



"Motivated and highly trained staff are a necessity for the Swiss banking sector's continued success".

Fact sheet: "skillaware" campaign – Fit for the world of banking

The campaign

The associations and social partners [Employers in Banking](#), [Swiss Bank Employees Association](#) and the [Association of Commercial Employees](#) launched the Switzerland-wide "skillaware" campaign on 5 September 2019.

The campaign is aimed at all bank employees – across all hierarchical levels and departments – with the objective of maintaining employability by focusing on self-assessment and developing basic competences in the banking sector. More specifically, the campaign is designed to promote awareness for addressing one's own competences.

The campaign was launched as a result of the desire of the associations and social partners to support all bank employees in Switzerland with their development and further professional training, in particular in light of the current technological, economic and demographic changes.

16 Basic competences for bank employees

The associations and social partners want to proactively support bank employees in Switzerland in maintaining their employability. Sixteen basic competences have been defined to this end. They should be seen as the minimum level of basic fitness and are also compatible with banks' internal specialist, career and management competence programmes.

Personal and self-management competences	Entrepreneurial action and implementation competences	Social and organisational networking competences	Competences in industry-led and digital methods
<ul style="list-style-type: none"> • Self-responsibility • Resilience • Ability to adapt • Problem-solving-ability 	<ul style="list-style-type: none"> • Decision-making-ability • Client focus • Focus on results • Work structure 	<ul style="list-style-type: none"> • Interdisciplinarity • Multiculturalism/diversity • Ability to tailor communications to the recipient • Ability to work in a team 	<ul style="list-style-type: none"> • Technical implementation • Data processing • Digital communication • Data protection and information security

Example:

Competence	Questions to determine competence
Personal responsibility	<ul style="list-style-type: none">• I act in a results-oriented manner, even under difficult circumstances.• I use my time and resources in a results-oriented manner.• I consciously weigh the needs of the customer, the company and the specialist area before taking action.• I support my colleagues in their tasks.• I am resilient, but without going beyond my own physical and psychological limits.

Self-evaluation

With the help of an anonymous [online self-evaluation](#), bank employees can find out which basic competences are needed in banking today and in the future, and where they currently stand in this regard. The skillaware self-evaluation is carried out under the securest of conditions. The survey is conducted by ValueQuest, the leading Swiss specialist for employee surveys. ValueQuest ensures the confidential treatment of participants' personal data in accordance with the EU General Data Protection Regulation (GDPR). The results are not shared with employers or third parties. The questions are scientifically based. The results of the self-evaluation are not an objective analysis of participants' abilities but a personal self-assessment of their competences. An objective analysis would require a longer discussion of the topic as well as personal interviews.

The self-evaluation was launched on 5 September 2019 and can be completed until the end of the year.

Orientation meetings

Following the self-evaluation, bank employees can take action themselves or discuss the results of their evaluation, any questions they might have and possible follow-up measures with their employer. They can also set up a consultation with a certified career advisor at a special rate. For members of the Swiss Bank Employees Association and the Association of Commercial Employees, or people who become members, the orientation meeting is free of charge. Non-association members can arrange an orientation meeting with selected career advisors at a special rate.

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