



Co-funded by the  
Erasmus+ Programme  
of the European Union



# What is SkillMill?



A digital tool for career counselling to  
**understand, reflect and**  
**express**  
soft skills



Co-funded by the  
Erasmus+ Programme  
of the European Union





Many meaningful  
**study experiences**  
are not  
visible in our grades.



[Soft skills] are often developed outside formal learning, at work and throughout life. **It can be difficult to identify, recognize and communicate those skills.** This is why in the next phase of EU action on transversal skills, **more needs to be done to capture them.**

**European Skills Agenda for 2025**



## **Language skills**

Willingness to learn

Adaptive communication

Accepting difference

Resilience to uncertainty

*International mobility produces the kind of competences that the employers are seeking, but employers are not able to link these competences and people's international experiences at recruitment.*

***The competences acquired through study or work periods abroad are hidden.***

**Finnish National Agency for Education (2014)**



### Top 5 Soft Skills

- 1 Creativity
- 2 Persuasion
- 3 Collaboration
- 4 Adaptability
- 5 Emotional intelligence new



[https://media.linkedin.com/dm/image/C4D08AQH9kgRkZ\\_1c4croffrontend-shrinkToFit102401597380025807?e=2147483647&v=beta&imp8625JPo3e-I2X0M1owlD2W17z9Y2x5\\_NGeSdmU](https://media.linkedin.com/dm/image/C4D08AQH9kgRkZ_1c4croffrontend-shrinkToFit102401597380025807?e=2147483647&v=beta&imp8625JPo3e-I2X0M1owlD2W17z9Y2x5_NGeSdmU)

**“Soft skills can make or break a hire**—and they can also make or break a company: 92% of talent professionals say they **matter as much or more than hard skills** when they hire, and 80% say they’re increasingly important to company success.”

**LinkedIn Global Talent Trends Report (2019) - Survey of 5 164 HR professionals**



# What is soft skills?



Co-funded by the Erasmus+ Programme of the European Union





# Employer language



Co-funded by the  
Erasmus+ Programme  
of the European Union







# Employer language

## Software Engineering Manager @ Google

### Responsibilities

**Build, nurture, and grow an empowered diverse team** of engineers by providing technical direction and guidance to the team to drive engineering and operational excellence.

**Work in close collaboration** with the Tech Lead/Uber Tech Lead, Site Reliability Engineers, Product Managers (PMs), and other teams/functions in Google Cloud Platform to drive the engineering/ technology roadmap for Cloud DNS and DNS Security.

**Engage in customer discussions in collaboration with PMs**, to address escalations or **understand needs** and map them to technical implementation/solution/product improvements.

**Prioritize, lead**, and launch cross-team and multi-semester initiatives with clear business impact.

**Manage all aspects** of the product life cycle from concept, requirements, design, implementation, to launch.





# Storytelling by using CAR

## CAR Method

- CONTEXT** Explain the **CONTEXT** in which you were required to act.
- ACTION** Describe what **ACTIONS** you took to solve a problem or create new opportunities.
- RESULT** Show the **RESULTS**. How did the organization benefit?

<https://www.clearadmit.com/mba-admissions-tips/understanding-mba-admissions-interview-part-ii/2/>

Co-funded by the  
Erasmus+ Programme  
of the European Union

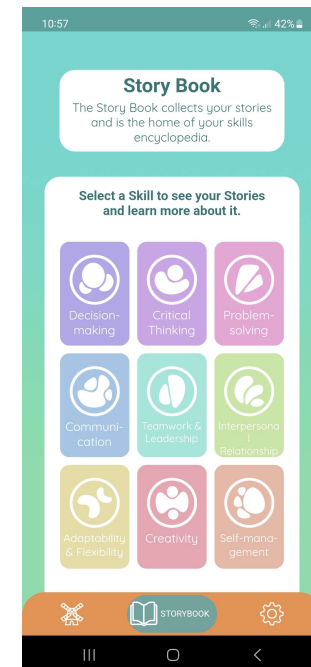
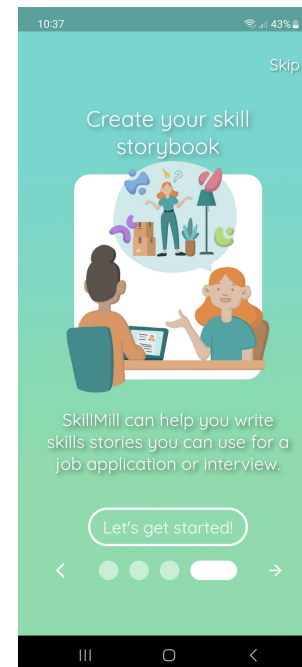
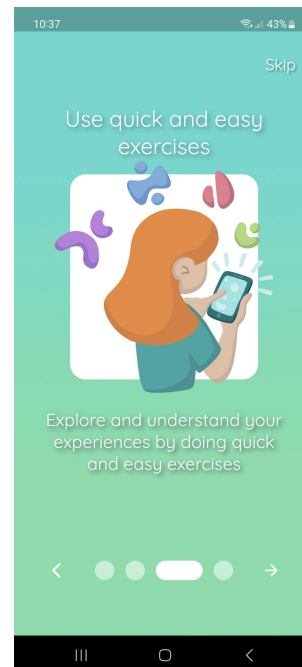
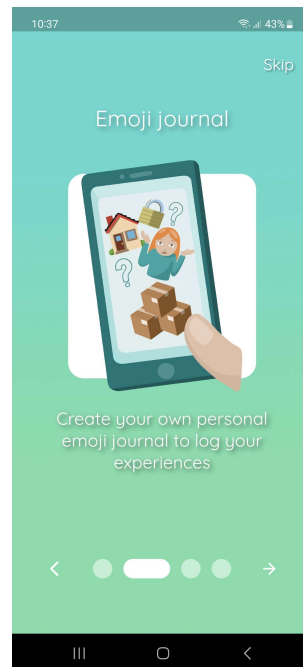
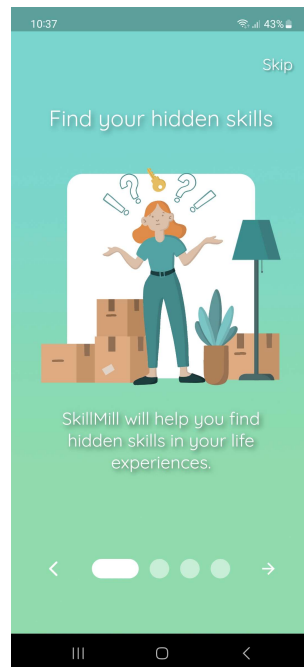


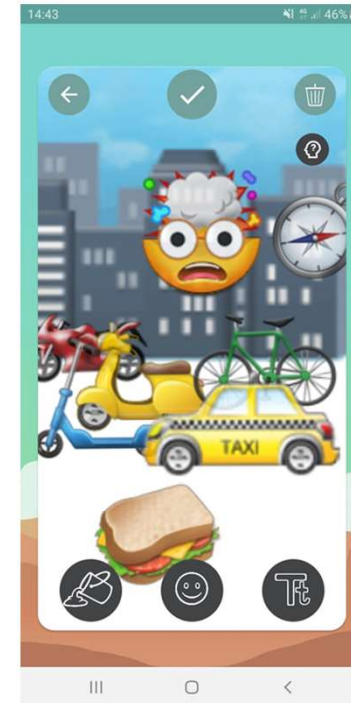
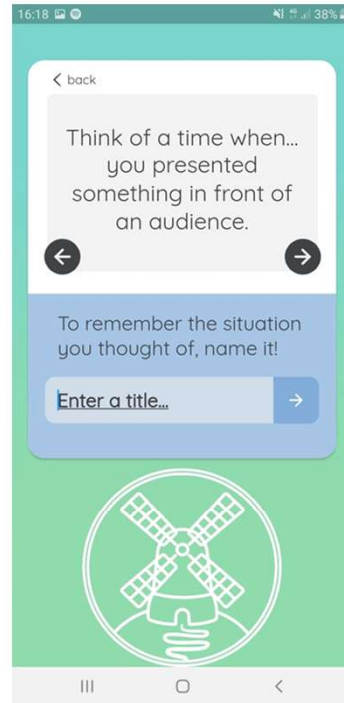


We need ways to learn how to  
**identify - understand - express**  
soft skills development



# User journey







## When to use the app?

- Perfect tool to encourage **reflection on soft skills** in general. Skills development in many life spheres.
- Before, during and after a **traineeship/internship**
- A **counselling tool** for individual use or in group settings
- As part of skills recognition **workshops**
- A **tool for job hunting**: stand out from the crowd by expressing well structured stories which validate your skills



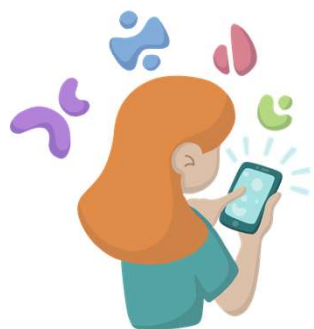
## SkillMill is sowing the seeds for...

- a reflective mindset
- continuous self-development; life-long learning
- individual empowerment
- greater self-confidence
- enhanced well-being
- being a more attractive job candidate





## SKILLMILL PROJECT



## DOWNLOAD

iOS



Android



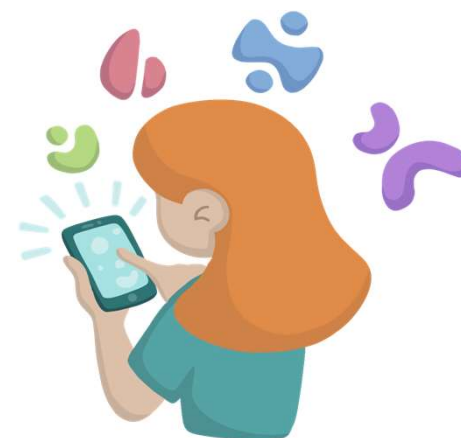
WEBB <https://www.erasmus-skillmill.com/>

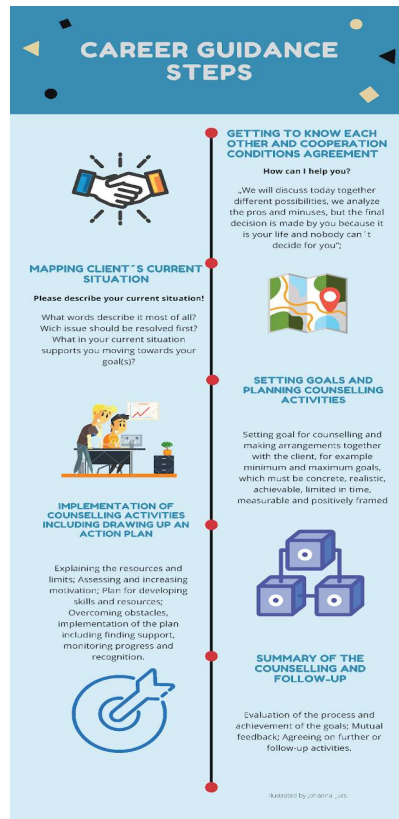
Co-funded by the  
Erasmus+ Programme  
of the European Union





# Behind the scenes of the app





## Integrating counselling process with game design



Figure 3: The CAR model

Processing  
and  
selecting  
the **big nine**  
soft skills  
categories





# The process

Big9 Skill	Sub-skill	Description
<b>DECISION-MAKING</b>  <i>The ability to evaluate a situation and its potential risks and benefits, and choose the best course of action.</i>	Consequence analysis	<i>Using logic to identify the strengths and weaknesses of alternative solutions.</i>
	Risk assessment	<i>Identifying the level of risk involved in a situation.</i>
	Situation analysis	<i>Looking at different sides of a situation in order to understand it.</i>
	Information-gathering	<i>Gathering information from different sources in order to help us make a good choice.</i>
	Conscious choice	<i>Being aware of different options, and understanding why we choose a certain option.</i>
	Resource management	<i>Gathering and using resources (like time and money) strategically.</i>
	Planning	<i>Figuring out the steps you need to take in order to reach your goal.</i>
<b>CRITICAL THINKING</b>  <i>The ability to question information and consider perspectives and agendas of different information sources (including oneself).</i>	Open-minded thinking	<i>Being willing to consider ideas and opinions that are new or different to your own.</i>
	Asking questions	<i>Asking appropriate questions to gain a better understanding.</i>
	Analytical thinking	<i>Looking at complex ideas in a systematic way.</i>
	Pattern identification / Systems thinking	<i>Seeing beyond details to find patterns and realise how things work together.</i>
	Information literacy	<i>Having the ability to process information from different sources.</i>
	Critical questioning	<i>Readiness to carefully question a subject or idea.</i>
<b>PROBLEM SOLVING</b>	Identifying challenges	<i>Identifying and sorting out the many faces of the problem.</i>
	Prioritising	<i>Choosing the order in which issues are dealt with.</i>

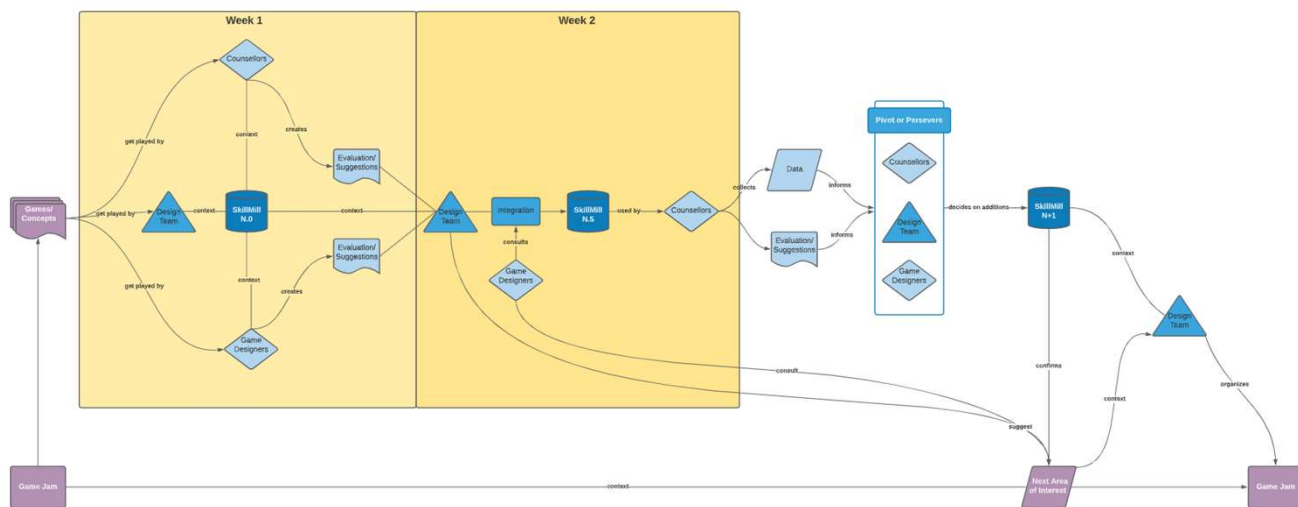
Analysing  
**sub skills**  
 and working  
 on definitions

## The big nine and interview questions

Adaptability	Tell us about something you were asked to do that you have never done before.
Adaptability	Can you tell us about a time you were faced with a challenge that you had never experienced before?
Adaptability	When have you performed a task without a previous experience?
Adaptability	Explain your largest failure. How did you learn from this experience?
Adaptability / Problem-solving	Have you ever been in a situation when everything did not go according to plan?
Adaptability / Problem-solving	Can you tell me about a time when you overcame a significant challenge?
Adaptability / Problem-solving	Describe a situation where results went against expectations. How did you adapt to this change?
Communication	Can tell me about a time when you explained a complex topic to someone?
Communication / Interpersonal relationships	Have you ever communicated unpopular information to somebody?
Communication / Interpersonal relationships	Describe a difficult negotiating situation you've been in.
Communication / Interpersonal relationships	Give me an example of when you have successfully resolved a conflict.
Creativity	In what ways have you encouraged your work team to be more creative and innovative?
Decision-making	Tell us when you had to juggle several projects at a time.
Decision-making	Tell me about a time when you had to prioritize between different problems/tasks when approaching a deadline.
Decision-making	Tell me about a time where you had to choose between doing something quickly, or doing it perfectly.
Decision-making	Tell me about a time when you faced a dilemma.
Decision-making	Give an example of when your planning led to effective results.
Decision-making	Give an example of when you've had to make a decision under pressure. How did you deal with it?
Decision-making	What's the toughest decision you've had to make?
Decision-making	Tell me about a time when you made the wrong decision.



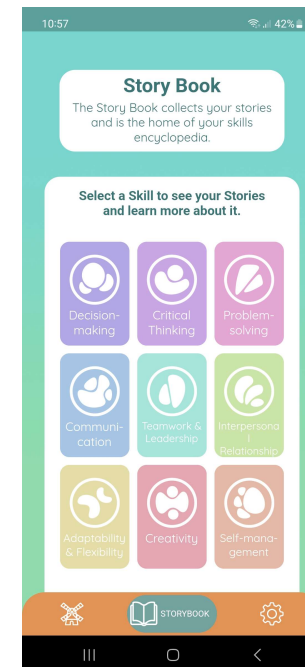
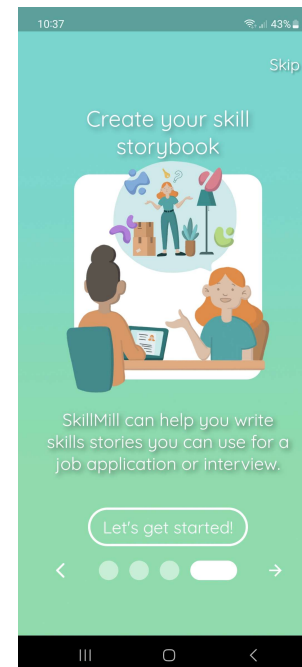
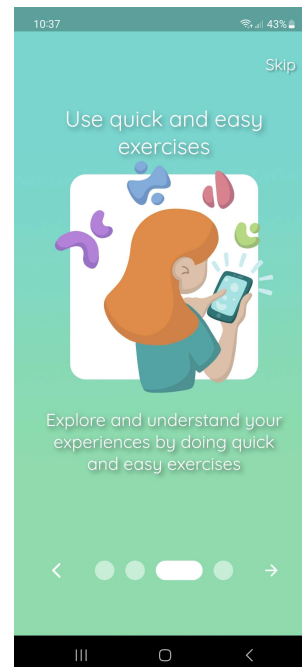
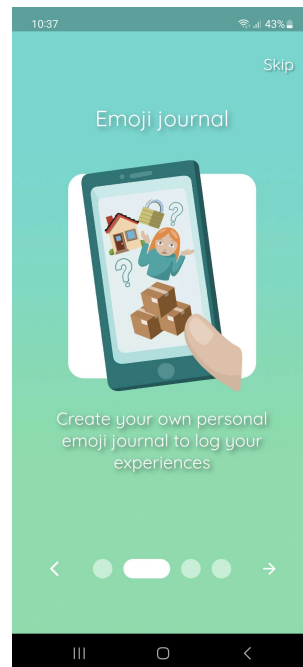
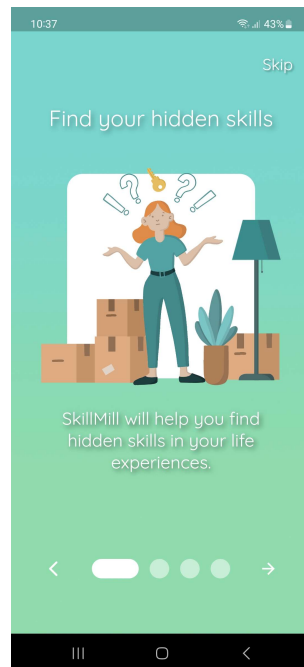
# Handing over to game designers



## Prototyping and learning game theories

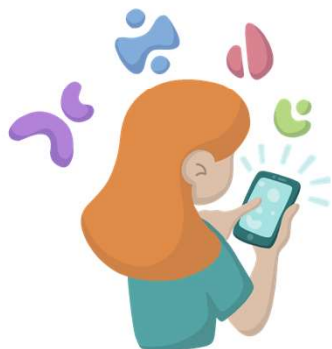


# User journey





## SKILLMILL PROJECT



## DOWNLOAD

iOS



Android



WEBB <https://www.erasmus-skillmill.com/>

Co-funded by the  
Erasmus+ Programme  
of the European Union

