

8 Future proof SOFT SKILLS for ALL

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Agility & Scenario thinking

This competency includes the ability:

- To put the customer/service/team recipient/need at the center
- To swiftly shift minds in a VUCA world
- To design multiple potential solution pathways addressing the challenges associated with a variety of scenarios.
- To apply agile working methods instead of traditional 'plan-do-check-adjust' method
- To evaluate current and future uncertainties, risk and opportunities
- To impactfully present the various scenario's

Creative thinking

This competency includes the ability:

- To think outside of the box and to embrace bold ideas
- To inspire and to increase curiosity
- To find creative and smart solutions to excite the customer/service recipient and team needs
- To use the power of diverging ('dream big') before converging towards a selected outcome
- To share creative solutions and engage others

Entrepreneurship

This competency includes the ability:

- To show personal initiative, the commitment and resilience to achieve goals
- To fail fast and to fail forward
- To always put the customer/service recipient and team needs at the center of what you do
- To balance risk and opportunity, both on the short and long term
- To engage others in taking ownership

Data driven judgement skills

This competency includes the ability:

- To be in control of your decision process : set the criteria, gather the evidence, evaluate the outcome and decide.
- To identify, read, interpret and present data
- To distinguish data according to their respective relevance and impact

Inclusiveness

This competency includes the ability:

- To be open minded and listen actively
- To foster diversity with regard to opinions, knowledge and background
- To be aware of and reduce bias in thinking and acting
- To be aware of and mindful about cultural differences
- To communicate respectfully

Multi-disciplinarity and End-to-end attitude

This competency includes the ability:

- To effectively manage an impactful network, internally and/or externally
- To inclusively overcome divergent/multi - disciplinary perspectives and turn them into an integrated solution
- To understand interdependencies and connections beyond organizational responsibility
- To visualize processes from an end-to-end perspective and to communicate accordingly
- To use business process optimization methodologies to create value from an end-to-end perspective

Learning Attitude and curiosity

This competency includes the ability:

- To see learning opportunities as key to personal growth & employability
- To be curious to the unknown
- To be courageous to try out new ways
- To embrace new technologies and ways of working
- To embrace various ways of learning

Dealing with Ambiguity

This competency includes:

- To manage your energy and to feel comfortable even under uncertain or unclear situations
- To turn ambiguity into opportunity
- To have the courage to constructively share the uncertainty within a team

