

## Soft Skill Scales for beCertified

The psychometric scales given below are currently available for beCertified. They were developed by reputable psychologists from the German Westfälische Wilhelms-University Münster, department of Psychology and Sport Studies and comply with current international quality standards and regulations governing DIN 33430.

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No.	Scale	Description
G-SK01	Didactic capabilities	good capability to explain; experienced in handling didactical media
G-SK02	Assertiveness	to be able to advocate own interests and successfully represent them
G-SK03	Empathy	to be able to put oneself in another's position; to be able to listen well and have understanding for others
G-SK04	Flexibility	to deal well with change at short notice; to enjoy variety
G-SK05	Conscientiousness	to works diligently; to be reliable and keep appointments
G-SK06	Conflict capability	not to avoid conflicts; to solve conflicts diplomatically without insulting the other party; to be ready to compromise
G-SK07	Cooperative management style	to convince co-workers rather than ordering them; to bring them into the decision making process; to give them room to work; to be interested in the co-workers' opinions; to give feedback, including when things went well
G-SK08	Performance motivation	to work independently; to be professionally ambitious; not too much focus on free time
G-SK09	Personal openness	to be open and tell sincerely about oneself without being fake; to respect confidentiality
G-SK10	Problem-solving orientation	to be able to think logically and follow through
G-SK11	Self-confidence	to have a positive attitude about oneself; to be aware of own strengths; to be able to express opinions openly

G-SK12	Team capability	to prefer to work with others than alone; to work for the group; to put own interests behind the interests of the work group
G-SK13	Persuasion capability	verbally interact successfully with other people; to win others over to own suggestions
G-SK14	Thinking and acting like an entrepreneur	to pay attention to efficiency; to be prepared to take risks; to like to take on responsibility
G-SK15	Supporting others	to take care of others; to help others; to listen well
G-SK16	Approaching other people	to initiate contact with unknown persons; to be able to make new contacts
K-SK17	Emotional stability	to rest in oneself; to not be influenced strongly by outside events
K-SK18	Decisiveness	ability to make important decisions in due time
K-SK19	Extroversion	to be open towards others; to enjoy being with people; being in the spotlight
K-SK20	Conceptional thinking	long-term planning; to not indulge in everyday trivialities; to see things in a more holistic manner
K-SK21	Customer orientation	to treat customers respectfully and sincerely; long-term customer retention
K-SK22	Willingness to learn	to actively strive for new knowledge and insights
K-SK23	Openness for new experiences	to not be content with the old; to strive for innovation
K-SK24	Self management	to structure work processes for oneself; to be prepared for whatever might come
K-SK25	Social compatibility	positive communication with others; to be socially attractive