

Developing Entrepreneurial Skills



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Coordinator:

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Management Centre

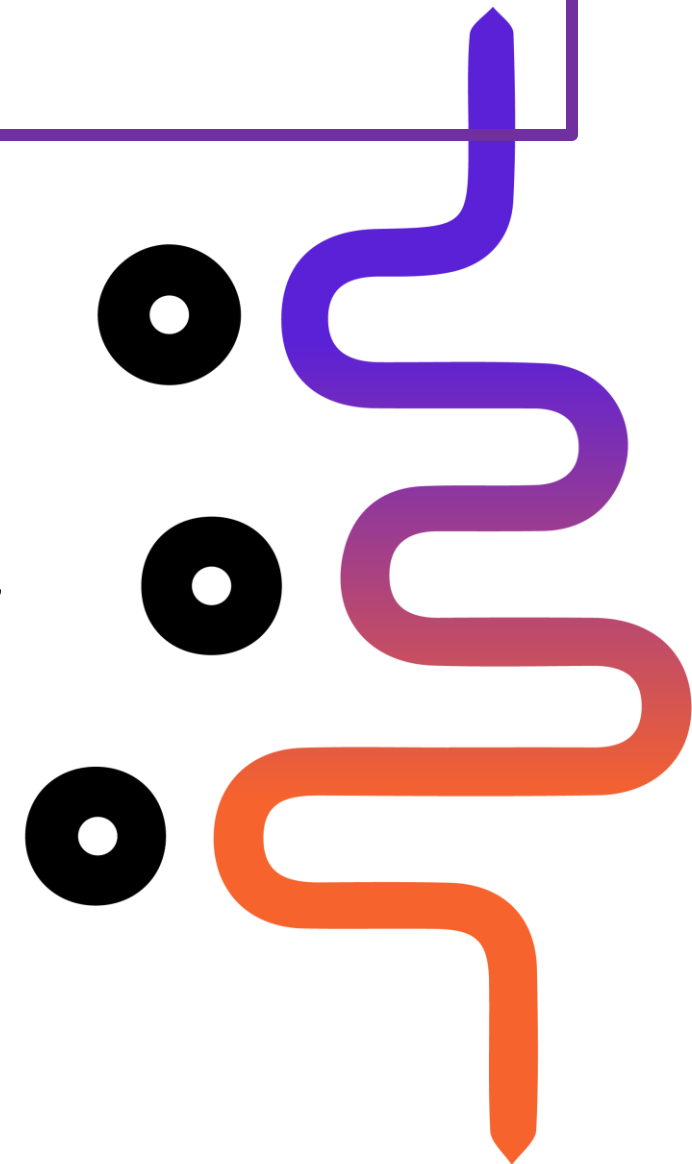
Partners:



Objectives of the workshop

In terms of knowledge

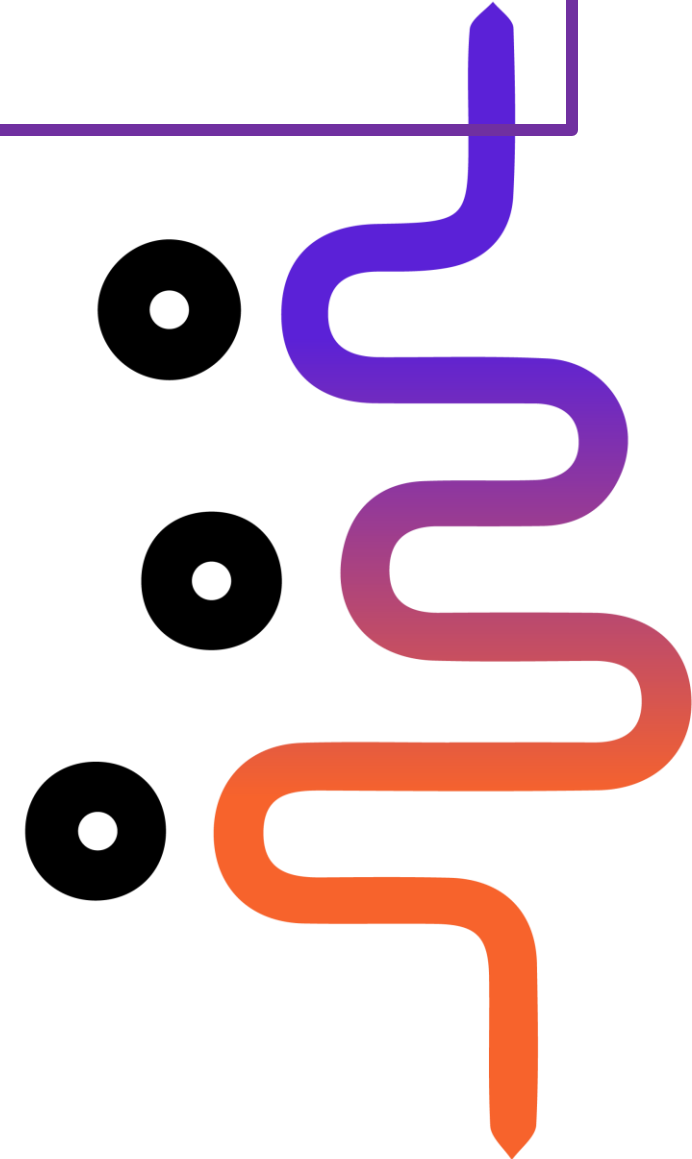
- To define key entrepreneurial concepts related to self-awareness, creativity, vision, initiative, planning, and collaboration.
- To explain how self-awareness and self-efficacy influence learning, employability, and entrepreneurial behaviour.
- To describe the role of creativity in idea generation, problem-solving, and opportunity recognition.
- To explain how vision provides direction and supports decision-making in personal, professional, and entrepreneurial contexts.
- To identify the main steps involved in planning, prioritisation, and time management.
- To recognise the importance of communication, collaboration, and ethical behaviour when working with others.



Objectives of the workshop

In terms of skills:

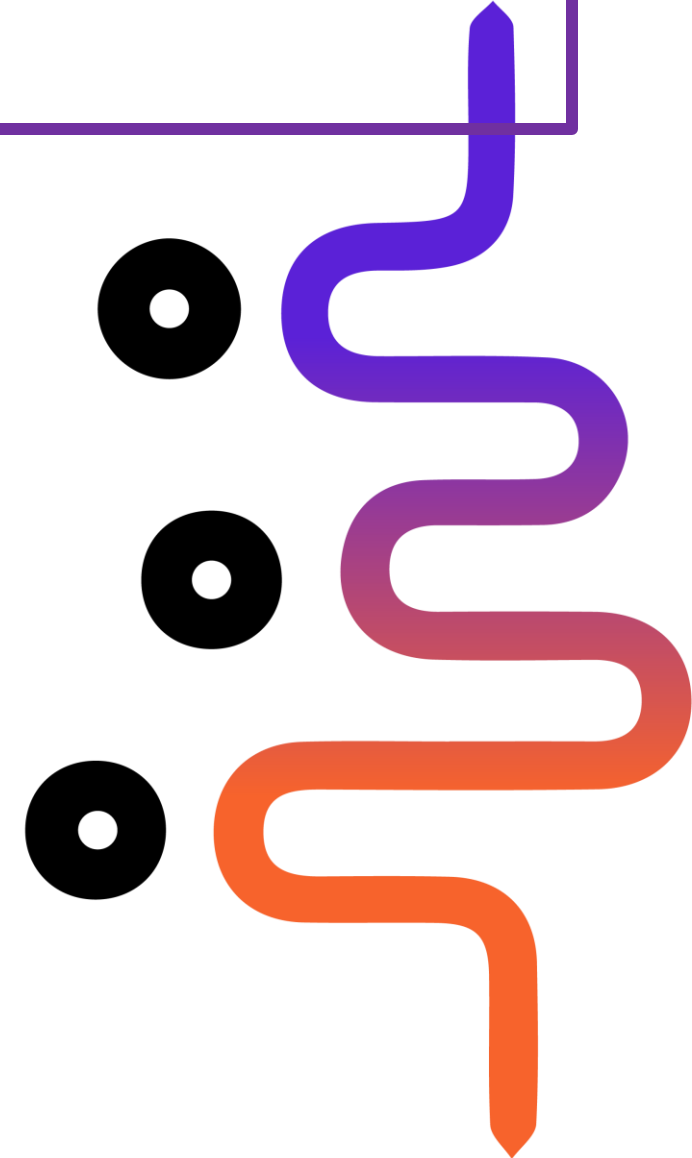
- To reflect on personal strengths, areas for development, and learning needs using structured tools (e.g. SWOT).
- To apply creative thinking techniques to generate ideas and address real-life situations.
- To formulate a clear and simple vision that expresses a future direction and personal values.
- To demonstrate initiative by identifying opportunities and proposing actions to improve situations.
- To develop basic action plans by setting goals, prioritising tasks, and managing time effectively.
- To collaborate with others by communicating clearly, respecting different perspectives, and contributing responsibly to shared goals.



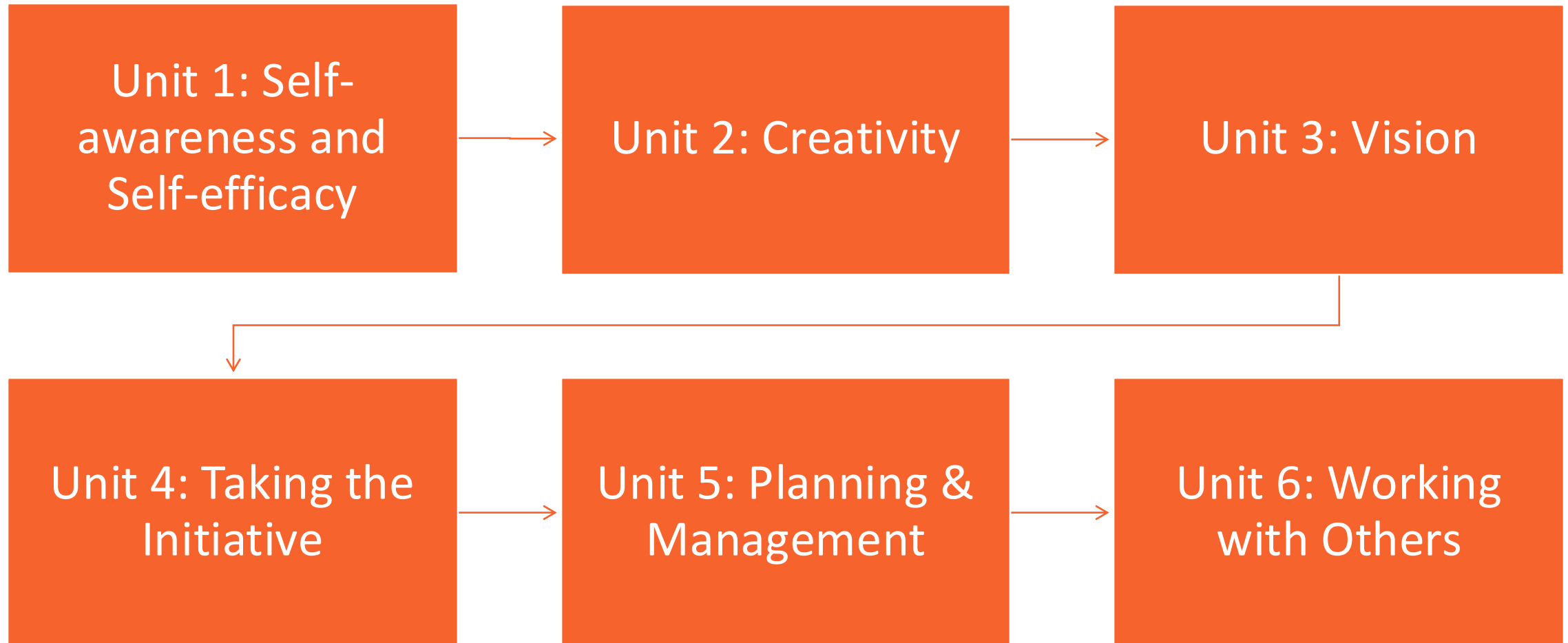
Objectives of the workshop

In terms of attitudes

- To Value continuous learning, responsible initiative-taking, and collaboration as essential elements of employability and entrepreneurial development.

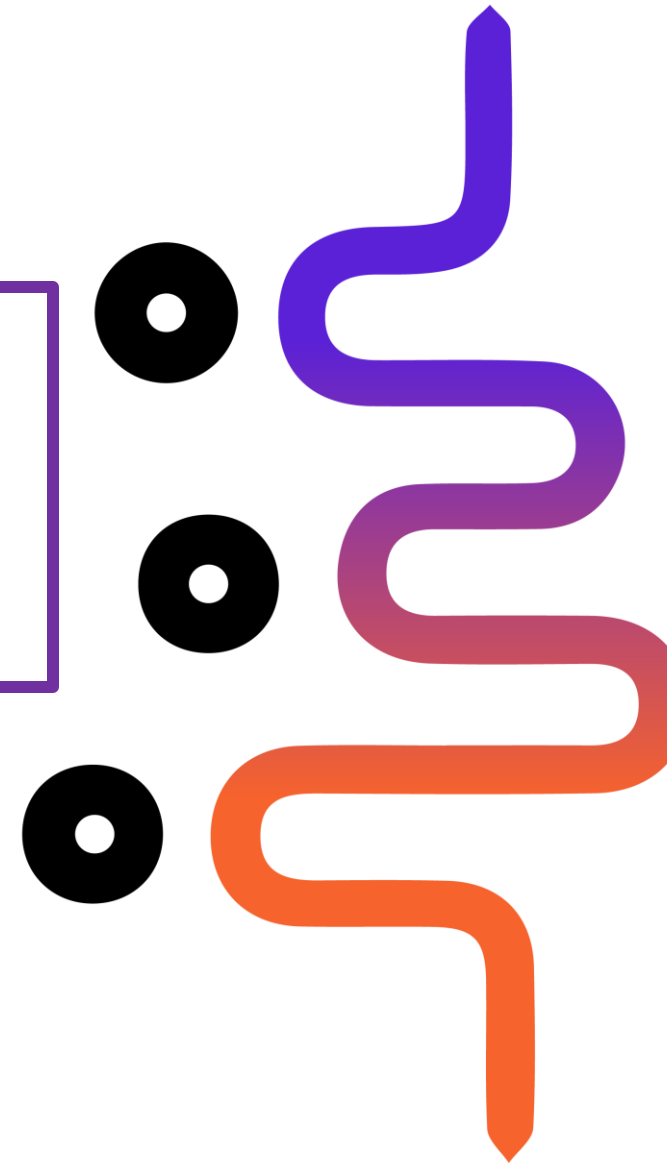


Workshop routemap



Self-awareness and Self-efficacy

Unit 1



Self-awareness

The ability to recognize and understand your own:

- Thoughts
- Emotions
- Values
- Strengths and weaknesses
- Behaviours and their impact on others

It helps you make **better decisions** and take responsibility for your personal and professional development.

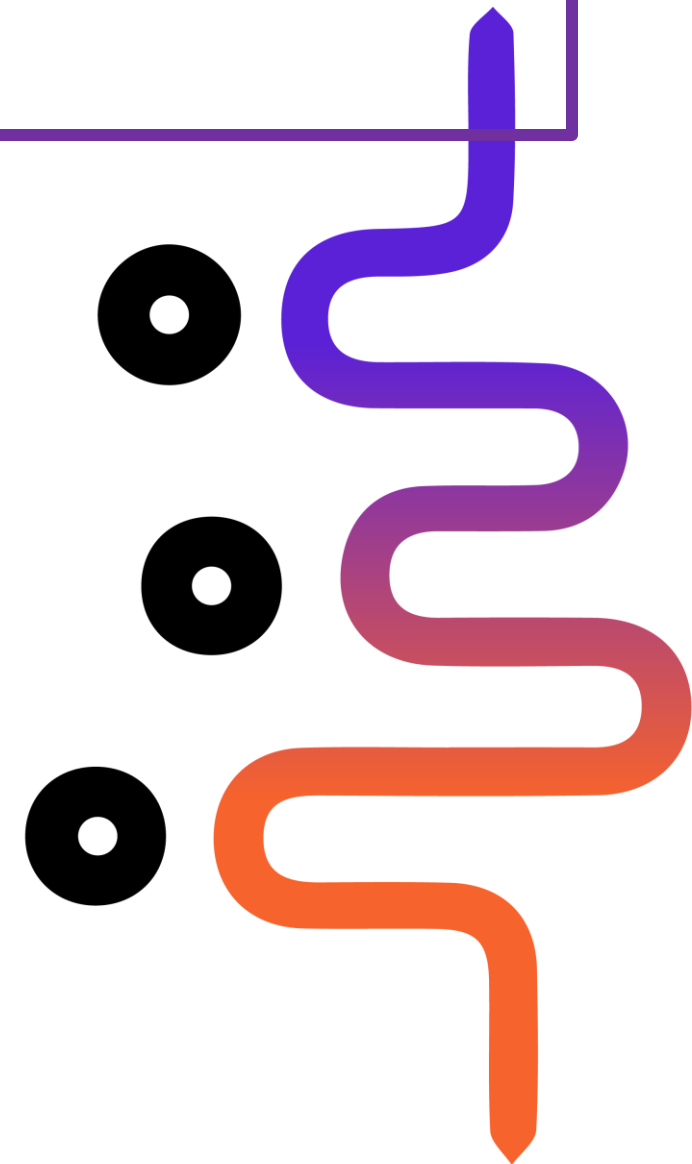
Self-efficacy

Self-efficacy is the **belief that you can learn, improve, and handle challenges.**

It is about:

- Confidence in your ability to act
- Trusting that effort leads to progress
- Believing you can deal with new situations

→ Self-efficacy grows through **experience and practice.**



Why Self-Awareness & Self-Efficacy Matter

- Choose training that fits your real needs
- Apply for jobs that match your skills
- Accept challenges instead of avoiding them
- Plan your career development

Example:

1. You realise you lack digital skills (self-awareness)
2. You believe you can learn them (self-efficacy)
3. You enroll in training and improve employability

Link to Entrepreneurial Thinking

Self-awareness allows you to

Understand your strengths

Choose suitable goals

Improve weak areas

Self-efficacy allows you to

Try new things

Take calculated risks

Persist when facing difficulties

Act instead of waiting

Together they help you

Make better career decisions

Take ownership of development

Build resilience

Grow professionally

Personal Strengths Vs Professional Advantages

Personal Strengths

- Skills, qualities or traits you have as a person:
- Empathy
- Creativity
- Good listening skills
- Organisation

Professional Advantages

- How your strengths create value in a work environment:
- Empathy -> Strong customer service
- Creativity -> Engaging content creation
- Good listening -> Effective teamwork
- Organisation -> Meeting deadlines consistently

What Are Professional Weaknesses?

Weaknesses are areas where:

- Performance is lower
- Skills need improvement
- More training or practice is required



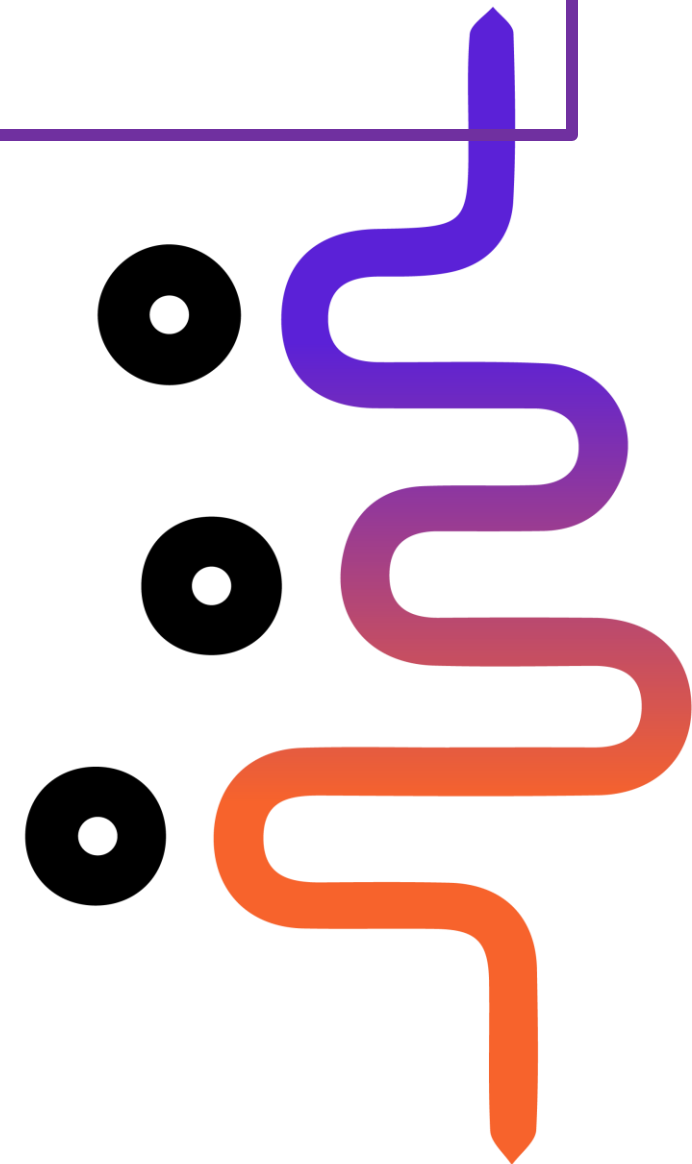
Important Note:

- Weaknesses are not failures — they are **development opportunities**.

What Is a Skill Gap?

A **skill gap** is the difference between:

- What your job requires AND
- What you can currently do

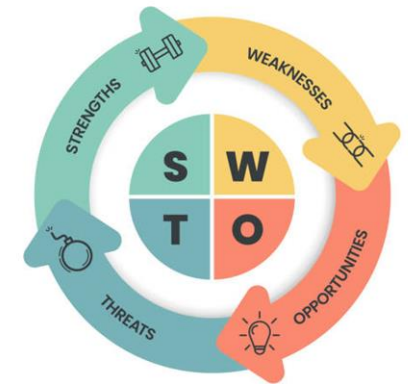


SWOT Analysis

What Is It?

A structured tool to analyse:

- **Strengths** — What you do well
- **Weaknesses** — What needs improvement
- **Opportunities** — External chances for growth
- **Threats** — External risks or challenges



How To Do a Personal SWOT Analysis



SWOT Analysis

Why Use SWOT?

- Understand your current position
- Connect internal abilities with external opportunities
- Plan personal development strategically

Example:

- Strength: Strong communication
- Weakness: Weak digital skills
- Opportunity: Free online courses
- Threat: High competition in job market



Example: Coffee Shop

The business is a small independent coffee shop located in the city center, close to office buildings and a university. It focuses on specialty coffee, homemade snacks, and a cosy atmosphere, attracting mainly students, young professionals, and regular local customers. The shop operates with a small team and relies mostly on walk-in customers and word-of-mouth promotion.



Example: Coffee Shop

Strengths

- High-quality coffee made from specialty beans
- Friendly, personalised customer service
- Warm and cosy atmosphere that encourages customers to stay
- Strong relationships with regular customers

Weaknesses

- Limited seating space, especially during busy hours
- Higher prices compared to large coffee chains
- Limited marketing and social media presence
- Small team, which can struggle during peak times

Example: Coffee Shop

Opportunities

- Growing interest in specialty coffee and unique café experiences
- Expanding into delivery or online ordering
- Hosting small events (e.g. open mic nights, study sessions)
- Collaborations with local businesses or universities

Threats

- Strong competition from large chains (e.g. Starbucks, Costa) and new cafés
- Increasing costs of rent, coffee beans, and utilities
- Economic uncertainty affecting customers' spending habits
- Changing trends (e.g. more takeaway, less time spent in cafés)

Case study

Elena is a young woman who loves baking and often prepares cakes and desserts for her friends and family. Everyone compliments her recipes and presentation, and some friends have even suggested she should start selling her products.

She has recently started posting photos of her desserts on Instagram, where she is slowly gaining followers. However, Elena usually bakes in small quantities at home and has never managed orders for customers before.

Although she is passionate and creative, she is unsure how to price her products or promote them professionally. She also has limited knowledge of food safety regulations and business management.

At the same time, Elena has noticed that many people are increasingly interested in homemade and customized desserts, especially for events like birthdays and celebrations. However, there are already several established bakeries and online dessert shops in her area, some offering lower prices and fast delivery.

- Elena is now thinking: *“Should I turn this into a business?”*

Case Study

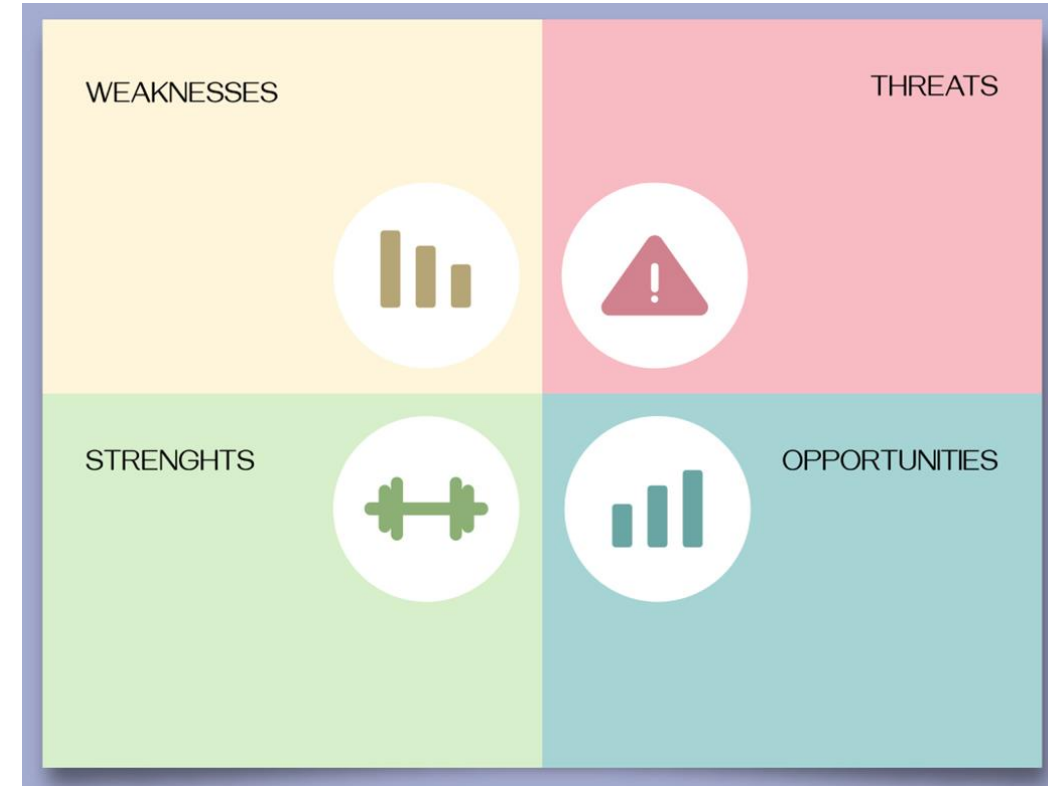
Based on the scenario, complete a **SWOT analysis** for Elena:

- Strengths
- Weaknesses
- Opportunities
- Threats



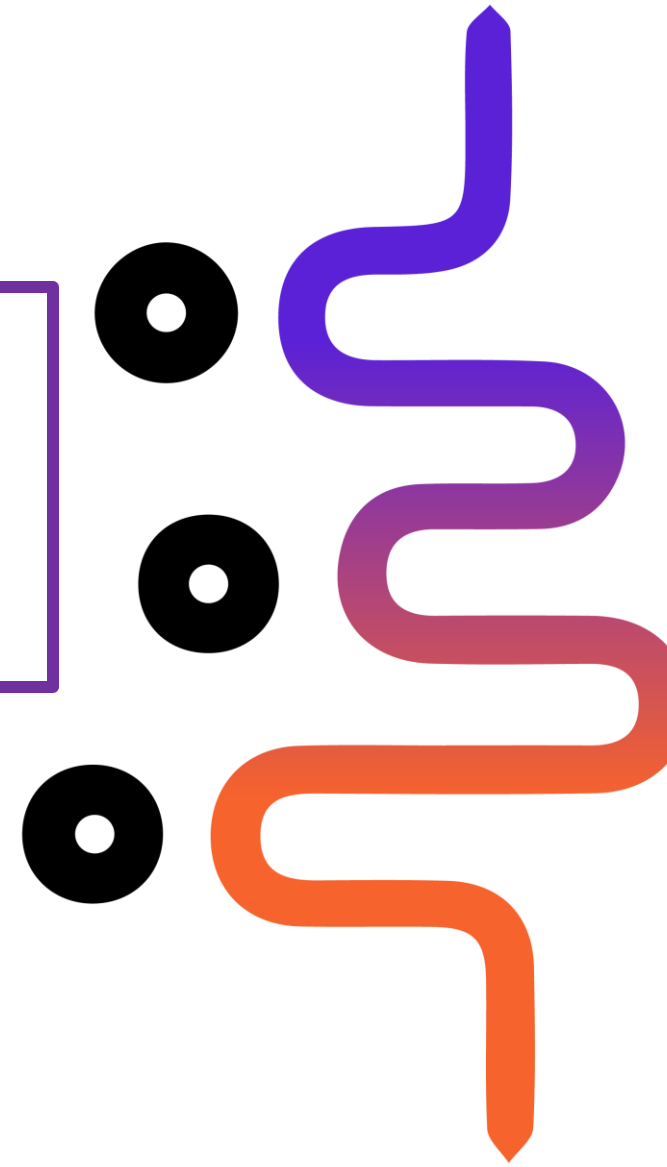
My Personal SWOT Snapshot

1. Choose one context: Work / Training / Job search
2. Fill in 1–2 bullet points for each box:
 - a) Strengths: What I do well
 - b) Areas to develop: What I want to improve (use this instead of “weaknesses” for tone)
 - c) Opportunities: External chances to grow (courses, mentors, internships)
 - d) Threats: External challenges (competition, limited experience, time constraints)



Creativity

Unit 2



What is Creativity?

- ✓ Creativity is the ability to generate new ideas or see things in new ways.
- ✓ It involves thinking flexibly and exploring alternatives.
- ✓ Creativity is not limited to artistic activities.



Creativity Beyond Art

Creativity is useful in **many areas of life**, not only in art or design.

Creativity helps you:

- Improve how tasks are done at work
- Find solutions to everyday challenges
- Learn in new and effective ways

Creativity supports **work, learning, and personal development**.



Why Creativity Matters for Employability & Entrepreneurship

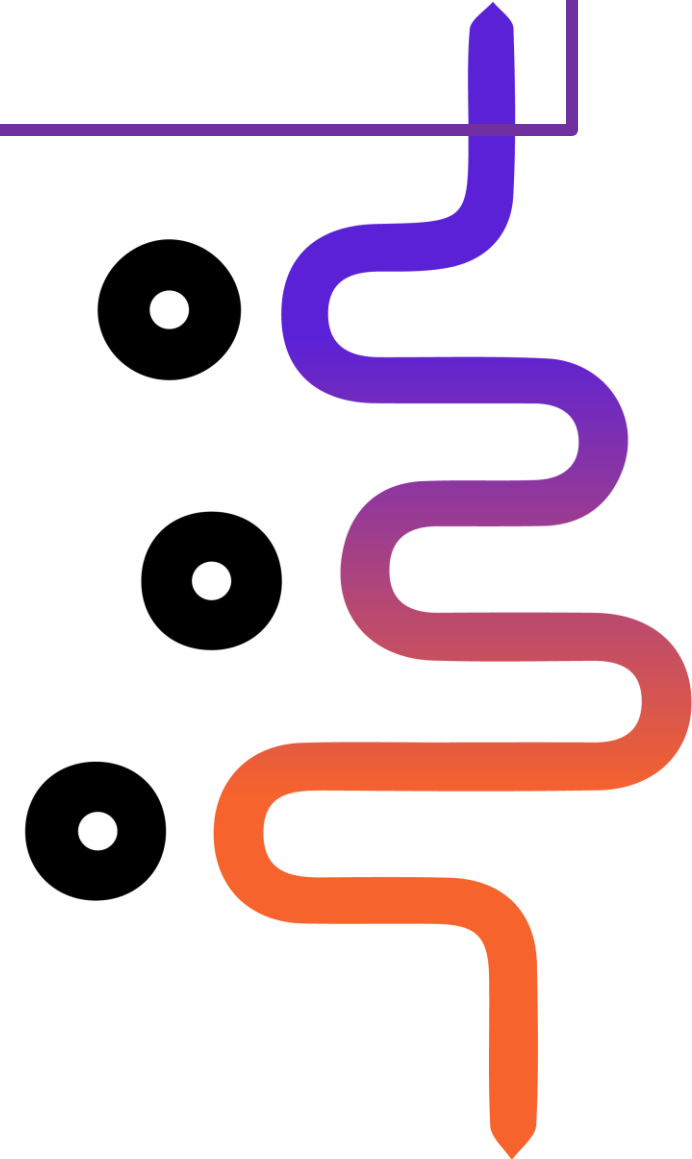


Creativity and Problem-Solving

Creativity helps when there is **no clear or single solution**.

It allows you to:

- Look at problems from different perspectives
- Question existing assumptions
- Explore multiple possible solutions



Myths About Creativity

Common myths

Only artists are creative

Creativity is a talent you are born with

Creativity is not useful at work

Reality

Everyone can be creative

Creativity develops with practice

Creativity is a valuable work and life skill

Creative Mindset

Curiosity and Openness

- Asking questions
- Being open to new ideas
- Exploring different viewpoints
- Trying new approaches

Questioning Assumptions

- Why is this done this way?
- Could it be done differently?
- What happens if we change one part?

Learning from Mistakes

- Mistakes are part of learning.
- Trying something new may not always work.
- Each attempt provides feedback.
- Learning from mistakes supports creativity.

Idea generation tools

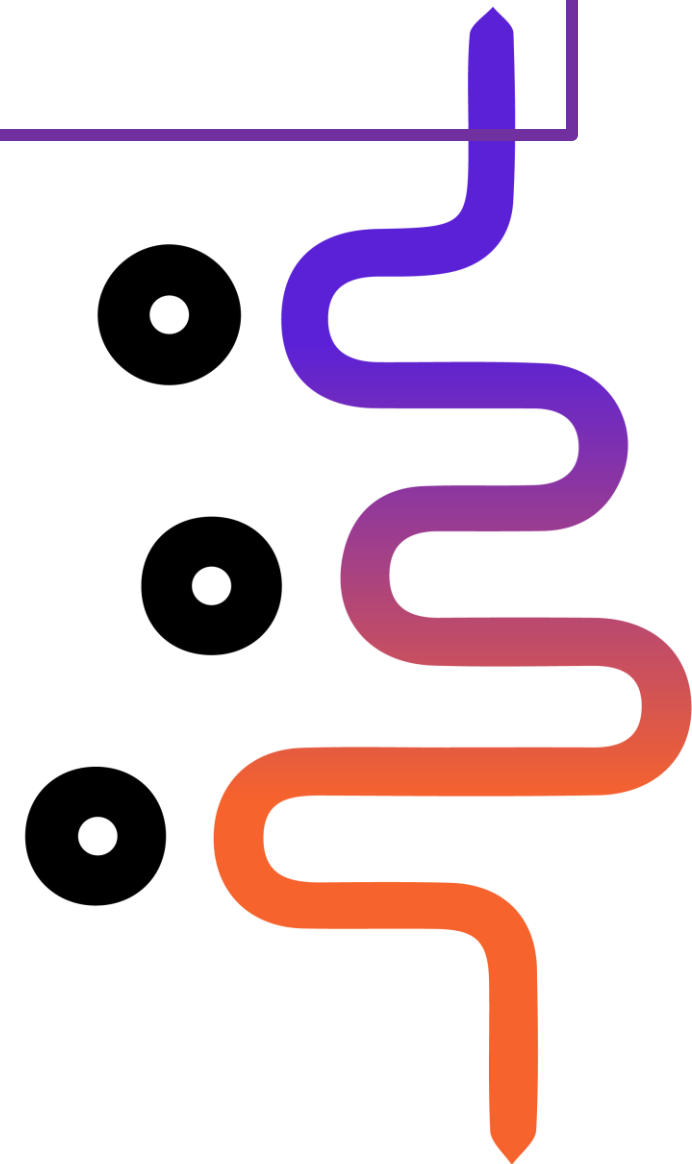
Brainstorming is a creative technique used to generate a wide range of ideas in a short period of time. It encourages free thinking and openness by allowing ideas to be shared without judgement. The aim is to explore different possibilities and perspectives before selecting or improving ideas at a later stage.



Brainstorming

Rules of Brainstorming:

1. Focus on quantity, not quality
2. Do not judge ideas
3. Build on other ideas
4. Keep an open mind



Brainstorming

Brainstorming Example

Question: How can I improve my learning or work routine?

Ideas generated:

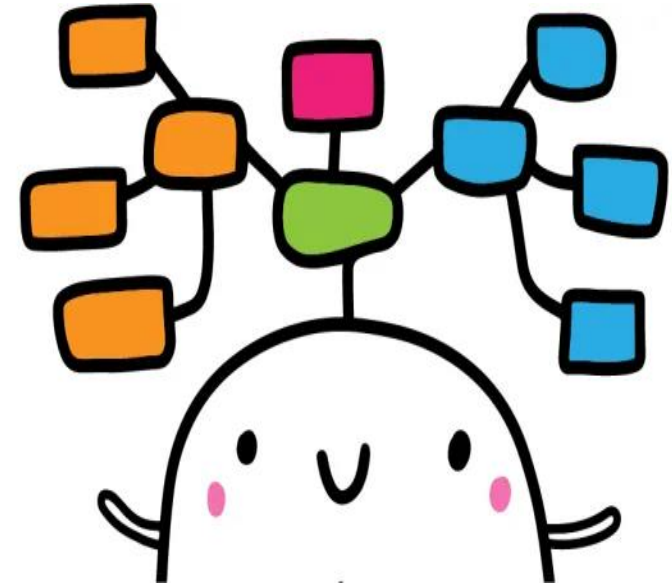
- Use a digital tool to organise tasks
- Change the work or study environment
- Learn together with others
- Set a fixed time each day for learning

Note:

At this stage, all ideas are accepted. Evaluation comes later.

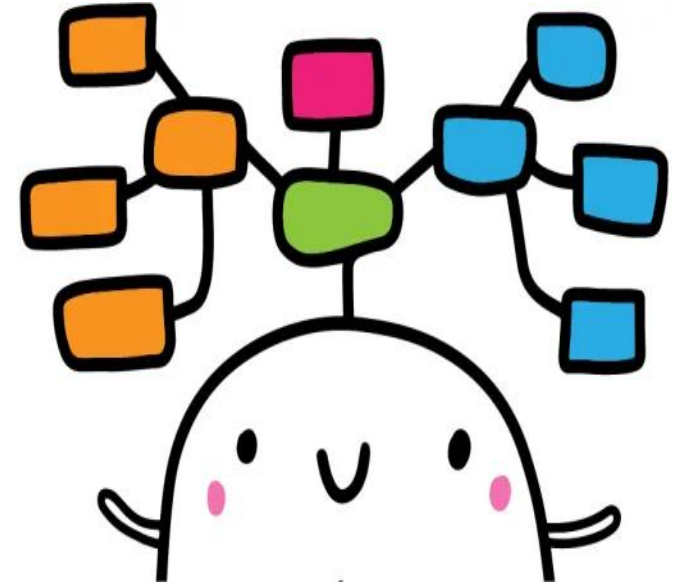
Mind Mapping

Mind Mapping is a powerful visual tool designed to organize thoughts, ideas, and information in a highly interconnected and structured format. This technique is particularly effective for brainstorming, planning, and problem-solving.

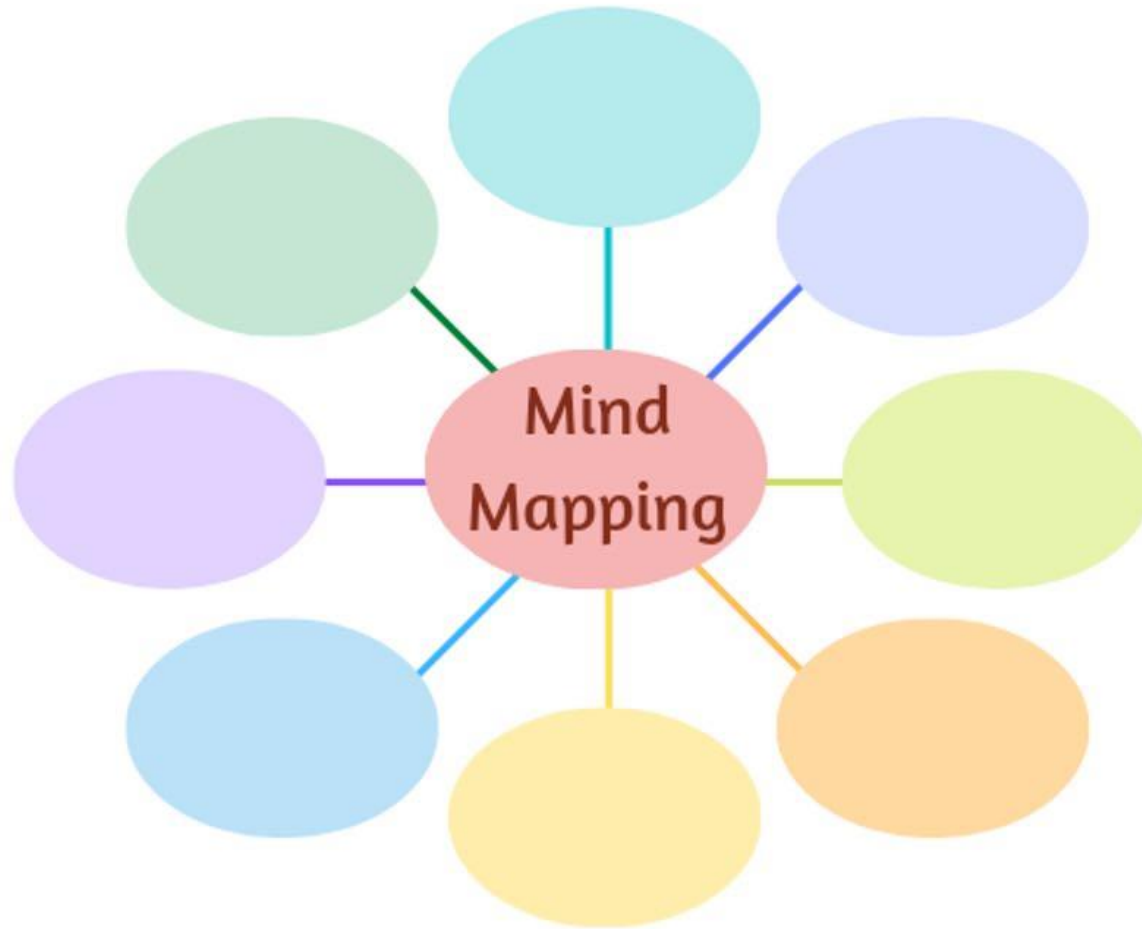


Mind Mapping

In a mind map, the central idea is placed at the center, with branching concepts radiating outward like a tree, creating a visual representation of the relationships between different elements.

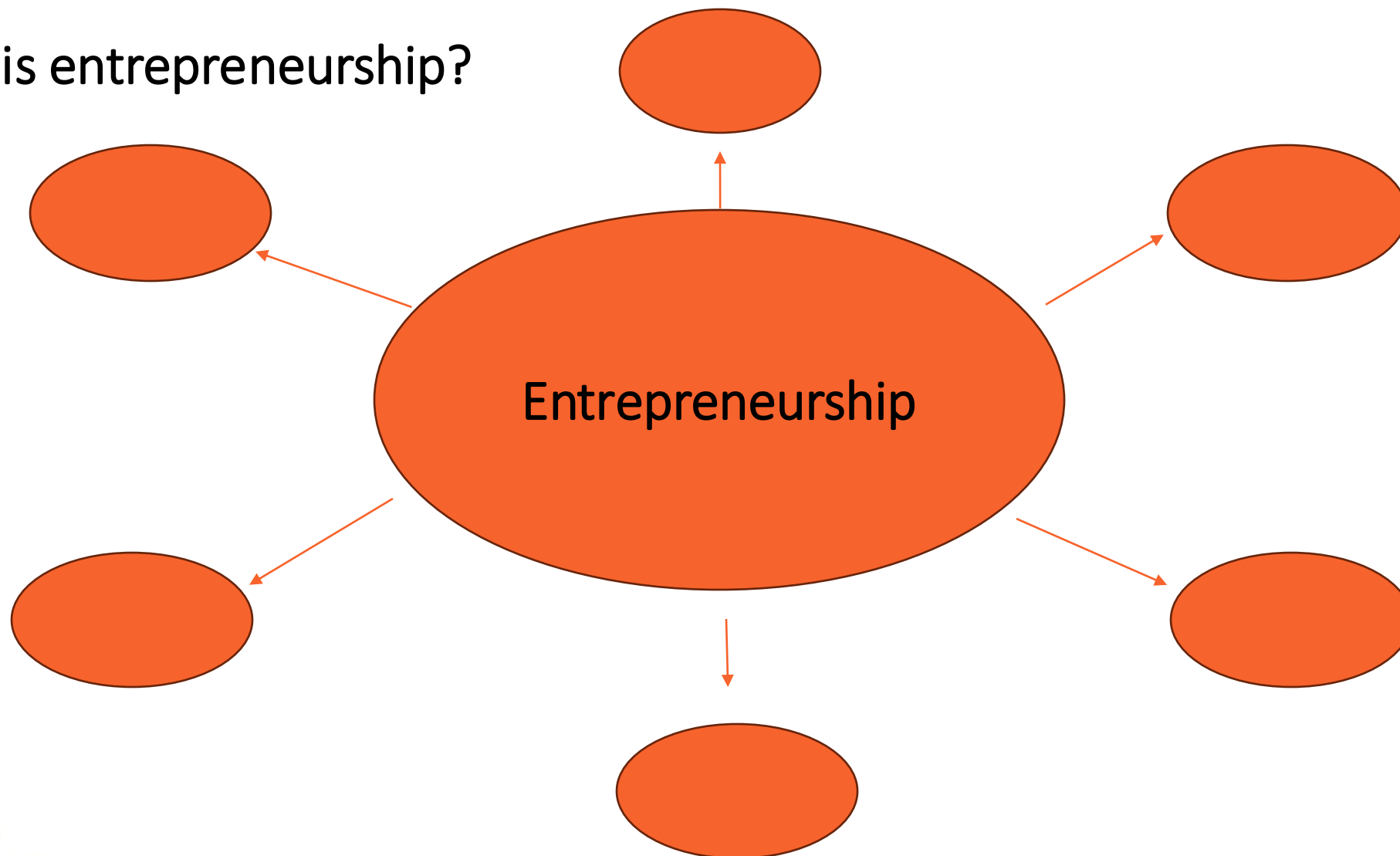


Mind Mapping



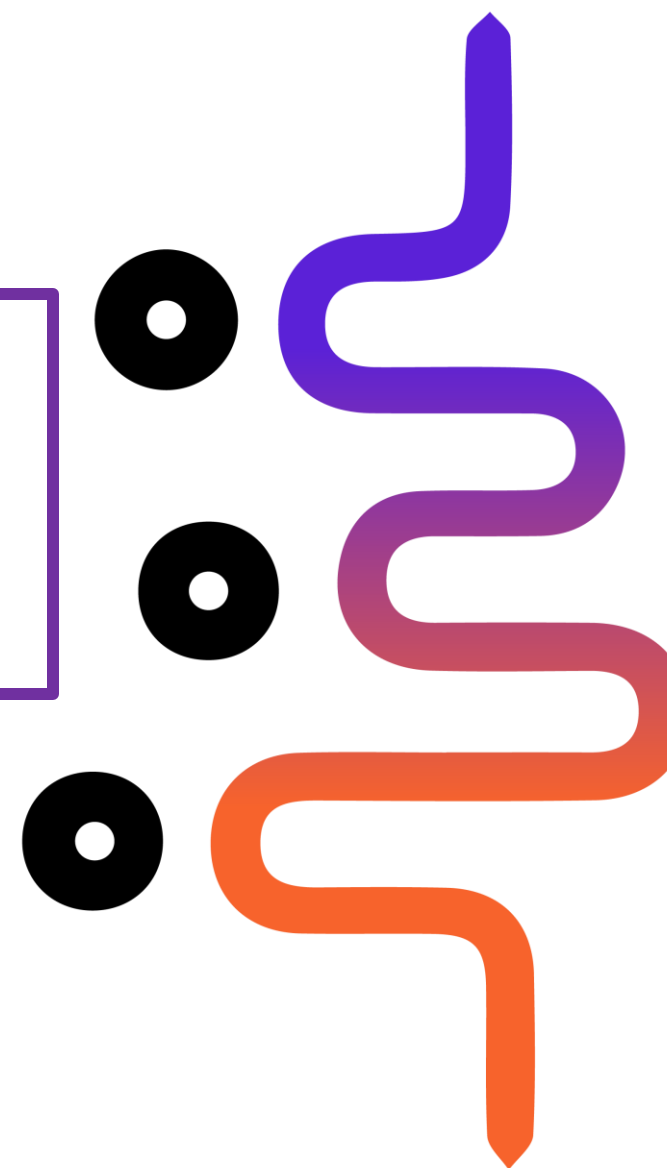
Activity: Example

What is entrepreneurship?



Vision

Unit 3



What is Vision?

Vision is the ability to imagine a desired future and clearly express where you want to go and why.



Vision in the Entrepreneurial Sector

- In entrepreneurship, vision gives **direction and purpose**, guiding decisions and long-term planning.
- A strong vision is **clear, meaningful**, and **motivating**, and reflects the values and goals behind what you want to achieve.



External Environment

Vision is influenced by the **external environment**.

- This includes:
- Labour market trends
- Technological changes
- Social and economic conditions



Understanding the environment helps make visions **realistic and relevant**.

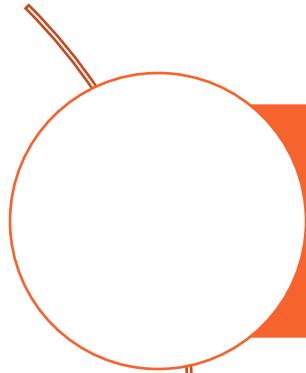
How Vision Supports Decision-Making

A clear vision helps guide **decisions and actions**, especially in times of change.

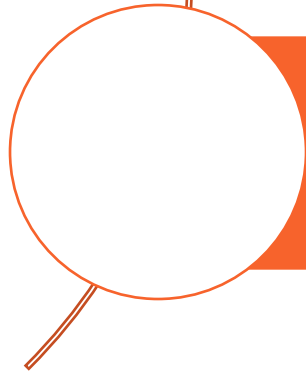
- Vision helps to:
- Stay focused on long-term goals
- Make consistent choices
- Decide what is important and what is not



Definition of Vision Statement



A vision statement describes the future you want to create.



It explains where you want to go and why, and reflects the values behind your long-term goals.

Key Elements of a Vision Statement

A strong vision statement is:

- **Clear** – easy to understand and focused on a shared goal
- **Purposeful** – explains why the goal matters
- **Long-term** – looks beyond short-term tasks
- **Value-driven** – reflects personal or organisational values
- **Adaptable** – open to change as circumstances evolve
- **Inspiring** – motivates and gives meaning to action



Vision Guiding Questions

An orange horizontal bar containing a white question. To the left of the bar is a white circle with an orange outline, connected to the bar by a thin orange line.

What kind of future do I want to work towards?

An orange horizontal bar containing a white question. To the left of the bar is a white circle with an orange outline, connected to the bar by a thin orange line.

What problems or needs matter to me?

An orange horizontal bar containing a white question. To the left of the bar is a white circle with an orange outline, connected to the bar by a thin orange line.

What values do I want my actions to reflect?

An orange horizontal bar containing a white question. To the left of the bar is a white circle with an orange outline, connected to the bar by a thin orange line.

Who could benefit from what I want to achieve?

Tools and Methodologies

Creating a vision statement for your venture involves **a blend of creativity, strategic thinking, and effective communication.**



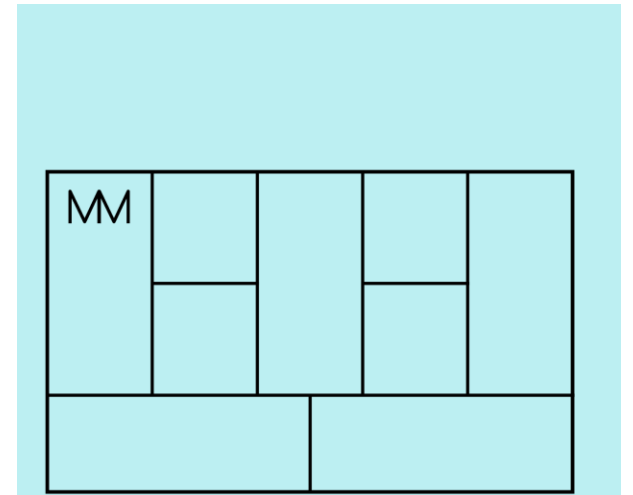
Vision Statement Example

I want to work towards developing strong professional and digital skills, because they matter to employers and help me adapt to changes in the labour market, and reflect my values of continuous learning, responsibility, and collaboration.



Mission Model Canvas:

The Mission Model Canvas is a strategic management tool that helps entrepreneurs articulate their venture's mission, vision, and strategy. It provides a structured framework for thinking about the purpose and direction of your venture, which can guide the development of your vision statement.





Blank



Newell



Osterwalder
YH4D

Mission Model Canvas

The Mission Model Canvas usually includes the following:

- **Mission Description** → What problem or need are we trying to address?
- **Key Partners** → Who helps us?
- **Key Activities** → What do we do?
- **Key Resources** → What do we need?
- **Value Propositions** → What useful value do we offer?
- **Buy-in & Support** → Who supports the idea and why will they support it?
- **Deployment** → How will the solution be delivered or put into practice?
- **Beneficiaries** → Who benefits from it?
- **Mission Budget (or Cost)** → What will it cost?
- **Mission Achievement Factors** → How will we know if the mission is successful?

Mission Model Canvas

Mission Model Canvas

Mission (or “problem”)
Description

Key Partners 	Key Activities 	Value Propositions 	Buy-in & Support	Beneficiaries
	Key Resources 		Deployment	
Mission Budget (or cost) 			Mission Achievement (or “fulfillment” or “impact”) Factors (or criteria) 	



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Mission Model Canvas

What does each box should include?

- **Mission Description** = the main problem
- **Key Partners** = the people or organizations that help
- **Key Activities** = the main work we do
- **Key Resources** = the tools, people, time, or money we need
- **Value Propositions** = the good thing we offer
- **Buy-in & Support** = the people who believe in the idea and support it
- **Deployment** = how we put the plan into action
- **Beneficiaries** = the people who benefit
- **Mission Budget** = the cost
- **Mission Achievement Factors** = the signs that show success

Example: Code for America – Using the Mission Model Canvas

The Mission

- Code for America is a nonprofit that aims to **improve government services through technology**, making them more accessible, efficient, and user-friendly—especially for vulnerable populations.



How the Mission Model Canvas Helped

Mission:

- To improve access to government services through technology, making them simpler, faster, and more accessible for all citizens—especially vulnerable groups.

Beneficiaries:

- Low-income individuals needing access to public services (e.g., food assistance)
- Government agencies seeking more efficient digital systems

Value Proposition:

- Simplifies complex government processes
- Provides user-friendly digital tools (e.g., mobile applications for benefits)
- Reduces time and barriers to access essential services

How the Mission Model Canvas Helped

Key Activities:

- Developing digital platforms and applications
- Collaborating with government institutions
- Running civic technology programs and fellowships

Key Resources:

- Skilled tech professionals and volunteers
- Partnerships with public institutions
- Funding from grants and donors

Channels:

- Government websites and digital platforms
- Mobile applications
- Community outreach initiatives

How the Mission Model Canvas Helped

Impact:

- Increased access to essential public services
- Improved efficiency of government systems
- Millions of citizens supported through digital solutions

Key Takeaway:

The Mission Model Canvas helps organizations focus on social impact, aligning activities and resources to effectively serve beneficiaries instead of generating profit.

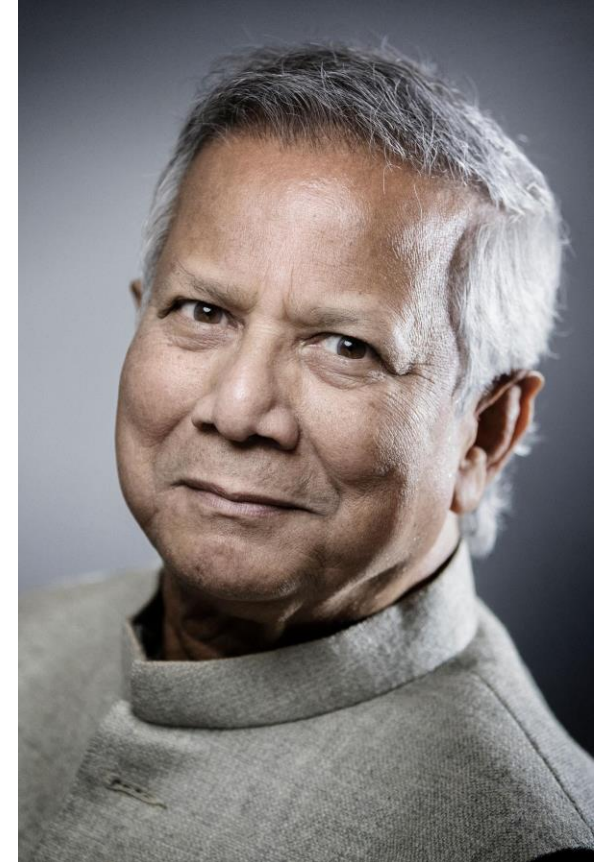
Storytelling Techniques:

Use storytelling techniques to craft a compelling narrative around your venture's vision. Tell a story that captures the essence of your vision, communicates its significance and impact, and inspires stakeholders to rally behind it. Storytelling can make your vision statement more engaging and memorable.



Muhammad Yunus – Founder of Grameen Bank

- Bangladeshi economist
- In the 1970s, he noticed poor women could not access bank loans
- Traditional banks required collateral — poor people had none
- He personally lent \$27 to 42 women to help them start small businesses
- This small action led to the creation of Grameen Bank (1983)
- Awarded the Nobel Peace Prize in 2006



How This Connects to Vision

Vision in Action

- Yunus believed: “Credit should be a human right.”

How this connects with Vision:

- He imagined a different financial system
 - His vision was value-driven (social justice)
 - He considered the external environment (poverty, inequality)
 - His long-term vision guided strategic decisions
-
- Vision = Seeing a better future and working consistently toward it.

Reflection Question

What social, professional, or learning problem do you see today that could become the foundation of your own vision?



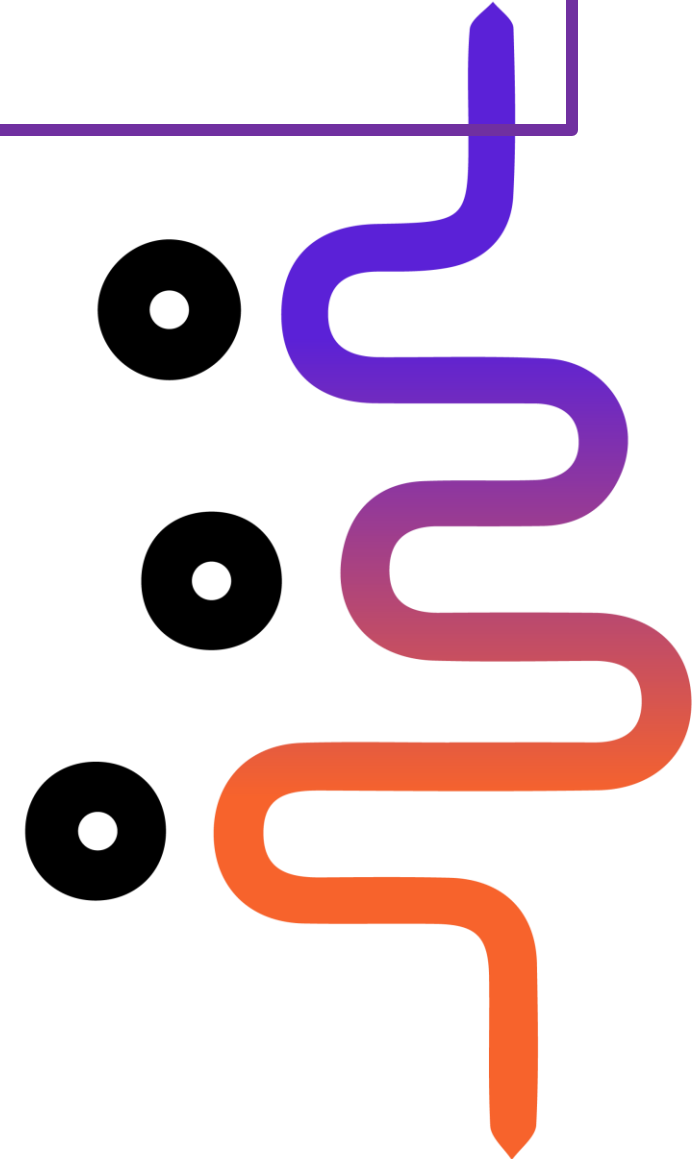
Taking the Initiative

Unit 4

What is Taking the Initiative?

Taking initiative means **acting proactively** without waiting to be told.

- It involves:
- **Starting actions on your own** to achieve goals
- **Recognising opportunities** and deciding to act
- Having the **courage to take the first step**, even in uncertain situations



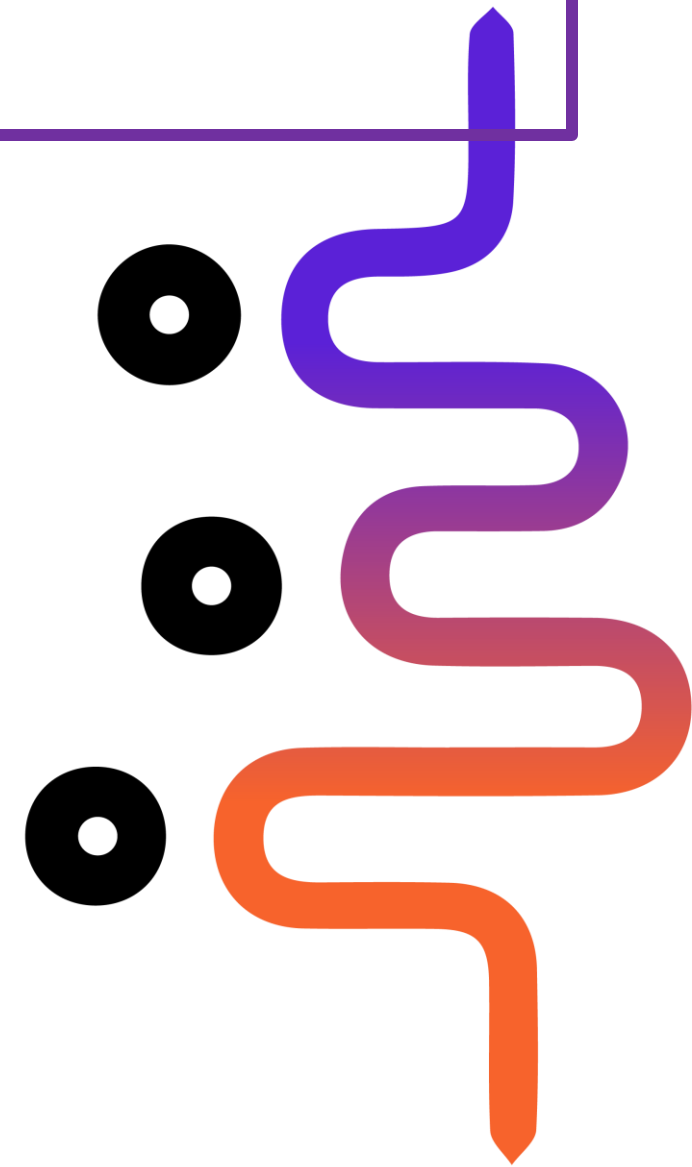
What is Taking the Initiative?

Taking initiative is important in:

- **Entrepreneurship**, when creating something new
- **Work and everyday life**, where initiative leads to improvement and problem-solving



TAKING INITIATIVE



Initiative Starts with Personal Choice

- Choosing to act **without waiting for instructions**
- Taking responsibility for starting something new
- Deciding to respond when you see a need or opportunity
- Initiative can be **small or large** — what matters is making the choice to begin.



Initiative vs Waiting

Waiting:

- Expecting directions, permission, or perfect conditions

Taking initiative:

- Acting when something needs to be done, even if no one asked
- People who take initiative create opportunities instead of waiting for them.

Small Actions Matter

Taking initiative does not always mean big changes.

- Small actions can lead to meaningful improvement
- One step can open new opportunities
- Consistent action is more important than perfection

Initiative often starts with **one simple action taken today.**



“Initiative Taking” Qualities

- **Vision** – seeing a goal or improvement and acting toward it
- **Proactivity** – taking the first step without waiting
- **Resilience** – continuing despite setbacks or difficulties
- **Responsibility** – owning actions, decisions, and outcomes
- **Openness to new ideas** – being willing to try better ways of doing things
- **Calculated risk-taking** – acting thoughtfully, even when outcomes are uncertain

Initiative and Confidence

- Confidence often **grows after action**, not before it.
- Taking initiative helps build experience
- Experience increases self-belief
- Each action makes future actions easier
- By acting, even in small ways, people develop **confidence in their ability to handle challenges**.



Initiative and Learning

- Taking initiative is a powerful way to learn.
- Action leads to experience
- Experience provides feedback
- Reflection turns experience into learning
- By taking initiative, people learn faster and develop skills through **real situations**, not only through instruction.



Entrepreneurial vs Employee Mindset

Entrepreneurial – “Initiative Taking” Mindset

1. Concentrates on single tasks, ensuring quality and productivity.
2. Views failures as learning experiences and quickly moves forward.
3. Focuses on working smarter, not just harder.
4. Understands the necessity of taking well-considered risks.
5. Embrace the presence of intelligent/more competent people for learning and growth.
6. Takes full responsibility for successes and failures.

Employee – “Non-Initiative Taking” Mindset

1. Juggles multiple tasks, leading to reduced focus and low-quality results.
2. Fixates on failures which impacts with their confidence and overall result.
3. Exerts equal effort on all tasks without prioritization.
4. Avoids risks, prioritizing stability and security.
5. Feels insecure around those who are more capable, fearing competition.
6. Avoids accountability for their action, especially so in failures.

Common Barriers to Taking Initiative



Initiative in Uncertain Situations

- Uncertainty is a normal part of work, learning, and entrepreneurship.
- You rarely have all the information
- Waiting for certainty can delay progress
- Starting with small actions reduces risk
- Taking initiative means **acting with what you know now** and adjusting as you learn.



Key Actions to Foster Initiative Taking

1. Set clear goals

Break goals into **small, realistic steps** and take consistent action.

2. Solve problems proactively

Look for solutions, question assumptions, and act when something can be improved.

3. Adapt to change

Be open to new ways of working and adjust actions when situations change.

4. Learn from mistakes

Accept responsibility, learn from failure, and keep moving forward.

Initiative and Responsibility

Taking initiative also means **accepting responsibility**.

- Being accountable for the actions you start
- Accepting outcomes, even when results are not perfect
- Learning from mistakes and improving future actions



Ethical Initiative

Taking initiative should always respect others.

Ethical initiative means:

- Considering how actions affect people
- Communicating openly and respectfully
- Acting fairly and responsibly

Ethical initiative builds **trust**, supports collaboration, and creates positive impact.



Identifying and Setting Goals

Goal-setting steps that align with the Goal-setting theory:

1. Define a specific, achievable goal.
2. Identify smaller steps as accurately and as specific as possible to attain that goal.
3. Set deadlines.
4. Identify measurable results that track what your specific goal is.
5. Always be ready to adjust your goals and deadlines.



Taking Initiative in Everyday Life

Taking initiative is useful in **many areas of life**, not only in entrepreneurship.

Examples include:

- Suggesting an improvement at work or school
- Learning a new skill without being asked
- Helping solve a problem in a team
- Organising your own tasks or learning goals



Taking initiative in everyday situations builds **confidence, employability, and adaptability**.

An Example of the Goal Setting Model

1. SET A SPECIFIC GOAL:

Design and launch a vocational training program for electricians that incorporates the latest industry standards and technology within the next 12 months.

2. IDENTIFY SMALLER STEPS:

- **Curriculum Development:** Conduct thorough research to identify new standards and technology advancements in the field.
- **Stakeholder Engagement:** Communicate with experts, hiring companies, and former students to gather input on the skills and knowledge that should be included in the curriculum.
- **Pilot Program:** Implement a pilot training program with a small group of students to test the effectiveness of the new modules. Gather feedback and make necessary adjustments to the curriculum.
- **Final Implementation:** Finalize the training program, incorporating feedback from the pilot.

An Example of the Goal-setting Model

3. SET DEADLINES:

- Curriculum Development: first 1 month
- Stakeholder Engagement: first 1 month
- Pilot: 5 months after the start, for 1 month
- Final Implementation: Last month after the beginning

5. ADJUST

- Be ready to adjust: Use problem-solving models and change management techniques when issues arise.

4. IDENTIFY MEASURABLE RESULTS:

- **Curriculum Relevance:** 85% of the experts confirm that the new curriculum meets industry standards.
- **Pilot Program Success:** 80% positive feedback from pilot program participants on the relevancy of the training.
- **Trainer Preparedness:** All VET trainers complete a 'train-the-trainer' session on the modules before the launch.
- **Program Launch:** The program is launched on time, with enrollment numbers maintained or increased compared to previous sessions.

The “One-Week Initiative Rule”

The One-Week Initiative Rule helps you **move from intention to action**.

- Instead of waiting for the “right moment,” you:
- Choose **one small action**
- Start it **within 7 days**
- Learn from what happens



The “One-Week Initiative Rule”

How it works:

1. Identify something you want to improve or start
2. Decide one small action you can take this week
3. Do it, even if conditions are not perfect



The Opportunity Question

Initiative often starts with a **simple question**:

“What could be improved here?”

This question helps you:

- Notice problems before they become bigger
- See opportunities instead of obstacles
- Shift from passive observation to action



The Opportunity Question

You can ask this question when:

- A task feels inefficient
- Something causes frustration
- A process could work better
- A skill gap becomes visible



Responsibility Check

Before taking initiative, pause briefly and reflect.

Ask yourself:

- ✓ **Who might be affected** by my action?
- ✓ **What could go wrong**, and how serious would it be?
- ✓ **What is one small, responsible step** I can take?

This does **not** stop initiative — it **guides** it.

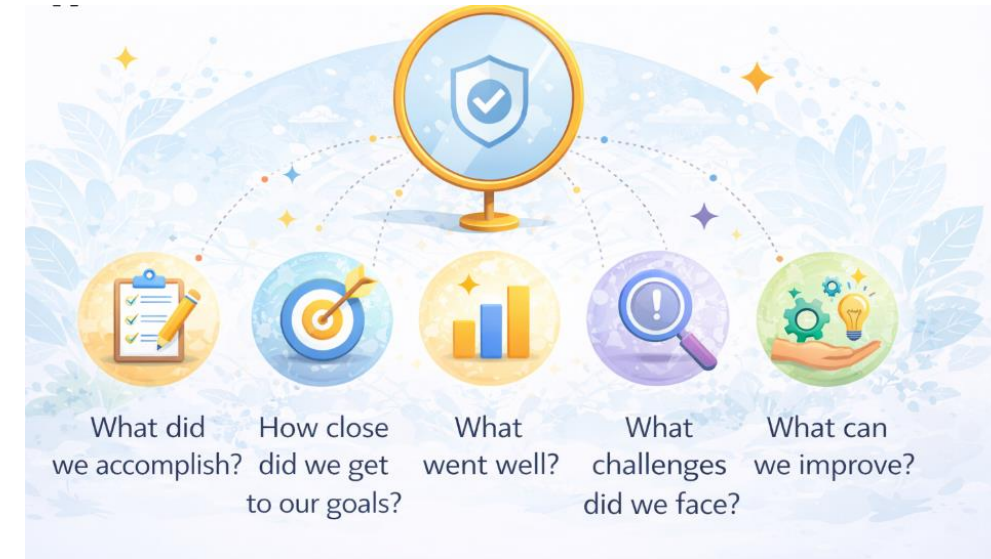


Initiative Reflection Tool

After taking initiative, reflection turns action into learning.

Use these three questions:

- 1.What action did I take?**
- 2.What did I learn from this experience?**
- 3.What would I do differently next time?**



William Kamkwamba – The Boy Who Harnessed the Wind

- Grew up in Malawi during a famine
- Could not afford school fees
- Used library books to teach himself engineering
- Built a windmill from scrap materials
- Generated electricity for his village



How This Connects to Initiative Taking

- Did not wait for help
- Acted despite uncertainty
- Took responsibility for solving a problem
- Learned through action

Connection to Taking the Initiative :

- Proactivity
- Courage
- Problem-solving
- Learning through real experience



Planning & Management

Unit 5

Key Definitions

Planning:

- Planning is deciding **what you want to achieve** and **how you will achieve it**.
- It helps turn ideas and goals into **clear, practical steps**.

Key elements:

- Setting objectives
- Choosing actions
- Creating a simple action plan



Key Definitions

Management:

- Management is **organizing and guiding activities** to reach goals effectively.
- It helps use **time, resources, and effort wisely** to get things done.

Key elements:

- Decision-making
- Organizing tasks
- Monitoring progress



Types of Management

- ✓ Time management
- ✓ Team management
- ✓ Project management
- ✓ Change management



-

Why foundations matter



Planning Your Goals

Types of Goals

1. **Short-Term Goals:** Achievable within a relatively brief timeframe (days to a few months).
2. **Medium-Term Goals:** Require more time and effort, typically spanning a few months to a few years.
3. **Long-Term Goals:** Represent overarching aspirations that may take several years to accomplish.

SMART Goals



SMART goals help to:

- clarify what you want to achieve
- make goals realistic and achievable
- support effective planning and action

SMART Goal Formulation

Setting SMART goals

BiteSize Learning



Specific

The goal is concrete and tangible - everyone knows what it looks like.



Measurable

The goal has an objective measure of success that everyone can understand.



Attainable

The goal is challenging, but should be achievable with the resources available.



Relevant

The goal meaningfully contributes to larger objectives like the overall mission.



Timely

This goal has a deadline or, better yet, a timeline of progress milestones.

SMART Goal

Within the next 3 months, I will complete an online digital skills course and practise using at least two new tools weekly, in order to improve my employability.

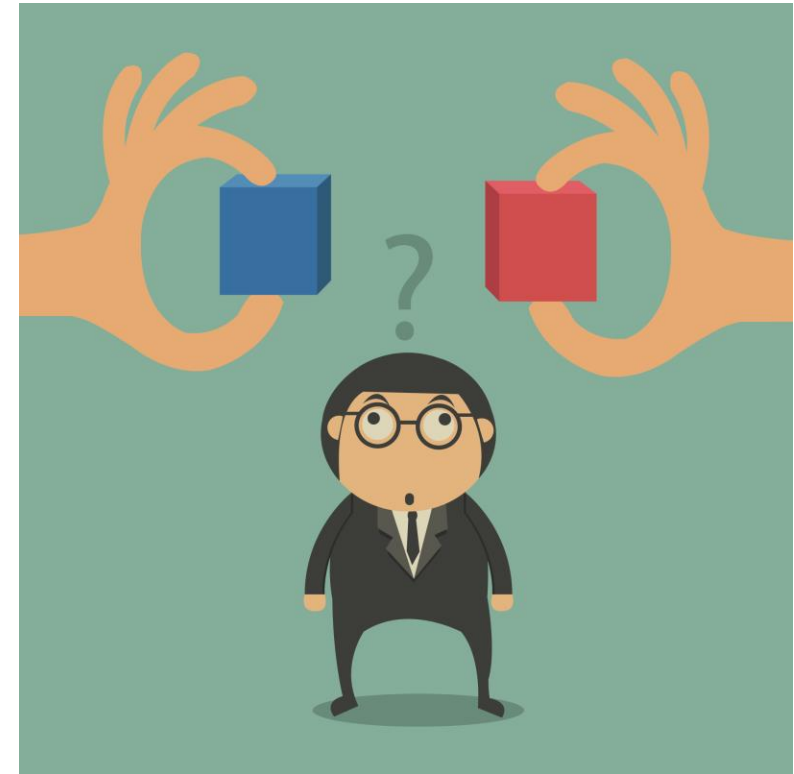
Why this goal is SMART:

- **Specific:** Improve digital skills through a course
- **Measurable:** Course completed + tools practiced
- **Achievable:** Realistic within available time
- **Relevant:** Linked to employability
- **Time-bound:** 3 months



Activity: Is This a SMART Goal?

- *I want to improve my time management skills.*
- *By the end of the next 6 weeks, I will attend all my scheduled training sessions and complete assigned tasks on time.*
- *I will learn new skills to become more successful at work.*



Activity: Is This a SMART Goal?

Rewrite the statements that are not SMART goals to make them SMART.

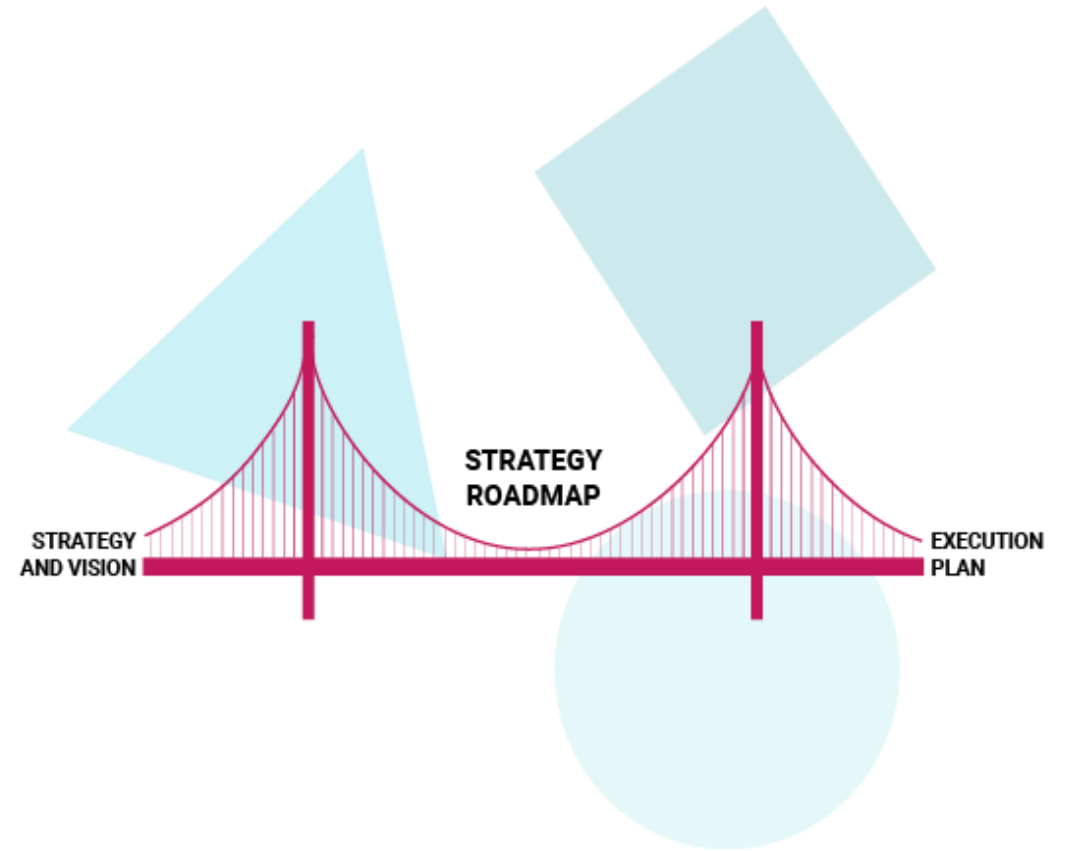


Activity: Now create your SMART Goal



Creating Actionable Plans

After identifying SMART goals, actionable plans help turn ideas into **practical steps**, showing exactly **what to do next**.



Creating Actionable Plans

Actionable plans break goals into **clear, doable steps**.

Why they matter:

- Goals without steps stay ideas
- Actionable plans show **what to do, when to do it, and how**
- They make big goals **manageable and realistic**

In practice:

Actionable plans turn a goal into **specific actions** you can start today.



Action Plan Template

Task

What needs to be done?

Deadline

By when?

Responsibility

Who will do it?

Checkpoint

How will progress be checked?



Prioritizing and Time Management

Time is limited, so prioritizing helps you focus on **what matters most** instead of reacting to everything at once.

- **Why prioritization matters:**
- Reduces stress
- Improves focus
- Helps you meet important goals



The Eisenhower Matrix

The Eisenhower Matrix helps you decide what to do **first**, **later**, or **not at all** by looking at two questions:

- Is it **urgent**?
- Is it **important**?

Quadrant 1 - Urgent and Important

Quadrant 2 - Not Urgent but Important

Quadrant 3 - Urgent but Not Important

Quadrant 4 - Not Urgent and Not Important

THE EISENHOWER BOX

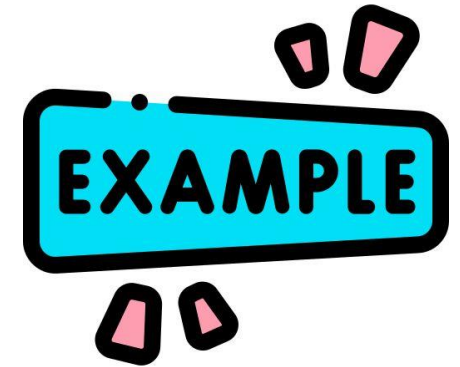
	URGENT	NOT URGENT
IMPORTANT	DO <i>Do it now.</i> Write article for today.	DECIDE <i>Schedule a time to do it.</i> Exercising. Calling family and friends. Researching articles. Long-term biz strategy.
NOT IMPORTANT	DELEGATE <i>Who can do it for you?</i> Scheduling interviews. Booking flights. Approving comments. Answering certain emails. Sharing articles.	DELETE <i>Eliminate it.</i> Watching television. Checking social media. Sorting through junk mail.

*"What is important is seldom urgent and what is urgent is seldom important."
 -Dwight Eisenhower, 34th President of the United States*

Example

Student / worker example:

- **Urgent & Important:**
Submit an assignment or work task due today
- **Important, not Urgent:**
Preparing for an exam or improving a skill
- **Urgent, not Important:**
Answering non-essential messages or emails
- **Not Urgent, not Important:**
Scrolling on social media during study/work time



Exercise: Prioritise the Tasks

Tasks

1. An assignment must be submitted **tomorrow**.
2. You want to improve your professional skills but have **no deadline yet**.
3. You receive a message that requires a **quick reply**, but it is not essential.
4. A meeting is scheduled **today**, but your presence is optional.
5. You spend time scrolling on social media with no specific purpose.

Time Management Techniques

Pomodoro Technique:

- **What it is:**
Work in short, focused sessions (usually **25 minutes**), followed by a **short break**.
- **Why it helps:**
 - Improves concentration
 - Reduces procrastination
 - Prevents mental fatigue
- **How to use it:**
Work for 25 minutes → take a 5-minute break → repeat.



Time Management Techniques

Time Blocking

- **What it is:**
Planning your day by assigning **specific time slots** to tasks or activities.
- **Why it helps:**
 - Reduces distractions
 - Creates structure
 - Helps avoid multitasking
- **Example:**
9:00–10:00 → Study / work on a task
10:00–10:15 → Break



Time Management Techniques

Two-Minute Rule

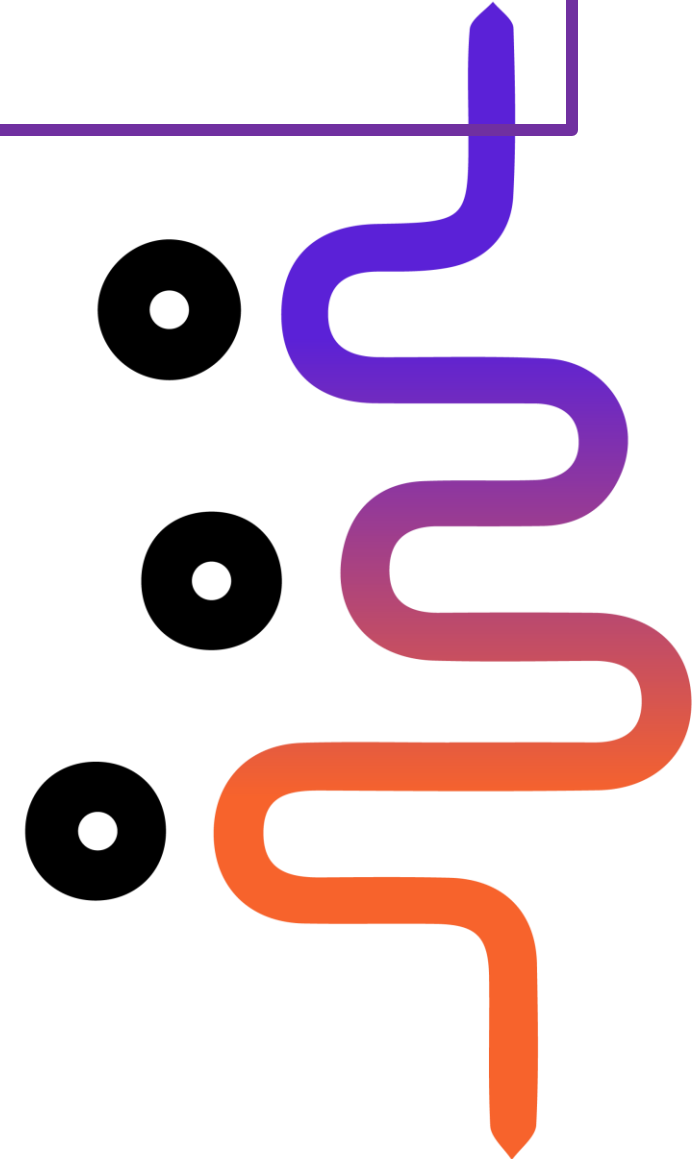
- **What it is:**
If a task takes **two minutes or less**, do it immediately.
- **Why it helps:**
 - Prevents small tasks from piling up
 - Keeps your task list manageable
- **Example:**
Replying to a short email or organizing a file.



Adapting to Change and Challenges

Embracing Change and Flexibility

- Change is a normal part of **work and life**. New situations, challenges, and unexpected events happen all the time.
- Being flexible means staying **open**, adjusting plans when needed, and responding calmly to change instead of resisting it.



The Resilient Mindset

- Resilience is the ability to **recover from difficulties** and keep moving forward.
- A resilient mindset helps you:
- Learn from setbacks
- Adapt to new situations
- Stay positive and focused
- Resilience is a **skill that can be developed** through experience and practice.



Developing Adaptability Skills

Adaptability is the ability to adjust to new conditions and changes swiftly, effectively, and with a positive mindset. It involves embracing uncertainties, learning from experiences, and proactively navigating through dynamic environments.

Components of Adaptability:

- Openness to Change
- Problem-Solving Skills
- Resilience



Developing Adaptability Skills

Adaptability Training Techniques:

- **Scenario awareness**

Be prepared for change by thinking ahead and considering **alternative options** when plans need to change.

- **Learning agility**

Stay open to learning new skills, ask for feedback, and use experiences as opportunities to improve.

- **Managing stress**

Recognize stress early and use simple strategies (pauses, organization, support) to stay calm and focused.



Staying on Track and Reflecting

- Staying on track means **keeping focus on your goals**, even when challenges arise.
- Regular reflection helps you **learn from experience**, adjust your plans, and improve over time.
- Planning, adaptability, and reflection together support **continuous learning and progress**.



Staying on Track and Reflecting

Goal Review:

Regularly revisiting and reassessing our goals is essential for staying on track. By ensuring alignment with current priorities, goal reviews prevent drift and allow for adjustments, ensuring that efforts remain directed toward the most impactful objectives. Schedule periodic goal review sessions to consider changes in priorities, emerging opportunities, and personal or organizational shifts.



Task Prioritization:

Task prioritization, facilitated by tools like the Eisenhower Matrix, aids in effective time management. This strategy ensures that crucial tasks receive attention, contributing to overarching goals. Regularly apply the Eisenhower Matrix to categorize tasks into urgent/important, important/not urgent, urgent/not important, and not urgent/not important.



Daily Reflection:

Allocating time daily to reflect on achievements, challenges, and lessons learned enhances self-awareness and facilitates continuous learning. This practice promotes mindfulness in decision-making. Dedicate a specific time each day for reflection, journaling key experiences, acknowledging accomplishments, and identifying areas for improvement.



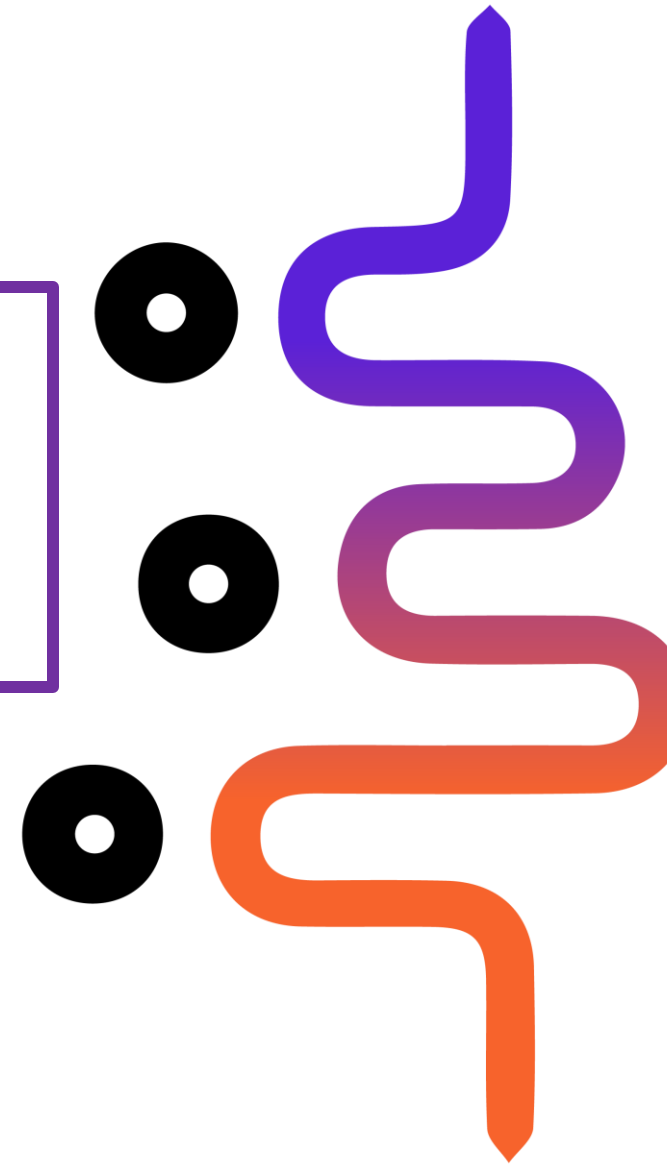
Feedback Loop:

The feedback loop, centered around seeking and providing constructive feedback, fosters a culture of continuous improvement. This practice promotes a growth mindset, encourages open communication, and catalyzes positive change in behaviors and processes. Encourage regular feedback exchanges within teams, emphasizing constructive criticism, positive reinforcement, and actionable insights.



Working with Others

Unit 6



Introduction to Working with Others

- Working with others means **communicating clearly**, **collaborating effectively**, and **showing mutual respect** while listening to different perspectives to achieve **shared goals**.
- Working ethically builds **trust** and positive relationships.
Ethical behaviour means acting with **integrity**, **fairness**, and **accountability**, creating a **respectful and inclusive** working environment.



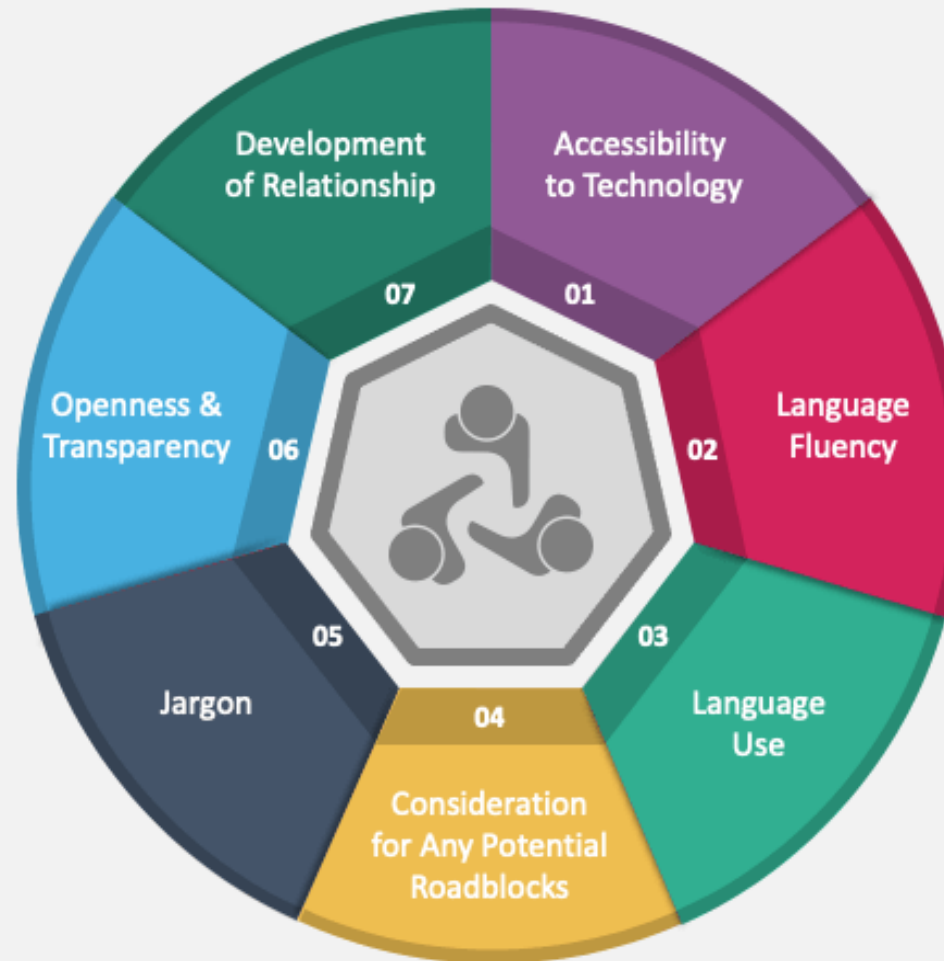
Definition of Ethical Communication

- Ethical communication means sharing information **honestly and respectfully**, while respecting the **rights and dignity of others**.
- It is based on **integrity, fairness, and responsibility**.



ETHICAL COMMUNICATION

Fundamentals of Ethical Communication



The Importance of Collaborative Teamwork

Collaborative teamwork allows people to combine skills, knowledge, and perspectives to achieve shared goals more effectively. Working well with others helps teams adapt to change, solve problems, and succeed in dynamic environments.



The Benefits of Collaborative Teamwork

Benefits of Team Collaboration

Quick Problem-solving

More Transparency

A Learning Culture



Online Collaboration Tools

Enhanced Customer Experience

Curb Costs

Characteristics of Effective Teams

TEAM CHARACTERISTICS

Team Characteristics for Effective Teamwork



Consensus Building

Consensus building in working with others refers to **the process of reaching agreement or alignment** among team members or stakeholders on a particular issue, decision, or course of action.



Strategies for Consensus Building

Reaching consensus within a team is vital for effective decision-making and cohesive collaboration. Several strategies can facilitate this process.

1. Active listening
2. Ethical Negotiation
3. Consensus-seeking techniques (e.g., multi-voting, brainstorming)

Active Listening

- Active listening is the practice of fully concentrating, understanding, responding, and remembering what is being said, both verbally and non-verbally. It involves engaging with the speaker, showing empathy, and withholding judgment to build trust and ensure clear communication. Key techniques include paying attention, reflecting, and clarifying.



Active Listening

Active listening encourages team members to attentively engage with one another, ensuring that all perspectives are heard and understood.

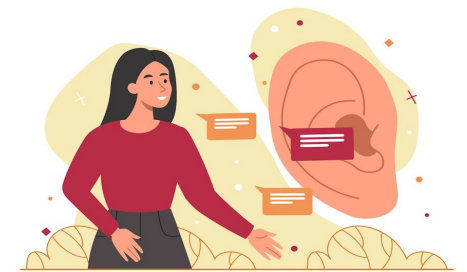


Active Listening



Active Listening: Key Techniques and Practices

- **Give Full Attention:** Put away phones, turn off distractions, and make eye contact to show you are present.
- **Show You Are Listening:** Use nonverbal cues like nodding, smiling, and maintaining an open, relaxed posture.
- **Provide Feedback:** Paraphrase what the speaker said ("So, what you're saying is...") to confirm understanding.
- **Defer Judgment:** Allow the speaker to finish without interrupting or forming counterarguments.



Active Listening: Key Techniques and Practices

- **Ask Open-Ended Questions:** Encourage further conversation with questions that require more than "yes" or "no" answers.
- **Reflect Emotions:** Acknowledge the speaker's feelings to show empathy and deepen the connection.
- **Summarize:** Periodically recap the main points to ensure alignment.



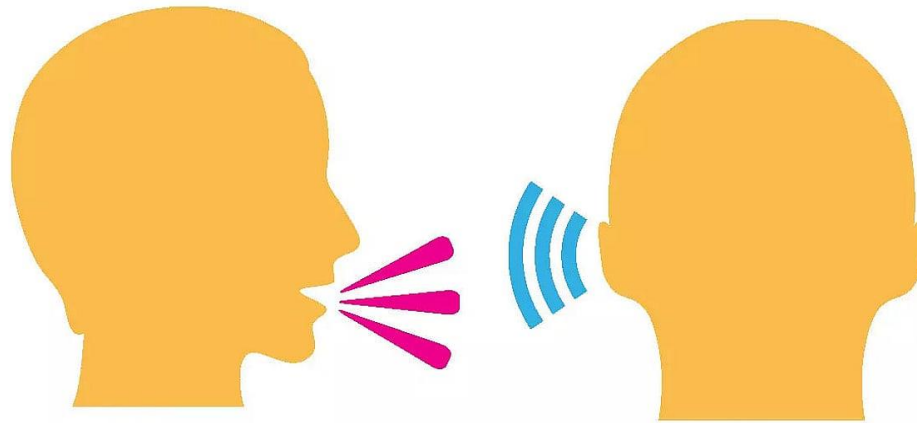
Active Listening Activity



Active Listening Activity

- **What techniques did the listener use?**

Write down the techniques you saw being used in the previous video.



Ethical Negotiation

Ethical negotiation refers to the practice of engaging in negotiations in a manner that upholds moral principles and values, respects the rights and interests of all parties involved, and promotes fairness, honesty, and integrity throughout the negotiation process.



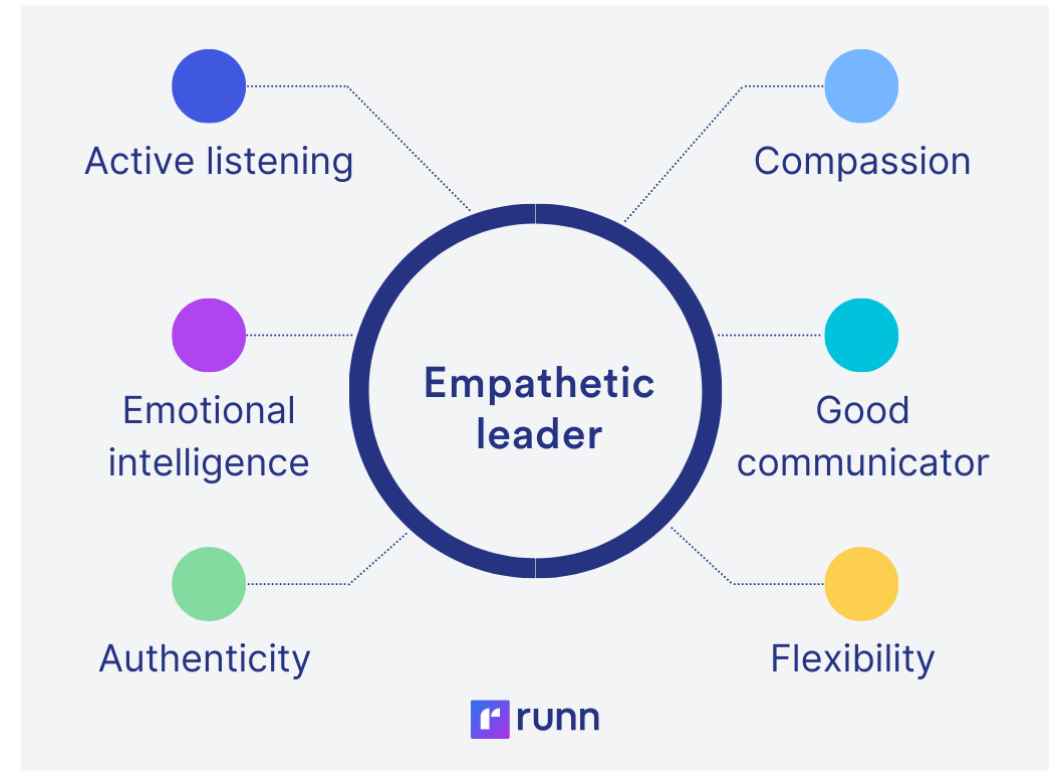
Leadership and Empathy in Achieving Shared Objectives

Leadership and Empathy in Achieving Shared

- Leadership and empathy play crucial roles in achieving shared objectives by fostering collaboration, understanding, and mutual support within teams or organizations.
- By actively listening and showing empathy, leaders create a supportive environment where individuals feel valued, heard, and empowered to contribute their best efforts towards common goals.
- Empathy enables leaders to recognize and address the diverse needs and emotions of their team members, thereby building trust, rapport, and cohesion.

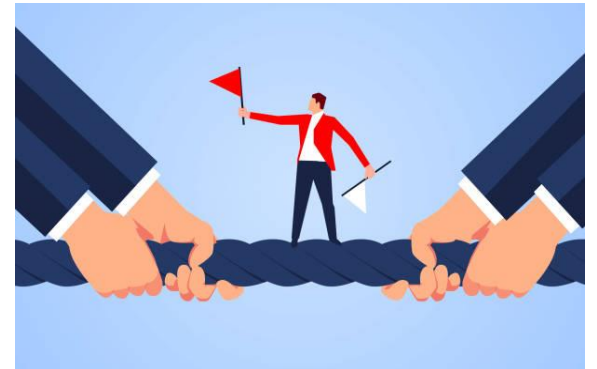
Empathetic Leader Characteristics

Empathetic leaders possess several key characteristics that enable them to connect with others, understand their perspectives, and foster a supportive and inclusive work environment.



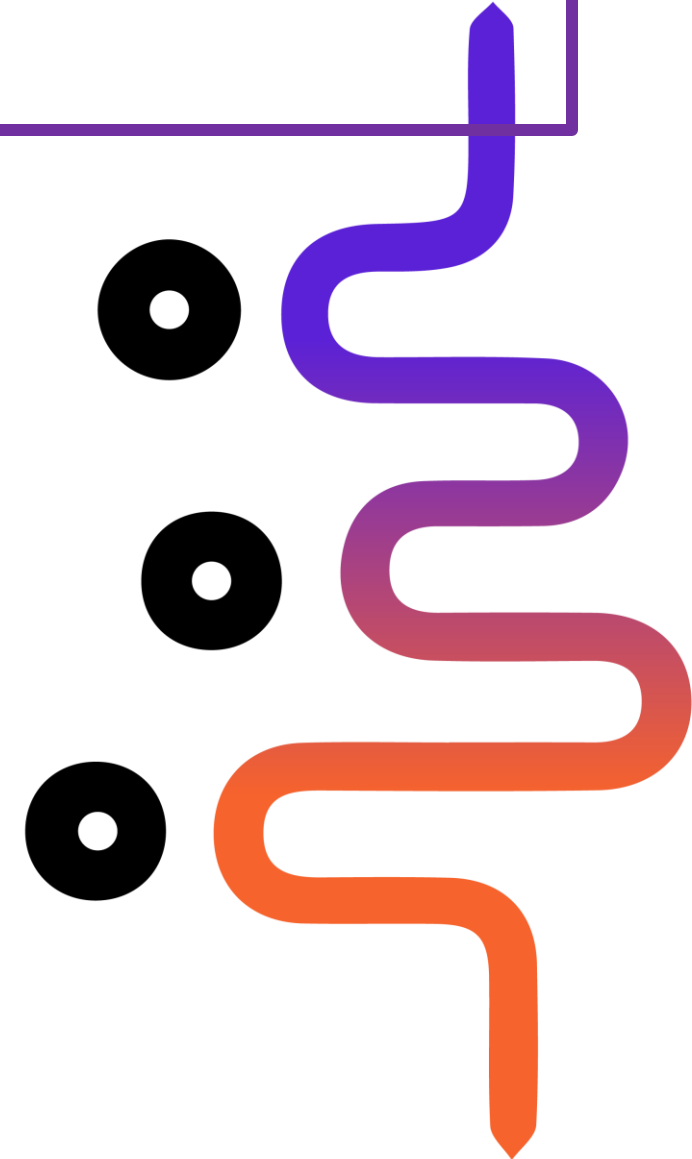
Dealing with Conflicts

- Dealing with conflicts effectively is a critical skill in both personal and professional settings, as conflicts inevitably arise when diverse individuals come together.
- The key to managing conflicts lies in addressing them constructively and empathetically.
- Active listening plays a crucial role in this process, as it allows each person to express their thoughts and feelings while feeling heard and respected.



Key points

- **Self-awareness** helps you understand your strengths, areas for development, and skill gaps.
- **Self-efficacy** builds confidence to act, learn, and face challenges.
- **Creativity** allows you to generate ideas and solve problems in flexible ways.
- **Vision** provides direction and connects your goals with your values and the external environment.
- **Taking initiative** means acting proactively and responsibly, even in uncertain situations.
- **Planning and management** turn goals into structured, realistic actions.
- **Adaptability and resilience** help you respond positively to change.
- **Active listening and collaboration** build trust, improve teamwork, and support ethical decision-making.





Thank you!



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