



**skill**

Soft sKills digital Learning for the ICT workforce

# Needs analysis summary

## A needs analysis on soft skills

An in-depth study, of **soft skills shortages in 4.0 ICT** sector and of knowledge gaps in the target groups of actors in the ecosystem was achieved at the beginning of the project's implementation. Its results formulated the soft skills framework to guide the following steps of the project. Specifically, a report was developed to present existing best practices, national policies, validation system for soft skills and gaps between employees and/or young graduates.

More specifically, it provides a **literature review** regarding the definition of soft skills, the most necessary soft skills that employees and/or young graduates need to be equipped with, as well as the importance of the combination of hard skills and soft skills within the workplace.

Additionally, the report delivers information on the national policies regarding soft skills and their validation on a national level. Furthermore, it shows the existing gaps on the transversal skills of graduates.

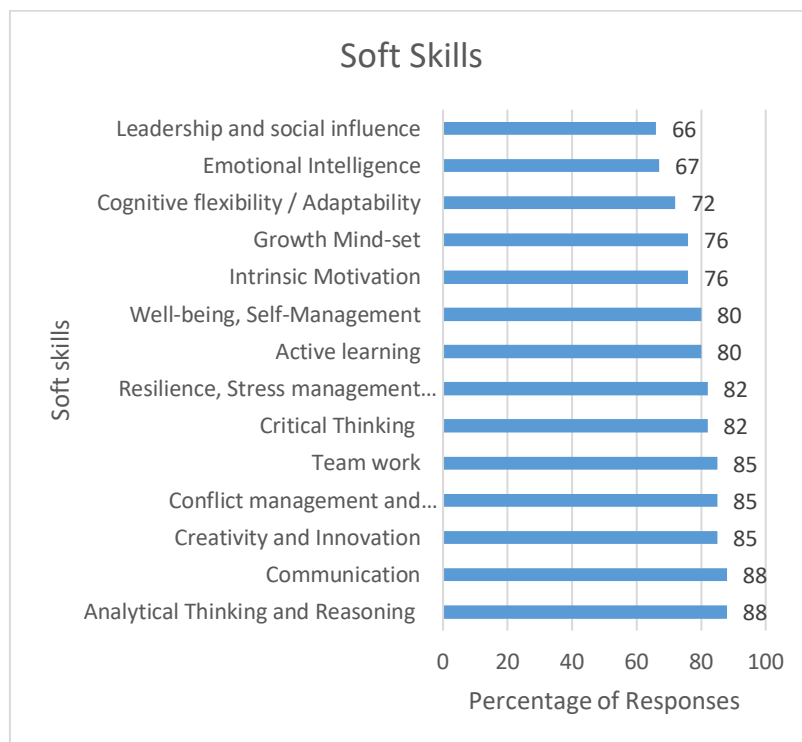
Also, the best practices and training programs provide information on soft skills on a national level. Specifically, they consider the **existing best practices** on soft skills including training programmes, educational tools, projects, educational platforms etc. the national policies on soft skills for ICT employees or young graduates, the certification of validation systems of soft skills in a national level and at the end the gaps between ICT employees or young graduates regarding their soft skills.

The main purpose of the research phase of the project was to identify perception, understanding and needs **regarding soft skills of trainers, mentors, and leaders, employer, academic**. The results of this research conduct facilitated in the development of a framework that guide the design and development of the soft skills curriculum.



Most of the participants in all 5 participating countries stated that the **general skills** that are most required in a professional domain are: interpersonal skills and social skills, adaptability, take initiatives, willingness to learn, communication and linguistic abilities, self-awareness, ability to be responsible, organizational skills.

Participants rated the skills that they consider important in a professional setting. Results showed that most of the participants considered fairly and very important all soft skills presented below



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