most important skills.

In the service sector, there is a clear tendency towards the broadening of the required skills portfolio linked to "non-routine" tasks. This reflects the growing demand from employers for transversal key competencies, such as problem-solving and analytical skills, self-management and communication skills, linguistic skills, more generally "non-routine skills".

Skill 1: Communication

Ability to express ideas and reflections clearly, make contact easily and quickly with others and maintain relationships, to provide feedback, be tolerant to different customs and cultures.

- Is open to feedback from others without prejudice
- Respects the attitudes and opinion of others
- Provides feedback to others

Skill 2: Planning

Ability to define priorities, anticipate trends, and recognize key stages that one should pass and methods that should be applied.

- Anticipates progress of actions and resources required
- Defines priorities
- Distributes and redistributes tasks and resources

Skill 3: Conflict Management

Fairness and objectiveness in conflict

EYE ON IT INTOUCH next available services

BECOME COMPETITIVE. THE M-LEARNING KIT

An Open learning environment with much greater interest for adults - because of the extensive use of working scenarios and of dynamic interactive games for mobile phones. 30 games for mobile phones will teach to adult workers how to promptly answer to non routine situations at work.

E-HOW FOR COOPERATIVE LEARNING

An online community and a wiki for sharing ideas on how to use skills for personal and organisational benefits among SMEs employees.

SCENARIOS AND GUIDELINES

Scenarios and guidelines on how mobile technologies can be used for teaching, learning and empowering within SMEs, making VET professionals and SMEs consultants able to effectively empower transversal key competencies via the intensive use of m-Learning, to create open mobile didactical environments,

Some basic definitions

Non routine skills

Non routine skills primarily involve the ability to manage semi-structured or unstructured problems, based on plausible but general information inputs, variable detail, extended and unfixed time horizons, internal and external data and diffuse or general scope. These skills include problem solving and emergency response.

m-Learning

Mobile learning decreases limitation of learning location with the mobility of general portable devices. Learning with portable technologies including but not limited to handheld computers, MP3 players, notebooks and mobile phones. M-learning focuses on the mobility of the learner, interacting with portable technologies, and learning that reflects a focus on how society and its institutions can accommodate and support an increasingly mobile population.

A situational case of non-routine skills need

A client from England asks for an intervention. He says that it's an emergency and that he wants the technicians start working as soon as possible, in a site situated in France.

In front of that emergency, the manager gives a phone call to the person in charge of validating the estimate and price for their intervention. This person was English, and couldn't speak French. The manager, who speaks a poor English, decided to give her a phone call to find an agreement on the price of that intervention, by phone, to avoid to have to wait for the post mail delivery, if did on a paper. He thought that the person agreed and started the work on that site. Unfortunately, the manager and the person he had on phone didn't understand the same price and the client didn't want to pay. Problem: the work was always started.

Because of that problem of communication, the manager lost this client, and he had to stop his intervention without being paid for it.

Since this incident, he often focuses on the importance of communication and never accepts to start working without a written order, even in case of emergency.



What business service SMEs consultants really need to know.

We asked 62 managers the things they would do in non-routine situations at work

situations, ability to act as a mediator in conflict situations and resolve conflict.

- Acts as a mediator in conflict situation
- Resolves conflicts between people
- Is fair and objective in conflict situations

Skill 4: Openness to change

Ability to take challenges, initiate and implement changes, be able to adapt your behaviour to the changing environment by, and take responsibility for change.

- Realizes the need for change, and the possibility of implementing the change
- Initiates and implements change
- Adapts to the changing environment both by behaviour and thinking

Skill 5: Decision Making

Ability to take responsibility for decisions taken, their timeframe, consequences and risks, also to take and defend complex decisions and gather and assess relevant data.

- Evaluates the consequences and risks, expected benefit

and cost of decisions taken

- Evaluates strategic impact of decisions taken
- Makes good decisions in complex situations

Skill 6: Team work

Readiness to assist team members and nurture team spirit; ability to manage processes and people in teams, to coordinate general and individual goals and integrate differing opinions.

- Fosters commitment and team spirit
- Encourages and facilitates cooperation in team working
- Works with others to achieve goals

Skill 7: Flexibility

Using a flexible (but not conformist) style when interacting with other people.

- Takes into account the attitudes and views of others
- Can understand and adopt the position of others
- Adapts to changing demands and conditions

Skill 8: Strategic thinking

Ability to produce a clear and consistent picture of the long-term future.

- Possesses a clear vision for the future

- Clearly defines key objectives
- Considers the company in relation to its external environment

Skill 9: Initiative

Self-confidence in identifying new opportunities, seeking out and implementing new activities.

- Actively seeks new activities and work challenges
- Actively seeks and identifies opportunities to achieve goals
- Actively seeks out new information/ precedents

Skill 10: Learning, improvement.

Ability to apply knowledge in practice, improve professional knowledge and personal behaviours, to strive to learn more and to learn from own experience.

- Continually improves personal behaviours
- Continually improves professional knowledge and skills
- Strives to learn more than required by each situation .



Upcoming Events

Next INTOUCH
Partnership Meeting

16-17 June 2011,
Soderham - Sweden,

Partners

Centre for Flexible Learning, municipality of Soderhamn
Soderhamn, Sweden
www.cfl.soderhamn.se

Faculty of Economics and Management, Kaunas University of Technology
Kaunas, Lithuania
www.ktu.lt

Exemplas Holdings Limited
Hatfield, United Kingdom
www.exemplas.com

Centro per le Applicazioni della Televisione e delle Tecniche
Rome, Italy www.cattid.uniroma1.it

CIBC Artois Ternois
Arras, France
www.cibcarras.org

Evolaris next level GmbH
Graz, Austria
www.evolaris.net

Centro Italiano per l'Apprendimento Permanente
Rome, Italy
www.ciape.it

Bulgarian Development Agency
Sofia, Bulgaria
www.bg-da.eu

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WWW.INTOUCH-PROJECT.EU



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