

skillaware - Dictionary

Word	Definition
Work-related	Relates solely to work
Work-related tools	Programs, technical devices, software or work materials that are used in a typical working day to complete tasks or projects.
Employability	Describes a person's ability to obtain a post in accordance with their qualification and competences or to find such a post on the employment market. In addition, the term includes investments in professional competences and career planning that individuals undertake on their own authority and that allow them to adjust to changed conditions in the workplace as well as in their professional career. (Gazier 2001, p. 19-46; Forier et al. 2018, p. 511-523)
Work-specific tools	Programs, technical devices, software or work materials that are used in a specific specialist field to complete tasks or projects.
Switzerland's banking sector	The term describes the entire Swiss financial and banking sector including its employees.
Special characteristics of basic competences:	<ol style="list-style-type: none"> 1. Should be comprehensible across sectors and at the same time sector-specific in order to increase employability and simplify competence and performance models 2. May be expanded, reduced or changed and/or must be adapted to meet the current technical and economic state of the sector 3. Present assessable knowledge, skill and behaviour requirements for leaders and employees 4. Should support a company's cultural programmes as well as their values and behaviour requirements 5. Form the basis for other competence models (such as specialist, project management and leadership careers as well as talent management) 6. Must be compatible with various competence and performance models
Biographical diversity	Also known as cultural diversity. In this context, the term means the existence of diverse CVs with regard to age, education, living situations, critical life events, etc. within a group or organisation.
Focus on results / result(s)-oriented actions	The ability to always align one's own work and teamwork with results / individuals consciously pursue and realise objectives with great willpower, persistence and energy and are only satisfied when they have achieved clear results. (Erpenbeck / Heyse 2007, p. 48)
Basic competences	Are to be viewed as the basic fitness or basic acquisition of skills of employees in an entire sector. As a result, every employee can acquire these skills and can be supported in their acquisition of these skills.

Activity anchor points	Are to be understood as specified orientation points used to describe a competence
Communication tools	Programs or technical devices that are used to communicate (e.g. email programs, instant messengers, cloud services, telephone connections via video and cable, sending letters).
Competence measurement method	A quantitative or qualitative method that allows an objective or subjective measurement of an individual's existing level of competence.
Coordination and specialist unit	Represents a further unit within the campaign that provides information on skillaware, besides the social partners.
Cultural diversity	In this context, the term describes the existence of diverse identities and cultures within a group or organisation.
Customer	This term covers both external and internal customers (e.g. different specialist fields, different departments).
Need-to-know principle	In general, the need-to-know principle describes a security objective for secret information. Even if a person usually has access to data or information at this security level, the need-to-know principle prohibits access if the person does not require the information in this instant to fulfil a concrete task.
Orientation meeting	A meeting with a professional career or competence advisor which can be set up after self-evaluation. In this meeting, you can reflect on the results of your self-evaluation with the advisor and discuss the next steps of your competence development.
Personal rights	The term personal rights refers to a number of rights that serve to protect individuals against interference in their personal lives and privacy. Post-mortem personal rights are valid even after the individual has passed away. The Swiss Civil Code stipulates personal rights in Art. 28 in particular.
Phishing	Obtaining someone else's personal data (such as passwords, credit card numbers or similar) using fake emails or websites.
Reporting	The analysis of your self-evaluation, which you will receive once you have answered all of the questions.
Self-evaluation	Process that allows individuals to carry out a self-evaluation. (Method used here: online questionnaire)
Social engineering	Influencing interpersonal relationships with the goal of obtaining unauthorised information or technical infrastructures.

Social partners	Partnership between employer and employee associations or unions. (With regard to the skillaware campaign, these are: Employers in Banking, the Swiss Bank Employees Association and the Association of Commercial Employees.)
Tools	(Online) programs, tools or methods that are used in a typical working day.
Competence categories	
Personal and selfmanagement competences	Combines competences and skills that the individual develops towards themselves, such as a constructive way of dealing with workloads or the ability to organise one's own daily schedule.
Social and organisational networking competences	Comprises an individual's abilities in dealing with and moving within their social and organisational surroundings (e.g. communication skills).
Entrepreneurial action and implementation competences	Describes an individual's abilities in activating themselves and developing and changing themselves and their own work surroundings of their own accord.
Competences in industry-led and digital methods	Comprises common, professional competences and methodical expertise and specifically focuses on aspects of the banking sector in this context.

Competences	
Ability to adapt	The ability to face new circumstances and remain open to new ideas
Ability to tailor communication to the recipient	The ability to tailor communication and presentations to the recipient
Ability to work in a team	The ability to successfully work in and with teams and collectives
Client focus	The ability to approach customers and partners with great personal strength in dialogues
Data processing	The ability to process, analyse and manage data
Data protection and information security	The ability to securely handle the company's digital identity as well as our own in accordance with applicable regulations on information security and data protection
Decision-making ability	The ability to decide and act in a creative and self-organised manner in situations that require business decisions
Digital communication	The ability to use digital communication tools in a result-oriented and secure manner
Focus on results	The ability to always align our own work and teamwork with results
Interdisciplinarity	The ability to act in a cross-organisational and interdisciplinary manner

Multiculturalism / Diversity	The ability to understand cultural and biographical diversity and to creatively include it in concerted actions
Problem-solving ability	The ability to successfully shape solutions to problems
Resilience	The ability to gauge our own resilience to stress and not exceed our limits
Self-responsibility	The ability to take responsibility for our own actions and for those of employees
Technical implementation	The ability to acquire technical and digital knowledge and to use it in a working environment
Work structure	The ability to creatively shape your own work and/or workstation