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21st century skills : competence web

Name	
Organization	

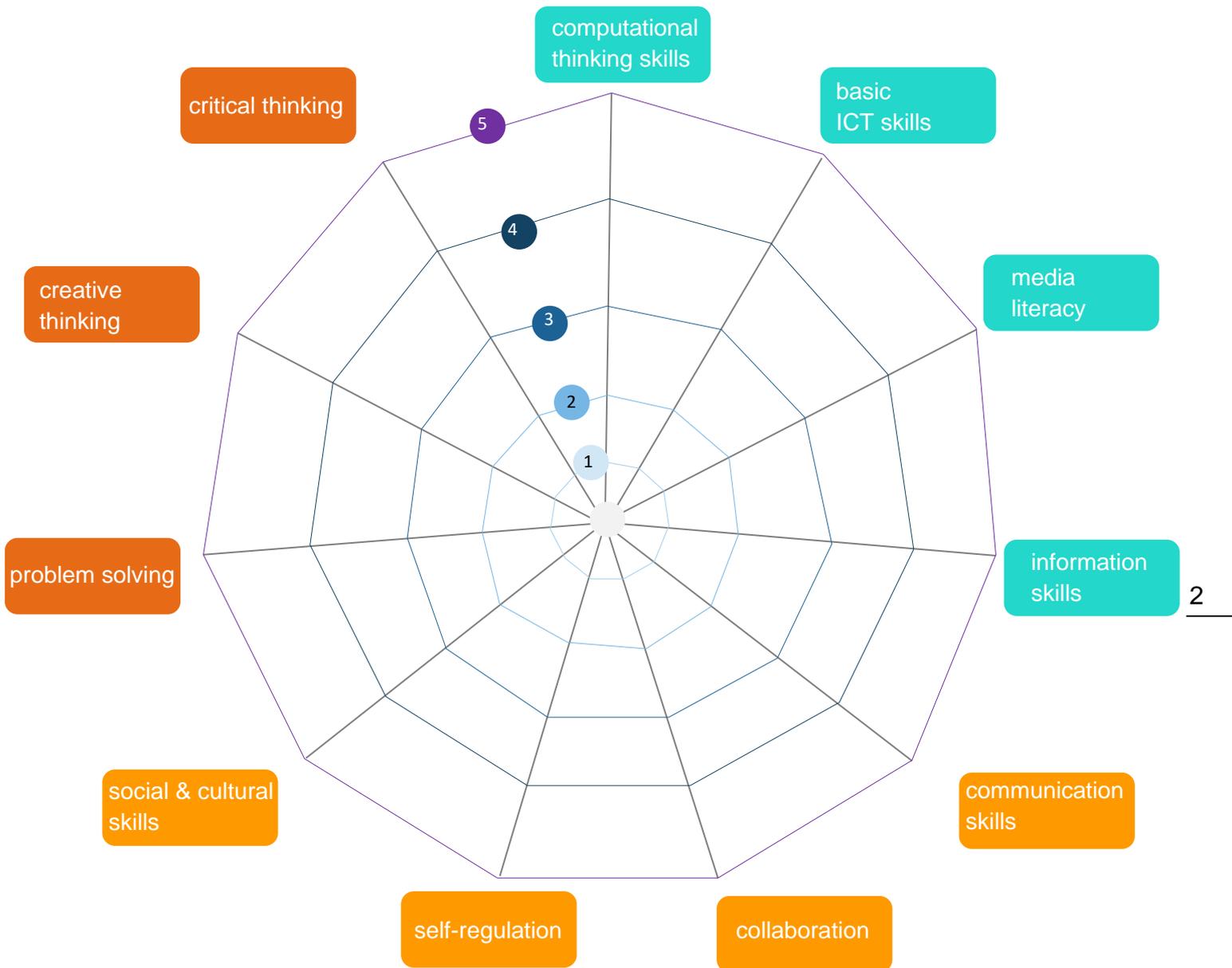
I will learn about this skill	
I will train someone in this skill	

Remarks





COMPETENCE WEB 1 (before embarking on training trajectory)

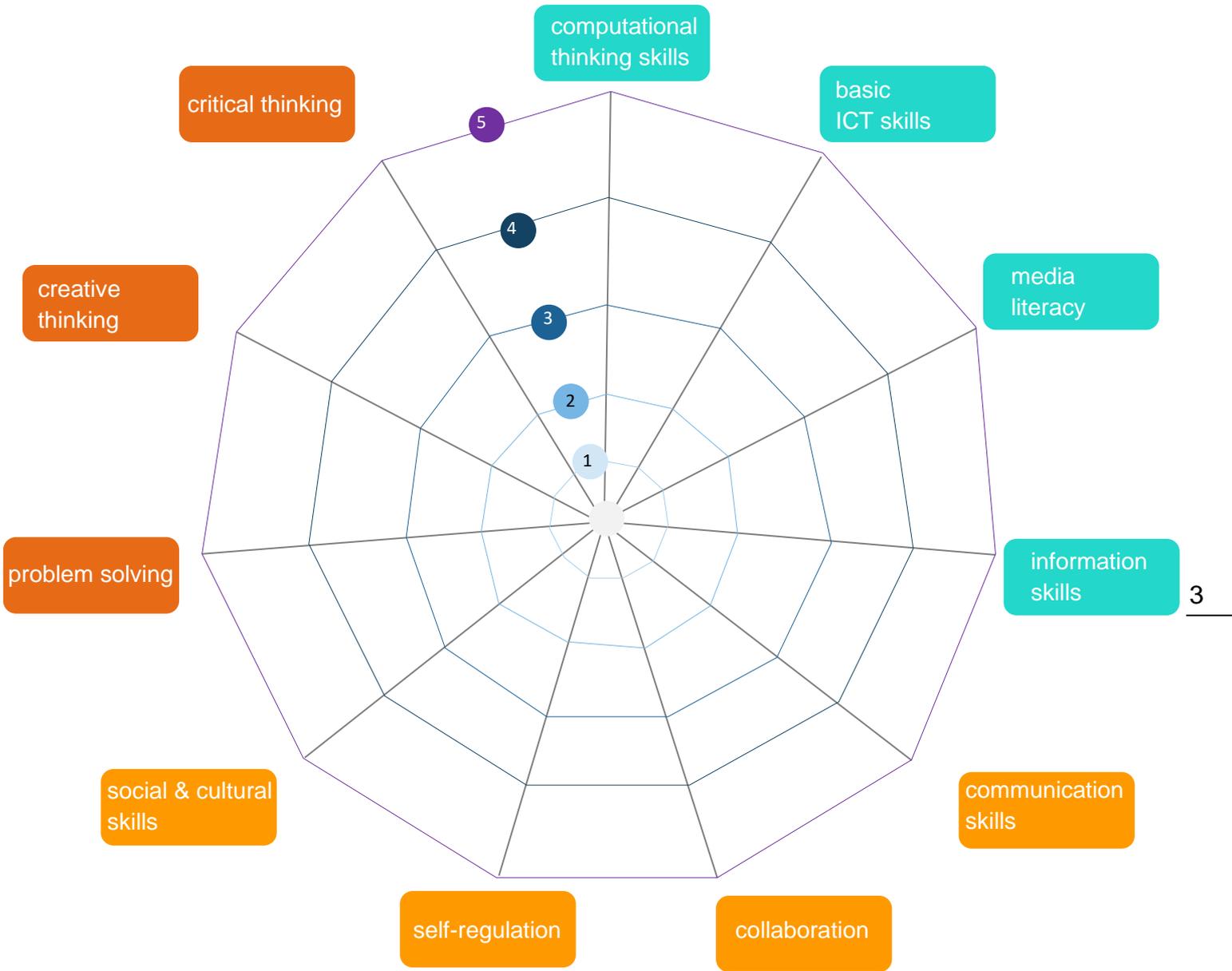


Self evaluation scale

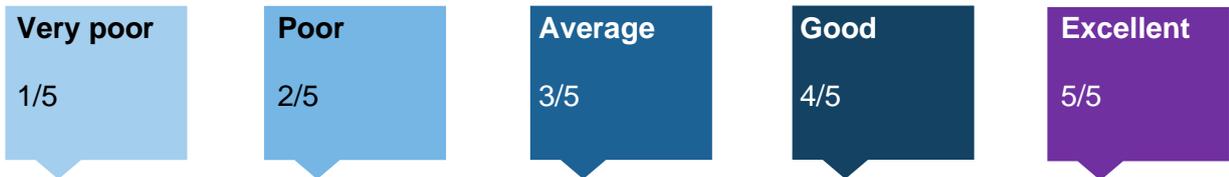




COMPETENCE WEB 2 (after completion of training trajectory)



Self evaluation scale





21st century skills

21st century skills is a collective term for a number of general competences that are important in today's knowledge and network society.

We distinguish **3 clusters** of 21st century skills in the workplace.

digital literacy

computational thinking skills
basic ICT skills
media literacy
information skills

workplace culture

communication
collaboration
self-regulation
social and cultural skills

innovation and adaptation

problem solving
creativity
critical thinking

Each participant scores her / his competency level from one (very poor) to five (excellent) before embarking on the training trajectory. When the training trajectory is completed, we retake this evaluation in order to visualize any progress.

21st century skills : what?

computational thinking skills

Am I able to approach a challenging task step-by-step?

Computational thinking allows you to reduce big challenges and simplify complex solutions. It does not only refer to computer programming. It equally refers to:

- Re-formulating a challenge so that it become soluble by computers
- Logically structuring, analysing and displaying information so you can find solutions
- Finding the most effective and efficient steps that are needed in order to find an answer
- Generalizing one process to later apply it in other applications

This skill helps you develop your *problem solving ability*.

When a person is good in computational thinking, she / he develops confidence and perseverance to handle complex challenges.

basic ICT skills

Do I confidently communicate and interact with other ICT users through the use of internet and e-mail?

ICT skills are about understanding and applying a range of computer programmes, software and other applications. Main attributes include:

- The ability to use computer operating systems, to access software programmes and manage the basic functions of a computer.
- Being able to *confidently* use core computer programmes to produce common digital information such as Word documents and PowerPoint presentations.
- Organise and analyse information with the help of computer spreadsheet and database software
- The ability to *communicate and interact* with other ICT users through the use of internet and email.
- Create and engage with digital information for a specific task

media literacy skills

Can I formulate an informed opinion based on information that reaches me through (online) media?

Media literacy is our capacity to *access, have a critical understanding of, and interact with* the media. It enables citizens of all ages to navigate the modern news environment and *take informed decisions*.

Media literacy help us to:

- Learn to *think critically*. As we evaluate media, we decide whether the messages make sense, why certain information was included, what wasn't included, and what the key ideas are.
- Become a smart consumer of products and information. Media literacy helps us learn how to determine whether something is *credible*.
- Recognize point of view. Identifying an author's point of view helps us appreciate different perspectives..
- Create media responsibly. Recognizing our own point of view, saying what we want to say how we want to say it.
- Identify the role of media in our culture. From celebrity gossip to magazine covers to memes, media is telling us something, shaping our understanding of the world.
- Understand *the author's goal*. What does the author want you to take away from a piece of media?



information skills

Do I know where to look for answers (online / offline) when I have a specific question?

Information skills are skills that help us *search for, find, evaluate and process information*. Online and offline. When your information skills are strong, you are less easy to be tricked into *fake news* and *disinformation*. These skills help to get our questions answered. These skills include:

- formulating questions
- understanding the content of a text
- knowing where specific information comes from
- knowing where to search when you cannot find something online

communication skills

Do I confidently use proper channels of communication within different settings?

Communication skills help you *to convey your message*, tailored to the sender, the context, the channel and the receiver.

Good communication skills make you able to be conscious of the difference between your *intention* and the *interpretation* of the receiver, of possible noise that occurs with the channel that you use; of the importance of interpersonal skills; and the meaning of feedback.

collaboration skills

Can I easily find the shared goals in a task and ask others for help to approach the objectives?

Collaboration means working together with people (from across the business) to achieve a *shared goal*. Although similar to teamwork, a collaborative partnership is *not hierarchical* – everyone has equal status, no matter their seniority (though you may elect one person to organize the collaborative project). You can collaborate with members of your own team or from other departments, as well as contractors, clients, or even other organizations.

People with strong collaboration skills, are likely to be good in:

- sharing knowledge and resources
- networking
- keeping focused for long
- perform well at work



self-regulation
skills

Can I calm myself down when I am angry or upset, and cheer myself up when I am down?

Self-regulation is the ability to keep emotions and impulses in check, and *to think before acting*. People who self-regulate:

- are able to identify opportunities in different situations
- keep lines of communication open
- make their motivations and intentions clear
- act in accordance with their values

When you have strong self-regulation skills, you work to the best of your abilities and are able to keep going when times are rough.

social and
cultural skills

Am I good in building and maintaining interpersonal relationships at work?

Social and cultural skills are essential in building both personal and professional *relationships*. Strong interpersonal skills can help you accomplish career goals, perform well during the hiring process, expand your professional network. These skills can help you communicate more effectively and efficiently and, as a result, help you build, maintain and grow relationships with colleagues, clients and new contacts alike.

A person with strong social skills, is able to:

- gain ideas, information, techniques and perspectives from people with different areas of expertise
- provide her / his own perspective for the benefit of others
- provide mutual support for difficult or hard-to-navigate situations
- expand her / his network to learn about and pursue new opportunities
- gain feedback and referrals from people who can personally attest to her / his work, skills and qualities (and vice versa)
- make the workplace more enjoyable

problem solving skills

Can I distinguish the root of a problem and adjust my actions accordingly?

Problem-solving skills help you determine *the source* of a problem and *find an effective solution*. Although problem-solving is often identified as its own separate skill, there are other related skills that contribute to this ability. Some key problem-solving skills include: active listening; analysis; research; creativity; communication; dependability; decision making; team-building. Problem-solving skills are important in every career at every level.

Persons with strong problem solving skills are able to easily view obstacles for the opportunities that they bring.

creative thinking skills

Can I develop unique ideas: ideas that others did not think of?

Thinking creatively involves *developing new and original ideas*. When creatively thinking, you can develop new solutions or new ways of overcoming a problem that others have not yet thought of. These skills require a compilation of analytical, problem-solving, organizational and communication skills in order to evaluate and solve a problem.

People who can think creatively, are able to review an item or product from a unique perspective.

8

critical thinking skills

Can I address situations without my personal bias influencing my understanding?

Critical thinking is the act of analysing facts to understand a problem or topic thoroughly. The critical thinking process typically includes steps like collecting information and data, asking thoughtful questions and analysing possible solutions. These skills allow you to understand and address situations *based on all available facts and information*.

A person with strong critical thinking skills, is able to:

- process and organize facts, data and other information to define a problem and develop solutions
- analyse the problem without allowing personal bias, emotions or assumptions to influence how she / he thinks about it