List of key competences

Interpersonal, intercultural, social and civic competence

Ability to properly communicate with friends, family and colleagues:
a) Building clear, understandable and appropriate messages to the context, using verbal or written language mediated by informatic and telematic tools; knowing how to decode messages
b) Recognize the verbal and non-verbal communication methods and know to evaluate the effects
c) Recognize feelings and emotions and be able to express them in an appropriate way to the context
d) Knowing how to analyze a communicative context and be able to plan a communication strategy
e) Knowing how to act in front of groups of people, speaking in front of an audience while keeping alive the attention and involvement; express feelings and thoughts through the body, the face, the voice
f) Knowledge of social information techniques and promotion of events: the ability to plan and carry out promotional and information campaigns in the area
Active listening: listening, understanding the meaning of the message, accepting the other's point of view:
a) Ability to allow the other to expose, without interrupting his point of view
b) Ability to listen to the other, who's indicating its atten ion, in nonverbal and verbal level
c) Ability to accept other points of view and compete with them, encouraging each other to present their beliefs
 d) Ability to listen and understand people as they talk, observe also non-verbal communica ion, to return the essence of the message without arbitrary interpretations or judgments
Flexibility: character devoid of rigidity, versa ility, who know how to with different things using skill and competence
a) Ability to adapt, to decode written and non-written rules, understanding the meaning and significance and recognizing authorities and hierarchies
b) Ability to analyze and re-read the context of detecting needs and adapt even in non-routine situations
c) Ability to adapt its behavior to changing situations in order to achieve its objectives and take opportunities also conducting unusual activi ies and / or teaming up with several colleagues from the usual ones
Ability to cooperate and work in groups:
      a) Express perceptions, feelings and opinions in front of others
      b) To know how to confront with others our ideas and opinions
      c) Positively manage the relationships as a function of a result
      d) Change our ways of relating and participation based on the others feedback
      e) Identify solutions and decide collectively; adopt opera ional mode in the realization of collective products
Leadership skills, to lead an individual or a group toward a goal:
a) Ability to push the group toward the result clarifying objectives and providing a method
b) Ability to facilitate the processes of communication and decision of the group decision is not losing sight of the goal to achieve, also facilitating the relationship with and between members of the group itself
Ability to relate to people from different backgrounds:
a) Deal with the cultural, social, mental, communicative, physical, ethnic, gender, religion, sexual orientation diversity, with an open approach to dialogue, respect and mutual understanding starting from the awareness of their own and others' differences
b) Be able to implement appropriate strategies in interpersonal relationship with people with disabili ies
c) Being able to recognize and adapt to the needs expressed by a mul icultural, multi-confessional and multi-ethnic context
Ability to negotiate and manage conflicts constructively:
a) Identify and diagnose problems by consulting information sources; collec ing, classifying, interpreting, selecting and organizing information to efficiently define a problem or situation
b) Recognize their own thought processes and their diagnostic strategies and assess their effectiveness
c) Recognize mistakes in the process of diagnosis of a problem
d) Recognize and deal with conflict effectively managing anxiety and wi h the knowledge of their own and others emotions
e) Know and use basic techniques for mediation
Self-control: ability to govern themselves by mastering and maintaining their own behavior:
a) Ability to handle situations by establishing priorities for action to achieve a goal without emotional conditionings
b) Ability to deal with new situations facing in an appropriate manner to the uncertainty
c) Ability to analyze critical situations and act quickly ignoring any external provocation
d) Ability to control their emotions and avoid negative reactions in the face of provocation or hostility from others, or in stressful situations
Civic skills: Knowledge of ideas and democratic concepts, ci izenship and civil rights
a) Knowledge of interna ional declarations and their application of the various institu ions at the local, regional, national, European and international level
b) Knowledge of main events, trends and agents of change in national, European and world history and the current situation
c) Knowledge of social and political movements objectives values and policies
Participation in social and civic life:
a) Knowledge to relating to the reference sectoral information system
b) Knowledge of the concepts and social and political structures, he main network of public and private social services in the area
c) Ability to raise and ac ivate channels and resources to engage in active and democratic participation
d) Inter-institu ional relations: ability to interface with different legal entities with the optimum mode
Organizational skills: ability to coordinate and manage work processes:
a) Ability to think on such issues and situations through a careful analysis, identifying significant and relevant aspects, connections, similarities, differences useful to discover and understand the causes
b) Research information: willingness to investigate, investigate, learn, ga her information. Ability to collection of information, data and experiences; prepare and conduct research on issues or situations, ask questions and do research information independently and with other people, even outside of the context of direct concern, also exploring opportunities and information hat can be used in the future
c) Coordination skills: setting, preparation and direction of short, medium and long-term assets, according to the available time having clear objectives to be achieved, identifying priorities, coordinating owned resources and time available
d) Ability to meet the needs of the recipients, to streamline activities and to provide an adequate level of service to users, in line with the standards and organizational goals
e) Being able to implement the administrative and organizational procedures required for the implementation of events
Emotional skills
a) Predisposition to help when someone is in need, appreciate others and lift the morale and self-esteem of someone; convey warmth, caring for those who have problems or are sick
b) Develop a relationship with strangers, show interest in the feelings and the thoughts of others
c) Try understanding and empa hy, put yourself in someone's shoes, to understand how you feel

Sense of initiative and entrepreneurship

Capacity for taking initiative, transform ideas into action:
a) Industriousness and dynamism in dealing with situations, reac ing actively, without waiting for others to say what to do
b) Ability to read the needs of the context, understand the characteristics of the role and objectives of the project and then act appropriately with innovative solutions
c) Plan and implement actions with new ways in order to achieve the objectives.
d) Ability to anticipate problems, ingenuity in solving them, conceiving and planning new actions not directly required, but for achieving our objectives
Creativity and innovation:
a) Analyzing aspects and relationships of an object or a problem according sizes and different topics
b) Imagine different solutions to a problem
c) Look for innovative, original and effective solutions, not referring to traditional patterns which are already taken, staying in tune with he pursuing

objec ives to be pursued
Ability to take risks
a) Ability to deal with new situations facing in an appropriate manner the uncertainty
b) Ability to address and solve problems, evaluating the level of involvement and responsibility in a situation
c) Ability to delegate actions and responsibilities to others
d) Ability to define goals and ac ion strategies considering constraints and context resources
e) Define procedures and criteria for evaluating the results of a strategy for an action
f) Knowing how to use the error to improve the benefits
Ability of planning
       a) Analyze the situation in order to identify a project design
       b) Define desired outcomes and calibrate the objectives ar iculating interventions in phases, modules or units
       c) Define the strategies, methods and techniques for the realization of a project, determining the methods and technologies of communica ion and promotion
       d) Identify the distribution of tasks and the allocation of business in an effective way
       e) Define he criteria for monitoring, evaluation standards and monitoring indicators

Learning to learn

Ability to build their own learning and life experiences in order to use and apply knowledge and skills in a variety of contexts:
Knowing how to organize their own learning:
       a) Know and be able to use techniques and effec ive learning strategies
       b) Effective management of ime and information, individually and in groups to
       c) Process knowledge and learning needs, identifying available opportunities
Knowing how to deal with obstacles in order to learn successfully:
a) Define and assess own personal and professional experience, knowledge, skills, resources, identifying strengths and weaknesses
       b) Assess your interests, motivations and expectations with regard to work
       c) Establish a realistic career plan
       d) Identify and assess their own ways of dealing with problems
       e) Recognize and evaluate their own thinking processes
Be responsible for their own learning:
a) Iden ify the factors that motivate a situa ion to deal with, knowing how to associate with   each other to decide whether to become involved in action
       b) Assess heir level of involvement and responsibility in a situation
       c) Ability to pursue and persist in learning
       d) Ability to set themselves personal goals of learning and understanding if they have achieved
Ability to evaluate he results of their learning:
       a) Knowing how to develop their own experiences, evaluate their knowledge, skills, and processes of action
       b) Knowing how to collect external feedback and interiorise it
       c) Be able to accept the mistake constructively for lifelong learning

Cultural awareness and expression

– Expression of ideas, experiences and emotionsin a creative way: the development of creative ways to get in touch with o hers in a non-verbal manner, or to reflect on he experience.
– Ability to express thoughts and imagination, originality, intuition, communication through art
– Curiosity about the new and different cultural expressions, desire for discovery of the other, he unknown things
– Awareness of their cultural background, their reference values, knowledge of he artistic, historic, social and cultural reference
– Artistic competences: Mul imedia, Music, Performing arts, Visual arts, Literature
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Digital competence

– Knowledge and critical use of information and technology tools in he work, leisure and communication
– The use of basic knowledge of he computer: word processing, management of spreadsheets, databases, electronic presentations, e-mail and surfing the Internet.
– Editing of different promotional materials and use of various communication and promotional channels
– Knowledge and use of software tools for the creation of mul imedia products: taking pictures and videos, editing digital video, processing images and graphics
– Able to design websites and manage content, update web pages (text and images) with the aid of the dedicated software
– Being able to use educa ional software for translation of texts and language teaching. Using IT applications for analyse of: relevant instruments with GPS technology, data analysis software, technical drawing and mapping GPS
– Use of the main web aggregation tools like social networks and blogs
– Using IT applications for managing loan books, cataloging of cultural goods, graphics and o her technical management: such as gant, the pog, monitoring and evalua ion tools
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Communication in foreign languages

- Ability to express and understand foreign languages according to their own needs
- Positive attitude towards cultural differences and diversity, understanding, mediation. Curiosity about communication in other languages and interculturality

Communication in the mother tongue

- Ability to express and interpret thoughts, feelings and facts in words (oral and written): listening, speaking, reading and writing
- Ability to interact linguistically in an appropriate way in the wide range of social and cultural contexts: education, training, work, home and free time

Matematichal competence and basic competences in science and technology

Ability and willingness to use mathematical methods in addressing he problems and challenges in everyday life:
       a) Positive and constructive approach to he crises and difficulties
       b) Ability to problem definition, to discover the causes and recognize the effects
     c) Processing capacity and possible solutions to the identified problem
d) Ability to choose the optimum and realistic solution and decision making in accordance with the counterparty to arrive at a compromise and sustainable solution
Ability and willingness to use knowledge to explain the natural world, to identify issues and draw conclusions based on evidence:
a) Ability to draw up a report or fill out a card that contains the important aspects of a situation and that allows to make a complete and comprehensive picture. Production reports, compiling analyzes cards cases, business diaries, evaluation grids
    b) Ability to scientific data collection, processing and dissemination of the same
    c) Ability processing and editing texts
    d) Ability for synthesis and sound and effective written expression
    e) Understanding of the changes caused by human activity and responsibility as ci izens
- Ability to use addi ion, subtrac ion, multiplication, division and logic in mental and written form to solve a range of problems in everyday situations.
- Ability and willingness to use mathematical modes of thought (logical and spatial) and presentation (formulas, models, constructs, graphs): budget estimates and final processing of a project and demonstrations of the results obtained.
-Ability to get in touch with different scientific concepts, to test heir cultural approaches, manage frustration to develop the knowledge and ability to solve problems.