

Improving Digital and Soft Skills for Socially Excluded Women

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**Report on Activities related to the identification of areas along with
participants and focus topics**

Report on the stakeholders

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1. Conduction of the report based on the survey in Bulgaria	4
2. Conduction of the report based on the survey in Cyprus	5
3. Conduction of the report based on the survey in Greece	6
4. Summary of the reports from Bulgaria, Cyprus and Greece	8

1. Conduction of the report based on the survey in Bulgaria

This report analyzes responses collected from Organizations in Bulgaria regarding workplace skills, priorities, and diversity and inclusion efforts. The data was gathered through a survey designed to understand the skills considered essential for women's success in different industries and organizations, as well as the organization's commitment to diversity and inclusion.

The survey encompassed questions about organizational categories, key skills for women's success, soft skills, digital skills, financial literacy, career guidance, software and program usage, and perspectives on diversity and inclusion. The analysis of the collected data revealed several notable trends and insights.

Participants represented a diverse range of organizational categories, including Stakeholders, Non-profit organizations (NGOs), Academia, Private sector, Corporations, Primary schools, and Sports clubs, showcasing the varied nature of workplaces in Bulgaria.

Across industries, there was a unanimous consensus on the importance of specific skills for women's success. Effective communication, Teamwork, Leadership, Problem-solving, Adaptability, and Creativity were consistently identified as crucial skills. These skills were viewed as foundational across the board.

Soft skills play a pivotal role in workplace success, and the survey responses reflected this sentiment. Effective communication, Teamwork, Problem-solving, Adaptability, and Creativity were the most commonly cited soft skills, indicating their universal significance.

In the modern digital age, proficiency in digital skills emerged as a key factor. Participants highlighted the importance of Microsoft Office tools (Word, Excel, PowerPoint), Email communication, Social media management, Data analysis and visualization, and Programming skills for women in the workplace.

Financial literacy was identified as another critical aspect. Skills like Budgeting, Investment planning, Risk management, Tax planning, and Debt management were vital for women's success in various industries.

The survey also explored career guidance and mentoring programs. While some organizations provided such programs, others did not. However, Career planning and goal setting were uniformly recognized as essential for advancing one's career.

Commonly used software and programs included Microsoft Office, Google Workspace, and Adobe Creative Cloud. Proficiency in these tools was noted as valuable for career progression.

Diversity and inclusion were viewed differently by participants. Some organizations considered it extremely important and actively worked towards gender equality, while others viewed it as somewhat essential and were taking steps to improve in this area.

In conclusion, the survey responses from organizations in Bulgaria highlighted a collective recognition of the critical skills required for women's success in the workplace. Effective communication, Teamwork, Leadership, Problem-solving, Adaptability, and Creativity were consistently underscored. The acknowledgment of digital skills, financial literacy, and the varying perspectives on diversity and inclusion indicate a multifaceted approach to fostering an inclusive work environment. This analysis provides valuable insights for organizations, policymakers, and advocates striving to enhance gender equality and diversity in the Bulgarian workforce.

2. Conduction of the report based on the survey in Cyprus

This report presents an analysis of responses provided by individuals affiliated with various organizations in Cyprus, shedding light on the skills, programs, and strategies these organizations consider pivotal for women's success in the workplace. The responses highlight the multifaceted nature of skills required for success, the significance of digital literacy, and the commitment of these organizations to fostering diversity and inclusion.

The organizations surveyed encompass a diverse range, including non-profit organizations (NGOs), educational institutions, small and medium-sized enterprises (SME), and private sector organizations. While the types of organizations differ, there is a consistent recognition of the importance of soft skills and digital skills for women's success in the workplace. Effective communication, teamwork, problem-solving, and adaptability emerge as core soft skills that women are expected to possess. Moreover, leadership skills are also valued, signifying a move towards a more inclusive leadership landscape.

Digital skills have become integral in the modern workplace, and this trend is reflected in the responses. Proficiency in commonly used software such as Microsoft Office and Google

Workspace is considered essential. Additionally, social media management, data analysis and visualization, programming, and website design and development are identified as key digital skills. These skills not only enhance efficiency but also equip women with tools to navigate the evolving digital landscape.

Furthermore, the organizations place importance on career guidance and planning. Many respondents acknowledge the need for women to be equipped with skills for effective networking, personal branding, and negotiation. The recognition of financial literacy is also evident, with skills like budgeting, investment planning, and risk management being emphasized. These skills empower women to navigate financial aspects confidently.

Diversity and inclusion emerge as prominent themes across the responses. The organizations express varying degrees of commitment, from actively working to ensure equal opportunities to taking steps toward inclusion. The importance of creating an environment that fosters diversity is recognized as a means to harness a diverse range of perspectives and talents for organizational growth.

In conclusion, the insights gathered from these organizations in Cyprus underline the complex and interconnected nature of skills required for women's success in the workplace. Soft skills, digital skills, financial literacy, and career planning collectively contribute to women's empowerment and advancement. Organizations are increasingly realizing the value of diversity and inclusion, taking steps to ensure equitable opportunities for women. As workplaces continue to evolve, these insights provide valuable guidance for cultivating an environment where women can thrive and contribute meaningfully to their respective industries.

3. Conduction of the report based on the survey in Greece

In this report, we analyze the responses provided by individuals from various organizations in Greece to a questionnaire focusing on workplace skills, diversity, and inclusion initiatives. The participants come from diverse sectors including the private sector, academia, non-profit organizations (NGOs), and the public sector. The insights gathered shed light on the skills deemed crucial for success in the workplace, particularly for women, and the efforts being made to ensure diversity and equal opportunities for women across different organizations.

The participants unanimously emphasize the significance of both soft and digital skills for workplace success. Effective communication, teamwork, adaptability, creativity, and problem-solving are identified as essential soft skills that contribute to a productive work environment. These skills transcend gender boundaries and are considered vital for both men and women. Additionally, digital skills such as proficiency in Microsoft Office tools (Word, Excel, PowerPoint), email communication, social media management, data analysis and visualization, programming, and website design are highlighted as essential for remaining competitive in today's technologically driven landscape.

Several common tools and software programs are frequently mentioned in the responses. Microsoft Office (Word, Excel, PowerPoint) and Google Workspace (Docs, Sheets, Slides) are widely used for various tasks. Project management tools like Airtable, Asana, Basecamp, Trello, and Jira are highlighted as essential for efficient collaboration and task management. Additionally, creative fields benefit from the use of Adobe Creative Cloud (Photoshop, InDesign, etc.), while AutoCAD is relevant for specific industries.

Respondents underscore the importance of financial literacy for women in the workplace. Budgeting, investment planning, risk management, and negotiation skills are highlighted as vital financial competencies. Moreover, career guidance and mentoring programs are offered by some organizations. These programs cover diverse fields, including career planning, goal setting, personal branding, and even anxiety relief, which pertains to stress management and mental health support.

Diversity and inclusion are key priorities for most organizations represented in the responses. Efforts are being actively made to ensure equal opportunities for women in terms of both employment and advancement. These initiatives reflect a commitment to fostering a diverse and inclusive work environment that values contributions from all individuals, regardless of gender.

While most organizations emphasize diversity and inclusion, a couple of respondents express openness to exploring ways to improve in this area. This highlights the evolving nature of workplace culture and the collective desire to enhance diversity efforts further. The feedback gathered from the participants offers valuable insights into the skills, tools, and initiatives that contribute to the success and empowerment of women in various professional settings.

In conclusion, the responses received from individuals representing different sectors in Greece underscore the importance of soft skills, digital proficiency, financial literacy, and career guidance for women's success in the workplace. Moreover, the strong emphasis on

diversity and inclusion initiatives demonstrates the commitment of these organizations to providing equal opportunities for all employees. This collective effort serves as a positive example of promoting gender parity and creating inclusive work environments.

4. Summary of the reports from Bulgaria, Cyprus and Greece

This report presents the findings of a comprehensive survey conducted among 29 organizations spanning the private sector to academia, originating from Bulgaria, Cyprus, and Greece. The survey's primary objective was to evaluate the levels of digital literacy and industry-specific skills among women facing social exclusion, vulnerability, and financial dependence.

Across the participating organizations, a significant consensus emerged regarding the paramount importance of soft skills (84.6%) for women's success in the workplace, followed by digital skills (64.1%), financial literacy (38.5%), and career guidance (46.8%). Specifically, Effective Communication (84.6%), Teamwork (76.9%), Adaptability (71.8%), Problem-solving (71.8%), Creativity (56.4%), and Leadership (43.6%) were identified as key soft skills contributing to success.

Within the realm of digital skills, 71.8% of organizations emphasized the significance of Email Communication, followed by proficiency in Microsoft Office (87.2%), Google Workspace (69.2%), Adobe Creative Cloud (33.3%), and Project Management Tools (33.3%). Notably, 59% acknowledged the importance of Social Media Management, while 48.7% recognized the value of Website Design and Development, and 25.6% underscored Programming skills.

A substantial 84.6% of organizations considered Budgeting to be an integral facet of financial literacy. Additionally, Risk Management (74.4%) and Investment Planning (53.8%) were recognized as crucial components. Despite lower percentages, Retirement Planning (5.1%) and Debt Management (5.1%) were still identified as essential. The provision of career-related support was prevalent, with 48.7% offering Career Planning and Networking Skills, 17.9% focusing on Resume Writing and Negotiation Skills, 25.6% addressing Interview Skills, and 23.1% guiding Personal Branding.

Organizations shared insights into the skills deemed vital for women's success in their respective industries. These included Self-confidence, Communication, Negotiation,

Empathy, Coaching, Schedule Management, Information Handling, Anxiety Relief, Leadership, Interpersonal Relationships, Conflict Resolution, Patience, Hard Work, and Passion.

An encouraging 63.2% of organizations acknowledged the extreme importance of diversity and inclusion within their structure. Active efforts to ensure equal opportunities for women were reported as a focal point of these organizations.

In conclusion, This survey of organizations spanning diverse sectors and countries underscores the significance of soft and digital skills, along with financial literacy, in empowering socially excluded, vulnerable, and financially dependent women. Effective communication, teamwork, digital proficiency, and career planning emerge as vital aspects contributing to women's workplace success. The commitment to diversity and inclusion exhibited by the majority of organizations showcases a positive outlook toward fostering an equitable and supportive work environment for women. These insights can guide the design and implementation of targeted initiatives aimed at enhancing skills and promoting inclusivity among women in these regions.