



To view the instruction video, visit:
www.bertelsmann-stiftung.de/competence-cards

COMPETENCE CARDS FOR IMMIGRATION COUNSELLING

Why competence cards?

The cards were specially developed for immigration counselling in order to support the analysis of the social abilities and skills of migrants.

The combination of pictures and text in simple language should make access to the clients easier and help overcome language barriers.

Immigration counsellors can use the cards flexibly based on their needs throughout the counselling process.

Options for flexible use:

- flexible with respect to the interests and needs of the target person
- flexible with respect to the available time
- flexible selection of the competence areas and terms

The competence cards:

- can be completed in a short amount of time
- are self-explanatory and easy to use
- allow access to the client, regardless of English language skills

INFORMATION

“Success factors for potential analysis in educational counselling for migrants”

The research project “Erfolgsfaktoren für eine Potenzialanalyse in der Bildungs- und Berufsberatung von Migrantinnen und Migranten” (Success factors for potential analysis in education counselling for migrants) was conducted by the Forschungsinstitut Betriebliche Bildung (f-bb)gGmbH on behalf of the Bertelsmann Stiftung.

The long-term goal of the project is to improve the labour market integration of (formally low-skilled) migrants. This process is supported by a potential analysis which also takes informally and non-formally acquired skills into account.

If you have questions about the project, please feel free to talk to the project staff.



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Do you want to share your version of the cards with others? Send us a short report on your version of the cards and we will publish it on our blog blog.aus-und-weiterbildung.eu. Alternatively tweet a note on your cards with the hashtag #bstll.

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Handout

COMPETENCE CARDS

for Immigration Counselling



These cards were developed by the Bertelsmann Stiftung in cooperation with the Forschungsinstitut Betriebliche Bildung gGmbH (Research Institute for Vocational Training), the Bundesarbeitsgemeinschaft der Freien Wohlfahrtspflege (non-state welfare bodies) and the Bund der Vertriebenen (Federation of Expellees).

3. RECOMMENDATIONS FOR USING THE COMPETENCE CARDS AS PART OF THE COUNSELLING PROCESS

Option 1: Easy way to start a conversation

The cards can be used as an easy way to start the conversation or as an access point for determining skills. This is particularly useful for clients with limited English language skills. They are also suitable as an introduction for less motivated clients or persons who are not certain of the direction of their future path.

Option 2: Complete determination of skills

The card set includes the three most important competence areas for determining informally and non-formally acquired skills. There are different options for performing the complete analysis of social abilities and skills:

1. The clients view the cards and choose 10-15 competence cards which they consider to be their strengths. These are then discussed with the counsellor and, potentially, additional specialisation cards are referenced. At the end of the process, primary skills can be determined, based on which an initial set can also be referenced after a longer period
2. The card set can also be used in only one competence area and the skills listed there can be queried one after the other. Specialisation cards can provide more details about the corresponding skills.
3. The card set can also be used as a complete set. This results in a varied picture of the respective skills of the client. The procedure is the same as in options 1 and 2.

Option 3: Delayed use

The competence cards can be used at the beginning of the counselling process as a starting point for analysing the client's potential. If other problems have to be dealt with first, the card set can also be referenced after a longer period

Option 4: Profiling cards

The card set can also be used to determine the strengths that play a role for the labour agencies and job centres during the profiling process. To this end, the cards with red frames can be targetedly selected.

Can immigration counsellors also use the cards for other purposes?

Of course! The cards are a tool. How they are used is up to the counsellors.

1. LAYOUT OF THE CARDS

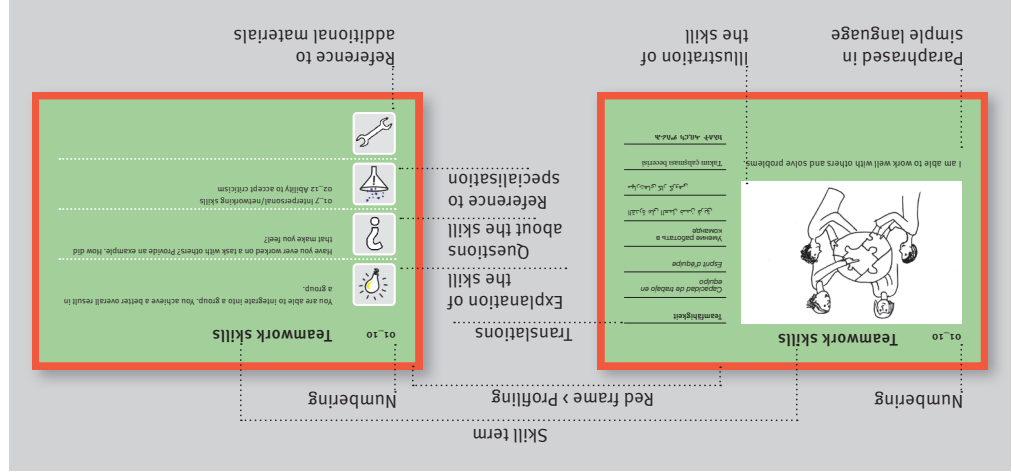
There are 46 competence cards in the three areas of social, personal and technical and methodological interest cards, 9 cards with further instructions and 3 supplemental cards. The cards are serially numbered based on competency areas and skills.

Each skill is illustrated by a picture, described by a sentence in simple language and translated into the following seven languages: German, French, Russian, Arabic, Farsi, Turkish and Tigrinya.

Further explanations and questions about the competence term, instructions for the specialisation cards and additional materials can be found on the back. In order to ensure connectivity for the labour agencies and job centres, the 20 strengths from the (German) profiling sessions were included in the card set. They are marked with a red frame.

Colour coding:

- Social skills (No. 01_1 to 01_10)
- Personal skills (No. 02_1 to 02_19)
- Technical and methodological skills (No. 03_1 to 03_20)
- Interests (No. 1_01 to 1_11)
- Skills used in PES profiling (No. W_01 to W_10 + three supplemental cards)
- Supplements



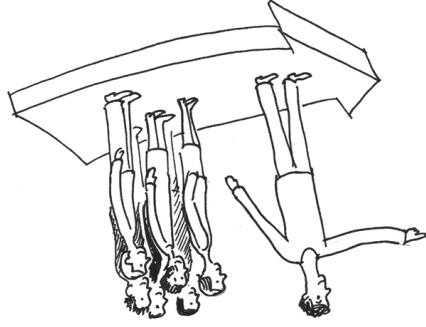
2. HOW CAN I WORK WITH THE CARDS?

Using the cards is an interactive process during which the clients and counsellors work closely together.

The **front** of the cards is primarily aimed at the client, with the illustration of the skills, the sentence in simple language and the translation. The **back** of the cards, with the additional explanation, the sample questions and reference card box.

Leadership skills

01_2



I am able to lead a group of people.

Կը զօրահանիս

Liderlik becerisi

مهارت های رهبری

القدرة على القيادة

Лидерские качества

Capacités de conduite

Capacidad de liderazgo

Führungsfähigkeit

Sensitivity/empathy

01_1



I relate to others well.

Ըմբռնողականություն

Duyarlılık becerisi

دلسوزی/همدلی

التعاطف مع الآخرين

Отзывчивость/сопереживание

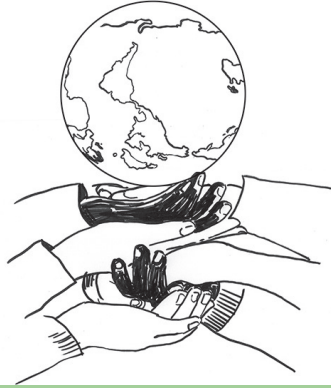
Sensibilité/empathie

Empatia

Einfühlungsvermögen

Intercultural competence

01_4



I work well with people from other cultures/countries.

Պատշաճ քաղաքական և մշակութային հարաբերություններ հաստատելու ունակություն

Kültürlerarası yetkinlik

توافق مع ثقافات مختلفة

مهارات التواصل مع الثقافات المختلفة

Навыки межкультурного взаимодействия

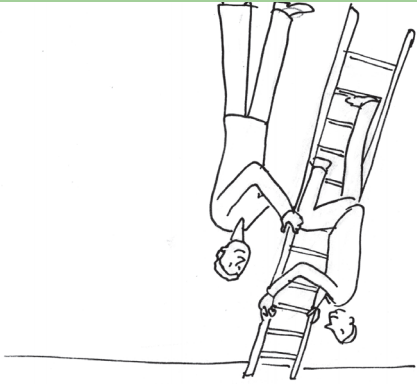
Compétences interculturelles

Competencia intercultural

Interkulturelle Kompetenz

Helpfulness

01_3



I am able to support other people. I am able to help other people and advocate for them.

Կամակործանողականություն

Yardımcıseverlik

ایمانی برای یاری رسانی

الاستعداد لمساعدة الآخرين

Готовность помочь

Obligeance

Buena disposición

Hilfsbereitschaft

01_3

Helpfulness



You are able to recognise others' concerns and problems. You want to support others and improve their situation.



Have you ever encountered a person in need? How did you handle the situation? Have you ever helped a person in need? Provide an example. How does that make you feel?



01_1 Sensitivity/empathy



01_4

Intercultural competence



You are curious about people from other countries. You are interested in other cultures and are not afraid of contact.



Do you have contact with people from other countries? Provide an example. How does that make you feel?



01_5 Communication skills
03_15 Foreign language skills



01_1

Sensitivity/empathy



You are able to understand others' feelings.



Are you able to comfort others? Provide an example. How does that make you feel? Are you able to sense how another person is feeling?



01_3 Helpfulness
03_10 Caring skills



01_2

Leadership skills



You are able to take leadership of a group. You are able to perform tasks such as planning, organisation and supervision.



Do you prefer to tell others in a group what to do or do you prefer to go along with what others tell you to do?



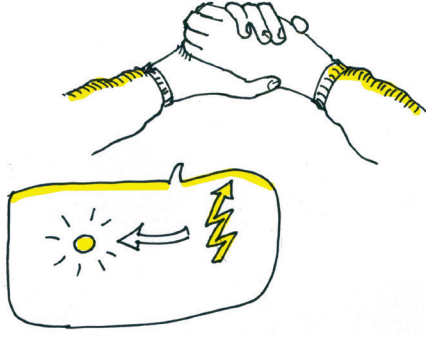
01_9 Commitment to social welfare
02_6 Showing initiative
02_7 Decision-making abilities
02_18 Determination/result orientation
03_8 Organisational skills
03_14 Independent work



Conflict-solving abilities

01_6

I am able to solve disputes well.



Konfliktlösefähigkeit
Capacidad para resolver conflictos
Compétence de résolution de conflits
Способность к урегулированию конфликтов
القدرة على حل النزاعات
مهارت های درگیری زدایی
Anlaşmazlıkları çözüme decerisi
היכולת לפתור מחלוקות

Motivational skills

01_8

I am able to get others excited about something. I am able to inspire others.

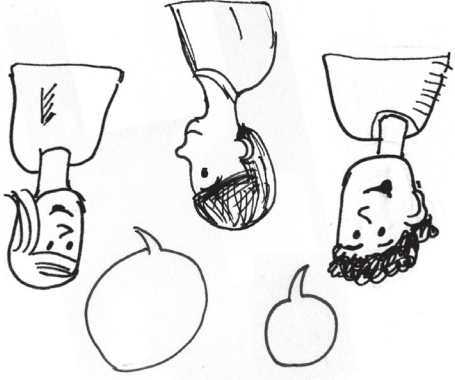


Motivationsfähigkeit
Capacidad de motivación
Capacité à motiver les autres
Способность заражать энтузиазмом
الحماسة
توانایی برانگیختن و جرات بوردن
Başkalarını motive etme decerisi
היכולת לעורר השראה

Communication skills

01_5

I am good at talking to other people. I express myself well. I am able to convince people with my arguments.

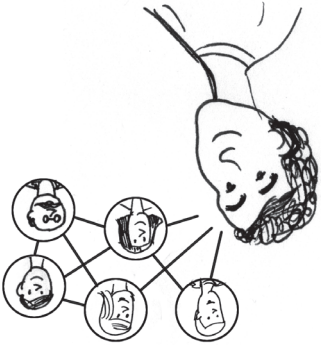


Kommunikationsfähigkeit
Capacidad de comunicación
Capacité de communication
Навыки общения
القدرة على التواصل مع الآخرين
مهارت های ارتباطی
İletişim decerisi
היכולת לתקשר

Interpersonal/networking skills

01_7

I am good at approaching other people. I am good at initiating contact with people.



Kontaktfähigkeit
Sociabilidad
Facilité à établir des contacts
Коммуникабельность
مهارات بناء العلاقات مع الآخرين
مهارت های برقراری ارتباط
İlişki kurma decerisi
היכולת להיחבר

01_7

Interpersonal/networking skills



You have a network. You are able to initiate contact with people you know and don't know, and build and maintain relationships.



When you need help, what do you do? Provide an example. How does that make you feel?



01_5 Communication skills
01_10 Teamwork skills



01_8

Motivational skills



I am able to get others excited and persuade them to get involved. I am able to motivate others.



Can you persuade others to participate in something? Have you ever convinced others of your ideas? Provide an example. How does that make you feel?



01_2 Leadership skills



01_5

Communication skills



You are able to approach other people. You are able to express yourself well. You seek out conversations. You are able to present your own point of view objectively. You are able to listen intently and share your feelings.



How do you feel when you talk to people you don't know? Have you ever explained something to someone else? Provide an example.



01_7 Interpersonal/networking skills
03_6 Customer orientation
03_12 Presentation/public speaking skills
03_15 Foreign language skills
03_17 Negotiation skills



01_6

Conflict-solving abilities



You are able to solve conflicts so none of the involved parties feel they have been treated poorly. You are also able to avoid disputes in advance.



Have you ever resolved a dispute? Provide an example. How does that make you feel?

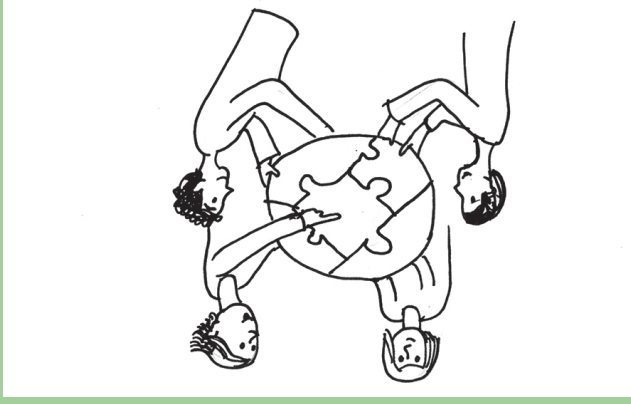


01_5 Communication skills
01_10 Teamwork skills
02_12 Ability to accept criticism



Teamwork skills

01_10



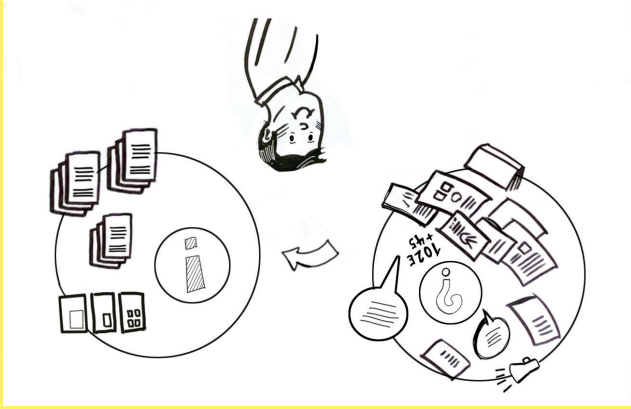
I am able to work well with others and solve problems.

Teamfähigkeit
Capacidad de trabajo en equipo
Esprit d'équipe
Умение работать в команде
القدرة على العمل ضمن فريق
مهاراتى کار گروهی
Takim galışması becerisi
היכולת אלוף-ה

Auffassungsfähigkeit/ -gabe
Facultad de comprensión
Capacité de compréhension/ vivacité d'esprit
Способность к восприятию
سرعة البديهة/الاطمئة
توانایی و استيعاد دریافت
Algı becerisi/kavrama becerisi
היכולת להבין/להא-ח

Perceptive faculties/comprehension skills

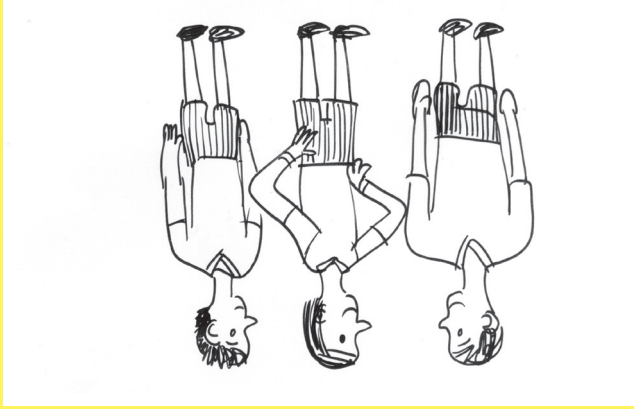
02_2



I am able to understand things quickly.

Adaptability

02_1

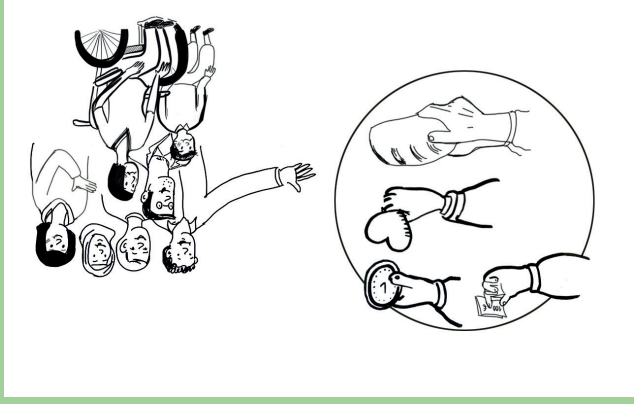


I am able to quickly adapt to new situations.

Anpassungsfähigkeit
Capacidad de adaptación
Capacité d'adaptation
Способность к адаптации
القدرة على التكيف
مهاراتى بتكيف
Uyum becerisi
היכולת להתא-ח

Commitment to social welfare

01_9



I am good at dealing with people in need.

Soziales Engagement
Compromiso social
Engagement social
Социальная активность
الالتزام الاجتماعي
تعهد اجتماعي
Sosyal angajman
היכולת להתא-ח

02_1

Adaptability



You are able to adapt to changes in your environment.
You handle new requirements or tasks well.
You quickly accept new situations.



How do you handle changes in your environment? Provide an example.
How do you feel when things change?



02_8 Flexibility



02_2

Perceptive faculties/comprehension skills



You are able to understand new things quickly.
You have the intellect and ability to absorb new information.



Are you able to quickly remember new things?
Are you able to quickly understand what something is about?
Provide an example.



02_9 Holistic thinking/
circumspection
02_13 Willingness to learn

03_1 Analytical and problem-solving
skills
03_11 Spatial thinking/sense
03_18 Academic work



01_9

Commitment to social welfare



You advocate for others. You volunteer your time, abilities and knowledge
without requiring payment. You don't do things for yourself, but for the
good of others.



Do you do volunteer work? Provide an example. Why do you volunteer
there?



01_1 Sensitivity/empathy
01_3 Helpfulness
03_10 Caring skills



01_10

Teamwork skills



You are able to integrate into a group. You achieve a better overall result in
a group.



Have you ever worked on a task with others? Provide an example. How did
that make you feel?



01_7 Interpersonal/networking skills
02_12 Ability to accept criticism



Enthusiasm

02_4

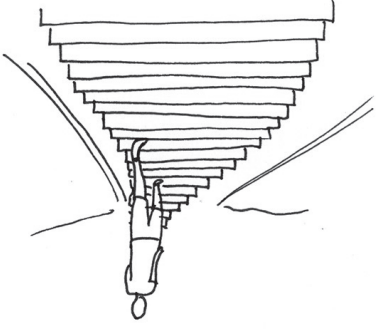


I am interested in new things and quickly become passionate about them.

Begeisterungsfähigkeit
<i>Aptitude à s'enthousiasmer</i>
<i>Enthousiasme</i>
Способность проявлять энтузиазм
القدرة على تحقيق الذات والأجربين مهاراتناي الانجيزشي
Heyecan duyma
او+اقاق، اقاقا

Endurance

02_3

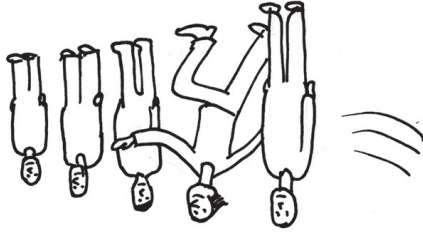


I am able to focus on the same topic for a long time.

Ausdauerfähigkeit
<i>Aguante</i>
<i>Endurance</i>
Выносливость
المتانة
پایداری
Dayamlılık
اقاقا

Showing initiative

02_6



I am able to work without others.

Eigeninitiative
<i>Iniciativa propia</i>
<i>Sens de l'initiative</i>
Проявление инициативы
روح المبادرة
نوازي
İnisiyatif gösterme
او+اق، اقاقا

Resilience

02_5



I am good at handling a lot of work.

Belastbarkeit
<i>Resiliencia</i>
<i>Resistance à la pression</i>
Психологическая устойчивость
القدرة على تحمل أعباء العمل
شكائتي
Direnç
اقاقا

02_5

Resilience



You have enough reserves to react well to stress.
You are prepared to work hard.
You do not avoid work.



Are you able to work a lot and for a long time?
Provide an example.
How did that make you feel?



02_3 Endurance
02_10 Physical stamina



02_6

Showing initiative



You don't wait to see what someone else does or says. You are prepared to take the first step on your own.



Do you wait for someone to tell you what to do or do you simply start on your own? Provide an example.



01_2 Leadership skills
02_17 Sense of responsibility
03_14 Independent work



02_3

Endurance



You are able to work on a task for a long time.
You have the internal strength to focus on an issue/topic for a long time.



If a task takes a bit longer, how do you handle that? Provide an example.
How does that make you feel?



02_5 Resilience



02_4

Enthusiasm



You are able to get excited about things. You have the energy and motivation to take action.



When was the last time you were convinced to participate in something?
Provide an example.
How does that make you feel?

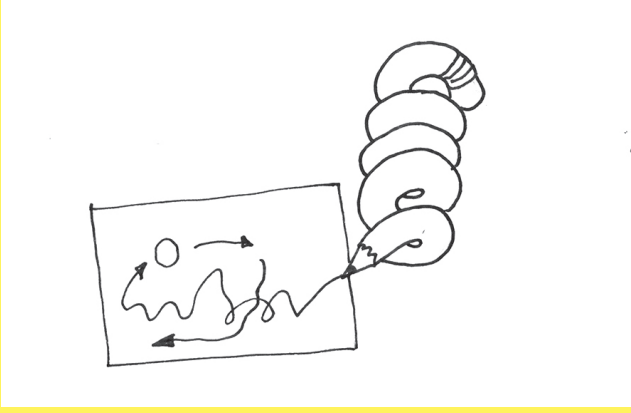


02_14 Motivation/commitment



Flexibility

02_8



I am able to handle new situations well.

Flexibilität

Flexibilidad

Flexibilité

Гибкость

المرونة

انعطافية/مليّنة

Esneklik

ተጻጻፍነት

Physical stamina

02_10



I can do heavy work well and at length.

Körperliche Belastbarkeit

Resistencia física

Resistance physique

Физическая выносливость

القدرة على تحمل الأثقال البدنية

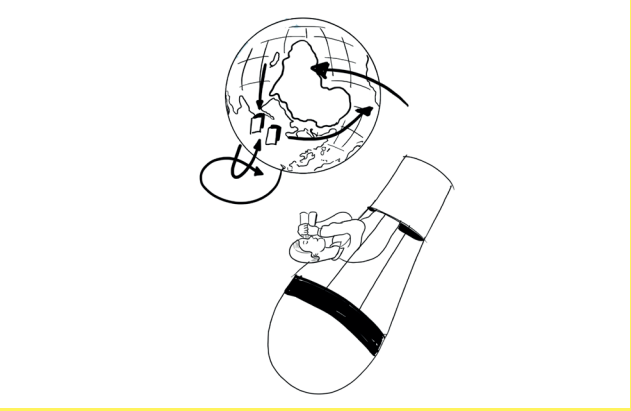
توانائي بدني

Bedensel direng

አካላዊ ተጽግሞት

Holistic thinking/circumspection

02_9



I think of possible problems for other people and the environment when I am planning something or making decisions.

Ganzheitliches Denken

Pensamiento integral

Réflexion globale

Целостное мышление

التفكير الشامل

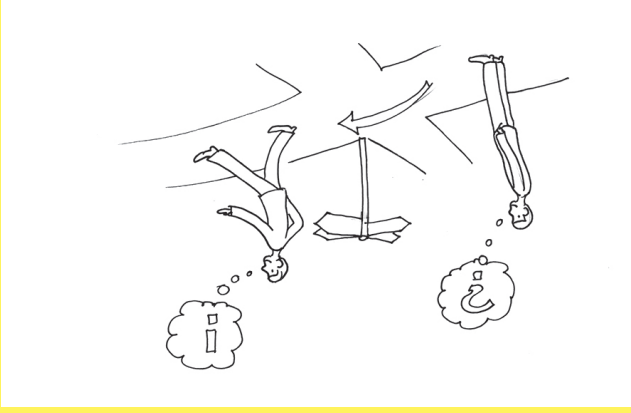
اندیشگی جهانی شمولی

Bütüncül düşünme

ኮላሳላዊ ስላሳሳታ

Decision-making abilities

02_7



I am always able to find a way.

Entscheidungsfähigkeit

Capacidad de decisión

Capacité de décision

Способность принимать

القدرة على إتخاذ القرار

توانایی تصمیمگیری

Karat vertme becerisi

ወሳኔ ርዖ ምወሳኔ ክልልት

02_9

Holistic thinking/circumspection



You also consider indirect and long-term consequences when planning and making decisions. You consider the effects on other people, processes and the environment, and you factor these into your planning.



How do you decide what food you buy and where?
Which criteria do you use to decide if you will vote, and if so, which party you will vote for?



01_1 Sensitivity/empathy
02_2 Perceptive faculties/comprehension skills
02_17 Sense of responsibility
03_8 Organisational skills



02_10

Physical stamina



You can kneel, stand or walk for a long time.
You can work in any weather (heat, cold, rain).



Are you physically healthy?
Would you trust yourself to work 6-8 hours a day (standing/kneeling/outside/bending)?
Have you ever worked at the weekend or in shifts? Provide an example.



02_5 Resilience
03_16 Technical and manual skills



02_7

Decision-making abilities



You weigh up the different options and then make a decision. This is not particularly difficult for you.



When you have several options, what do you do? How does that make you feel? Provide an example.



01_2 Leadership skills
02_18 Determination/result orientation



02_8

Flexibility



You are able to adapt when circumstances suddenly change. You stay calm and stable in different situations.

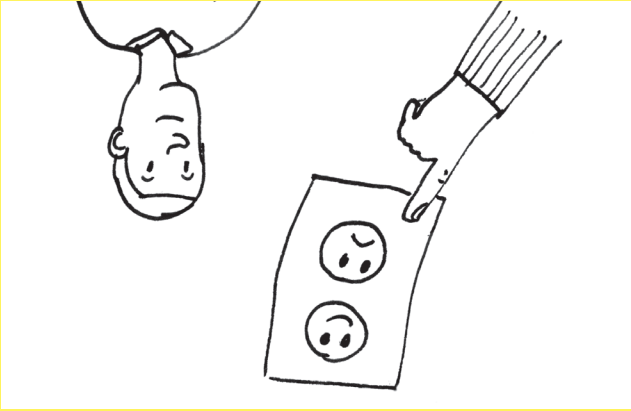


Are you able to handle sudden changes in circumstances? Provide an example. How did that make you feel?



02_1 Adaptability



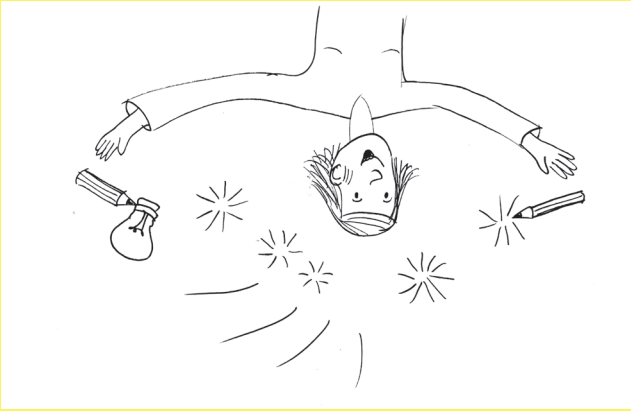


I am able to accept criticism.

Ability to accept criticism

02_12

Kritikfähigkeit
Capacidad de aceptar críticas
Ouverture à la critique
Умение воспринимать критику
القدرة على تقبل النقد
توانایی بپذیرش انتقادپذیری
Eleştirel yetiye sahip olma
תפישות ביקורתית

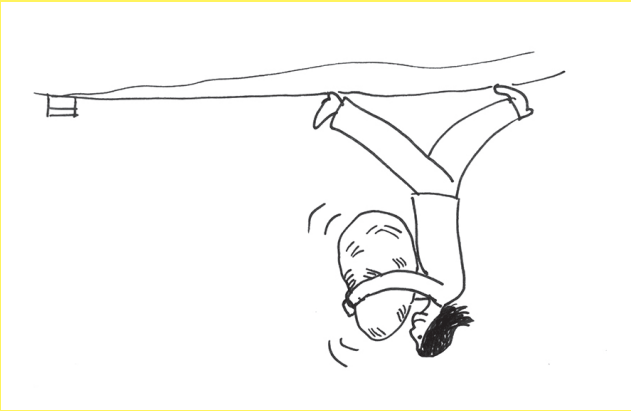


I have a lot of good ideas.

Creativity

02_11

Kreativität
Creatividad
Créativité
Креативность
الإبداع
خلاقیت
Yaratıcılık
מייצגות

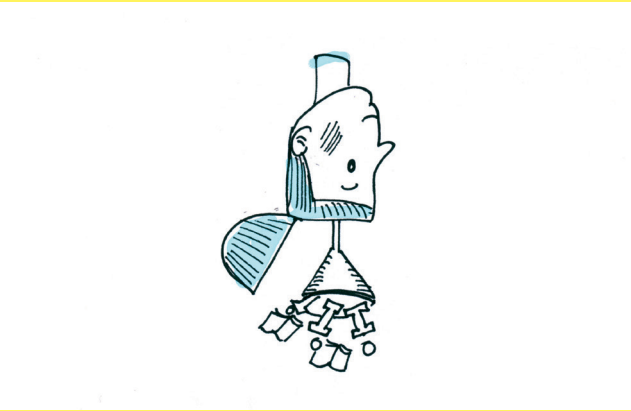


I am able to work a lot.

Motivation/commitment

02_14

Motivation/Leistungsbereitschaft
Motivación/disposición para el rendimiento
Motivation/volonté de rendement
Мотивация/приверженность делу
الحافسة/الاستعداد للعمل
انگیزه/آمادگی برای انجام وظیفه
Motivasyon/kararlılık
מניע/התמדה



I am able to acquire new knowledge.

Willingness to learn

02_13

Lernbereitschaft
Disposición para aprender
Disposition à apprendre
Готовность учиться
الاستعداد للتعلم
کرايش به يادگيري
Öğrenme arzusu
לרשנות

02_13

Willingness to learn



You want to learn something. You like learning new things.



When was the last time you had to learn something?
How did that make you feel?



02_2 Perceptive faculties/comprehension skills
03_18 Academic work



02_14

Motivation/commitment



You have good reasons for working towards your goals.
Doing your best is fun for you.



Do you like to work? What is fun for you?



02_4 Enthusiasm



02_11

Creativity



You are able to create something new where there was nothing.
You are artistically talented or have ideas about how to approach something. You are “creative”.



Have you worked as an artist in the broadest sense of the term?
Provide an example. How did that make you feel?
Do you have fun inventing or designing things? Provide an example.



03_4 Ability to improvise
I_02 Visual Arts
I_05 Handicrafts, design
I_07 Musicality
I_10 Theatre



02_12

Ability to accept criticism



You are able to handle negative feedback from others.
You react openly to criticism and try to find ways to improve.



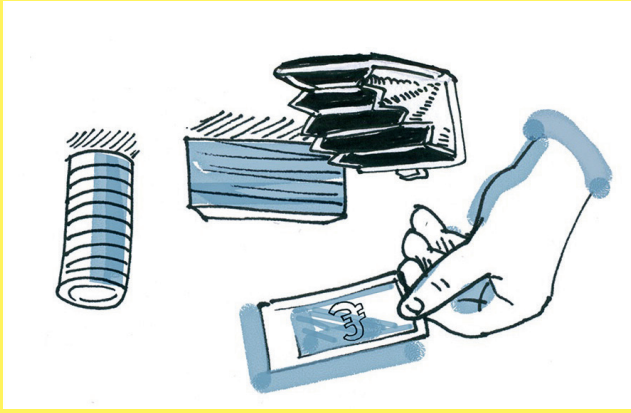
When others tell you that you’ve made a mistake, how do you handle it?
Provide an example.



01_6 Conflict-solving abilities
01_10 Teamwork skills



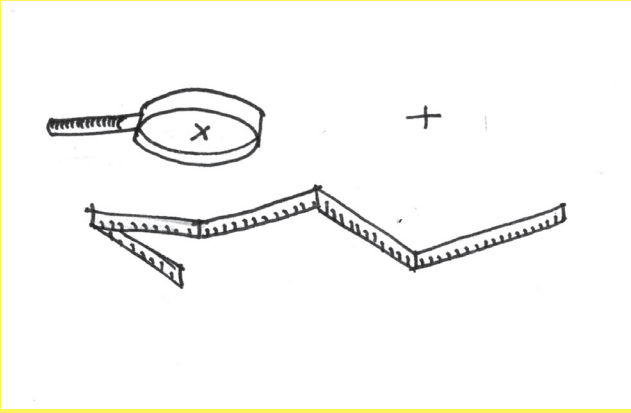
02_16 Money handling



I am economical. I am responsible with money.

Umgang mit Geld
Manejo del dinero
Savoir gérer son argent
Умение обращаться с деньгами
التعامل مع المال
مدیریت مالی
Para yönetimi
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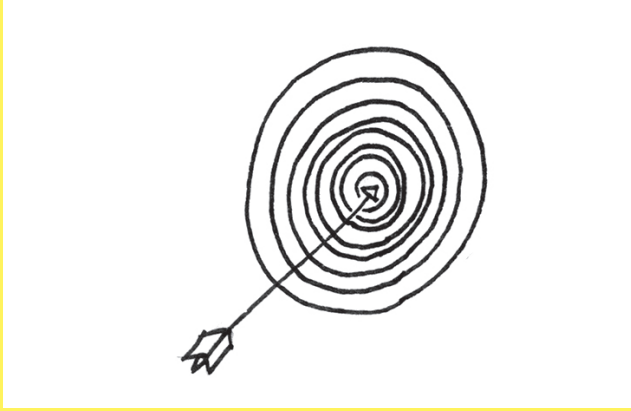
02_15 Diligence/precision



I am able to work carefully and precisely.

Sorgfalt/Genauigkeit
Esmero/precision
Rigueur/précision
Старательность/Точность
الحرص/الدقة
پیشکاری/دقت
Tiftizlik/özenlilik
ትግሣት/አክሳኝነት

02_18 Determination/result orientation



I am able to achieve a goal.

Zielstrebigkeit/ Ergebnisorientierung
Determinación/orientación hacia los resultados
Determination/Orientation vers le résultat
Легенствленност/ опрећеност на резултат
القدرة على الوصول إلى الهدف وتحقيق النتائج المرجوة
هدف کرانی / نتیجه کرانی
Hedef odaklılık/sonuç odaklılık
0409 900-9-0/ 0474 7 118,90047

02_17 Sense of responsibility



I am able to take care of others.

Verantwortungs- bewusstsein
Sentido de la responsabilidad
Sens des responsabilités
Чувство ответственности
القدرة على تحمل المسؤولية
احساس مسئولیت
Sorumluluk anlayışı
ላላናት-ዋነት

02_17

Sense of responsibility



You know exactly what your responsibilities are and perform them on your own. You know your actions have certain consequences and feel responsible for them.



Who do you have to take care of?
What are you responsible for?
How does that make you feel?



02_6 Showing initiative



02_18

Determination/result orientation



You have a goal in mind and want to achieve it. You work towards it without major distractions.



When was the last time you felt you had achieved a goal?
What did you achieve?
Does this happen often?



01_2 Leadership skills
02_7 Decision-making abilities



02_15

Diligence/precision



You are able to perform your work systematically. You take all important information and the state of the art into account.



Are you able to work systematically and precisely? Provide an example.
How does that make you feel?



02_16

Money handling



You are responsible with money. You budget your money well and are able to save. You do not spend any money that you don't have.



Are you able to budget your money well? Are you able to save money?



03_7 Mathematics/numeracy



03_3

Work planning

I am able to organise my work well.



Arbeitsplanung

Planificación del trabajo

Planification du travail

Планирование работы

وضع خطة العمل

برنامیزی کاری

İş planlama

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03_2

Computer skills

I am able to work with a PC.



Arbeiten am PC

Trabajo con ordenador

Travail sur PC

Работа на ПК

العمل على الحاسوب

کار با رایانه شخصی

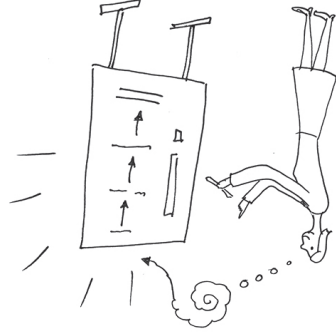
Bilgisayarda çalışma

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03_1

Analytical and problem-solving skills

I am good at identifying and solving problems.



Analyse- und Problem-
lösefähigkeit

Capacidad de análisis y de
resolución de problemas

Capacité d'analyse et de
résolution de problèmes

Аналитический склад ума/
способность решать проблемы

القدرة على التحليل وحل
المشكلات

مهارات تحليلي وحل مشكل

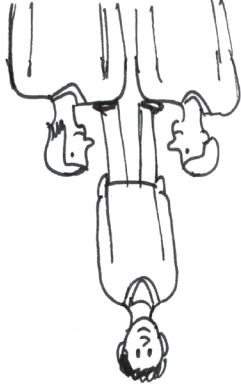
Analytik becerisi
gözme becerisi

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ጸገሞች

02_19

Reliability

Others can rely on me. I keep my promises.



Zuverlässigkeit

Fiabilidad

Fiabilité

Надежность

محل ثقة الآخرين

قابلية اعطاء

Güvenlilik

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03_2

Computer skills



You know how computers work. You are able to work on a computer without help and are proficient in a variety of programs. You are able to research on the Internet on your own.



Do you have a PC/laptop? What do you do on your PC/laptop? Have you ever researched something on the Internet? Provide an example. Are you able to use a PC to write a letter / create an Excel spreadsheet / create a PowerPoint presentation / create or use a database? Do you have SAP skills?



03_19 Knowledge management



A_01 PC work

03_3

Work planning



You plan in advance which tasks you have to do first and which you can do later.



How do you plan your work?
When you have a lot to do, how do you proceed?
How do you schedule your appointments?



03_8 Organisational skills



02_19

Reliability



Other people can trust you. You keep your word. You do what you say.



Can others rely on you? Provide an example.



03_1

Analytical and problem-solving skills



I am good at identifying and solving problems.

Analyse- und Problem-
lösefähigkeit

Capacidad de análisis y de
resolución de problemas

Capacité d'analyse et de
résolution de problèmes

Аналитический склад ума/
способность решать проблемы

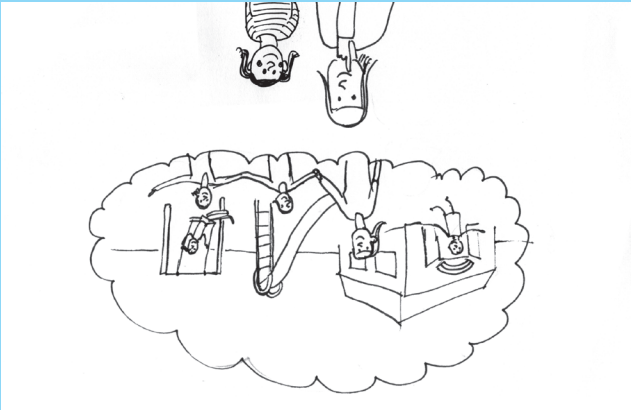
القدرة على التحليل وحل
المشكلات

مهارتهاى تحليلى و حل مشكل

Analitik beceri ve problem
çözme becerisi

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ጸገምን

I am able to find someone who can watch my children.



03_5

Organising childcare

00-01 0101 0101

Çocuk bakımı organize
edebilme

سازماندهی نگهداری از کودکان

تنظیم رعاية الأطفال

Умение организовать
писмоты за детьми

Organisation de la garde
des enfants

Organizar el cuidado
de los niños

Kinderbetreuung
organisieren

I am able to handle unfamiliar situations.



03_4

Ability to improvise

0101 0101 0101

Doğaçlama becerisi

توانایی ابتکاری

غير المألوفة
القدرة على التعامل مع المواقف

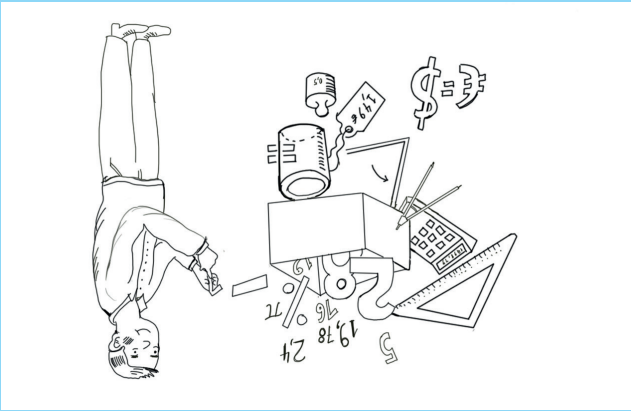
Умение импровизировать

Capacité d'improvisation

Capacidad de improvisación

Improvisationsfähigkeit

I am good at sums. I am good with numbers.



03_7

Mathematics/numeracy

0101 / 0101 0101

Matematik/hesaplama
becerisi

رياضيات/توانایی محاسبه

مهارات الرياضيات/القدرة
الحسابية

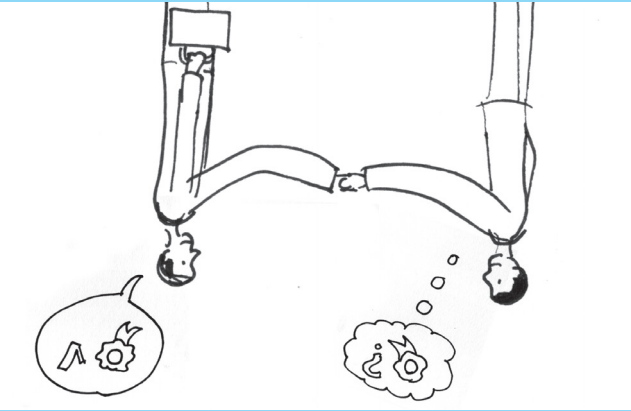
Склонность к математике/
вычислениям

Compétences en
mathématiques/calcul

Habilidades matemáticas/
de cálculo

Mathematik-/
Rechenfähigkeit

I am able to respond to customer requests. I am good at interacting with customers.



03_6

Customer orientation

0101 0101 0101

Müştəri odaklılık

مشتري مداری

والعامل مع
القدرة على فهم رغبات العملاء

Ориентированность на
потребности клиентов

Orientation vers le client

Orientación al cliente

Kundenorientierung

03_6

Customer orientation



You understand what customers want and like to talk to customers.
You are able to advise, sell and handle complaints.



Have you ever sold something? Provide an example. How did that make you feel?



01_5 Communication skills



03_7

Mathematics/numeracy



You can convert units easily (weights, currencies, lengths).
You can calculate quickly in your head.



What's 10% of 120?
Have you ever helped other people to do sums? How do you use maths in your job?



02_16 Money handling
03_1 Analytical and problem-solving skills



A_06 Exercises to determine numeracy/maths skills

03_4

Ability to improvise



You are able to do something spontaneously without preparation.
You are able to react immediately without needing long for planning.
You are able to engage with a situation you weren't previously familiar with.



Have you ever had to repair something and didn't have the right tools and materials? How did you proceed?
Are you able to react to changing circumstances? Provide an example.



02_11 Creativity



03_5

Organising childcare



You are able to ensure your children are cared for while you are at work.
You have access to people or institutions who help you take care of your children when you aren't home.



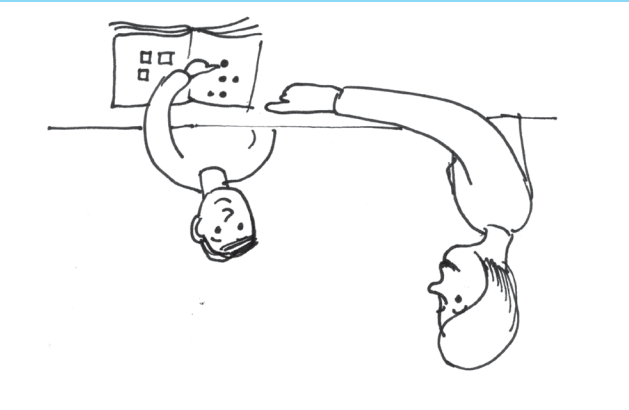
If you had a job now, who would take care of your children? Is there a place where your children will be looked after if you have to do something on your own?



03_8 Organisational skills



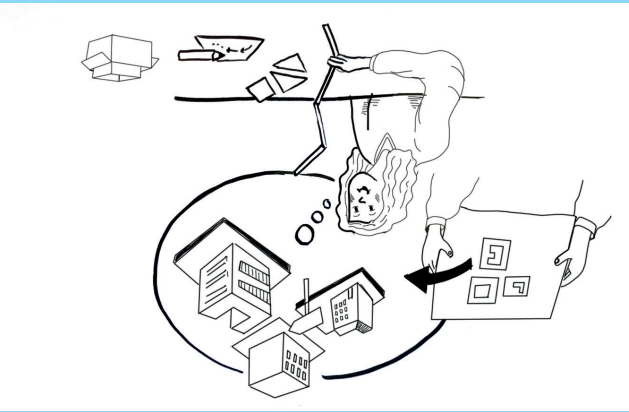
03_9 Pedagogical skills



I am able to teach children.

Pädagogische Kompetenz
Competencia pedagógica
Compétences pédagogiques
Педагогические навыки
مهارات تعلم الأطفال
مهارات تعليم اموشي
Pedagogijk yetkinlik
היכרות חינוך

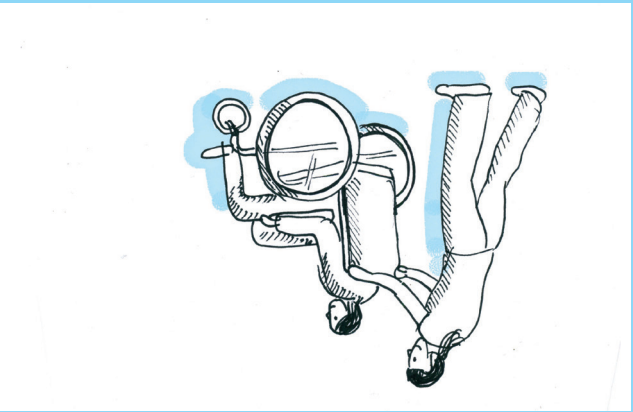
03_11 Spatial thinking/sense



I can picture spaces, distances and dimensions well.

Räumliches Denk-/Vorstellungsvermögen
Percepción y razonamiento espacial
Intelligence et capacité de représentation spatiales
Пространственное и образное мышление
القدرة على تخيل المساحات والمسافات والأشياء
توانایی تفکر و تجل مکانی
Mekansal düşünme ve algılama
היכרות מרחבית / היכרות מרחבית

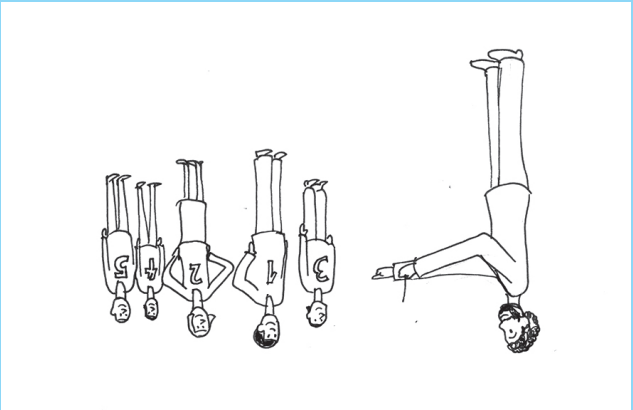
03_10 Caring skills



I am able to work well with people in need of help.

Pflegekompetenz
Competencia en cuidados
Compétences en soins
Навыки оказания помощи
مهارات الرعاية
مهارات برستاری
Bakım yetkinliği
היכרות חשבון

03_8 Organisational skills



I am good at managing workflows and controlling processes.

Organisationsfähigkeit
Capacidad de organización
Capacité d'organisation
Организаторские способности
القدرة التنظيمية
مهارات تنظيمي
Organizasyon becerisi
היכרות מנהל

03_10

Caring skills



You are able to take care of other people. You are not afraid of contact with sick people or older people. You know what is important for their care.



Have you ever cared for a sick person or a very old person? Provide an example. What did you do? How did that make you feel?



01_1 Sensitivity/empathy
01_9 Commitment to social welfare



03_11

Spatial thinking/sense



You are able to orientate yourself easily.
You are able to read technical drawings.



Can you explain routes well to people?
Please describe your route here.
How many faces does this object have?
How many packing boxes do you think would fit in this office?



02_2 Perceptive faculties/comprehension skills
02_9 Holistic thinking/circumspection



03_8

Organisational skills



You are good at organising. You understand your duties and the associated procedures. You are able to organise these tasks and ensure (possibly with other people) that the task is completed.



Have you ever had to handle several tasks at the same time? How did you proceed? Have you ever contributed toward finding a solution to a complex problem? What did you do? Are you able to organise workflows? Provide an example.



01_2 Leadership skills
03_3 Work planning
03_5 Organising childcare
03_20 Time management



03_9

Pedagogical skills



You are able to help children learn. You are able to help with homework, tutor or teach lessons.



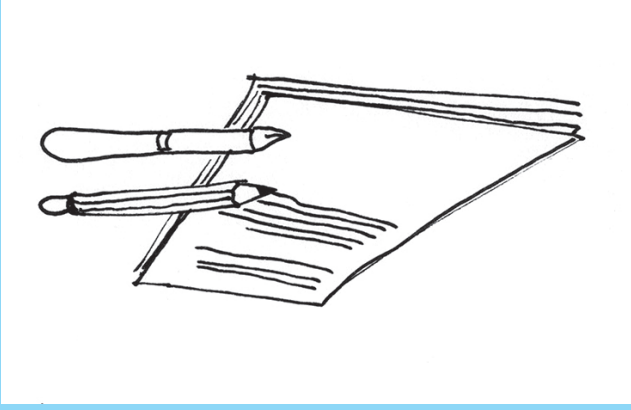
Have you ever taken care of children? Provide an example. How old were the children, how long did you take care of them? Have you ever helped children with their homework? How did that make you feel?



Writing skills

03_13

I am good at writing long texts.



Schreibkompetenz
Capacidad de redacción
Compétences rédactionnelles
Навыки написания текстов
مهارات الكتابة
مهارات نوشتاری
Yazma becerisi
Հռչակագրական հմտություն

Presentation/public speaking skills

03_12

I am able to speak in front a lot of people.

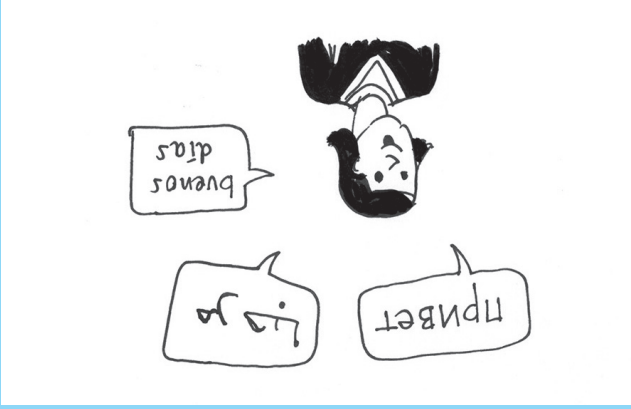


Referieren, Vortragstätigkeit
Capacidad de dar discursos
Capacité à faire des exposés, des présentations
Умение подавать материал
Мәнерлеп баяндау
مهارات التحدث في المناسبات
مهارات سخنرانی
Sumum/konu anlatım becerisi
սոցիալ. քաղ./հոգ. հմտ.

Foreign language skills

03_15

I speak several languages.

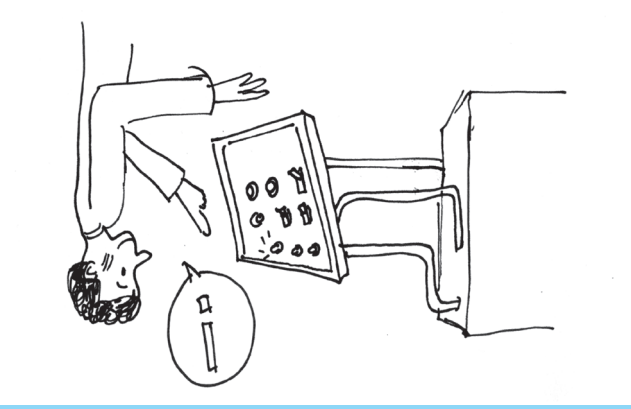


Sprachkenntnisse
Conocimientos de idiomas
Connaissances de langues étrangères
Знание иностранных языков
إتقان في اللغات الأجنبية
آشنایی با زبانهای بیگانه
Yabancı dil bilgisi
Հոգ. քաղ. հմտ. գրգռ. հմտ.

Independent work

03_14

I am able to decide independently what has to be done.



Selbstständiges Arbeiten
Trabajo independiente
Autonomie dans le travail
Самостоятельное выполнение задач
القدرة على العمل بشكل مستقل
استقلال در کار
Bireysel çalışma
հոգ. հմտ. մեթոդ. ծր.

03_14

Independent work



You recognise what your responsibilities are and what steps you have to take. You complete work without help.



Are you able to identify, on your own, what has to be done and then perform all the necessary activities? Provide an example.
Have you ever had to complete a task on your own?
How did you proceed?



01_2 Leadership skills
02_6 Showing initiative



03_15

Foreign language skills



You don't just speak your native language, but speak at least one other language as well. You have verbal and written language skills.



What languages do you speak?
How well do you speak ...?
Can you read a newspaper in ...?
Can you explain something in ...?



01_4 Intercultural competence
01_5 Communication skills



A_04 Language tests

03_12

Presentation/public speaking skills



You are able to speak in front of a large group of people without problems.
You are able to give lectures and speeches. People like to listen to you.



Have you ever had to speak before a lot of people?
How did that make you feel?
Do people like to listen to you? Provide an example.



01_5 Communication skills



03_13

Writing skills



You know how to organise a text so it is clear and readable.
You like to write.



Have you ever written a long text?
Provide an example.
Do you like writing texts?



03_2 Computer skills
03_15 Foreign language skills



I am able to assert my position in conversations, but I am also able to make compromises.



03_17

Negotiation skills

Verhandlungsgeschick
Capacités de négociation
Compétences de négociation
Умение вести переговоры
المهارات التفاوضية
مهاراتى مفاوضة
Műzakerelő decetisi
היכולת מו"מ

I am good at finding information. I am able to conduct research.

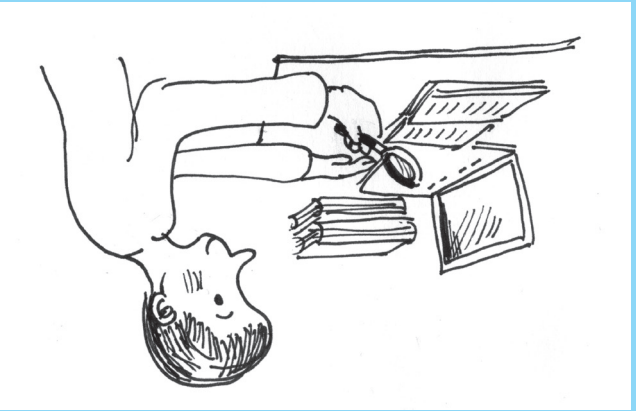


03_19

Knowledge management

Wissensmanagement
Gestión del conocimiento
Gestion des connaissances
Управление знаниями
إدارة جمع المعلومات والبحث
مديريت دانش
Bilgi yönetimi
מנהל. מידע

I am good at research and am able to identify connections.

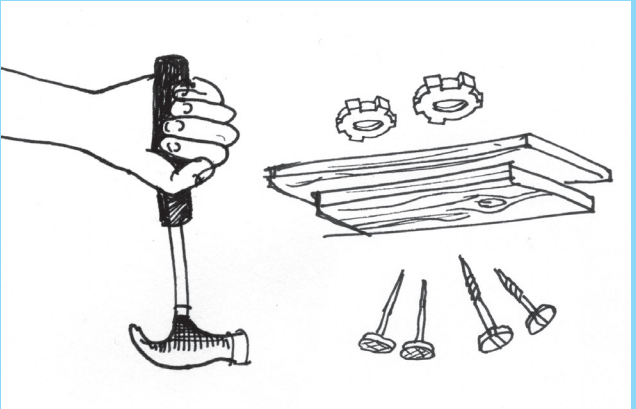


03_18

Academic work

Wissenschaftliches Arbeiten
Trabajo científico
Travail scientifique
Научная работа
العمل الأكاديمي
کار علمی
Bilimsel çalışma

I am able to work with my hands. I can work well with technology.



03_16

Technical and manual skills

Technische und handwerkliche Fertigkeiten
Habilidades técnicas y manuales
Apptudes techniques et manuelles
Технические и ремесленные навыки
المهارات التقنية والحرفية
مهاراتى فنى و لستى
Technik decet ve el decetisi
היכולת הידית-מלאכה

03_18

Academic work



You know how to plan, conduct and conclude scientific research. You are able to research, conduct inquiries and are proficient in scientific writing and citations/referencing.



Have you studied at a university? What subject did you study?
Are you able to systematically develop your knowledge of a subject?
Have you ever dealt with a scientific topic? Provide an example. Have you ever worked in research?



02_2 Perceptive faculties/comprehension skills
02_13 Willingness to learn
03_19 Knowledge management



03_19

Knowledge management



You are able to manage large quantities of information.
You are able to find, process, save and relocate facts, data and information.
You are able to work with complex information systems.



If you don't know something, what do you do? How do you find information?
How do you manage information? How do you remember information?



03_2 Computer skills
03_18 Academic work



03_16

Technical and manual skills



You have technical and manual skills. You understand how to operate machines and perform simple repairs. You are able to create something with your hands.



Have you ever repaired something? Provide an example.
Are you able to operate a machine? Provide an example.
Do you like to work with your hands? Have you ever created something with your hands?



02_10 Physical stamina



A_02 Materials

03_17

Negotiation skills



You are able to negotiate well (in a business or private setting). You know how far you can go to achieve the best result. You are able to present and assert your own point of view and understand and make compromises with others.

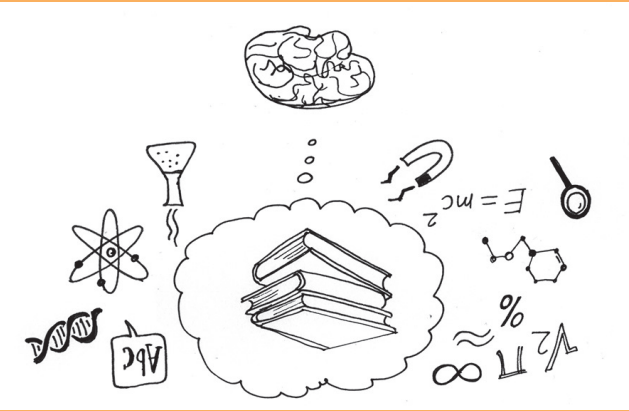


Have you ever had to negotiate with business partners in a professional environment? Provide an example. How did that make you feel?



01_5 Communication skills



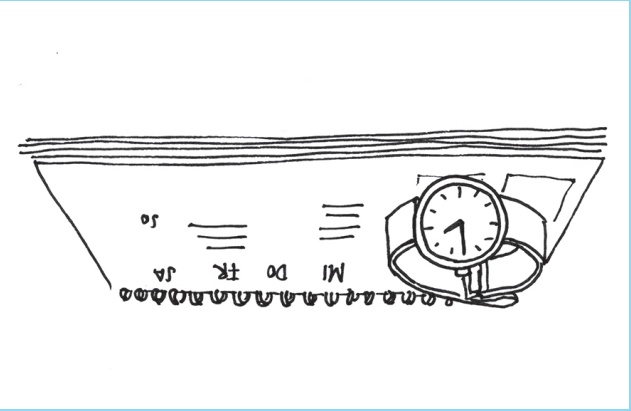


I am interested in everything and am able to remember a lot.

General knowledge

I_01

Allgemeinwissen
Conocimientos generales
Connaissances g�n�rales
Эрудиция
المعرفة العامة
دانش عمومي
Genel k�lt�r
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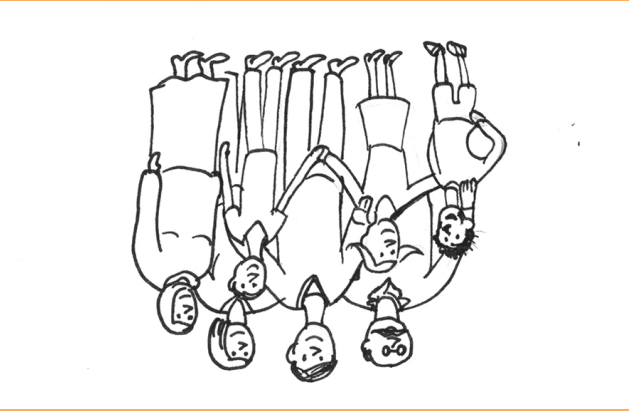


I am able to budget my time well. I am punctual.

Time management

03_20

Zeitmanagement
Gesti�n del tiempo
Gestion du temps
Организація робочого времєни
أدارة الوقت
مدیریت زمان
Zaman y�netimi
ጊዜ ግዛ

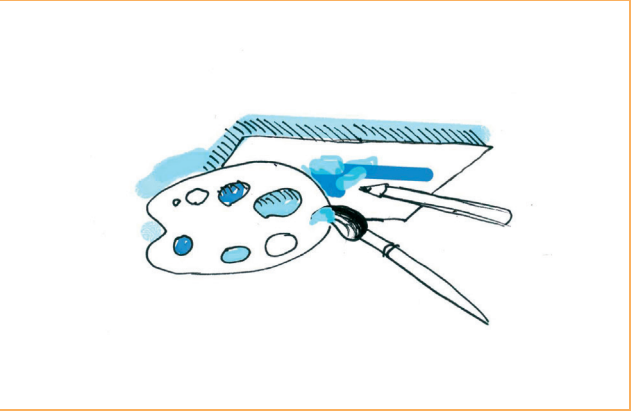


I can support my family.

Family

I_03

Familie
Familia
Famille
Семья
الأسرة
القدرة على دعم الأسرة
خانواده
Alle
ከፍረ-ቤት



I am good at painting and drawing. I am creative.

Visual arts

I_02

Bildende Kunst
Artes pl�sticas
Arts visuels
Изобразительное искусство
الإبداع الفني في الرسم والتلوين
فنرهای تجسمي
G�rsel sanatlar
አልፋ ስነ-ጥበብ

I_02

Visual arts



You like to draw and paint.
You work with a variety of materials.



Do you like to draw and paint? What?
Do you like to work creatively with other materials?



I_06 Hobbies
02_11 Creativity



A_03 In which of these sectors can I apply this interest?

I_03

Family



You stand by your family members in good and bad times.
You help your family; you are there for each other.



Do you have a family? Do you support your family? Provide an example.
How does that make you feel?



01_1 Sensitivity/empathy



03_20

Time management



You are able to plan your time. You plan your work (and free time) so you aren't pressed for time. You know how much time a task takes. You are punctual. You have no problem scheduling appointments.



When you have an appointment, are you punctual?
Do you complete your tasks by the deadline? Provide an example.



03_8 Organisational skills



I_01

General knowledge



You possess broad general knowledge. You know a lot about many topics. You are interested in the news and current events. You are able to remember a lot.

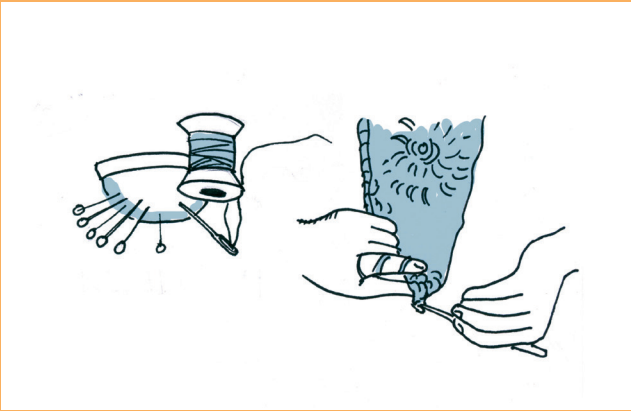


What interests you a lot?
Do you watch a lot of television, read a lot, spend a lot of time online?
Are you interested in a lot of topics? Are you able to and do you try to remember everything?



I_06 Hobbies
02_13 Willingness to learn



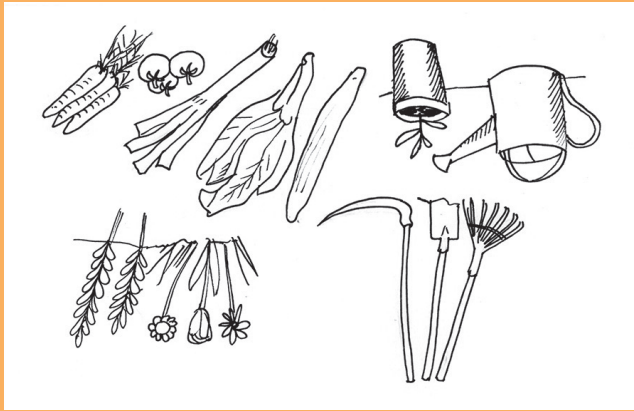


I like handicrafts.

Handicrafts, design

I_05

Handarbeit, Gestalten
Trabajo manual, diseño
Travail manuel, mise en forme
Рукотелние, дизайнерские навыки
صناعة دستی، طراحی العمل اليدوي، التصميم
El işi, tasarlrm
А.Р-02.47: 78.6

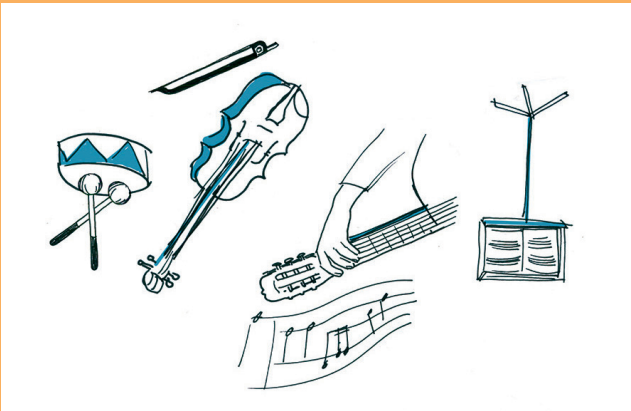


I like to work in the garden or in the field.

Gardening, farming

I_04

Garten, Landwirtschaft
Jardinería, agricultura
Jardin, agriculture
Садоводство, земледелие
النسنة، الزراعة
باغباني، کشاورزي
Bahgvanihk, giftigilik
А.С-02.47: 78.6

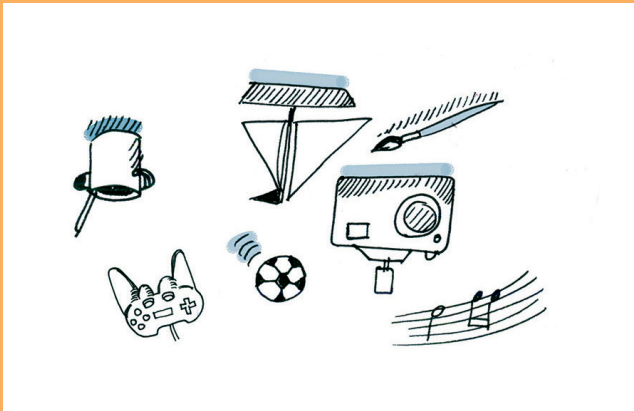


I like to play music.
I can play an instrument.

Musicality

I_07

Musikalität
Habilidades musicales
Musicalité
Музыкальность
الوضبة الموسيقية
نوعی موسیقی
Müzikalite
А.П-02.47: 02



In my free time, I am interested in ...

Hobbies

I_06

Hobbies
Aficiones
Hobbys
Xobbu
الهوايات
سرگرميها
Hoblier
А.В-02.47: 77.9A.7-7

I_06

Hobbies



There are certain things you like to do in your free time.
You take time for your hobbies.



Do you have hobbies? What are they?



See
I_01, I_02, I_03, I_04, I_05



I_07

Musicality



You like to listen to and play music. You can play one or more musical instruments. You are a good singer.



Do you like to listen to music? Do you like to make music?
Do you play a musical instrument?
Which instrument(s)?



I_06 Hobbies
02_11 Creativity



A_03 In which of these sectors can I apply this interest?
A_05 Musical instruments

I_04

Gardening, farming



You love flowers and plants, vegetables and things that grow.
You know how to cultivate different plants.



Have you ever worked in a garden?
Have you ever cultivated plants yourself?



03_16 Technical and manual skills



A_03 In which of these sectors can I apply this interest?

I_05

Handicrafts, design



You like to work with your hands. You like to create things yourself.



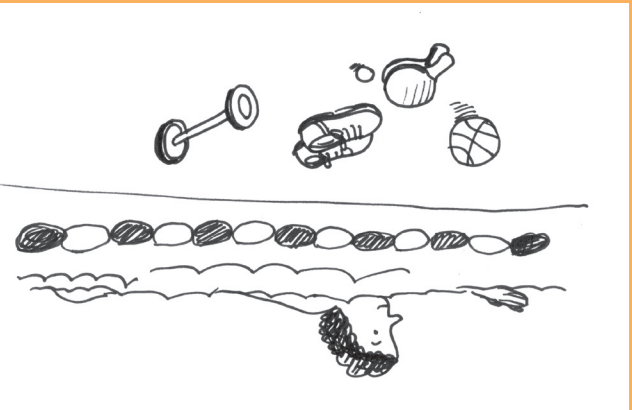
Do you like handicrafts? What kind?



I_06 Hobbies
02_11 Creativity
03_16 Technical and manual skills



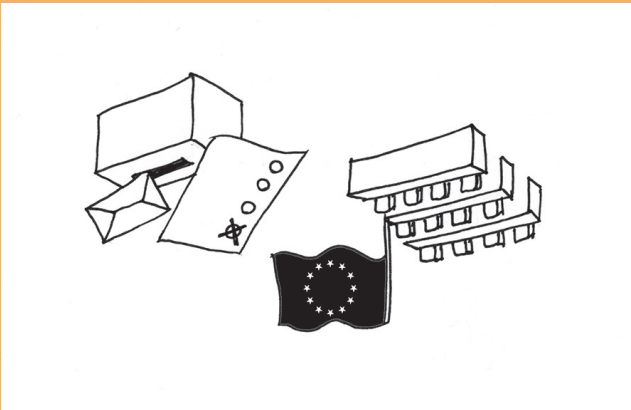
A_03 In which of these sectors can I apply this interest?



I like sports.

I_09 Sport

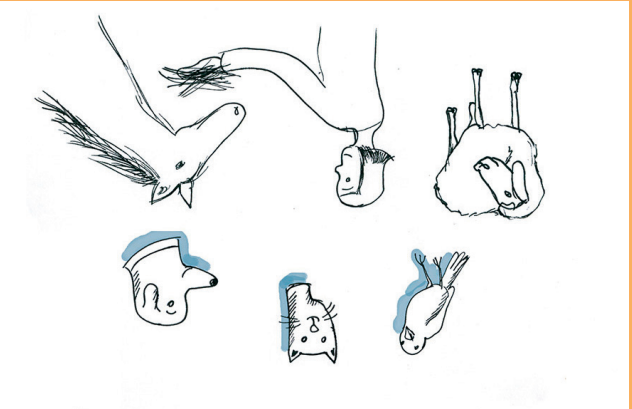
Sport
Deporte
Sport
Cnopr
الرياضة
ورزش
Спорт



I am interested in politics.
I am/was politically active.

I_08 Politics

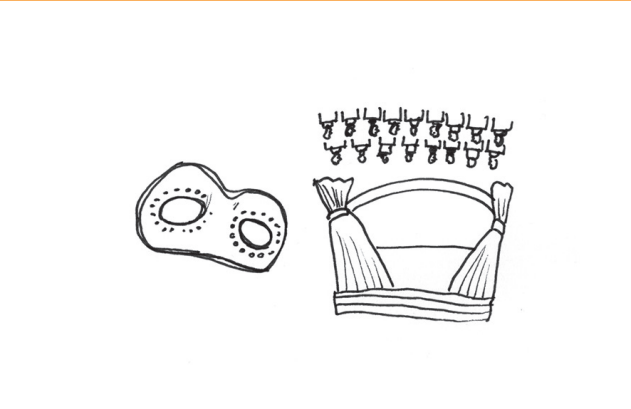
Politik
Politica
Politique
Политика
السياسة
سیاست
Siyaaset
Մշակ



I am good with animals.

I_11 Love of animals

Tierliebe
Amor por los animales
Amour des animaux
Любовь к животным
حب الحيوانات
دوستی با حیوانات
Hayvan sevgisi
գրգռնչեղ խնայարար



I am interested in theatre.

I_10 Theatre

Theater
Teatro
Théâtre
Teatr
المسرح
تئاتر
Tiyatro
תיאטר

I_10

Theatre



You like to go to the theatre.
You also like to act.



Do you like to act?
Do you like to go to the theatre?



I_06 Hobbies
02_11 Creativity



A_03 In which of these sectors can I apply this interest?

I_11

Love of animals



You love animals. You have pets or like to take care of animals.



Do you like animals? Do you/have you ever had pets?



A_03 In which of these sectors can I apply this interest?

I_o8

Politics



You know about current political issues.
You get involved in political matters.



Are you interested in politics?
Are you politically active?



I_o1 General knowledge
01_5 Communication skills
01_7 Interpersonal/networking skills



A_03 In which of these sectors can I apply this interest?

I_o9

Sport



You are interested in sports. You play one or more sports.



Are you interested in sports?
Do you play sports?
What sports do you play?
Football, running, cycling, dancing, swimming, etc.? How often?



I_o6 Hobbies



A_03 In which of these sectors can I apply this interest?

A_04 Information card

Language tests

Test of English as a Foreign Language (TOEFL)
International English Language Testing System (IELTS)
DELF/DALF programme (French)
DELE (Spanish)
HSK (Chinese)
German Language Examination for University Entrance (DSH)
CELP-Bras language proficiency test (Portuguese)
UNICent (with subject-specific knowledge)

A_02 Information card

Materials

Metals (e.g. iron, steel, copper, aluminium)
Non-metals (e.g. graphite, carbon)
Organic materials (e.g. wood, plastic)
Inorganic non-metallic materials (e.g. ceramics, glass)
Semi-conductors (e.g. silicon)
Composite materials (e.g. fibre composites, laminates, infiltrated composites)

A_03 Information card

Fields of activity

(source: <https://berufenet.arbeitsagentur.de/>):
Construction, architecture, raw materials | Chemistry, pharmacy, scientific laboratory analysis | Procurement, warehousing, logistics, transport | Electronics, energy, supply and disposal | Research, development, engineering design, technical drawing | Hospitality, tourism, event management, housekeeping/home economics | Health, sport, hair, beauty and well-being | Wood, paper, plastic, paints and lacquers, textiles | IT, computers, data collection, data analysis | Agriculture, environment, food | Media, culture, design, art | Metal, mechanical and automotive engineering | Production planning and control, quality assurance, maintenance | Law, taxes, auditing | Protection and security, cleaning | Social work, education | Economy, management, languages

A_01 Information card

PC work

Operating systems (MS Windows, Android, iOS, macOS)
Word processing (MS Word, OpenOffice Writer, Apple Pages, LaTeX)
Spreadsheets (MS Excel, OpenOffice Calc, Apple Numbers)
Presentations (MS PowerPoint, OpenOffice Impress, Apple Keynote)
Database management (MS Access, OpenBase)
Project management (MS Project, OpenProject)
Web browsers (MS Internet Explorer, Mozilla Firefox, Safari, Google Chrome)
Personal information managers (MS Outlook, Mozilla Thunderbird, Apple iCal)
Statistics and analysis (SPSS, Stata, r, SAS)
Reference management (Endnote, RefWorks, Zotero, Citavi, JabRef)
Image editing (Adobe Photoshop, Gimp, IrfanView)
Desktop publishing (Adobe InDesign, QuarkXPress)
Graphics and drawing programs (Adobe Illustrator, Coral Draw)
Programming languages (Java, C, C++, C#, Python, PHP, JavaScript, Visual Basic .NET, Perl, Ruby)



A_06
Information card

Exercises to determine numeracy/maths skills

Basic arithmetic operations

$3 + (12-6) \times 1.5 = ?$

Fractions

$4/5 : 3/8 = ?$

Converting units

How many litres (l) are there in 17.5 cubic decimetres?

Calculating percentages

What is 7 percent of 25,000 euros?

Geometry

What is the area A of a circle with a diameter of 3 metres?

A_05
Information card

Musical instruments

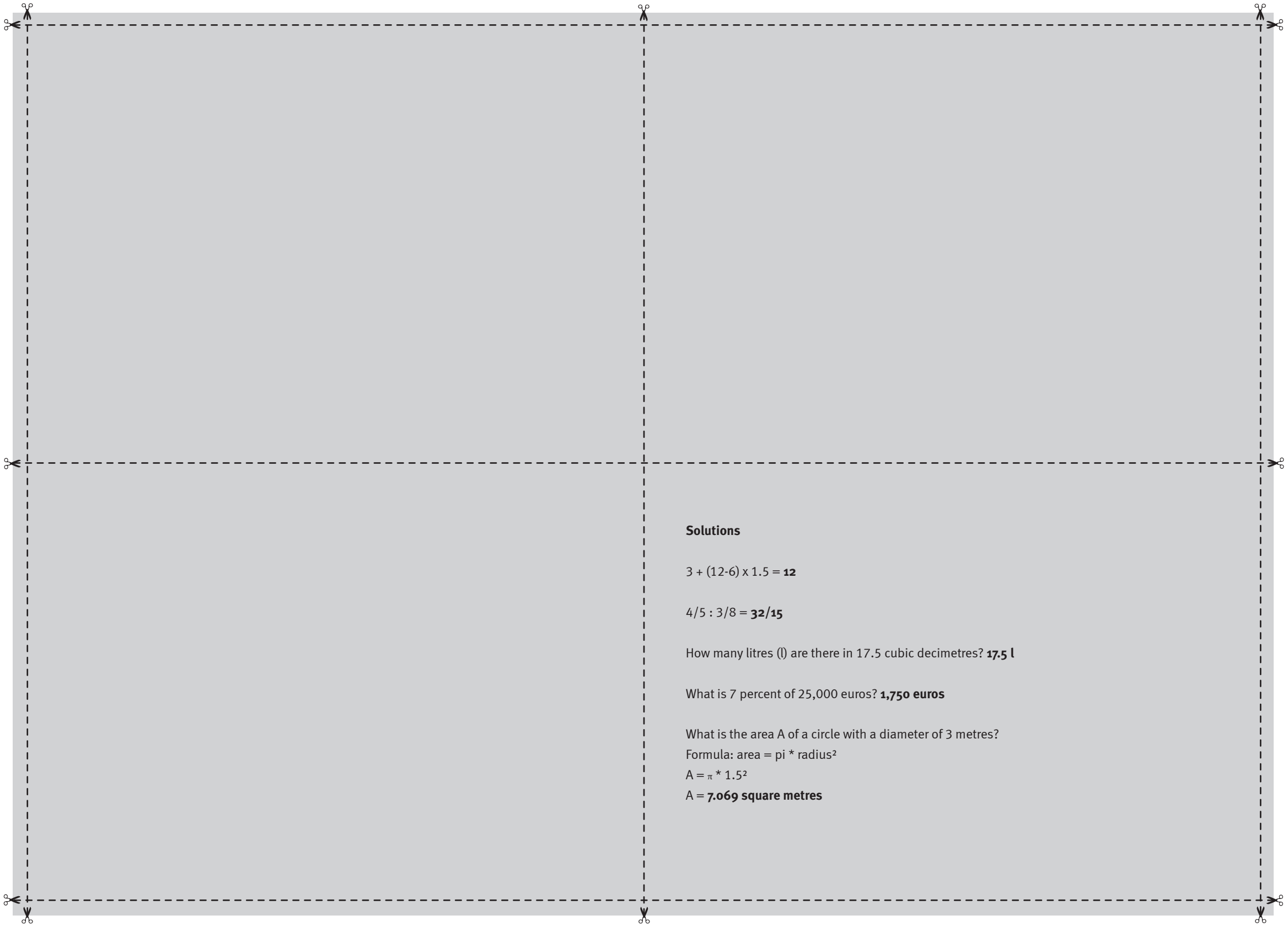
Wind instruments (e.g. trumpet, tuba, flute, transverse flute)

Percussion instruments (e.g. drums, percussion)

String instruments (e.g. violin, cello)

Keyboard instruments (e.g. piano, keyboard)

Picked instruments (e.g. guitar, bass)



Solutions

$$3 + (12 - 6) \times 1.5 = \mathbf{12}$$

$$4/5 : 3/8 = \mathbf{32/15}$$

How many litres (l) are there in 17.5 cubic decimetres? **17.5 l**

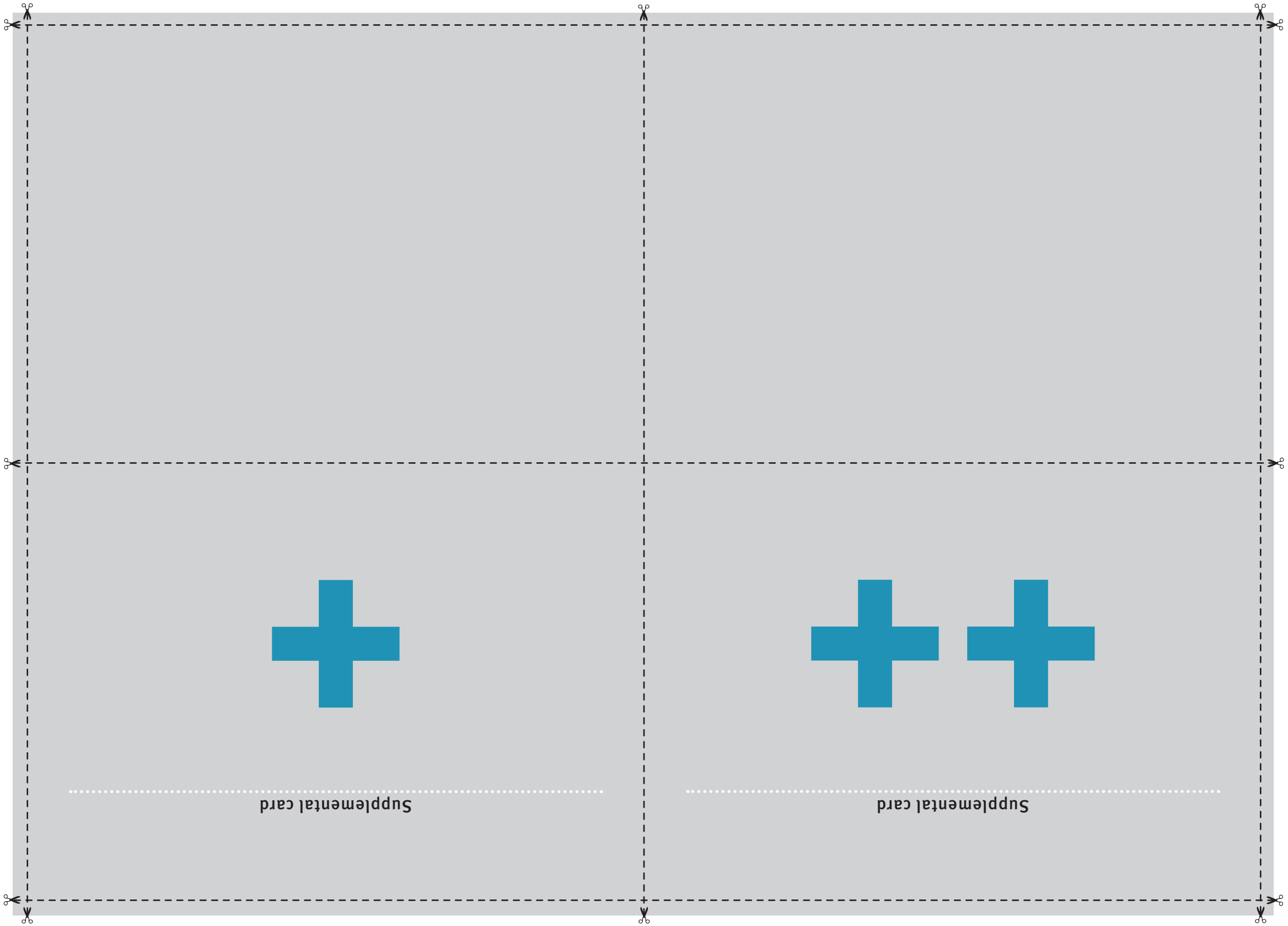
What is 7 percent of 25,000 euros? **1,750 euros**

What is the area A of a circle with a diameter of 3 metres?

Formula: $\text{area} = \pi \times \text{radius}^2$

$$A = \pi \times 1.5^2$$

$$A = \mathbf{7.069 \text{ square metres}}$$

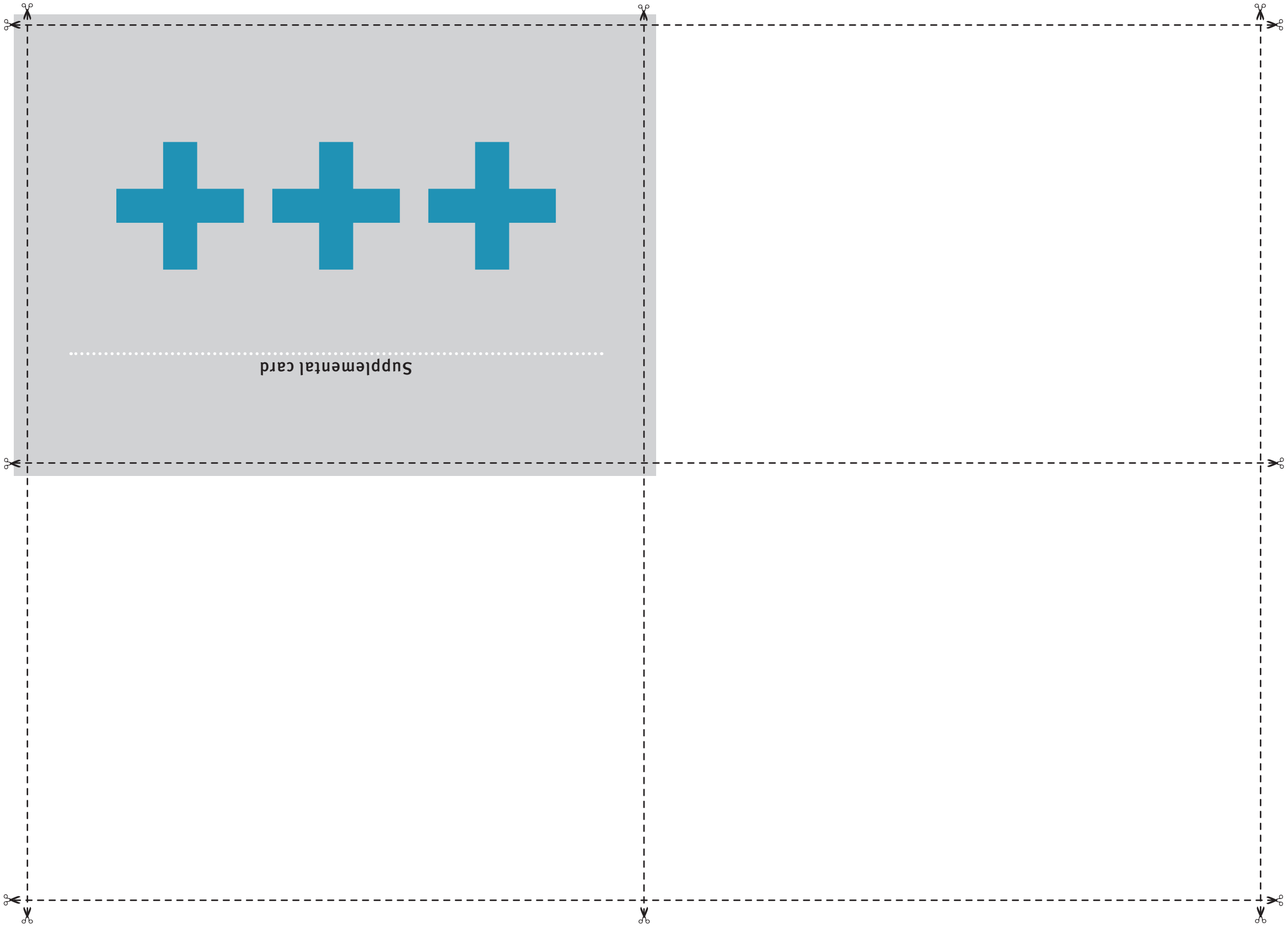


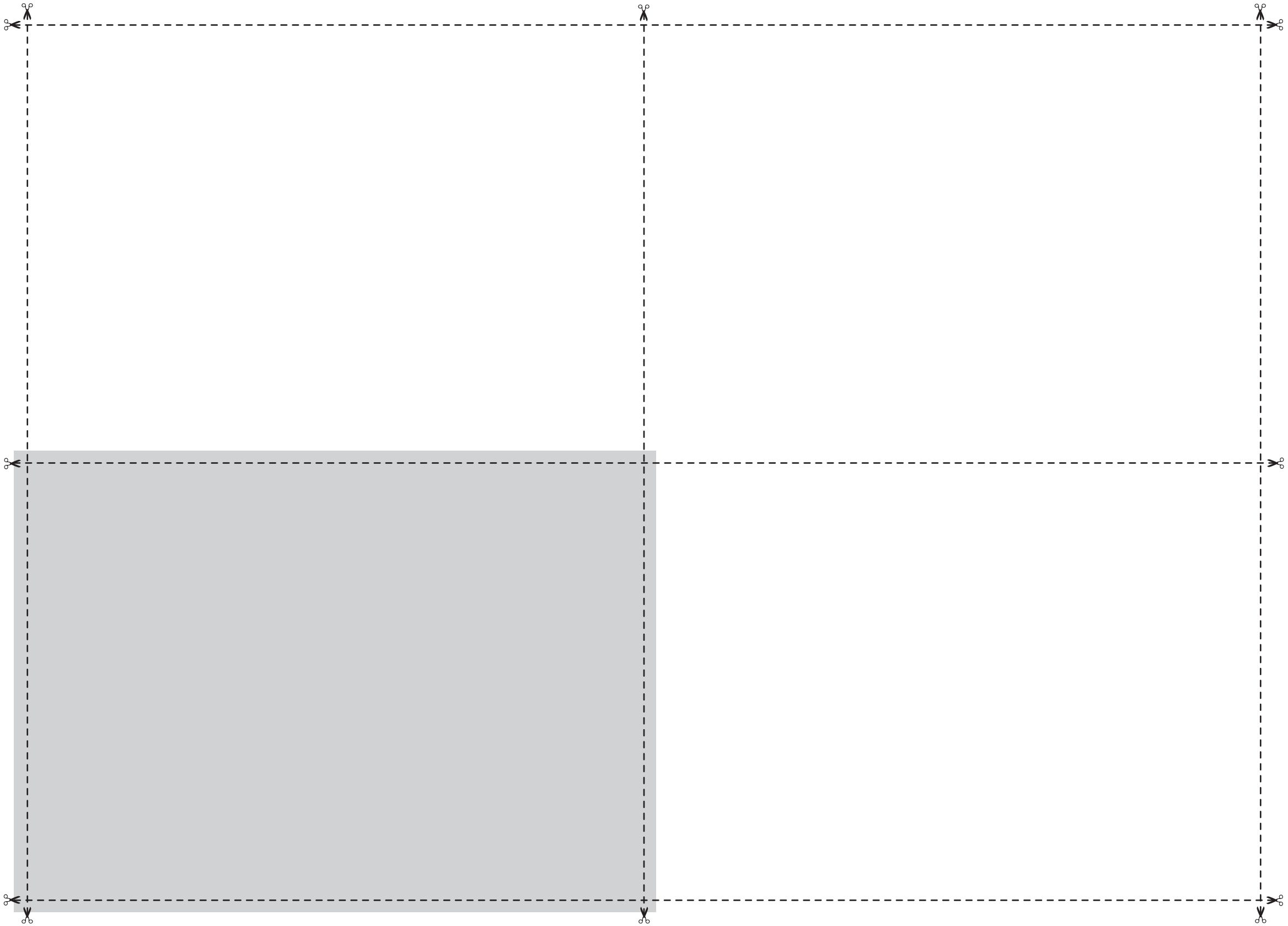
Supplemental card



Supplemental card







Documentation for work with the competence cards

Client name: _____

Number	Term	+	++	+++	Notes
Social skills					
01_1	Sensitivity/empathy				
01_2	Leadership skills				
01_3	Helpfulness				
01_4	Intercultural competence				
01_5	Communication skills				
01_6	Conflict resolution skills				
01_7	Interpersonal/networking skills				
01_8	Motivational skills				
01_9	Commitment to social welfare				
01_10	Teamwork skills				
Personal skills					
02_1	Adaptability				
02_2	Perceptive faculties/comprehension skills				
02_3	Endurance				
02_4	Enthusiasm				
02_5	Resilience				
02_6	Showing initiative				
02_7	Decision-making abilities				
02_8	Flexibility				
02_9	Holistic thinking/circumspection				
02_10	Physical stamina				
02_11	Creativity				
02_12	Ability to accept criticism				
02_13	Willingness to learn				
02_14	Motivation/commitment				
02_15	Diligence/precision				
02_16	Money handling				
02_17	Sense of responsibility				
02_18	Determination/result orientation				
02_19	Reliability				
Technical and methodological skills					
03_1	Analytical and problem-solving skills				
03_2	Computer skills				
03_3	Work planning				
03_4	Ability to improvise				
03_5	Organising childcare				
03_6	Customer orientation				

03_7	Mathematics/numeracy				
03_8	Organisational skills				
03_9	Pedagogical skills				
03_10	Caring skills				
03_11	Spatial thinking/sense				
03_12	Presentation/public speaking skills				
03_13	Writing skills				
03_14	Independent work				
03_15	Foreign language skills				
03_16	Technical and manual skills				
03_17	Negotiation skills				
03_18	Academic work				
03_19	Knowledge management				
03_20	Time management				

Interests					
I_01	General knowledge				
I_02	Visual arts				
I_03	Family				
I_04	Gardening, farming				
I_05	Handicrafts, design				
I_06	Hobbies				
I_07	Musicality				
I_08	Politics				
I_09	Sport				
I_10	Theatre				
I_11	Love of animals				

Next steps:

- ☐ Employment Agency/Jobcenter
- ☐ Continued competence diagnosis
- ☐ Recognition counselling
- ☐ Application
- ☐ _____

Adviser's name: _____

Institution's name and stamp: _____