

**Soft Skills Assessment
and Competence**

**Validation for Volunteers
in Transnational Crisis**



Identifying and assessing soft skills you have acquired in crisis – opportunities for volunteers



communication skills, intercultural competence, stress management, discipline and self-confidence. Volunteering proved to be an effective learning environment, especially for those people who had to realise that their professional activities were not at all systemically relevant in terms of health crisis management. Strictly speaking, volunteering was a great opportunity to acquire soft skills that could then be used as an additional qualification in any professional setting.

Identificare e valutare le soft skills acquisite durante una crisi – opportunità per i volontari



Within a few weeks in spring 2020, the Corona crisis led to people all over Europe volunteering on a large scale to help their neighbours and those in need. Volunteering and the associated assumption of responsibility in the civil society experienced a completely new appreciation. Tools developed for this (e.g. platforms for matching volunteers) were developed, activated and used virtually “overnight” thanks to digital technologies.

People got involved in the well-being of their neighbours, provided shopping services for the elderly and disabled who could not leave their homes, or took on activities of daily living. They mainly took on tasks that had nothing to do with their actual profession or education, e.g. in care, agriculture or mobility.

As different as the professional backgrounds of the volunteers were, they had one thing in common: volunteering in times of the pandemic proved to be a way to counteract reduced employment and loss of income, to be socially active and to feel part of the civil society. They acquired new soft skills such as team spirit, critical faculties,



Identifizierung und Bewertung von Soft Skills, die Sie in der Krise erworben haben – neue Chancen für Freiwillige



But how can a volunteer recognise these new skills? How can employers be made aware of these skills as an added value for teamwork, stress situations or intercultural tasks? This is only possible if these new personal skills are being validated. Even if the wording suggests otherwise, it is “soft skills” that can make the difference in working life.

Therefore, the overall objective of the CRISISS project is to provide support and guidance to organisations that employ volunteers to implement soft skills recognition systems that empower volunteers to recognise and value their personal growth in soft skills.

Identificación y evaluación de habilidades blandas adquiridas durante una crisis: oportunidades para voluntarios.



The CRISISS target groups

The primary target group for CRISISS are organisations that employ volunteers in their daily work.

The secondary target group is volunteers who can use the validation tools to visualise, document and recognise non-formally and informally acquired soft skills in the field of volunteering during the pandemic in order to increase their career opportunities as well as their personal development.

The CRISISS objectives

- Create tools to help volunteers identify and validate their own soft skills, raise awareness of the importance of soft skills in professional life and recognise informal and non-formal competences by collecting evidence;
- Develop these materials on a multilingual and interactive e-platform and as mobile apps for smartphones

Rozpoznanie a zhodnotenie mäkkých zručností, ktoré ste získali počas krízy – príležitosti pre dobrovoľníkov



Αναγνώριση και αξιολόγηση των ήπιων, μη τεχνικών, δεξιοτήτων (soft skills) που αποκτήσατε σε περιόδους κρίσης – ευκαιρίες για εθελοντές/ίες



Prepoznavanje in ocenjevanje mehkih veščin, pridobljenih v kriznih situacijah – priložnosti za prostovoljce



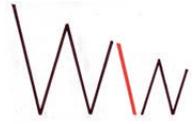
European competence for CRISISS

The transnational CRISISS partnership consists of seven European institutions from voluntary organisations, disability institutions, youth and family guidance organisations, social partners, adult education institutions, social research centres and experts in the development of digital educational resources.

- media k GmbH ▶ Germany (coordinator)
www.media-k.eu
- CESCOT Veneto ▶ Italy
www.cescotveneto.it
- Wissenschaftsinitiative Niederösterreich ▶ Austria
www.wissenschaftsinitiative.at
- ALDAIMA ▶ Spain
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- AKADIMAIKO DIADIKTYO – GUNET ▶ Greece
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For further information please contact the coordinator (phone +49 7931 99 27 30, crisiss@media-k.eu) or the partner organisations in your country.





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