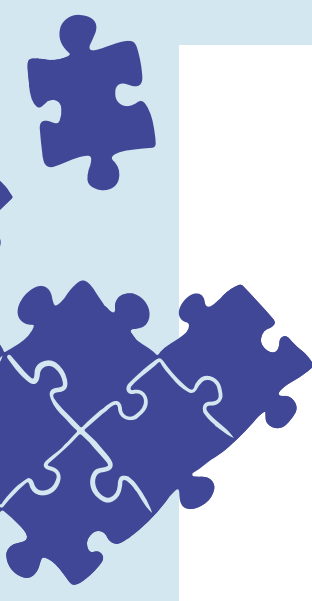




INTEAM4IED

R1.A2: Skills and Competences in the Hospitality sector Mapping




In order to develop a groundbreaking Flexible and Hybrid Educational Methodology and Tools (F.H.E.M.T) for teachers to assist students in gaining new sector-specific competences, we have concluded the 15 key emerging competences in the field and each definition:



Communication skills and competences

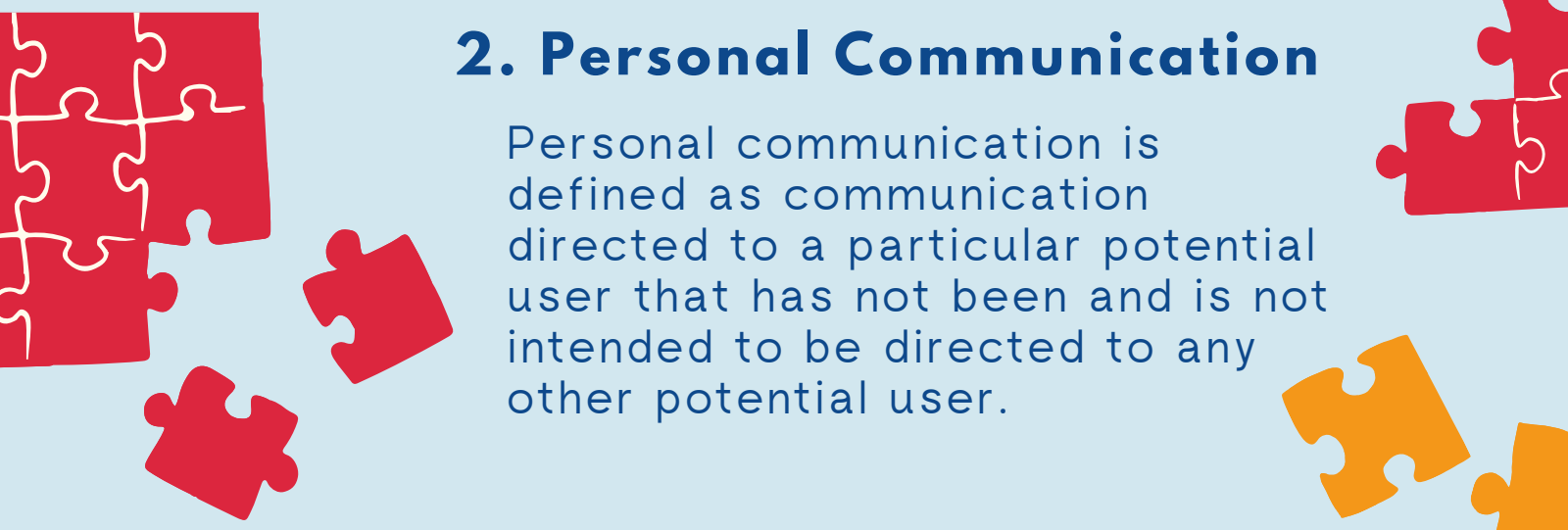
1. Social Interaction

Any process that involves reciprocal stimulation or response between two or more individuals. It includes the development of cooperation and competition, the influence of status and social roles, and the dynamics of group behaviour, leadership, and conformity.



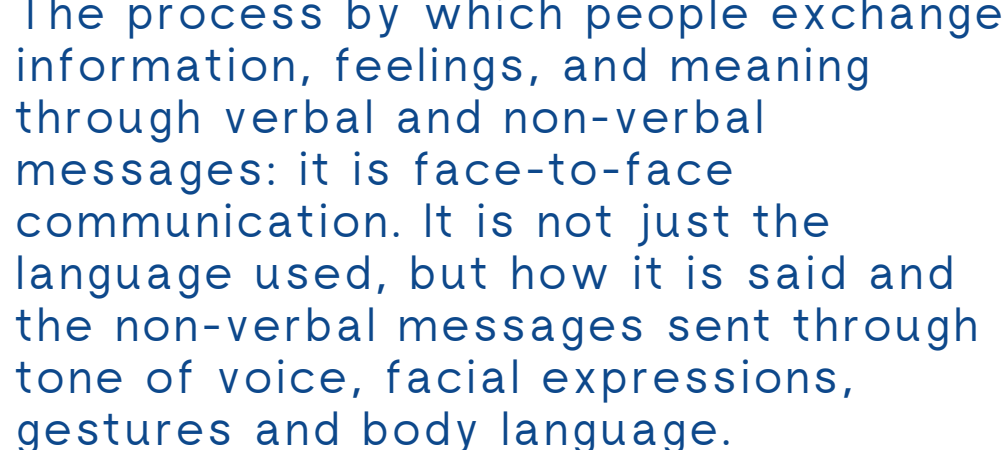
2. Personal Communication

Personal communication is defined as communication directed to a particular potential user that has not been and is not intended to be directed to any other potential user.



3. Interpersonal Communication

The process by which people exchange information, feelings, and meaning through verbal and non-verbal messages: it is face-to-face communication. It is not just the language used, but how it is said and the non-verbal messages sent through tone of voice, facial expressions, gestures and body language.





Socio-emotional skills and competences

1. Emotional control

Can be divided into Emotional Awareness or Self-Awareness, Emotional regulation or control, and Emotional Autonomy. The first one allows us to be aware of our emotions and the others; the second one is about the ability to manage emotions in an appropriate way; the third one promotes self-esteem, self-motivation, responsibility, positive attitude and resilience.

2. Problem solving and resolution capability

Problem-solving skill can be defined as the ability to identify a problem, take logical steps to find the desired solution, and monitor and evaluate the implementation of that solution. Steps: identify the problem, describe it, look for all possible solutions, evaluate the consequences, choose the best solution and implant it.

3. Self-confidence

Self-confidence is having confidence in one's own judgments, decisions, abilities and skills. It is the attitude about one's abilities to complete certain tasks. It means being self-aware and being able to reflect on your strengths and weaknesses. It is important at work since it allows taking risks while evaluating areas for improvement, both of which help to develop as an employee.

4. Team working

It is a term used by the participants in a project of a team or the various components with the achievement of a common goal, effectively aiming to improve their results, increase collaboration and productivity. It creates a less rigid work environment.





Self-management skills and competences

1. Flexibility

Flexibility is a skill that allows you to move from one concept to another or to adapt your behaviour to achieve goals in a new or changing environment.

2. Resilience

Resilience is the process and outcome of successfully adapting to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.

3. Concentration

Concentration is defined as the ability to direct your thinking in whichever direction you intend and to hold it for as long as you choose. It also means the ability to do one thing at a time, instead of jumping from one subject to another, and losing attention, time, and energy.

4. Stress management

Stress management refers to the use of specific techniques, strategies or programs - such as relaxation training, anticipating stress reactions and breathing techniques - to deal with stress-inducing situations and the state of stress.

5. Noise management

Sound control or noise mitigation is defined as a range of strategies to reduce noise pollution or reduce the impact of that noise, both outdoors and indoors.





6. Time management

Time management refers to the process of organizing and planning the distribution of your time over specific activities.

Technical skills and competences

1. Digital skills

Digital skills are defined as a range of abilities to use digital devices, communication applications, and networks to access and manage information. They enable people to create and share digital content, communicate and collaborate, and solve problems for effective and creative self-fulfilment in life, learning, work, and social activities at large.

2. Green Skills

Green skills are those that enable the environmental sustainability of economic activities. Consequently, green jobs are those that cannot be performed without extensive knowledge of green skills.

The InTeaM4IEd Model provides a comprehensive definition of each skill and competence and a specific focus on Autism Spectrum Disorder by providing each skill and competence with some concrete scenarios of situations usually experienced by ASD students in the hospitality schools and sector in general.