

Kick start your future as a professional bachelor

Needs and benefits of developing critical work skills in the first year of college



ARTESIS PLANTIJN
HOGESCHOOL ANTWERPEN

About us



Herman Van de Mosselaer
Project Manager Education Research

herman.vandemosselaer@ap.be
T +32 3 220 57 27 | M +32 478 50 34 16

Lange Nieuwstraat 101, BE-2000 Antwerpen

WWW.AP.BE



Wies Allemeersch
Researcher
Kickstart Bachelor - Lemo

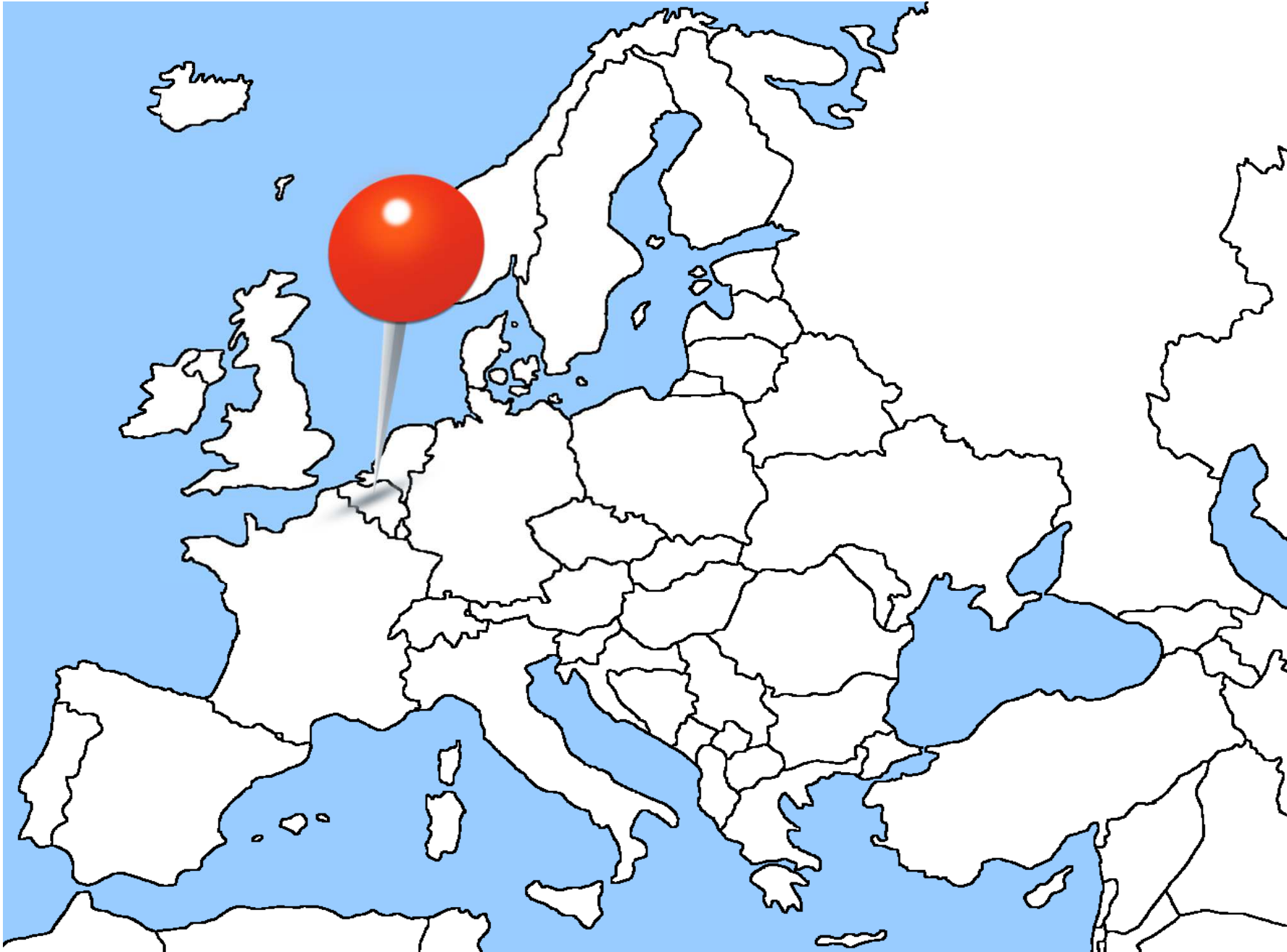
wies.allemeersch@ap.be
T +32 3 220 57 23 | M +32 485 13 28 74

Lange Nieuwstraat 101, BE-2000 Antwerpen

WWW.AP.BE



About AP University College, Antwerp







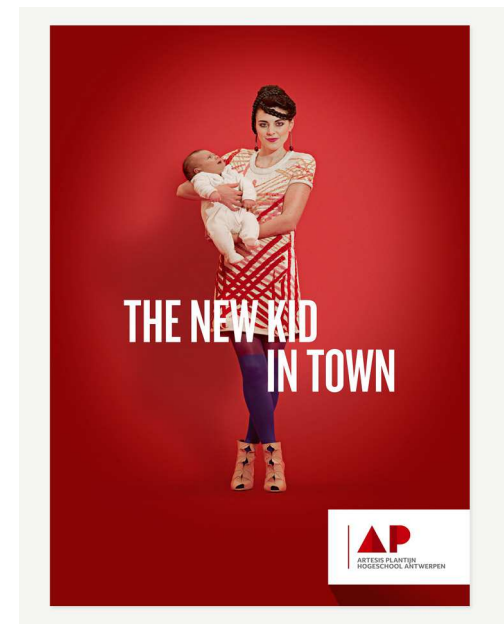
Artesis University College



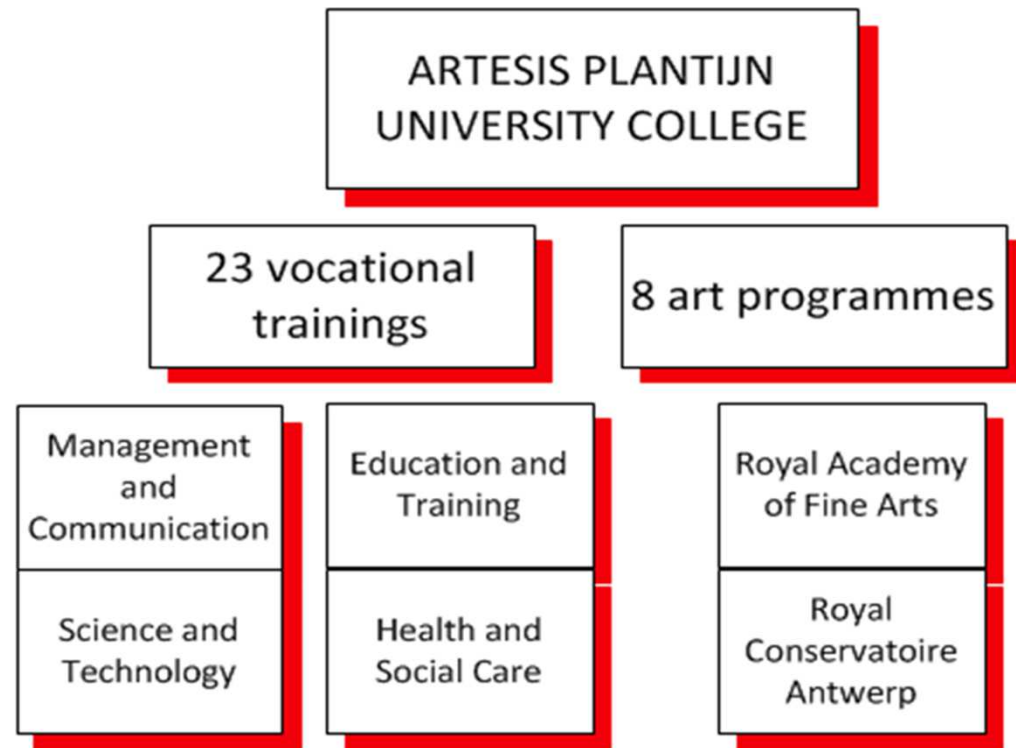
AP University College



Plantijn University College



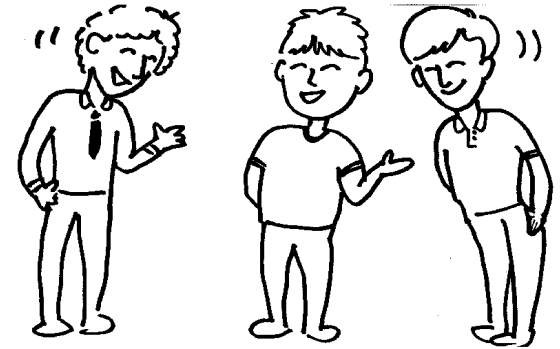
- 4 departments + 2 schools of arts
- 23 professional bachelor programmes + 8 artistic programmes
- 7 unique programmes in Flanders
- +/- 9000 students





Introducing... & Expectations

➤ **Name – Institution – Function**



➤ **3 statements about yourself, two of which are true and one false.**

Start your statement with: I ...

➤ **What are your expectations from this workshop ?**

Content of the workshop

- Crucial ‘work skills’: what’s in a name?
- Learning for jobs in Flanders (\approx Europe)
- Preliminary project and research
- Importance of work skills
in our knowledge and service economy
- Which work skills are important for bachelors?
- Another mission for the First Year?
What can we do?

Critical work skills

➤ What's in a name?

- Employability skills (Hind & Moss, 2011)
- Jobs skills (Green, 2013)
- Work skills (ashton et al., 2000)
- Generic skills (NCVER, 2003)
- Key competencies (Mayer, 1992)

➤ What is a work skill ?

"it is a skill to the individual that can be used in many different situations and can help gain employment" (Hind & Moss, 2011)

➤ What are critical/crucial work skills ?

*".. are those basic skills **necessary** for getting, keeping and doing well in a job"* (Robinson, 2000)

Critical work skills

Critical work skills are skills that are...

- Specific to the individual;
- Can be used in different situations;
- Are necessary for getting, keeping and doing well in a job.

Examples ?

- Communication
- Flexibility
- Critical thinking
- Lifelong learning
- Empathy
- Teamwork
-

▶ **Strengthen basis skills**

▶ **Develop workplace training**

- Strong learning environment
- Helps transition to employment

▶ **Improve career guidance**

- Student choice + high quality guidance

↗ Learning competencies

↗ Work skills

↗ exercise

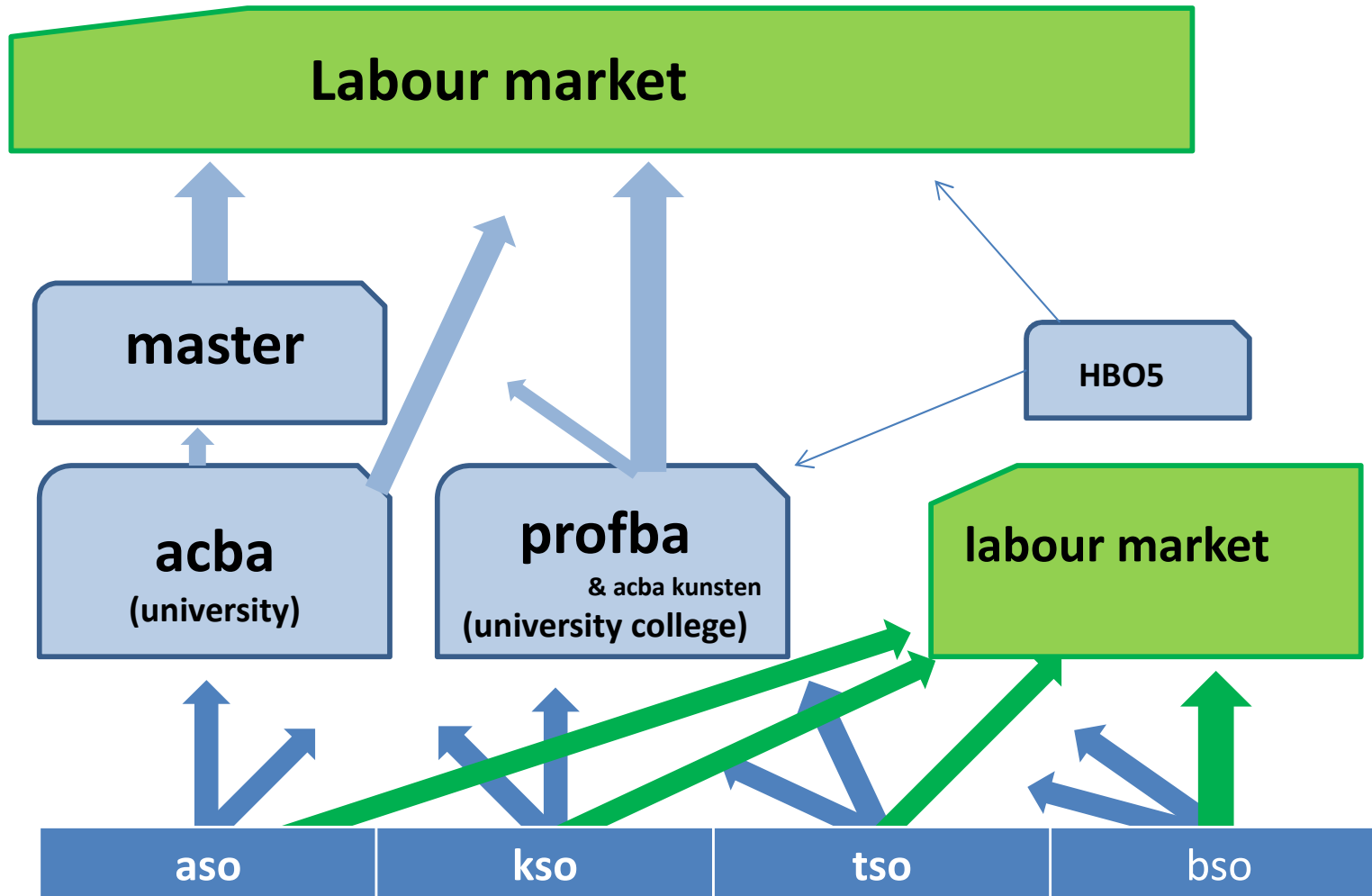
↗ development

Giving opportunities,
coaching

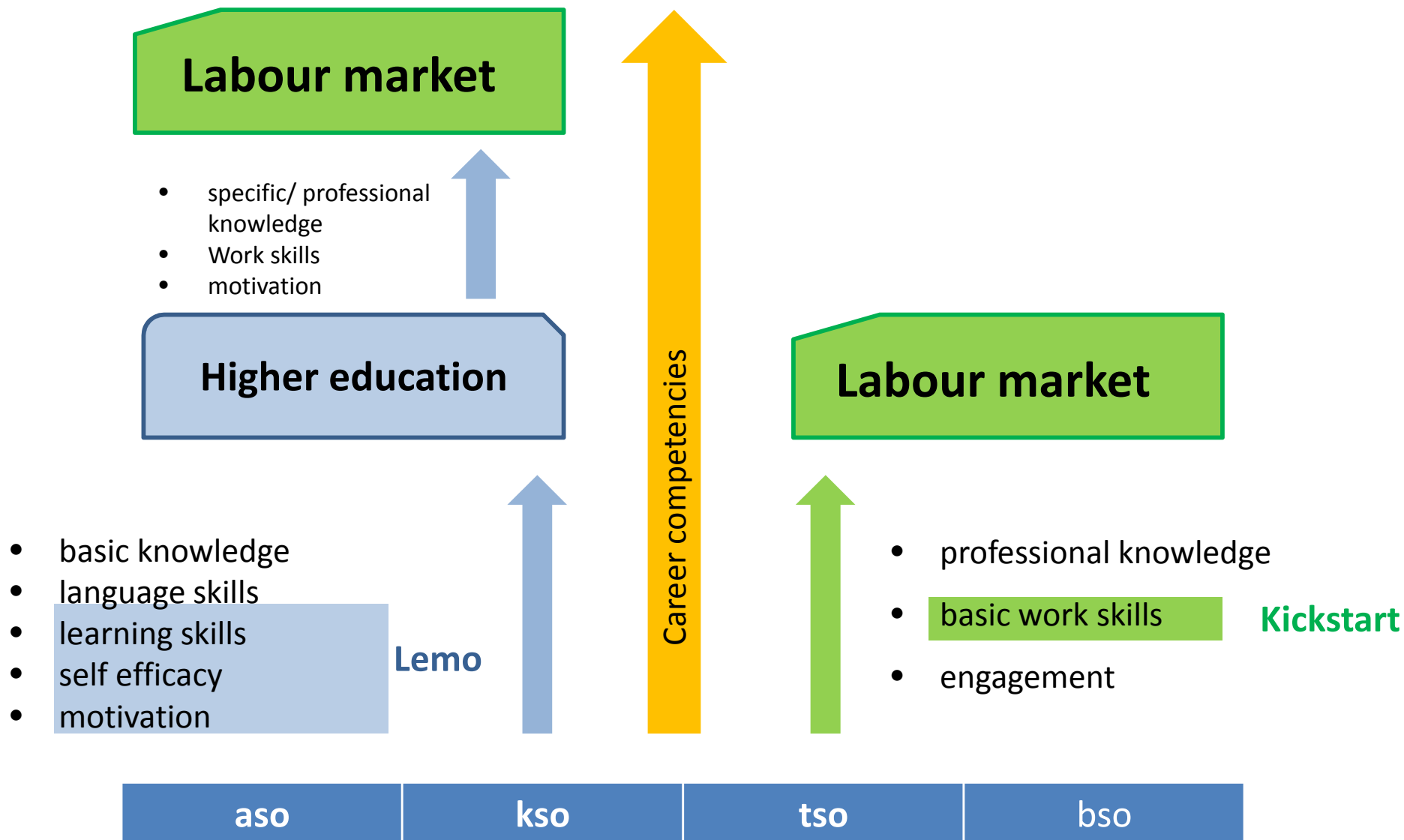
↗ Study and profession choice

↗ Career competencies

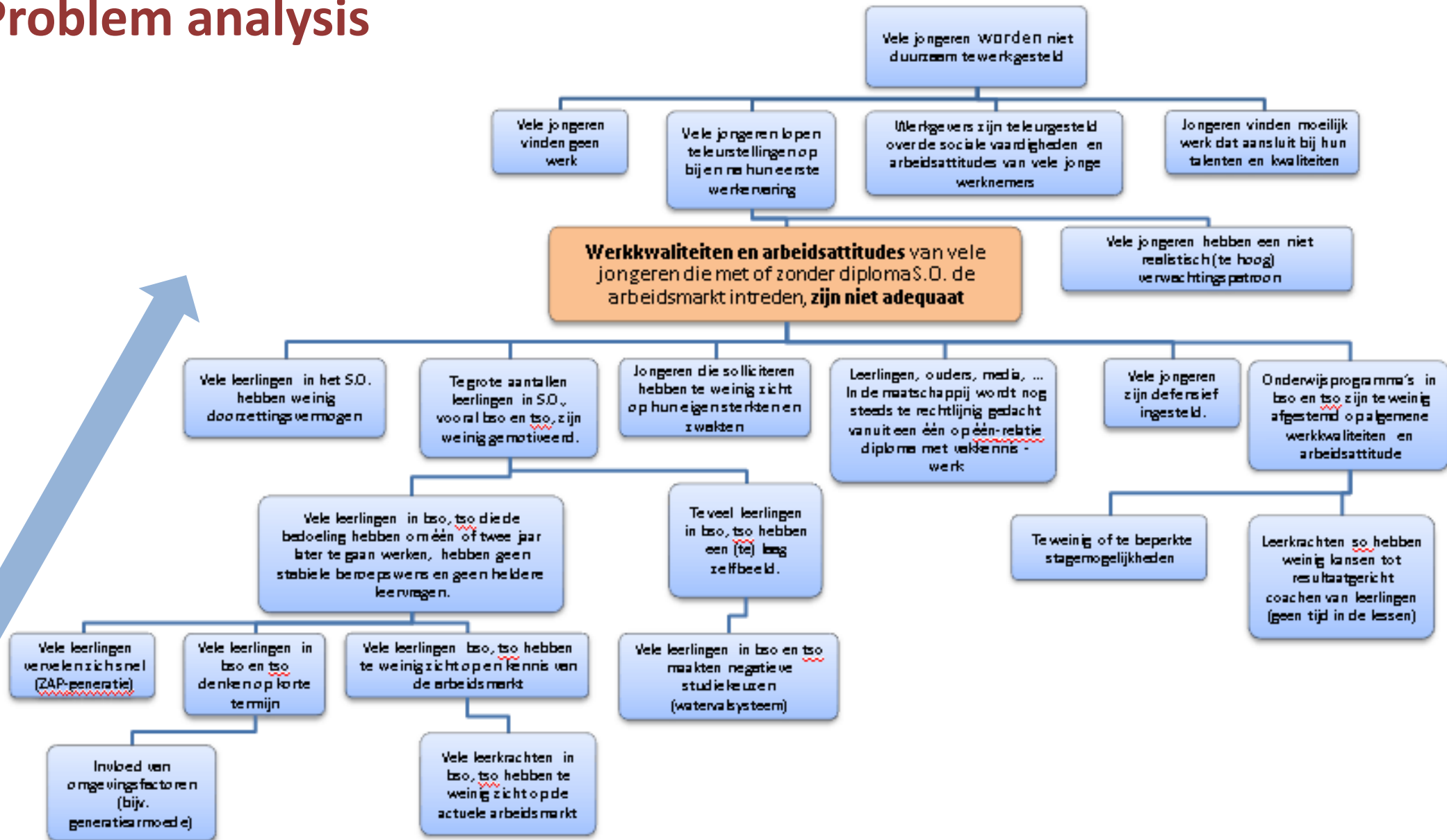
Education in Flanders (≈ Europe)



Work identity



Problem analysis



What can we do?

Awareness of the necessity of **working skills**



- Give youngsters **feedback and feedforward on working skills: on talents and on skills to develop**
- Give teachers, supervisors,...: **coaching instruments and methods**



Which workings skills are crucial? (EQF level 4)

Design after literature review and focus groups

Organization of work	seeing work, setting priorities, planning, no time losing
Professional ethics	physical appearance (also hygiene, appropriate clothing), punctuality, task orientation, respect for diversity
Growth potential	understanding of problems and their solutions (focus on results), interest (listening, aimed at learning), not just sit in the towel
Working together	polite behaviour, helping behaviour, encouragement, seek solutions together ...
Communication skills	listening and speaking skills, empathy, assertiveness

Important source:

Competency dictionary Flanders

Criteria:

- generic
- important/ in all sectors
- coachable

Construction questionnaire

based on 17 validated scales

Organization of work

- Organizing time and priorities, Fox & Grams, 2007
- Time management, Britton & Tesser, 1991

Professional ethics

- Diversity attitude, Moely et al., 2002
- Physical appearance, Fox & Grams, 2007
- Dependability, Fox & Grams, 2007

Growth potential

- Problem solving, Fox & Grams, 2007
- Moely et al., 2002
- Willingness to learn, Fox & Grams, 2007
- Resilience, Scholten et al., 2011

Construction questionnaire

based on 17 validated scales

Working together

- Interpersonal skills, Fox & Grams, 2007
- Teamwork, Fox & Grams, 2007

Communication skills

- Responding – Processing – Sensing (Active listening), Drollinger et al., 2006
- Assertiveness, Galassi et al., 1974
- Empathy / taking perspective, Decorte et al., 2007
- Non verbal communication, Dockrell, 1988

Construction questionnaire + validation, defining of standards

- ↗ Explorative + confirmatory factor analysis
- ↗ Internal consistency analysis
- ↗ Convergent and divergent validity
- ↗ modified angoff method
= estimation of border scores of youngsters based on profiles
- ↗ Border scores applied on data
 - 826 pupils/ 12 secondary schools (technical & professional education, all sectors)
 - 226 youngsters/ labour market
- ↗ Stability schools versus labour market

Which work skills – on level EQF 4?

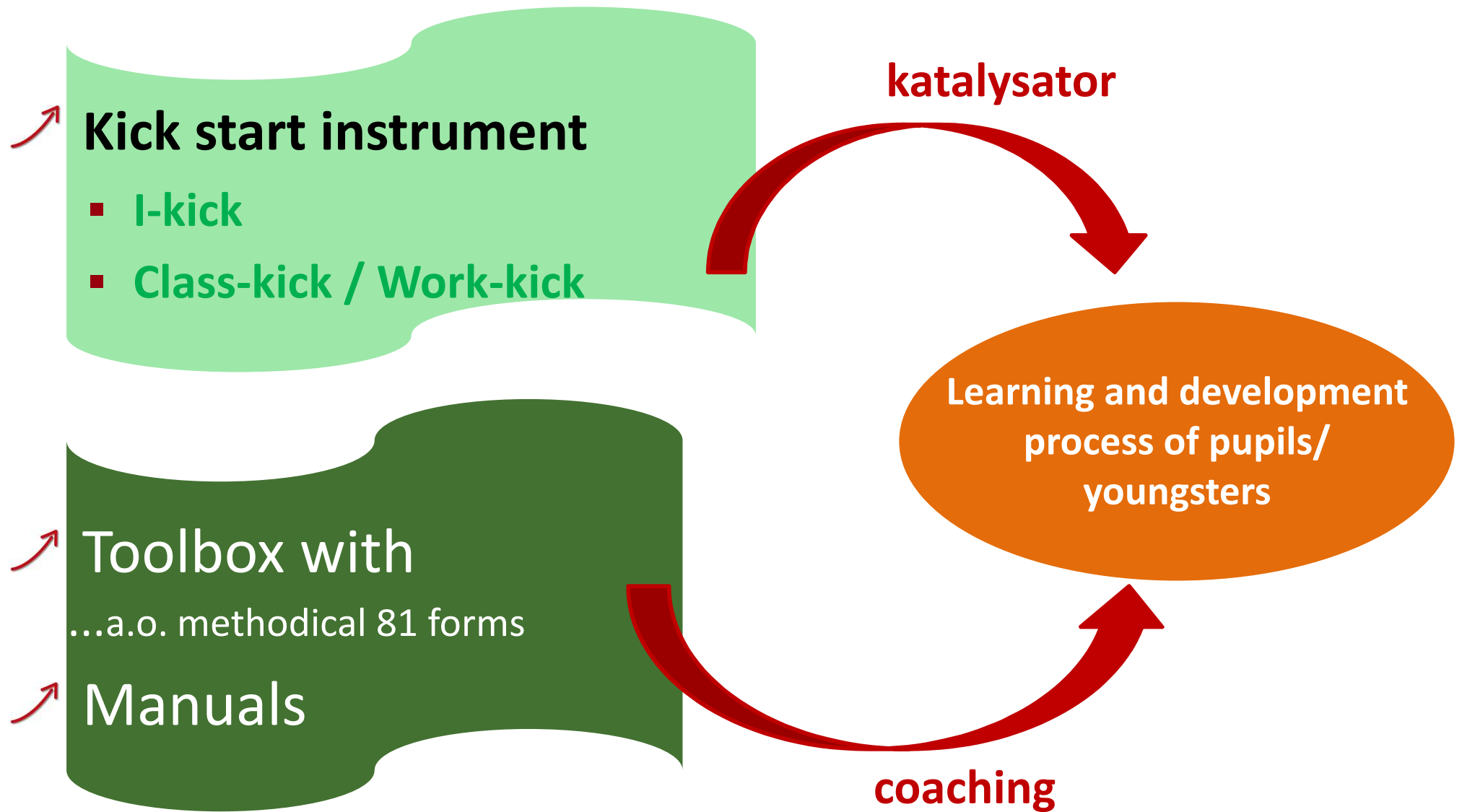
Questionnaire with 41 items

Professional skills

- ↗ Planning en priorities
- ↗ Working together
- ↗ Physical appearance
- ↗ Reliability and punctuality
- ↗ Problem solving abilities
- ↗ (Attitude towards diversity *)

Communication skills

- ↗ Listening skills
- ↗ Empathy
- ↗ Assertiveness



Co-creation





Bouw aan je toekomst: geef je loopbaan een Kickstart!



Naam: Jef Familiennaam

Groep: Klas 1

Instelling: De Oefenschool

Datum: 21/05/2014



Beste Jef

Dit is jouw I-kick. Hieronder vind je een overzicht van algemene werkkwaliteiten die werkgevers belangrijk vinden. Kijk naar de batterijen en ontdek waar je al goed in bent! Meer info vind je onderaan. Ga aan de slag om je werkkwaliteiten verder te ontwikkelen.

Leerloopbaancoach X



Planning & prioriteiten



Samenwerking



Voorkomen



Betrouwbaarheid &
stiptheid



Probleemoplossend
vermogen



Luistervaardigheden



Inlevingsvermogen



Assertiviteit

INLEVINGSVERMOGEN



Wat is dit ?

Inlevingsvermogen is zich inleven in de situatie van een ander en aanvoelen wat niet luidop gezegd wordt.

Wie ben jij ?

Je bent geïnteresseerd in de gevoelens van andere mensen. Je ziet wat er omgaat in anderen. Het is voor jou gemakkelijker als je een bepaalde situatie zelf al meemaakte. Wat mensen echt belangrijk vinden, onthou je.

Tips

1. Vraag meer uitleg als iemands lichaamstaal je doet twifelen.
2. Durf af te gaan op je gevoel en leef je spontaan in de ander in.
3. Toon wat meer inlevingsvermogen naar mensen die je minder goed kent.

Zin in meer?

Reflection moment

↗ Which of these (9) work skills do you need in your working situation?



↗ When you were a student (18 till 23 y.)

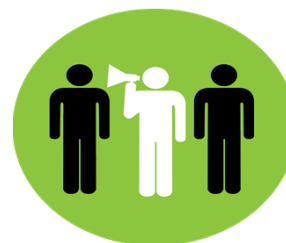
❖ your strengths?



❖ on which areas were you still "young"?

❖ on which work skills did you get feedback?

❖ in which you were coached?



The need of addressing critical work skills?

➤ Changing economic landscape

Industrial economy → Knowledge & service economy



- *Transportation & globalisation*
- *New – labour replacing - technologies*
- *Emerging ICT & outsourcing*



Changing expectations of Higher Education stakeholders

Changing expectations of HE stakeholders

Industrial economy

- Manual labour
- Repetitive labour
- Conservative labour
- Hardly any teamwork
- Required a lot of technical knowledge

knowledge and service economy

- Intellectual labour
- Rapidly changing & flexible labour
- Innovative labour
- Constant teamwork
- Requires more abstract and transferable knowledge

Changing economic landscape entails a change in (higher) education!



"There is a chasm between what industry wants and what universities provide"

Medhat, 2003

The need of addressing critical work skills?

➤ Democratization of Higher Education

Having a degree (and mastering the technical knowledge which it stands for) has lost its capability to make one stand out in the crowd!

Applicants have to rely on other features of themselves to be noticed by future employers!

Employers, when recruiting new employees pay careful attention to the personal skills of the candidates they are interviewing. Does the candidate have a well-developed portfolio of personal skills that will enable him to make a positive contribution in the workplace?

Hind & Moss, 2011



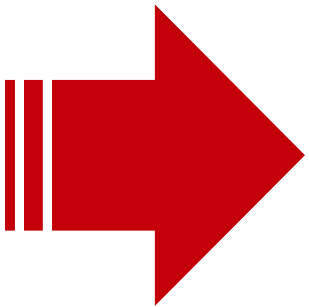
Why does Higher Education need to address those crucial work skills?

- **Changing economic context**

↳ Changing expectations of Higher Education Stakeholders

- **Democratization of (Higher) education**

↳ Need to rely on other features than technical knowledge



"There is a need to develop curriculum interventions which enable students to make clear connections between their education and work."

Maher & Graves, 2008

- Institutes of HE are developing and implementing curriculum-integrated interventions to develop these crucial work skills
- Own experiences ?

Which skills are important for professional Bachelors?

- **Preparatory desk research**
- **Analysis of open job positions in Flanders (n=300)**
- **Focus group with 40 workplace representatives**
- Development of online feedback instrument
- Effect study during last year

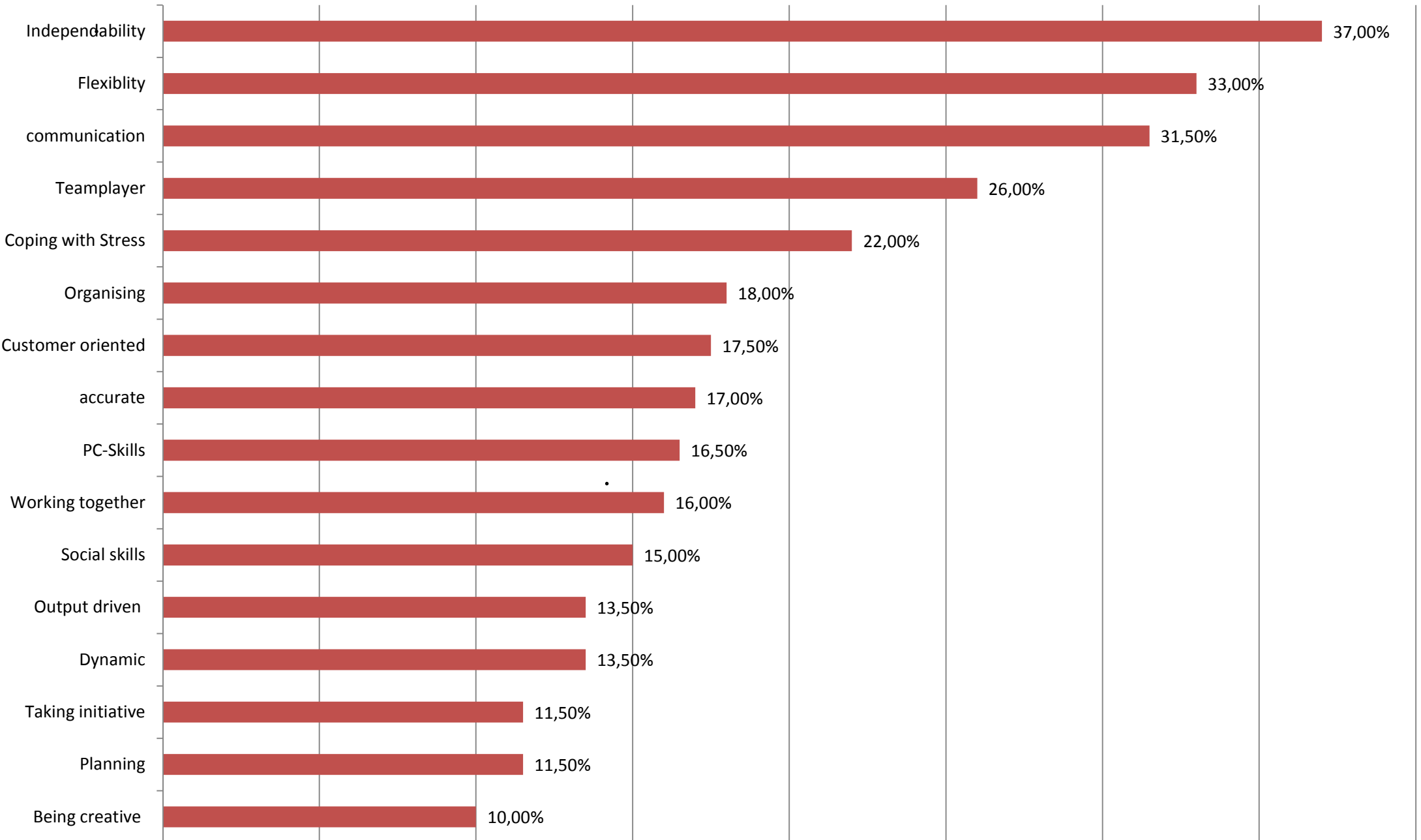
300 open job positions

- geographically dispersed
- across labour market segments
- entry level jobs !

Question

- Which 'work skills' are requested?

Analysis of open job positions / Results



Independability

Flexibility

Communication

Teammaker

Coping with stress

Organising

Customer oriented

Accurate

PC-skills

Working together

Social skills

Output driven

Dynamic

Taking initiative

Planning

Being creative

- **Which work skills are important for bachelors?**
- **Another mission for the First Year?
Why or why not?**
- **What can we do?**
 - How to train work skills?
 - How are these skills trained in your institution/region/country?
 - Which possibilities do we see?

Training of crucial work skills



- Usually in the last (two) years of college
- Start to train and develop these skills in the first year:
 - they take a long time to master!
 - are very helpful during the course of their studies!

