

Πλαίσιο ικανοτήτων της βάσεις

Το νέο πλαίσιο ικανοτήτων της EPSO καθορίζει τις **8 γενικές ικανότητες** που πρέπει να διαθέτουν οι υπάλληλοι της ΕΕ καθ' όλη τη διάρκεια της σταδιοδρομίας τους. Κάθε γενική ικανότητα αποτελείται από διάφορα παρατηρήσιμα στοιχεία, τις λεγόμενες «**βάσεις**». Στο παρόν φυλλάδιο παρουσιάζονται οι 8 γενικές ικανότητες και οι αντίστοιχες βάσεις τους.





8 ικανότητες που πρέπει να διαθέτουν οι υπάλληλοι της ΕΕ

1. Κριτική σκέψη, ανάλυση και δημιουργική επίλυση προβλημάτων
2. Λήψη αποφάσεων και επίτευξη αποτελεσμάτων
3. Ψηφιακός γραμματισμός και προσαρμοστικότητα στις ψηφιακές τεχνολογίες (διαχείριση πληροφοριών)
4. Αυτοδιαχείριση
5. Ομαδική εργασία
6. Μάθηση ως δεξιότητα
7. Επικοινωνία
8. Ενδοπιχειρηματικότητα

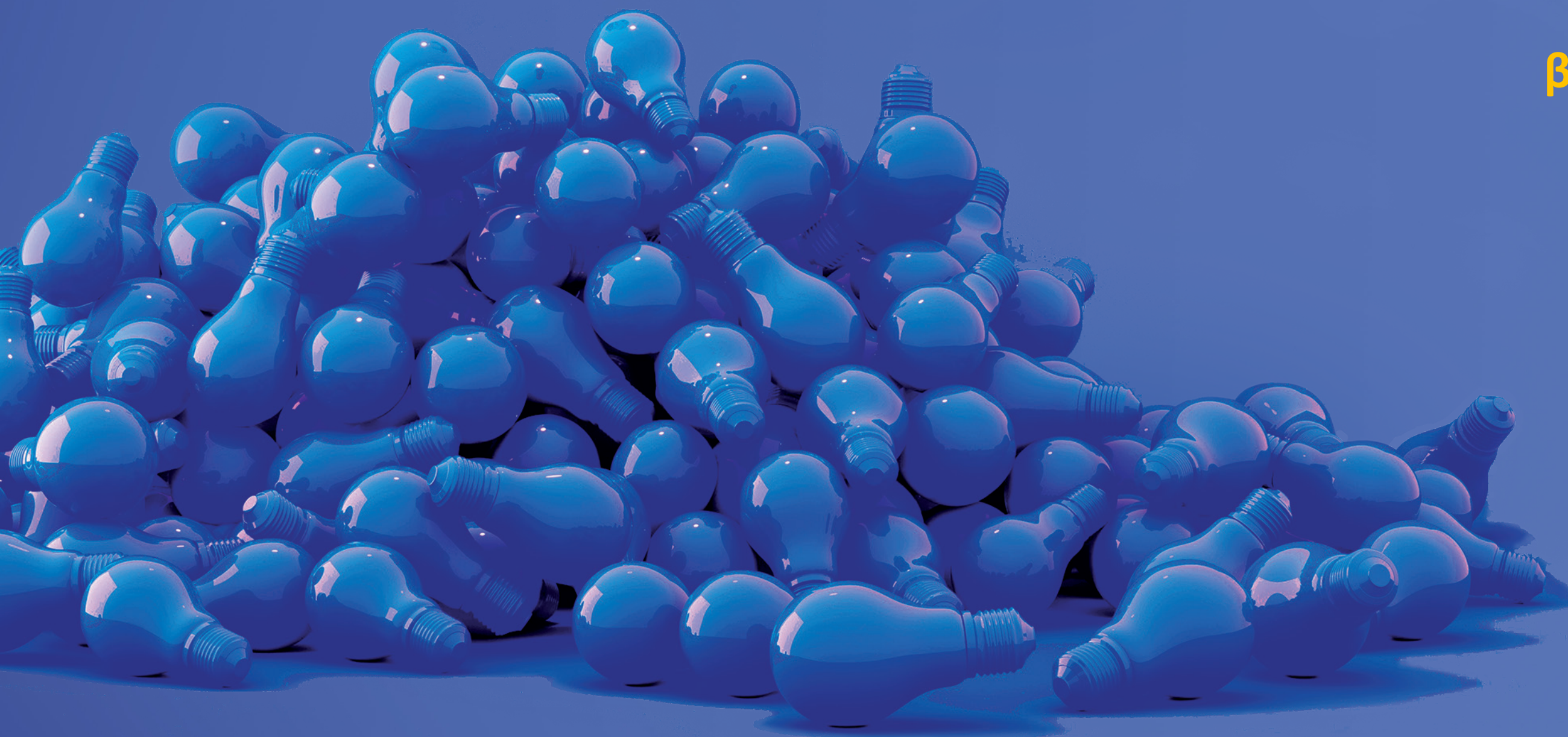


1. Κριτική σκέψη, ανάλυση και δημιουργική επίλυση προβλημάτων

Manage complex information with a holistic, systems thinking perspective. Show awareness of ramifications of issues beyond own area of responsibility and consider the wider picture and other points of view. Grasp what is essential and structure thoughts clearly. Develop creative and innovative solutions taking stakeholders' needs and positions into account.

βάσεις:

- ▶ Differentiates the essential from less crucial elements and manages to integrate information coming from different sources.
- ▶ Builds approaches taking a range of points of view and positions into consideration.
- ▶ Manages complex information and concepts well.
- ▶ Establishes connections between elements that go beyond their own area of responsibility and the here and now. Anticipates possible impact with regard to the bigger picture.
- ▶ Generates original ideas and innovative solutions to problems by thinking out-of-the-box.



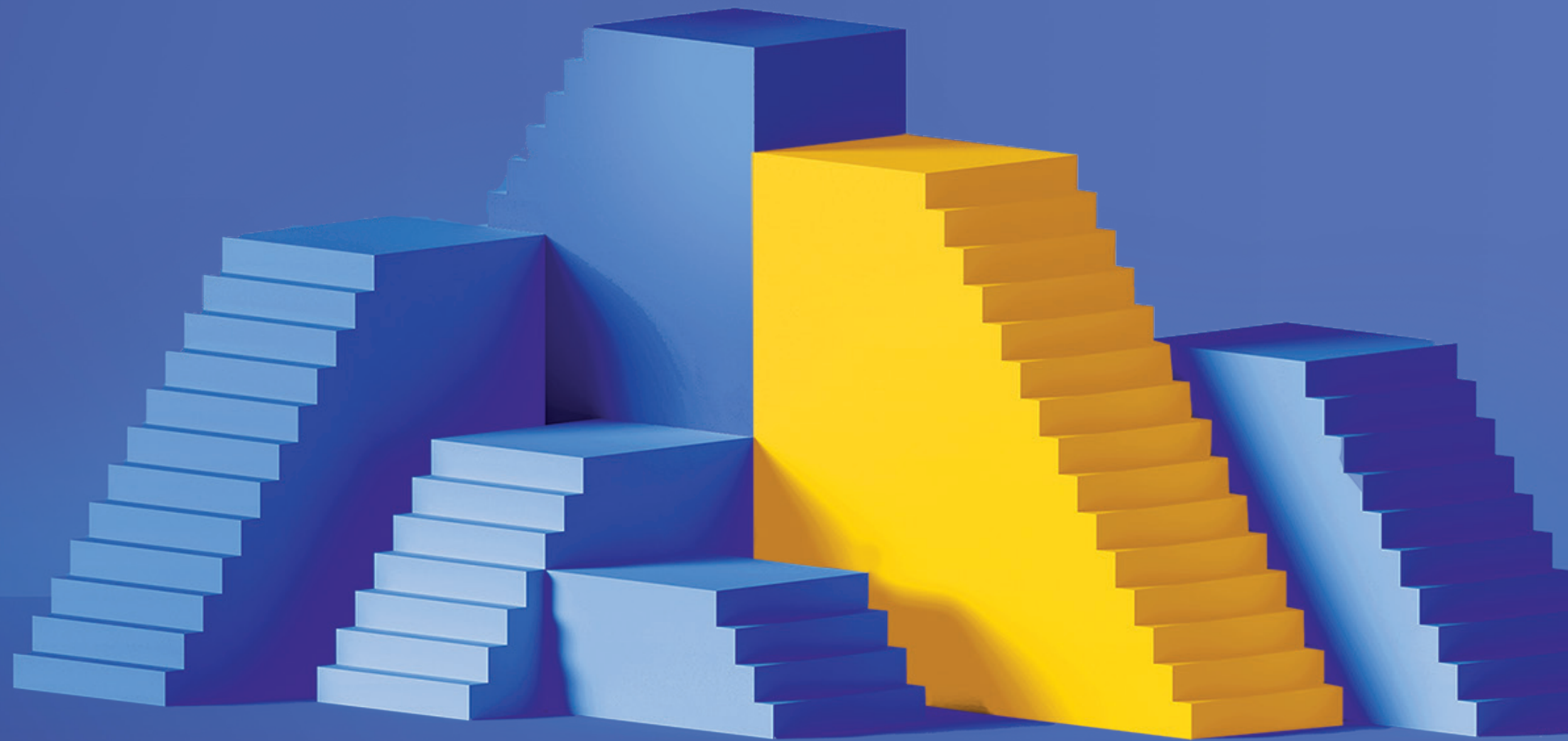
2.

Λήψη αποφάσεων και επίτευξη αποτελεσμάτων

Take decisions in a fluid environment, with conflicting or incomplete information. Choose between imperfect solutions, strike the right balance between quality and speed depending on the situation. Transform challenges into action and practical solutions, and achieve tangible results.

βάσεις:

- ▶ Takes decisions, even when confronted with unknown circumstances or incomplete information.
- ▶ Comes to an informed decision, checking the advantages and disadvantages of different alternatives.
- ▶ Adopts a practical course of action: flexibly adapts and chooses the most opportune action considering the situation.
- ▶ Proactively suggests action and solutions on their own initiative.
- ▶ Proposes targeted action in order to achieve tangible results for the set objectives.





3.

Ψηφιακός γραμματισμός και προσαρμοστικότητα στις ψηφιακές τεχνολογίες (διαχείριση πληροφοριών)

Find, filter, evaluate, utilise, create and communicate content using information technologies and the internet. Read, understand and utilise data in different ways, and demonstrate numeracy skills. Translate knowledge, skills and competencies through digital tools and quickly adapt to new IT and professional realities.

βάσεις:

- ▶ Uses relevant sources and different search strategies to fulfil the information needs arising from complex tasks.
- ▶ Evaluates the credibility and reliability of sources, data, information and content in digital environments.
- ▶ Selects and applies appropriate digital tools and technologies to work with others, interact and share information.
- ▶ Recognizes the value of digital competencies and shows willingness to invest time proactively in keeping up to date with digital evolution.
- ▶ Indicates and explains technological needs clearly to colleagues, service providers and stakeholders.



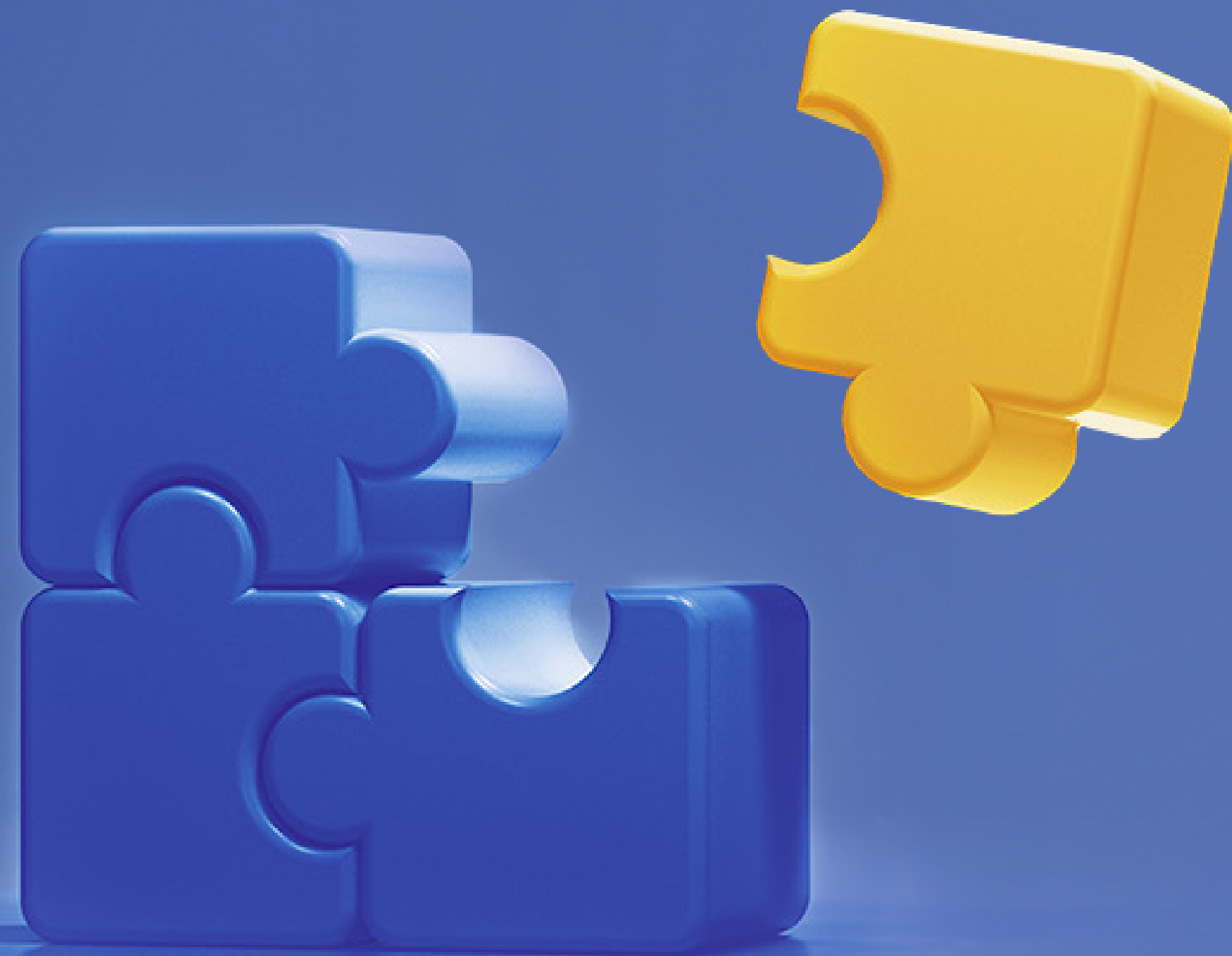
4.

Αυτοδιαχείριση

Organise own work, set goals, manage time effectively, and demonstrate self-motivation and a sense of responsibility. Demonstrate resilience in the face of stress and setbacks. Respond to and implement change with a positive attitude, and remain effective under a changing/fluctuating workload. Demonstrate flexibility and adaptability.

Βάσεις:

- ▶ Organises own work effectively.
- ▶ Takes responsibility for own results and demonstrates commitment to achieve their goals.
- ▶ Responds calmly to obstacles and is able to distance themselves from frustration and negativity.
- ▶ Applies strategies to help prevent stress and setbacks (e.g. asking for help or support when necessary).
- ▶ Is adaptable concerning changing work conditions and responds to fluctuating circumstances in a positive manner.



5.

Ομαδική εργασία

Collaborate across structures and take responsibility for the results of the organisation as a whole. Share (rather than hoard) knowledge, show service-mindedness. Deal constructively with conflict. Demonstrate ease in working in a multi-cultural, multilingual environment, support for diversity, and respectful and inclusive behaviour towards others.

βάσεις:

- ▶ Encourages cooperation between teams and identifies themselves with the common goals and interests.
- ▶ Discusses differences of opinion openly with the individuals concerned, understands other points of view, and strives for compromise in situations of conflict.
- ▶ Embraces diversity and fosters an environment of inclusion, strives to treat all others equally and with fairness.
- ▶ Offers assistance and help to others.
- ▶ Proactively shares knowledge for the benefit and learning of others on an ongoing basis.

6.

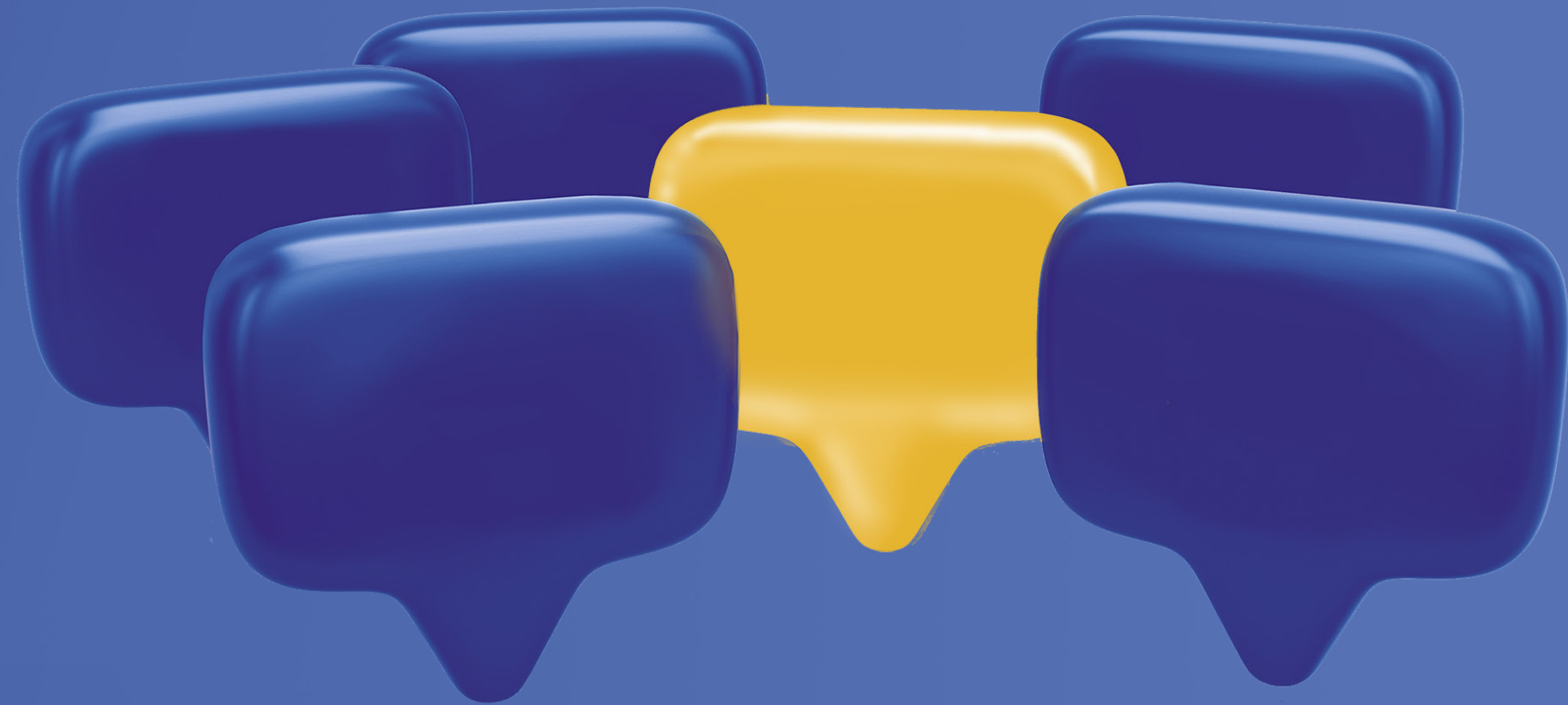
Μάθηση ως δεξιότητα

Develop strategies for learning, identify own learning needs and strive for continuous improvement. Take ownership of and reflect on own learning. Show readiness to change strategy in the face of new information, to learn from failure and apply lessons-learned purposefully. Give, receive and respond to feedback.

βάσεις:

- ▶ Identifies their own learning needs and develops their own skills through continual learning.
- ▶ Purposefully manages personal growth: strives to understand own strengths and weaknesses.
- ▶ Responds positively to feedback and to constructive criticism.
- ▶ Seizes every opportunity to learn, even from failure.
- ▶ Identifies opportunities to apply lessons learned and improve their performance.





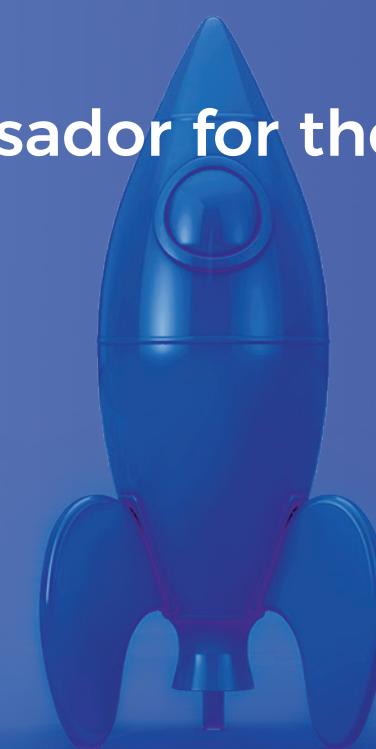
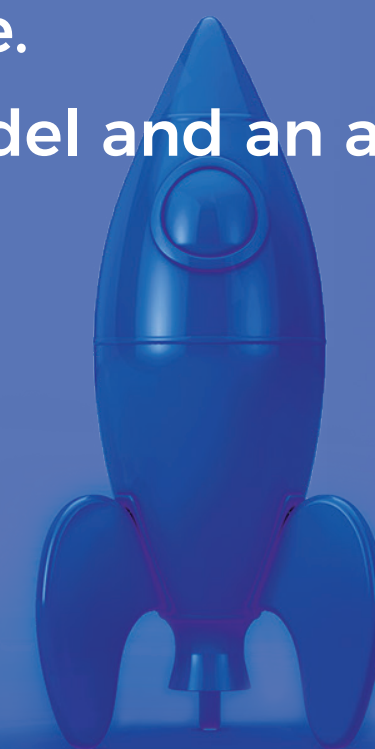
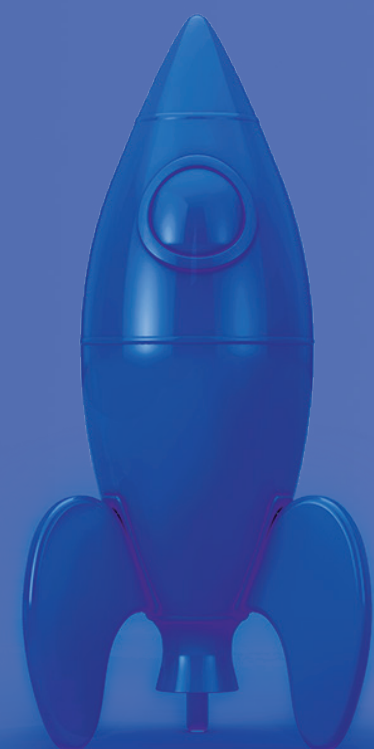
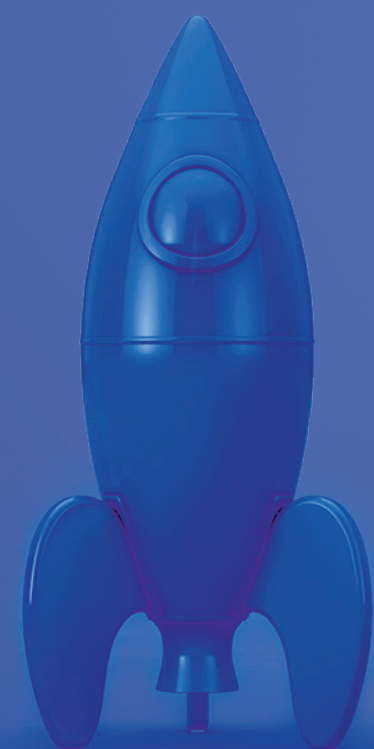
7.

Επικοινωνία

Communicate clearly both orally and in writing, adapting the message and medium to the audience. Demonstrate drafting skills, the ability to build solid arguments and structure them effectively, and persuasion, negotiation, facilitation and listening skills.

Βάσεις:

- ▶ Conveys information and opinions clearly and concisely (verbally as well as in writing).
- ▶ Tailors the message to respond to the requests of the person or persons with which they are communicating.
- ▶ Uses convincing arguments and solid reasoning to put the message across.
- ▶ Takes into account the point of view of others.
- ▶ Communicates in ways that generate buy-in and create a win-win situation for the parties involved.



8.

Ενδοπιχειρηματικότητα

Demonstrate initiative, creativity, enthusiasm, innovation, ability to think ahead and leadership traits. Represent the service positively to the outside world, teach and coach others, set an example and inspire others with own actions.

Βάσεις:

- ▶ Demonstrates initiative, removes barriers and thinks ahead.
- ▶ Takes on new challenges and initiates change, takes the lead when required.
- ▶ Inspires and encourages others to take action and move ahead.
- ▶ Guides and empowers others in order to grow and better their performance.
- ▶ Acts as a role model and an ambassador for the department.