

The SkillHelp project partnership aims to increase the social workers' soft skills and competences related to their professional practise and enhance the quality of the services they provide by emphasising the emotional and psychological aspects of their activity. Skillhelp commits to raise social workers' levels of engagement and educational participation while also enhancing their digital skills. Additionally, the project will raise awareness of the importance of soft skills in the field of social work and share best practises and knowledge within the consortium and other stakeholders involved.

The recovery from the pandemic COVID-19 is still a real challenge for the EU in social and economic terms. The Support for Development of Social Workers - "SkillHelp" project targets three intellectual outputs (IOs) aimed at developing social workers' skills and improving their competences.



Diagnostic Tool for Assessment of Soft Skills (IO1)

Intellectual Output 1 involves the creation of an online diagnostic tool to assess the level of essential soft skills of social workers and others working with people at risk of social exclusion. The aim was to develop and test a multidimensional ICT tool and identify areas for improvement. After completing the questionnaire, each user receives an automatic report containing the results of the assessment.

The following soft skills were identified as crucial for the work of a social worker:

- Building interpersonal relations
- Communication
- Negotiation
- Empathy
- Mediation and conflict resolution
- Ability to empower and motivate
- Stress and burnout resilience
- Ethics in social work
- Efficiency and organization skills
- Assertiveness

The diagnostic tool is ready for distribution!