Oliver Schmale



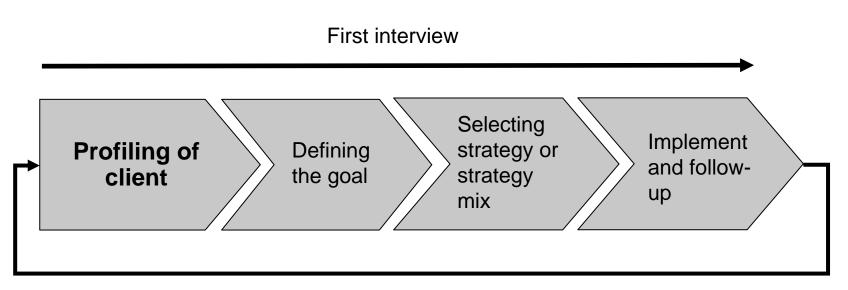




1. Profiling in the 4 phase model



The 4 phase model for integration as logical problem solving process



Consistent pursuit in follow-up contacts



Profiling of client - elements of the profiling process

Profiling of client

Analysis of

- Educational attainment
- Occupational experience / competence
- ► Vocational skills
- ► Soft skills

Analysis of

- ► Personal profile
- ► Environmental profile



Profiling of client – soft skills

Methodological competence

- Analytical and problem solving skills
- Intellectual aptitude
- Decision-making ability
- ► Holistic thinking
- Organizational skills

Ability to take action and execute

- Ability to cope with stress
- Personal initiative
- Motivation/willingness to perform
- Ability to work independently
- ► Purposefulness/focus on results

Social and communication skills

- Empathy
- Leadership abilities
- Communication skills
- Customer focus
- Ability to work in a team

Personal skills

- Flexibility
- Creativity
- Willingness to learn
- ► Diligence/precision in execution
- Reliability

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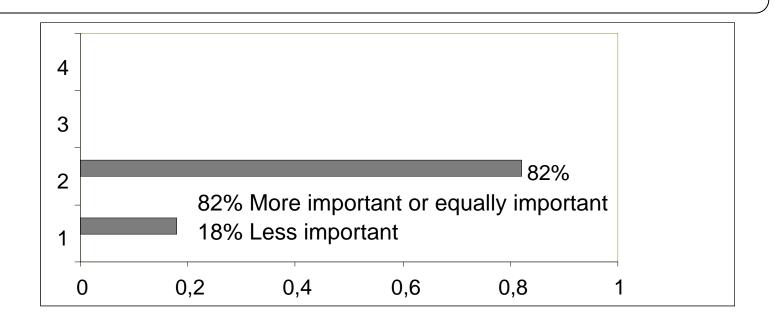
Significance of soft skills for employers

Survey

of 5,340 employers in Q4 2007:



How highly do you rate personal skills relative to technical skills?







2. KodiaK – Skills analysis of client profiles



Overview of KodiaK services

Five services to assess the different areas of competence:



- Content of KodiaK services:
 - Self-assessment questionnaire on behaviour in the working environment (KodiaK 1)
 - Testing intellectual aptitude (KodiaK 2)
 - Achievement motivation(KodiaK 3)
 - Assessment center for social and communication skills for selected occupations (KodiaK 4)
 - Technical standards for the analysis of personal skills (KodiaK 5)

The clients participate on a voluntary basis



KodiaK 1: Self-assessment of behaviour in the working environment

- Instant information on the client's self-assessment
- Initiated by the reception zone
- Standardized, PC-assisted questionnaire, administered by psychological assistants
- Duration 15 20 minutes
- No interview with a psychologist
- Standardized psychological report as basis for the discussion of the client's skills by placement officer and client

Applications:

- To analyze the client's strengths to validate the profiling.
- Defining the client's self-perception
- Most suitable at the beginning of the integration process



Seite 9



KodiaK 2: Intellectual aptitude

- Determining the client's general learning ability and suitability for certain training courses
- Initiated by the placement officer
- Standardized, PC-assisted test, administered by psychological assistants
- Duration approx. 60 80 minutes
- No interview with a psychologist
- Standardized psychological report to assist the placement officer to determine the suitable training level

Applications:

- Assessing he intellectual aptitude for a training course
- To identify the strengths of low-skills clients and of clients with career breaks
- Can be used at any time during the integration process



KodiaK 3: Achievement motivation

- Assessment of different aspects of achievement motivation as required for training/activation
- Initiated by the placement officer
- Client is interviewed by a psychologist focusing on specific issues
- Duration approx. 45 minutes
- Non-standardized psychological report on certain aspects of the willingness to perform related to the questions asked by the placement officer

Applications:

- To assess
 - the prospects for successful placement in the desired occupation or
 - successful attendance of a training course or
 - the general compliance of the client's participation in the integration process or
 - the client's willingness to change the personal integration plan

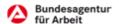


KodiaK 4: Social and communication skills

- Assessment of social and communication skills for occupations with a customer focus
- Initiated by the placement officer
- Assessment center for clients interested in the following occupations:
 - social work-related occupations
 - occupations related to sales, marketing
 - industrial/technical occupations involving customer contacts
- Duration approx. 3 hrs.
- Non-standardized psychological report and graphic rendering of results

Applications:

- For clients with work experience aiming at jobs with demanding customer contacts
- If placement officers need to know how strong the client's social and communication skills are



KodiaK 1 and 5 provide a thorough analysis of the following skills/characteristics

Methodological competence

KodiaK

1 -

KodiaK

Ability to take action and execute

Analytical and problem solving skills

I am capable of recognizing (new) things that need to be done and of organizing my activities by collecting and assessing information and then coming up with solutions

Intellectual aptitude

I can readily understand and process new things

Decision-making ability

I can make decisions after objectively assessing all relevant criteria

Holistic thinking

In my considerations and plans I can adequately consider their consequences for other areas

Organizing skills

I can plan and pursue processes

Ability to cope with stress

I can cope well with pressure in difficult situations at work

Personal initiative

I can come up with proposals/solutions independently

Motivation/ willingness to perform

I can always give my best

Ability to work independently

I can complete my tasks without further instructions/I can act on my own responsibility

Purposefulness/focus on results

I can consistently pursue the goals I defined and do not get side-tracked

Empathy

It is easy for me to put myself into the position of another person

Leadership abilities

I can (successfully) lead a group of people focused on certain tasks and the people involved.

Communication skills

I can voice my thoughts clearly and understandably and can argue convincingly

Customer focus

I am open to a customer's problems and always try my best to solve them

Ability to work in a team

I can integrate into a group and contribute to it in order to work for a common goal

Flexibility

I can quickly adapt to new working conditions/requirements

Creativity

I am resourceful and can come up with new ideas

Willingness to learn

I like to learn new things

Diligence/precision

I can work accurately and always double-check my work results

Reliability

I can honour the commitments I made.

Social and communication skills

Personal skills



KodiaK 2, 3 and 4 provide a thorough analysis of the following skills/characteristics

Methodological competence

KodiaK 2: Intellectual aptitude

KodiaK 3: Willingness to perform

KodiaK 4:
Social and
communication skills

Ability to take action and execute

Analytical and problem solving skills

I am capable of recognizing (new) things that need to be done and of organizing my activities by collecting and assessing information and then coming up with solutions

Intellectual aptitude

I can readily understand and process new things

Decision-making ability

I can make decisions after objectively assessing all relevant criteria

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Motivation/ willingness to perform

I can always give my best

Ability to work independently

I can complete my tasks without further instructions/I can act on my own responsibility

Purposefulness/focus on results

I can consistently pursue the goals I defined and do not get side-tracked

Sensitivity

It is easy for me to put myself into the position of another person

Leadership abilities

I can (successfully) lead a group of people focused on certain tasks and the people involved.

Communcation behaviour

I can voice my thoughts clearly and understandably and can argue convincingly

Client focus

I am open to a customer's problems and always try my best to solve them

Ability to work in a team

I can integrate into a group and contribute to it in order to work for a common goal

Flexibility

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Willingness to learn

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I can honour the commitments I made

Social and communi-cation skills

Personal skills