



YOUTH
EMPLOYMENT
SKILLS

Guidebook

YOUTH EMPLOYMENT SKILLS



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Introduction

In today's competitive job market, standing out is not merely an advantage, it is a necessity. For young people embarking on their professional journeys, the ability to present their skills, experiences, and aspirations effectively can mean the difference between securing a dream job or being overlooked.

This guidebook is designed to be your compass for navigating the modern employment landscape. It addresses the necessity of communicating your skills, experiences, and ambitions in a way that captures attention and sets you apart.

More than just a collection of tips, this guide serves as a toolkit for confidence. Its strategies are crafted to help you present your best self, whether you are drafting your first CV or preparing for a high-stakes interview. It emphasises that every job application is an opportunity to refine and share your professional story.

Why this guide matters:

The job application process is more than a formality; it is a storytelling exercise. Your CV is your professional narrative: a concise showcase of your achievements, skills, and potential. Paired with a motivation letter, it becomes a dynamic duo that highlights not only what you have accomplished, but also who you are and why you are the ideal candidate.

What you'll discover inside:

- Mastering the CV
- Writing a motivation letter that resonates
- Acing the interview
- Thriving in the workplace

Final thoughts

This guidebook is more than a manual of techniques – it is a toolkit for confidence. Whether you are drafting your first CV or preparing for a high-stakes interview, the strategies presented here are designed to help you showcase your best self. Remember, every application is an opportunity to refine your professional story. .

The guide is structured into three core parts to help young people navigate the job market and effectively present their capabilities:

1. Job Application Preparation: This section offers essential advice on how to prepare for a job opening.

CV Creation: It teaches how to structure your CV for clarity and impact, focusing on achievements rather than just duties. The guide emphasizes tailoring content with keywords and action verbs (e.g., "developed," "led," "achieved") to optimize for Applicant Tracking Systems (ATS), given that recruiters spend an average of only 6-8 seconds on an initial scan. Key components include contact information, a professional summary of 3-4 sentences highlighting core competencies, a balanced mix of hard and soft skills, and quantifiable work achievements using the CAR (Challenge-Action-Result) model.

Motivation Letter Writing: This part guides users on crafting personalized letters that complement their CVs, expressing genuine interest in the role and aligning with the organization's values. An effective motivation letter should begin with a strong hook and follow a clear business-letter format, with studies showing that personalization, storytelling, and quantifiable achievements can increase interview callbacks by over 50%. The CAR framework is also recommended for structuring specific examples.

Interview Skills: The guide prepares individuals for various interview types by understanding their purpose, which is to assess qualifications, interpersonal skills, and cultural fit. It highlights the importance of thorough company research and practicing answers, especially behavioural questions using the STAR method (Situation, Task, Action, Result). Non-verbal communication, such as eye contact and posture, is also emphasized, along with the importance of sending a thank-you note.

2. Soft Skills Improvement: This section delves into learning and cultivating soft skills, which are crucial for employability and professional success. These human-centric abilities, such as analytical thinking, creativity, adaptability, communication, collaboration, and emotional intelligence, are increasingly valued by employers, with 77% of EU employers considering them equally or more important than technical qualifications. The guide acknowledges that young people from Generation Z often face challenges with effective communication and collaborative problem-solving despite their

digital fluency.

3. Digital Skills and AI Utilization: This part covers essential digital skills for the work environment and introduces the capabilities of AI. It emphasizes that AI literacy goes beyond simply using tools; it involves understanding how AI works, its societal impact, and how to use AI-driven tools responsibly. While Generation Z is highly digitally fluent, the guide distinguishes between passive digital consumption and active digital creation and AI engagement, advocating for intentional, skill-driven interactions with AI for tasks like writing or data analysis. It also addresses ethical concerns related to AI, such as algorithmic bias, data privacy, and the impact of automation on employment.

The guidebook's content is informed by data analysis concerning employer needs and youth skill gaps in both Greece and Latvia, ensuring its relevance to current labour market demands. It aims to support young people, youth workers, and organizations in fostering youth employment.

Let us begin this journey together. Your future starts now!

The Curriculum Vitae

The curriculum vitae (CV) has evolved significantly from its initial form during the Renaissance to its current digital iteration. This section outlines the key components of the skills, education and experience that are essential for success in today's world, and provides guidance on how to enhance these competencies. The CV's unique relevance within the European Union is a key focus, exploring the standardised Europass format, significant cultural variations across member states, and the major implications of the General Data Protection Regulation (GDPR) on data processing. The objective is to provide young people, including those without work experience, with the tools they need to understand the challenges of finding a job in Europe.

The Curriculum Vitae as a Gateway to Opportunity

The curriculum vitae is widely regarded as one of the most significant documents in a professional's career. Securing interviews is an essential step in advancing one's career. It is imperative to acknowledge that this is not merely a compilation of achievements; it is a method of demonstrating to prospective employers why the candidate is a suitable contender for the role.

A CV is a document that showcases a person's qualifications for a specific role. Its primary objective is to provide more than just information. The objective is to present the employer in the most favourable manner and to convince them that the applicant is a suitable candidate for the position, thus encouraging them to extend an invitation for an interview. This document is designed to assist candidates in differentiating themselves in a competitive field. A CV differs from a resume in that it provides a comprehensive record of an individual's educational and professional background. It is most useful in fields such as academia, medical sciences, law and research-related careers.

It has been determined that recruiters spend an average of six to eight seconds carrying out an initial scan. ([Glassdoor](#)). The employment of clear headings and bolding is recommended in order to draw the reader's attention to the most significant information. This demonstrates the importance of ensuring that one's CV is concise, clear, and creates a strong initial impression. At this stage, the primary function of the

document is not to persuade the recruiter of the candidate's suitability for the position, but rather to prevent an undue hasty dismissal of the candidate. In a high-volume application environment, the CV functions as a rapid filtration mechanism. It is imperative that the process of scanning is efficient and that the identification of keywords is expeditious, to successfully pass the initial screening. Following a positive experience, individuals will seek out more profound content to substantiate their initial findings.

The conventional understanding of a CV is that it is a "comprehensive" or "full record" of an individual's professional journey. However, the concept of what this means has evolved. It is not necessary to include every detail; rather, the focus should be on including all the information that is deemed to be important for the role for which one is applying. This necessitates a discerning approach to communication, prioritising the articulation of salient points. This approach represents a more sophisticated method of understanding and meeting the needs of recruiters. It is evident that the document undergoes a transformation from a purely archival record into a dynamic, audience-centric marketing tool.

The Historical Evolution of the Curriculum Vitae

The curriculum vitae (CV) is a ubiquitous tool in today's job market, with a long history that demonstrates how society, the economy, and technology have transformed the way people present their professional competencies.

The first documented instance of the systematic presentation of skills occurred during the Renaissance period. This was a period of significant growth and development in the realms of the arts, sciences and intellectual pursuits ([myPerfectCV](#)). In 1482, Leonardo Da Vinci, in his quest for work, penned a letter to the Duke of Milan, meticulously outlining his diverse skills in engineering, sculpture, and bridge-building. This letter is widely acknowledged as the first official CV on record ([Clayton Legal](#)). Da Vinci didn't get the job, but his new way of doing things set a standard for how things would be done in the future.

It is noteworthy that this genre of document gained prominence during the Renaissance, a period characterised by societal transformation and an increased focus on specialised skills among the populace. Historically, societal roles were often determined by factors such as familial background or professional occupation. However,

during the Renaissance period, there was a shift in perspective, with individuals beginning to recognise the significance of diverse competencies. Da Vinci recognised the necessity to demonstrate to his patron that his expertise encompassed a wide range of disciplines, rather than being confined to a single field of study. This indicates an evolution in the job market towards greater flexibility, where individuals could leverage their skills to secure employment. This significant transition from a status bestowed to one earned entailed a necessity for individuals to possess personal documentation that substantiated their qualifications.

Even prior to the receipt of Da Vinci's letter, individuals had been maintaining records of their work in sketchbooks and portfolios during the Middle Ages. A notable illustration of this phenomenon is provided by Villard de Honnecourt's compendium of architectural drawings and mechanical designs dating back to the 13th century. These designs illustrate the capabilities of artists at that time. The term "curriculum vitae", which translates as "course of life", was first used in the 16th century. Historically, CVs were frequently comprehensive life summaries that demonstrated individuals' personal histories, accomplishments, and objectives. This was due to the prevailing societal expectation of demonstrating autonomy and self-sufficiency. Despite the evolution of circumstances, with patrons no longer being a primary source of income, the fundamental objective of the CV remains largely unaltered. This medium continues to serve as a means for individuals to demonstrate their capabilities to those in positions of authority. This demonstrates that the curriculum vitae remains a pivotal conduit between an individual's competencies and the requisites of an organisation.

Modernization

In the early 20th century, the majority of individuals seeking employment were required to advertise their availability in newspapers. Historically, individuals seeking employment would transcribe their CVs manually. These CVs frequently comprised a plethora of personal details, including age, height, weight, and marital status. This practice differs significantly from contemporary norms observed in numerous Western countries, including the United States and the United Kingdom. In these countries, legislative frameworks that proactively prohibit discrimination ensure that individuals are not compelled to disclose such information ([Enhancv](#)). This change is indicative of a

significant shift in societal attitudes. Historically, CVs sought to provide a comprehensive personal profile, albeit with the potential to be a source of irritation. In contemporary contexts, recruitment practices seek to evaluate individuals based on their competencies and aptitudes, striving for a principles of fairness. The legal framework and social attitudes concerning discrimination have undergone significant changes, which has had a direct impact on the content deemed acceptable in a CV. This demonstrates that the "ideal" CV is not fixed, but rather evolves to reflect the most significant cultural values and legal rules in a given region.

In the mid-20th century, employers began to request specific information from prospective employees, including details pertaining to their education, professional experience, and academic publications. This marked the commencement of a novel era characterised by standardisation ([myPerfectCV](#)). Concurrently, a significant technological advancement was underway. The transition from manual to typewritten documentation represented a significant development in the history of communication. This transition was not exclusively attributable to technological advancements; it was also propelled by the mounting demand for professionalism, clarity, and efficiency in the hiring process. Consequently, the necessity for job applications to be more consistent and formal was established. By the 1960s, it had become increasingly common for individuals to include hobbies and interests when seeking employment, with the intention of demonstrating additional facets of their personality ([Clayton Legal](#)). This tendency may appear casual, but it signifies an inaugural endeavour to evaluate 'cultural fit'. This suggests that there is an awareness of the significance of personality and soft skills in achieving success in the workplace. This change indicates an evolution in the recruitment practices of companies, suggesting a greater degree of professionalism in the hiring process. The sequence of events commences with informal introductions, followed by progression to more formal assessments.

The Digital Transformation

The advent of the Internet in the 1990s precipitated a paradigm shift in the manner in which individuals seek employment. This development subsequently gave rise to online employment platforms such as Monster.com. These platforms facilitated the

online application process and provided a medium for connecting with potential employers, thereby streamlining the recruitment process. During the early years of the 21st century, the format of CVs transitioned to a digital medium. This development facilitated the process of document sharing and updating, as well as the expedited application for employment opportunities. ([myPerfectCV](#)).

This shift transformed the CV from a static, one-time application document into a dynamic "living document" ([myPerfectResume](#)). This implies a continuous requirement for updating and refining one's professional profile, aligning with the broader concept of continuous learning and professional development ([Cornerstone OnDemand](#)). Digital platforms facilitate real-time updates and enhanced visibility. This approach encourages individuals to cultivate a consistent professional image, ensuring that their online presence is always up to date, rather than merely preparing a document for a single application. This suggests that career management has become a continuous and public endeavour. The information was previously classified but is now in the public domain.

The 2010s further advanced this digital integration with the development of social media and professional platforms like LinkedIn ([myPerfectCV](#)). These platforms have encouraged job seekers to become more proactive in cultivating their personal brand and online presence, recognizing the growing importance of networking and showcasing skills beyond the confines of a traditional CV ([Clayton Legal](#)). However, this increased digital accessibility gives rise to a problematic scenario. This development has the dual effect of facilitating the submission and review process for both candidates and employers, whilst concomitantly resulting in a substantial increase in the volume of applications received. This increased level of competition has resulted in a reduction of time available to recruiters to evaluate each application. Consequently, companies are required to implement more sophisticated strategies, such as **Applicant Tracking System (ATS)** optimization. It is curious to note that the technology designed to facilitate the application process has the unintended consequence of increasing competitiveness. It is imperative that individuals devise more effective strategies, such as adapting keywords and ensuring that content is succinct, in order to circumvent both automatic and human filters.

Key Components of an Effective CV

In the context of today's highly competitive employment market, it is imperative that a contemporary CV is meticulously designed to capture the attention of potential employers, optimise for automated systems, and succinctly articulate the candidate's unique value proposition.

A well-structured CV remains the primary means of gaining access to interview opportunities. The essential components of the aforementioned text are designed to provide a concise yet compelling overview of the candidate's qualifications:

- **Contact Information and Header:** This section must include the full name, a professional email address, phone number, and a concise link to an online portfolio if needed. It is crucial to ensure these details are not misplaced or overly stylized, as this can lead to errors when parsed by Applicant Tracking Systems (ATS).
- **Professional Summary:** A brief, impactful summary of 3-4 sentences should highlight core competencies and unique value propositions. Tailoring this section to the specific target role can significantly increase interview chances, by up to 61%. This section's strategic importance lies in its ability to quickly convey fit and value during the initial rapid scan, effectively serving as a critical gatekeeper in the modern screening process. It functions as a highly condensed, persuasive argument for candidacy before a recruiter delves into detailed experience.
- **Core Competencies/Skills:** A bulleted list showcasing a balanced mix of hard and soft skills is vital. Hiring managers frequently scan this section first, with 41% prioritizing it.
- **Work Experience:** Positions should be listed in reverse chronological order. The content must focus on quantifiable achievements, as resumes that include metrics are 40% more likely to capture attention. For each role, 3-5 bullet points are recommended, each following the CAR (Challenge-Action-Result) model. The emphasis on quantifiable achievements signifies a shift from merely listing responsibilities to demonstrating tangible value. Employers are increasingly out-

come-focused, and metrics provide concrete evidence of impact. This necessitates that job seekers adopt a "business results" mindset, translating their daily tasks into contributions that align with organizational goals and demonstrate a commitment to delivering high-quality work.

- **Education:** Includes the institution, degree obtained, and graduation year. For recent graduates, this section should be placed above work experience; otherwise, it should appear below.
- **Additional Sections:** Optional sections such as certifications, languages, or volunteer work should only be included if they are directly relevant to the job. Overloading a CV with irrelevant information can detract from key accomplishments and dilute the overall message.

Research-Backed Best Practices for CV Optimization

Effective CV optimization hinges on understanding recruiter behaviour and technological screening processes:

- **Recruiter Scan Time:** Recruiters typically spend a very brief period, an average of 6-8 seconds, on an initial scan of a CV. To effectively capture their attention within this narrow window, it is imperative to use clear headings and bolding to highlight critical information and guide the eye to the most relevant sections.
- **Tailoring and ATS Optimization:** A significant proportion of hiring managers, 61%, dismiss resumes that are not tailored to the specific role. To optimize a CV for Applicant Tracking Systems (ATS) and human review, it is crucial to incorporate exact keywords from the job description and utilize a clean, ATS-friendly format. The data reveals dual requirements: ATS-friendliness and human readability. This suggests a two-stage screening process where an ATS-optimized CV might pass the initial digital filter, but if it lacks clarity and proper formatting for human eyes, it will likely be rejected in the subsequent stage. The prevalence of ATS has compelled candidates to adapt to machine-readable formats, yet human decision-makers still require aesthetically pleasing and easily digestible information. Thus, CV creation presents a hybrid challenge, demanding both technical compliance and persuasive human-centric design.

- **Formatting and Readability:** The majority of recruiters (83%) prefer well-formatted resumes, while 68% reject poorly formatted ones. To ensure optimal readability and professional presentation, font sizes should be maintained between 10-12 pt, bullet styles must be consistent, and the CV should ideally be limited to a maximum of two pages. Despite the comprehensive nature often associated with a CV, the emphasis on a two-page limit and avoiding "overloading" the document suggests a strategic prioritization of information. This is a direct consequence of the limited recruiter scan time. Effective communication in a high-information environment necessitates extreme conciseness and strategic emphasis. Every word and section on a CV must be rigorously evaluated for its contribution to the core message and its ability to quickly capture attention, rather than merely serving as a full chronological record.
- **Emphasizing Quantifiable Achievements:** A high percentage of hiring managers, 75%, actively seek measurable results when reviewing CVs. Whenever possible, candidates should include specific percentages, dollar figures, or timeframes to quantify their accomplishments and demonstrate tangible impact. This practice clearly shows a candidate's ability to take ownership of their work, deliver high-quality output, and contribute reliably to organizational goals ([ProofHub](#)).

The Europass CV

The European Union offers a distinctive context for CVs, marked by standardisation, varied cultural expectations, and rigorous data protection policies.

The European Union developed the Europass CV as an initiative to standardise the information presented in job applications across member states, with the theoretical aim of placing all applicants on an equal footing. The tool is available to users at no cost and is designed to assist individuals in the creation of a document that outlines their contact information, professional experience, educational background, and skill-set. The primary objective is to establish a uniform format that is readily comprehensible to employers throughout various European nations ([TopResume](#) & [Enhancv](#)).

GDPR Compliance: Data Collection, Consent, Transparency, and

Candidate Rights in Recruitment

The General Data Protection Regulation (GDPR) is a comprehensive law that dictates how personal data is collected, used, and shared for individuals within the European Union and the European Economic Area (EEA), regardless of where the company is based ([StaffingPartner](#)). For recruiters, this means they must have a "legitimate interest" to process candidate data, implying that only job-related information should be collected, and there must be an intention to contact sourced candidates within 30 days ([Workable](#)).

Explicit consent is a prerequisite for processing sensitive data, such as information related to disability, genetic features, or biometric data ([Workable](#)). Companies are mandated to be transparent about their data processing activities, providing clear privacy policies that are readily accessible to candidates. Furthermore, candidates possess specific rights under GDPR, including the "right to be forgotten" (to have their data deleted) and the "right to access" and "rectify" their data. Personal data should not be retained "longer than is necessary" for the purposes for which it was collected ([StaffingPartner](#)). This legal framework significantly impacts recruitment by shifting the burden of proof to employers to justify data collection and processing, thereby safeguarding candidate privacy. Candidates should be aware of these rights and the transparency expected from potential employers.

The General Data Protection Regulation (GDPR) is a law that was introduced by the European Union in 2016. The legislation stipulates that companies and organisations must adopt a more transparent approach with regard to the manner in which they store individuals' personal data, and they must do so in a manner that is consistent with the requisite standards of safety. Upon submission of a CV, the personal data of the applicant is disseminated. Consequently, organisations are beholden to specific obligations under the GDPR with regard to the manner in which they manage this information ([CVwizard](#) & [Workable](#)).

Definition of Personal Data: GDPR broadly defines 'personal data' as any information relating to an identifiable individual. This encompasses details that could personally identify a person, such as full name, address, contact details, date of birth, or a personal photograph.

Company Accountability: Under GDPR, companies are held strictly accountable for the personal data they request, collect, process, and store from individuals. This mandates that organizations exercise heightened care with any personal data provided to them.

Legal Restrictions on Data Handling: GDPR imposes specific demands and legal restrictions on how companies can store, use, and share personal data. These responsibilities extend across the entire data lifecycle, including collection, structuring, organization, use, storage, sharing, disclosure, erasure, and destruction of this data.

Purpose Limitation: The collection and processing of personal data must serve a clear, specified, explicit, and legitimate purpose, while respecting individual rights. In the context of a CV, this means employers are permitted to process the document specifically for recruitment activities. Companies are generally allowed to source candidate data if they collect only job-related information and intend to contact sourced candidates within 30 days. Simply building a talent database for future, unspecified needs is not permissible under GDPR.

Transparency and Privacy Notices: Data processing must be transparent, and individuals possess the right to access their personal data and understand how a company is utilizing it. Employers are obligated to provide applicants with a privacy notice that explains their CV handling practices, outlining the legal basis for storing personal data and offering the opportunity to withdraw consent if desired. This policy should detail the organization's name and contact, the recruitment-only purpose of data use, types of data collected, who it will be shared with, data sources, storage locations (especially if outside EU), retention period criteria, and candidates' rights.

Legal Bases for Processing: Companies must adhere to at least one of six legal bases for processing personal data, which should be identified in their privacy notice.

- **Explicit Consent:** The most common valid reason for a company to hold a CV is the explicit consent of the applicant. Submitting a CV voluntarily for a job application or speculative inquiry generally constitutes this consent.

- **Legitimate Interest:** Another primary basis is 'legitimate interest,' where an employer processes personal data for reasons that are reasonably acceptable and for which there is a valid justification.

Prohibition of Sensitive Data Processing: Employers are generally prohibited from processing sensitive, or 'special category,' data. This includes data related to protected characteristics that could lead to discrimination, such as information on gender, age, ethnicity, religion, political beliefs, health, disabilities, or a personal photo on a CV. This prohibition aligns with the cultural considerations in some EU countries that discourage photos on CVs to minimize bias. Consent is specifically required for sensitive data like disability information or data for EEO surveys.

Data Retention and Deletion: Companies are permitted to retain CVs only for the duration necessary for their use, which for most recruitment processes, means as long as the process is ongoing. To retain a CV beyond this period, a 'legitimate interest' or a valid reason must be established. Candidates also possess the "right to be forgotten," allowing them to request the deletion or cessation of processing of their personal data. Companies must comply with such requests within one month. They also have the right to access their data and request corrections.

Reporting Breaches: Non-compliance with GDPR regulations or failure to report any data breaches to the relevant authorities within a strict 72-hour timeframe can result in substantial fines.

The overarching objective of the GDPR is to instil a greater sense of confidence in individuals regarding the appropriate handling and storage of their personal data included in CVs. It is asserted that data users must be transparent about the manner in which they utilise individuals' data, thereby conferring upon them a substantial degree of autonomy over their personal data.

Table 1: GDPR Implications for CV Data Processing in the EU

This table summarises the main legal obligations and candidate rights under GDPR concerning CV data, providing a critical overview for navigating EU recruitment.

Aspect	GDPR Requirement/Implication	Significance for CVs
Personal Data Definition	Broadly defined as any identifiable individual information (name, address, photo, DOB).	All information on a CV is personal data, subject to GDPR rules.
Company Accountability	Companies are responsible for data collected, processed, and stored.	Employers must exercise heightened care with CV data.
Purpose Limitation	Data collection must have a clear, specified, legitimate purpose (e.g., recruitment).	CVs can only be processed for job application purposes; speculative retention is restricted.
Transparency (Privacy Notices)	Companies must provide clear privacy policies to candidates.	Applicants must be informed how their CV data will be used, stored, and shared.
Legal Basis for Processing	Must adhere to one of six bases (e.g., explicit consent, legitimate interest).	Submission of CV implies consent; legitimate interest for certain processing.
Sensitive Data Prohibition	Generally, prohibits processing of 'special category' data (e.g., race, health, photo).	Discourages inclusion of photos, marital status, age (unless legally required for specific roles).
Data Retention & Deletion	CVs are kept only as long as necessary for the recruitment process.	Candidates have 'right to be forgotten' and can request deletion.
Reporting Breaches	Failure to comply or report breaches within 72 hours results in fines.	Employers face severe penalties for mishandling CV data.
Candidate Rights	Access, rectification, erasure ('right to be forgotten'), restriction of processing, withdrawal of consent.	Empowers candidates with control over their personal data on CVs.

Navigating the Future of Professional Representation

The curriculum vitae has been an important means of professional self-presentation since the Renaissance. It has undergone significant changes in response to technological advancements, shifts in the world of work, and evolving perceptions of fairness and the utilisation of personal information. The fundamental purpose of a CV, namely to persuade potential employers to offer a position, remains constant, despite the evolution of its format and content in response to changing demands.

In a contemporary job market characterised by both global and regional dimensions, the role of the CV is becoming increasingly complex. It is imperative to acknowledge the significant pressure that is exerted to facilitate adaptation to the diverse requirements of different regions. This is due to the existence of both universal best practices and specific regional requirements. The former include the focus on achievements that can be measured and the utilisation of automated tools, while the latter encompass cultural norms for personal details in the EU. Digital platforms have precipitated a paradigm shift in the manner in which CVs function. These documents are now considered to be living documents, which necessitate constant updating. This, in turn, serves to exacerbate the level of competitiveness within the field, necessitating a greater degree of precision and concision on the part of the individual in order to achieve a notable level of distinction. The European Union, with its unique Europass initiative and strict GDPR rules, demonstrates the challenges associated with establishing a standardised yet culturally and legally divergent environment. It is evident that the Europass is so general in nature, and the necessity to comply with GDPR is so paramount, that in order to become a competent professional within the EU, one must be versed in the art of effective recruitment, and demonstrate a profound comprehension of the law and the expectations of the populace.

Recommendations for Job Seekers

- **Prioritize Tailoring and Quantifiable Impact:** Always customise your CV for each specific role by incorporating the exact keywords from the job description. Focus on quantifiable achievements, using percentages, dollar figures or timeframes to demonstrate your value and proactive approach to work. This will

capture the attention of recruiters and implicitly showcase qualities such as accountability and a commitment to achieving high-quality results.

- **Optimize for ATS and Human Readability:** Make sure that your CV uses a clean, ATS-friendly format, with clear headings and consistent formatting, and a professional font size of 10–12 pt to ensure it is readable by humans. Remember that the CV must pass both automated and human filters.
- **Research Cultural Norms Diligently:** Thoroughly research local cultural expectations regarding the inclusion of personal details such as photos, age, and marital status before applying in any EU country. For example, while a photo is generally expected in Germany, it is generally discouraged in the UK. Adhering to these norms demonstrates cultural awareness and professionalism.
- **Understand GDPR Rights:** Be aware of your personal data rights under the GDPR. These include the right to know how data is processed, the right to access and rectify data, and the 'right to be forgotten' (the right to request the deletion of data). If a privacy notice is not readily available, consider adding a concise GDPR consent clause to the CV for peace of mind.

CV creation

A well-structured CV remains the gateway to securing interviews, yet recruiters often make snap judgments. Studies show the average resume review lasts just six to eight seconds ([Glassdoor](#)). Emphasis on work experience (88%), quantifiable achievements (75%), and tailored content (61%) dramatically increases recruiter engagement ([Enhancv](#)); similarly, 83% of recruiters favour well-formatted resumes, whereas 68% reject poorly formatted ones ([Enhancv](#)). This chapter breaks down essential CV components, best practices validated by research, and practical tips for optimization.

Key Components of an Effective CV

Contact Information and Header

Include full name, professional email, phone number, and a concise portfolio link if needed. Misplaced or overly stylized contact details can lead to ATS parsing errors ([TopResume](#)).

Professional Summary

A 3-4 sentence summary should highlight your core competencies and unique value proposition. Tailoring this section to the target role can increase interview chances by up to 61% ([Enhancv](#)).

Core Competencies

Bullet a balanced mix of hard and soft skills. Hiring managers scan this section first 41% of the time ([flair.hr](#)).

Work Experience

Structure: List positions in reverse chronological order.

Content: Focus on quantifiable achievements. Resumes with metrics are 40% more likely to capture attention ([priorityplacementsgroup.com](#)).

Depth: Include 3-5 bullet points per role, each following the CAR (Challenge-Action-Result) model ([Vogue](#) & [Indeed](#)).

Education

Include institution, degree, and graduation year.

For recent graduates, place education above work experience; otherwise, below.

Additional Sections

Optional sections – certifications, languages, volunteer work – should only be included if relevant. Overloading a CV can detract from key accomplishments ([LinkedIn](#)).

Suggested Best Practices

Recruiter Scan Time

Recruiters spend an average of 6–8 seconds on an initial scan ([priorityplacementsgroup.com](#)). Use clear headings and bolding to draw the eye to critical information.

Tailoring and ATS Optimization

61% of hiring managers dismiss untailored resumes ([hiring-assets.career-builder.com](#)). Incorporate exact keywords from the job description and use a clean, ATS-friendly format ([priorityplacementsgroup.com](#)).

Formatting and Readability

83% of recruiters prefer well-formatted resumes, and 68% reject poorly formatted ones ([Enhancv](#)). Keep font sizes between 10–12 pt, use consistent bullet styles, and limit the CV to two pages ([Glassdoor](#)).

Emphasizing Quantifiable Achievements

75% of hiring managers look for measurable results ([Enhancv](#)). Where possible, include percentages, dollar figures, or timeframes ([Business Insider](#)).

Online tools

Here are four interactive online tools to help create CVs from A to Z.

1. Europass CV Editor (europass.europa.eu)

Use this European Union-supported tool to build standardized, multilingual CVs quickly:

- First, **create your Europass profile** with details like education, work experience, skills, and certifications.
- Can **generate multiple CV versions** by selecting sections, choosing from various templates, and customizing layouts.
- CVs are downloadable as PDFs, and stored, shared, or reused them from the Europass library in any of 31 languages.

Best use-case: If you're applying in Europe and need a standardized, widely recognized CV format with multilingual support.

2. Canva (CV Creator) ([Canva](https://canva.com))

A visually driven and flexible platform for creating standout resumes:

- Start by choosing from **hundreds of designer-made templates**, from minimalist to creative, and customize with drag-and-drop ease.
- Canva's **AI tools (Magic Studio/AI Resume Builder)** can generate personalized text and suggest layout improvements to streamline your workflow.
- Design tips abound: use concise formatting, bullet points, clear sections, and visual elements like infographics to highlight key information.

Best use-case: Ideal for a polished, visually impactful CV – especially useful for creative or design-conscious applications.

3. ElegantCV.app (elegantcv.app)

Focused, template-based builder with easy customization:

- Offers **resume templates** and pre-written examples to jumpstart your content.
- After building, **customize layout, reorder sections, toggle photos**, and change themes or colours in the finalize stage.
- Supports **exporting as PDF or Word** directly from your dashboard or editor .

- Premium features unlock a growing library of templates and advanced export options.

Best use-case: Great for users who want structured templates and customization without designing from scratch.

4. Adobe Express (formerly Spark) – CV Maker (adobe.com)

A sleek, creative-rich editor with powerful design flexibility:

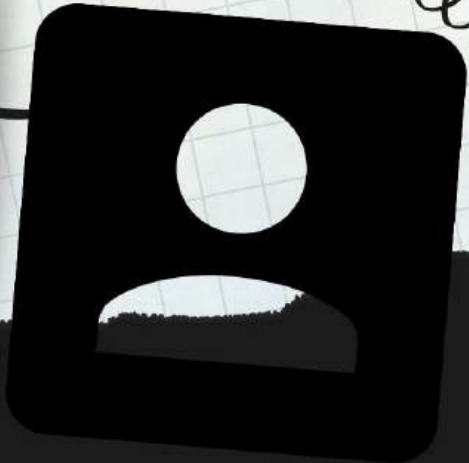
- Use **thousands of templates**, AI features, and Adobe Stock assets to create a polished CV – no design experience required.
- Offers intuitive editing with drag-and-drop, font suggestions, styling tools, and the ability to duplicate and resize for different formats.
- Build visually clean, professional documents – keep content concise, pay attention to hierarchy and spacing – and then adjust size for print or web sharing.

Best use-case: Perfect for creative freedom paired with professional polish and easy design tools.

Comparison





Tool	Strengths	When to Use It
Europass	Standardized, multilingual, structured templates	Applying in Europe or when needing translations
Canva	Designer templates, AI tools, visual customization	Want a standout, design-forward resume
ElegantCV	Pre-written examples, neat layout control, PDF/Word export	Need quick, editor-friendly CVs with flexible styling
Adobe Express	Creative layout tools, AI styling, rich asset library	Creating a visually appealing CV with design depth

Creative CV

NAME SURNAME 

About Me
Add a brief description here about you, introduce yourself.



Education
Education level/qualification
Place of education
Year – year GPA: ...

Hobbies


Skill
...

Experience
Organization name | Year – year
Job title
• Add a brief description here about your job duties.

Organization name | Year – year
Job title
• Add a brief description here about your job duties.

CONTACT
 +123-456-7890
 hello@reallygreatsite.com
 123 Anywhere St., Any City

Professional CV



NAME, SURNAME

ABOUT ME

Add a brief description here about you, introduce yourself.

+123-456-7890

www.reallygreatsite.com

hello@gmail.com

123 Anywhere St., Any City, ST 12345

EDUCATION

Education level/qualification

Place of education

Year - year

Education level/qualification

Place of education

Year - year

SKILLS

- ...
-
-
-
-
-
-

LANGUAGE

- English
- ...
-


EXPERIENCE

- Job title** *Year - year*
Location
 - Add a brief description here about your job duties.
- Job title** *Year - year*
Location
 - Add a brief description here about your job duties.
- Job title** *Year - year*
Location
 - Add a brief description here about your job duties.
- Job title** *Year - year*
Location
 - Add a brief description here about your job duties.

Simple CV

NAME, SURNAME

CONTACT

 123-456-7890

 hello@gmail.com

 123 Anywhere St., Any City

EDUCATION

Place of education

Year - year

Education level/qualification

SKILLS

-
-
-
-
-

LANGUAGE

- English
- ...

ABOUT ME

Add a brief description here about you, introduce yourself.

WORK EXPERIENCE

JOB TITLÉ

Organization name

Year - year

- Add a brief description here about your job duties.

JOB TITLÉ

Organization name

Year - year

- Add a brief description here about your job duties.

AI generated CV

Name Surname

Address: [Your Address]

Phone: [Your Phone Number]

Email: [Your Email Address]

PROFILE

Brief description about your professional qualities, skills, and goals.

EDUCATION

[University/School Name] - [Degree or Qualification]

[Start Year] - [End Year]

- Any notable achievements or relevant coursework.

WORK EXPERIENCE

[Company Name] - [Job Title]

[Start Year] - [End Year]

- Main responsibilities and tasks.

- Key achievements or projects.

[Company Name] - [Job Title]

[Start Year] - [End Year]

- Main responsibilities and tasks.

- Key achievements or projects.

SKILLS

- List of relevant professional skills.

- Any software or tools you know well.

- Soft skills, if applicable.

LANGUAGES-

Language 1 ([Level])

- Language 2 ([Level])

- Language 3 ([Level])

Templates



europass

Name Surname

Date of birth: 01/01/2000 Place of birth: Any City Phone number: (+371) 12345678

Email address: hello@gmail.com

Home: 23 Anywhere St., (Latvia)

ABOUT ME

Add a brief description here about you, introduce yourself.

WORK EXPERIENCE

Location

Job title

[01/01/2024 – 01/01/2025]

EDUCATION AND TRAINING

Education level/qualification

Place of education [01/01/2007 – 01/01/2019]

SKILLS

Microsoft Office / Google Drive / Social Media

LANGUAGE SKILLS

Mother tongue(s): English

Other language(s):

Latvian

LISTENING A2 READING A2 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Greek

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

Motivation Letter

A motivation letter, also referred to as a cover letter or letter of motivation, is a crucial personal introduction that accompanies a CV. The process of transformation of a series of facts into a narrative that flows well is known as storytelling. The document is intended to demonstrate the applicant's level of interest in the position, their alignment with the company's or institution's values, and their possession of the requisite skills and experience for the role. A curriculum vitae provides a factual overview of an individual's qualifications. Conversely, a motivation letter is intended to provide a more comprehensive evaluation of the applicant's personality, with a particular emphasis on their level of ambition and the distinctiveness of their perspective ([Enhancv](#)).

Defining the Motivation Letter and its Purpose

At its core, a motivation letter is a one-page document crafted to express a strong interest in a particular role, program, or position ([Enhancv](#)). The primary objective is to articulate the rationale behind your application, to showcase your most pertinent skills and experiences, and to elucidate your potential contribution to the organisation or institution in achieving its objectives. A curriculum vitae (CV) is a document that provides information about an individual's professional and academic history. A letter of motivation provides an opportunity to showcase one's personality and experience in a manner that is not overly personal, yet remains professional ([G-Connection](#)).

There is a big difference between a motivation letter and a traditional cover letter, especially in Europe. They both try to persuade and introduce people to something new, but they are used for different things:

- **Motivation Letter** – primarily used for academic opportunities (e.g., graduate or postgraduate studies, scholarships, exchange programs), internships, and applications to non-profit or volunteering organizations. Its focus is on personal motivations, long-term goals, and passion for the subject or opportunity ([Enhancv](#)). It tends to be more personal and less formal in tone.
- **Cover Letter** – typically used in corporate or professional job settings, accompanying a resume. Its main focus is on showcasing specific skills and

qualifications directly relevant to a particular job description and how they meet the employer's needs. It generally maintains a more formal and structured tone (hist.fullerton.edu).

However, it is important to note that in many European countries, the terms "motivation letter" and "cover letter" are often used interchangeably for all types of applications, including jobs. Irrespective of the terminology employed, the fundamental concept remains constant: the objective is to craft a narrative that is optimally tailored to the individual's unique identity, thereby persuading the reader of the candidate's suitability for the position.

The Digital Age and Future Trends

The digital transformation of the 2000s and 2010s further impacted the motivation letter. Using digital submission made applying easier, but it also led to more people applying. This meant that it was even more important to have letters that would catch the eye quickly ([Insperity](http://insperity.com)).

It is a common misconception amongst those who secure employment for others that letters will be of lesser importance. It is hypothesised that alternative methods of candidate evaluation, such as video interviews and social media profiles, will assume greater significance. This paradigm shift has given rise to novel methods of application, including video cover letters, as individuals seek to demonstrate their distinctiveness and enthusiasm for a particular position. Notwithstanding the contemporary changes in the field, it remains imperative to compose a motivation letter that evinces:

- how well you know the company
- why you are suited to the role ([Insperity](http://insperity.com)).

Motivation letter creation

A motivation letter is a crucial document when applying for university programs, scholarships, internships, or jobs. It highlights your motivation, skills, and suitability for the opportunity.

A motivation letter—also called a cover letter or letter of motivation—serves as a personalized introduction that complements your CV by explaining your interest in the role, demonstrating alignment with the organization's values, and showcasing relevant experiences in narrative form ([Wikipedia](#)). Effective letters open with a strong hook that immediately engages the reader and convey genuine enthusiasm for the position and institution ([careervillage.org](#)). Structurally, they follow a clear business-letter format ([owl.purdue.edu](#)), include tailored content based on careful audience analysis ([owl.purdue.edu](#)), and close with a concise call to action ([Indeed](#)). Across multiple studies, personalization, storytelling, and quantifiable achievements have been shown to increase interview callbacks by over 50% ([Indeed](#), [SELF](#)).

A motivation letter serves to introduce an applicant to a potential employer or institution, and it should explain why the applicant is the ideal candidate for the position. It should do so by going beyond the bulleted facts of a résumé to tell a cohesive story ([owl.purdue.edu](#)). The document explicitly articulates the rationale behind the application, accentuating the relevant competencies and experiences of the applicant, and elucidates the manner in which the applicant will contribute to the organization's mission ([owl.purdue.edu](#)). It is vital to tailor each paragraph to the specific role to demonstrate individualisation, as this is viewed as critical by recruiters. Generic letters, which are submitted without tailoring, are dismissed 61% of the time ([Indeed](#)).

Before writing, **perform an audience analysis**: research the organization's mission, culture, and current projects to identify keywords and values to mirror in your letter ([owl.purdue.edu](#)). Identify the hiring manager or relevant contact and address them by name; letters addressed to a specific individual receive 30% more consideration than those using generic salutations ([The Guardian](#)). Finally, reflect on the selection criteria listed in the job posting and plan to integrate these competencies into your narrative ([Indeed](#)).

Format

Use a one-page business-letter format: include your contact information and date in the header, followed by the recipient's details (owl.purdue.edu). Single-space the body with a blank line between paragraphs, maintain one-inch margins, and use a professional 11–12 pt serif or sans-serif font (owl.purdue.edu).

Paragraph Breakdown

1. **Opening (1 paragraph):** Craft a compelling hook that reflects your passion for the role or organization and states your application purpose (careervillage.org).
2. **Body (2–3 paragraphs):** Each paragraph should focus on one or two key qualifications, using specific examples that follow a mini-story arc (challenge–action–result) and integrate quantifiable outcomes where possible ([SELF](#)).
3. **Closing (1 paragraph):** Summarize your fit, express enthusiasm for next steps, and include a polite call to action ([Indeed](#)).

Structure of a Motivation Letter

- Address the recipient (if known) or use a general salutation like "Dear [Hiring Manager/Admissions Committee]"
- Clearly state the position, program, or opportunity applied for.
- Brief introduction (name, background, and main reason for applying).
- Mention a hook – something engaging about why this opportunity is important to you.

Crafting a Powerful Opening

Avoid clichés ("I am writing to apply."); instead, begin with a personal anecdote or a compelling fact about the organization that demonstrates research and enthusiasm ([The Guardian](#)). For example, reference a recent project or value the institution upholds to show genuine connection ([Indeed](#)).

Storytelling in the Body

Use the CAR framework to structure each example:

- **Challenge:** Briefly describe the situation you faced.
- **Action:** Detail the specific actions you took.

- **Result:** Quantify the outcome (e.g., "increased student enrolment by 20%").

This approach transforms dry credentials into engaging narratives that illustrate your problem-solving and impact (owl.purdue.edu).

Main Body (2-3 paragraphs)

- Background and qualifications – What skills, education, or experiences make you a good candidate?
- Motivation – Why are you passionate about this opportunity?
- Future goals – How will this program/job help you achieve them?

Paragraph 1: Showcase Your Background & Skills

- Highlight relevant education, work experience, or extracurricular activities.
- Use specific examples to prove your skills (e.g., teamwork, leadership, problem-solving).
- Align background with the organization's values or objectives.

Example:

"During my studies in [your major], I developed strong analytical and leadership skills through various projects and internships. My role as a [previous job/ internship] at [company] allowed me to enhance my problem-solving abilities,

teamwork, and communication skills."

Paragraph 2: Express Your Passion & Motivation

- Explain why you are interested in this specific program/job.
- Show genuine enthusiasm and connect it with long-term ambitions.

Understand the purpose and requirements

- Analyse the opportunity – read the description carefully to understand what the organization is looking for.
- Identify key qualities – note the skills, experience, and values they prioritize.
- Follow guidelines – check for word limits, formatting rules, and required documents.

Example:

"What excites me most about this opportunity is the chance to [specific aspect of the program/job]. This aligns with my career goals of [career aspirations], and I believe [organization/program] is the perfect environment to develop my expertise in [specific skill/field]."

Demonstrating Fit and Value

Align each example with the organization's needs by using keywords from the job description ([Indeed](#)). Show how your skills can be used to help the company. For example, talk about leadership, teamwork and research skills (owl.purdue.edu).

Style and Tone

Maintain a formal business tone while allowing while showing personality; authenticity increases engagement and memorability ([SELF](#)). Avoid overused expressions ("I think," "I feel") and opt for confident, action-oriented language ("I led," "I achieved").

Keep sentences short and active, limit jargon, and ensure every word adds value—recruiters spend less than 10 seconds reading a letter initially ([Indeed](#)). Use bullet points sparingly (only when emphasizing two to three skills) to improve scannability (owl.purdue.edu).

Revision and Final Checks

1. **Proofreading:** Check grammar and spelling meticulously; even minor errors reduce credibility.
2. **Peer Review:** Have a mentor or professional peer verify clarity, tone, and impact ([The Guardian](#)).
3. **Tailoring Audit:** For each application, ensure the letter's examples and keywords align precisely with the new role ([Indeed](#)).
4. **Final Format Check:** Confirm all formatting adheres to business-letter conventions, with consistent margins, spacing, and font (owl.purdue.edu).

Mastering the Job Interview

In the contemporary global context, the job market is characterised by significant levels of competition, a phenomenon that is particularly evident within the European Union (EU). In the contemporary employment context, it is imperative for individuals to distinguish themselves and adopt unique profiles if they wish to be considered for available positions. For those embarking on their professional journeys, the ability to articulate their competencies, experiences and aspirations in a manner that distinguishes them from their peers can be a pivotal factor in securing employment. The application process is frequently characterised as a form of storytelling. It is imperative to note that both a curriculum vitae and a motivation letter are integral components of this process. It is imperative that these documents accentuate the candidate's prior accomplishments, thereby demonstrating their suitability for the position. This understanding demonstrates the significance of employing a meticulous and customised approach to interviews, with consideration for the unique characteristics of each situation.

Hiring practices across Europe exhibit considerable diversity, shaped by a confluence of cultural norms and legal regulations ([CIFTRO](#)). For instance, in Nordic countries such as Sweden and Denmark, the recruitment process is frequently characterised by a more relaxed and egalitarian approach. This is in stark contrast to the more formal interview atmospheres that characterise Southern European countries such as Italy and Spain. The ability to navigate diverse cultural contexts and adapt to novel interview formats can present significant challenges for those seeking employment opportunities in foreign countries. The objective of this study is to provide a comprehensive guide to successfully navigating interviews within the European Union. This assertion is supported by empirical evidence and theoretical models, incorporating an analysis of cultural variations, shifts in skill requirements, and the prevailing legal frameworks.

A key feature of the EU job market is the mix of standardisation and diversity in hiring. The European Union is trying to make it so that people in the EU can work in any country in the EU. It has also made some strong rules, like the General Data Protection Regulation (GDPR) and laws that say people should not be treated unfairly. These rules

apply in all EU countries ([Workable](#)), the practical application and interpretation of interview etiquette and communication styles remain deeply rooted in national cultures ([CIFTRO](#)). This means that candidates must be able to deal with both the main EU legal principles and the specific cultural expectations of each country. So, just knowing EU law is not enough; candidates must also have good cultural understanding and be able to adapt. For organisations, this means having recruitment, training and policies that are the same everywhere and different enough to suit each country, making sure they follow the rules while also being able to attract talented people in different EU markets. This careful balance shows why general advice for interviews often doesn't work. This highlights how important it is to have a detailed approach that is specific to the EU.

Effective interview performance in the EU, while influenced by regional nuances, is built upon a bedrock of universal best practices. These strategies, when meticulously applied, significantly enhance a candidate's prospects.

Before the Interview

It is very important to prepare thoroughly. Initially, it is imperative to conduct thorough research on the company and to comprehend the job description. It is imperative to comprehend the company's mission, values, culture, and recent news in order to respond in a suitable manner and demonstrate interest. In order to obtain a comprehensive overview of the organisation, it is necessary to examine its website, its presence on social media platforms, and any recent news stories pertaining to it ([CIFTRO](#)). It is imperative to comprehend the fundamental competencies and responsibilities delineated in the job description. This will assist in identifying the most pertinent examples to support the application.

Candidates are required to prepare a concise yet engaging narrative that encapsulates their professional journey to date. The narrative should concentrate on pertinent achievements and provide a rationale for their relevance to the position being applied for. The preparation stage should be initiated with the creation of a list which encompasses both the subject's strengths and weaknesses. This should then be followed by the formulation of a few sentences regarding the subject's identity ([EURES.sk](#)).

This approach has been shown to engender a sense of confidence in the subject and to ensure that their responses are coherent and logical. The utilisation of the STAR method (Situation, Task, Action, Result) is a highly effective approach to responding to behavioural inquiries, which are frequently incorporated into European interviews. A subsequent discussion will delve into the intricacies of this method. This organised approach assists candidates in articulating their experiences in a concise and coherent manner. Furthermore, candidates are expected to possess a thorough understanding of their curriculum vitae and be prepared to articulate their experiences with a high level of detail, particularly highlighting their accomplishments.

The importance of dressing professionally in order to create a favourable impression cannot be overstated. It is imperative that the attire worn by an individual aligns with the cultural norms and professional standards of the organisation within which they are employed. It is equally important to refrain from donning any garments that may be considered inappropriate. It is also important to consider questions to pose to the interviewer. Inquisitiveness regarding the company's culture, its growth trajectory, and the dynamics of its team can be indicative of a genuine interest on the part of the applicant. The failure to pose questions may convey a lack of interest. Finally, it is imperative to meticulously plan the journey and engage in mock interviews to ensure optimal preparation. Arriving at the designated time is indicative of respect and reliability, as it demonstrates consideration for potential logistical concerns such as travel delays or technical issues that could impede the execution of the interview. The utilisation of mock interviews, conducted with a friend or mentor, can offer constructive feedback on aspects such as body language, tone, and the content of one's responses. In the context of a group interview, it is of paramount importance to ensure that one's vocabulary is commensurate with the level of English proficiency of the employer and the specific professional context ([EURES.sk](https://eures.sk)).

During the Interview

The interview provides an opportunity to apply the knowledge and skills acquired in a practical setting. The importance of making a favourable initial impression cannot be overstated. A smile, a firm handshake (when appropriate) and consistent eye contact are all non-verbal cues that indicate confidence and engagement. The

potency of body language should not be underestimated when considered in conjunction with verbal communication. In addition, it is imperative to adopt a positive and confident demeanour when discussing one's experiences, ensuring that these are presented with a degree of authenticity and without exaggeration. Furthermore, it is essential to demonstrate a genuine enthusiasm for the role in question.

Candidates are advised to adapt their answers to suit the company and the role, demonstrating their ability to contribute value. It is imperative to articulate oneself with clarity and concision, eschewing verbose discourse and providing concise, well-structured responses that directly address the queries posed by the interviewer. It has been demonstrated that the use of calm and measured speech is conducive to improved comprehension by interlocutors ([Stonebridge](#)). It is recommended that achievements be showcased wherever possible, with quantifiable data being used to provide concrete evidence of impact. For example, an increase in sales by 15% or a reduction in costs by 10% would be appropriate. Active listening is a critical communication skill, and candidates are advised to pay close attention to the questions and to request clarification if they require it. Employers place a high value on individuals who demonstrate an ability to solve problems; therefore it is advisable to share specific examples of problems encountered and the subsequent solutions implemented. Furthermore, it is beneficial to demonstrate one's capacity for adaptation by discussing instances in which one has been required to adapt. This demonstrates an ability to effectively manage challenging circumstances. In the event of being posed a challenging question, it is advisable to maintain composure, grant a moment for reflection, and subsequently formulate a response. In conclusion, it is imperative to conclude the interview in a positive and enthusiastic manner, thereby demonstrating continued interest in the role and enquiring as to the subsequent steps in the application process. This will create a favourable impression.

These fundamental strategies demonstrate a substantial shift in employer expectations. The assessment will not only inquire into the candidate's factual knowledge, but also their ability to apply this knowledge and adapt it to new situations. The emphasis on achievements over duties, the common recommendation of the STAR method, and the clear emphasis on demonstrating adaptability all indicate that EU employers prefer candidates who can not only discuss their past successes, but also

demonstrate the skills, ways of solving problems, and ability to learn and improve that led to those achievements. This suggests that the interview process is becoming more about demonstrating an individual's ability to adapt to new situations and their intellectual capacity, rather than merely listing their qualifications. For those seeking employment, it is advisable to engage in self-reflection to identify and articulate the practical examples that demonstrate one's interpersonal skills, problem-solving abilities, and capacity for learning. It is imperative to acknowledge the significance of these factors in achieving success in various professional roles within the European Union.

Navigating Cultural Nuances in European Interviews

Cultural awareness is a critical, often overlooked, component of success in EU job interviews. The continent's rich tapestry of cultures means that what is considered appropriate or effective in one country may not be in another.

European countries exhibit a spectrum of communication preferences. Some cultures, such as those in the United Kingdom, tend to value directness and clarity in communication ([CIFTRO](#)). Conversely, others may favour a more nuanced and respectful tone, where implicit messages and non-verbal cues carry significant weight. Effective communication is paramount, especially when language barriers are present; therefore, speaking clearly and avoiding idiomatic expressions is strongly advised ([EU Helpers](#)). This diversity means that "good communication" is not a universal constant. An assertive approach in one cultural context might be perceived as aggressive in another, while politeness in one may be interpreted as evasiveness elsewhere. Candidates must therefore be acutely attuned to these subtle differences to ensure their message is received as intended.

The Role of Formality and Punctuality Across Different EU Countries

The level of formality and how important punctuality is also differs a lot between EU countries. In countries like Germany or Austria, people take formalities very seriously. This includes things like using the right titles and always being on time. Punctuality is an indication of respect for one's professional obligations and colleagues, as well as a sign of reliability. In the Netherlands, there appears to be a greater degree

of acceptance of casual interactions among the population ([CIFTRO](#)). No matter what the cultural background, candidates should always make sure they know exactly where the meeting place is. They should also check public transport timetables or parking options in advance to make sure they get there on time ([EURES.sk](#)). This demonstrates that, although tardiness is typically regarded as unfavourable, the manner in which one addresses others, and one's general conduct, is contingent on factors such as the nation and the specific organisational culture. It is imperative to conduct thorough research prior to an interview, in order to ensure an appropriate and culturally sensitive approach.

Adapting to Group Interview Dynamics and Language Considerations

A group interview is when an employee or team of employees interviews multiple candidates simultaneously, or when a team of employees forms a panel to interview one candidate ([Indeed](#)). Group interviews are a common way of assessing candidates in Europe. They are used to evaluate communication, teamwork and leadership skills. These situations can be difficult, especially when candidates are from different countries or when the interview is conducted in a language other than the candidate's own. To do well in situations like this, it's a good idea for candidates to do lots of research on the company and the role. This can help them feel less nervous about being with people they don't know ([EURES Europa](#)).

In order to distinguish themselves, candidates are advised to refrain from merely reiterating the contributions of others or offering generic responses. Instead, candidates should endeavour to demonstrate to employers their unique skills and experiences that are pertinent to the role, and contribute their own insights or examples to the points made by others. This demonstrates not only their capacity for independent work, but also their aptitude for collaborative learning and their ability to contribute constructively to group discussions. While leadership qualities are valued, it is important to avoid monopolising the conversation or speaking in an overly dominant manner. It is imperative to demonstrate respect for others' opinions and contributions, and to employ positive body language such as nodding, smiling, and maintaining eye contact. The ability to collaborate effectively, the utilisation of others' contributions, the

acknowledgement of their perspectives, and the endorsement of their ideas are indicative of an individual's capacity to function harmoniously within a team environment and to adapt to diverse circumstances. In the context of seeking employment within the European Union, it is imperative to undertake meticulous preparation for interviews, given the international nature of the workforce and the linguistic diversity within the region.

The different ways people communicate, the levels of formality, and the group dynamics across the EU show that cultural intelligence is an important factor in a market that seems unified. Even though the EU tries to make it easier for people to work in different countries, the different cultures still have a big impact. So, candidates who show that they understand and can adapt to different cultures do much better than others. This goes beyond just knowing the language. It also includes understanding unspoken rules and social signals. This suggests that EU employers, whether they realise it or not, look for candidates who can easily fit in with different teams and successfully deal with clients from different cultures. If you're looking for a job, it's as important to research a country and the company you're interested in as it is to prepare for technical questions. This also suggests that employers should teach their hiring managers about cultural sensitivity. This will help them to correctly assess candidates from different backgrounds. It will make sure that the recruitment process is fair and effective.

Mastering Competency-Based Interviews: The EU Standard

Competency-Based Interviews (CBIs) have become a cornerstone of the hiring process across the European Union, particularly within international organizations and progressive companies. This method is favoured for its structured approach to assessing a candidate's suitability for a role.

Competency-based interviews are characterised by the utilisation of questions that are designed to ascertain an individual's utilisation of specific skills within their prior professional experience. Additionally, these interviews seek to discern an individual's approach to problem-solving, task management and the navigation of challenges (career-advice.jobs.ac.uk). The Council of Europe (CoE), for example, uses a method called Competency-Based Interview (CBI) to find and choose the best candidates. This approach looks at how well candidates have shown the important skills

needed for a role in their past jobs. CBIs are highly regarded for several reasons: they are considered fair and objective, as they reduce the likelihood of unconscious bias by focusing on real, demonstrable examples rather than hypothetical scenarios. This method also makes sure that everyone is treated the same, because anyone applying for the same job is judged by the same set of skills. The basic idea is that how someone has done in the past can be a good sign of how they will do in the future. This makes CBIs a very good way to predict how someone will do in a job. The fact that lots of important international organisations like the Council of Europe are using CBIs shows that it is seen as the best way to do things throughout the EU ([Council of Europe](#)). This method focuses on practical, useful skills, which matches the changing needs of modern European workplaces.

Deep Dive into the STAR Method with EU-Relevant Examples

The STAR method (Situation, Task, Action, Result) is not merely a suggestion but a fundamental technique for success in EU interviews, particularly when answering behavioural questions. Interview questions designed to elicit STAR responses typically begin with phrases such as "Tell me about a time when." or "Give me an example of" ([Council of Europe](#)). Interviewers frequently ask follow-up questions to delve deeper and gather more detailed information about the candidate's experience. The structured nature of the STAR method enables candidates to provide clear, detailed, and relevant examples that directly address the competencies being assessed, ensuring their responses are comprehensive and impactful.

For example, if a question is posed about "Teamwork and Cooperation," an interviewer might ask: "Could you describe a situation where you helped your colleagues finish urgent work they couldn't complete?" ([Council of Europe](#)).

A candidate employing the STAR method would respond:

- **Situation:** "During a critical project with a tight deadline, two of my colleagues in the marketing team were unexpectedly out due to illness, leaving a significant portion of the campaign launch materials unfinished."

- **Task:** "My primary responsibility was to finalize the digital ad creatives, but I recognized the urgent need to ensure the entire campaign launched on schedule, which required the completion of their tasks."
- **Action:** "I immediately communicated with our team lead to understand the most critical pending items. I then volunteered to take on the copywriting for the email marketing sequence and to coordinate with the design team for the social media assets, even though these were outside my direct remit. I prioritized these tasks alongside my own, working extra hours to ensure everything was ready. I also kept the team lead updated on progress and any potential bottlenecks."
- **Result:** "Thanks to this collaborative effort, we managed to complete all outstanding tasks before the deadline, and the campaign launched successfully, exceeding its initial engagement targets by 15%. This experience reinforced the importance of proactive communication and cross-functional support within a team."

Identifying and Preparing for Common Competencies Assessed

While the specific competencies assessed will always correspond to those listed in the job vacancy ([Council of Europe](#)), a core set of soft skills is consistently sought by EU employers across various roles. These often include communication, teamwork, leadership, adaptability, critical thinking, and a strong work ethic ([Workable](#)). Examples of common behavioural questions include: "Tell me about a time you faced a challenge at work" ([CIFTRO](#)), or "Could you describe a situation where you helped your colleagues finish urgent work they couldn't complete?" ([Council of Europe](#)). Candidates should proactively review their experiences and identify relevant situations that demonstrate these common competencies.

The use of competency-based interviews in the EU is not just a hiring trend; it is a way of dealing with two problems. Firstly, it makes sure that hiring is done fairly in a place where there are many different cultures. Secondly, it makes sure that there are no unfair laws against certain types of people. By looking at past behaviours that are

linked to specific skills, CBIs provide a fair and measurable way of evaluating candidates. This approach significantly reduces the risk of bias based on protected characteristics, which is in line with the EU's strong emphasis on equal opportunities. For people looking for a job, it's not just about doing well in an interview. It's also about making sure the system is fair. For employers, CBIs are an important tool for making sure they are following the law and for finding the right people for the job. They help employers to find candidates who will actually do the job well, instead of just people who they think will be right for the job.

The Critical Importance of Soft Skills

In contemporary professional contexts, soft skills are now widely acknowledged to be of equal importance to other areas of expertise. In the contemporary workplace, they are of significant importance. This is of particular pertinence to Generation Z, who are commencing their professional journeys in a rapidly evolving world.

The acquisition of soft skills is an indispensable component of professional success. These competencies encompass personal and cognitive skills that facilitate effective collaboration, adaptability to novel circumstances, and continuous learning across diverse roles. A 2023 report by the European Commission indicates that 77% of employers in the EU consider soft skills to be of equal importance to technical qualifications when hiring new employees. In an era characterised by the increasing prevalence of computerised processes, the significance of human-centred soft skills such as empathy, sound judgement and creativity is undergoing a paradigm shift. This is due to the fact that computers are not capable of performing these tasks.

Even though Generation Z are very good with technology, they often find it hard to do basic workplace skills like communicating well, adapting to change and working together to solve problems. The difference between what students learn in school and what they need to be able to do to get a job is a big problem in Europe, including in countries like Greece and Latvia. This shows that "soft skills" are an important part of being able to get a job, even for university graduates in the EU. It suggests that traditional education models may not be preparing young people enough for the social and adaptable skills needed for modern work. So, for Generation Z, it is very important to show these people skills in interviews. This will help them get past a big problem that

stops them from getting started and moving up in their jobs. For schools and youth programs in the EU, this means a big change in how they design their courses. They need to include more hands-on learning and teaching soft skills. This is because they want their students to be ready for the workplace when they finish their studies. Employers also must make sure that the environment is right for people to develop these skills.

Table 2: Essential Soft Skills for EU Job Market & How to Demonstrate

Soft Skill	Why it Matters	How to Demonstrate in Interview	Example Interview Questions
Communication	Crucial for diverse, multilingual teams and international collaboration. Prevents misunderstandings and fosters clear directives.	Speak clearly, concisely, and professionally. Listen actively and ask clarifying questions. Tailor answers to the audience. Maintain good eye contact and positive expressions.	"Tell me about a time you had to deal with a difficult colleague. What did you do to communicate properly?" (resources.workable.com)
Adaptability	Essential in rapidly changing industries, technological shifts, and dynamic team structures. Enables resilience and continuous growth.	Highlight instances of adapting to change (processes, tech, team dynamics). Show intellectual flexibility, receptiveness to new ideas, and willingness to learn.	"Describe a situation where you had to adjust your approach to complete a task successfully." (clevry.com)
Critical Thinking & Problem-Solving	Key for navigating complex, multi-faceted challenges in diverse EU markets and regulatory environments. Drives innovation and effective decision-making.	Emphasize problem-solving skills with STAR examples of challenges faced and overcome. Showcase ability to break down problems, identify solutions, and weigh factors.	"Tell me about a time you had to make a decision with incomplete information." (recources.workable.com)
Emotional Intelligence	Vital for building rapport, resolving conflicts, and fostering inclusive environments in multicultural workplaces. Enhances leadership potential and team harmony.	Show self-awareness, empathy for others' feelings, and ability to manage emotions. Discuss how you recover from failure or handle criticism constructively.	"How do you respond when a manager criticizes your work?" (recruitee.com)
Collaboration & Teamwork	Fundamental for success in interdisciplinary and often remote EU workspaces. Enables shared responsibility and co-creation of solutions.	Show willingness to work well with others, share information, and help. Engage with co-interviewees, acknowledge their points, and support ideas in group settings. Highlight adaptability to different working styles.	"Can you tell me about a time you worked successfully as part of a team?" (careerhub.sunyempire)

Understanding EU Legal and Regulatory Frameworks in Interviews

In the context of a job interview, it is imperative to comprehend the legal and regulatory framework that pertains to employment. The legislation pertaining to data protection and the prevention of discrimination exerts a significant influence on the way interviews are conducted and the information that can be requested.

Anti-Discrimination Laws: Prohibited Grounds and Interview Implications

The law in the EU strictly forbids treating someone unfairly because of things like their sex, age, disability, ethnicity, religion, or sexual orientation. The Treaty of Lisbon says that the EU can take action to stop unfair treatment in these areas, as well as gender discrimination. These protections apply at every stage of the job application process, from when the job is advertised to when the candidate is chosen and when they are introduced to the company ([Omnipresent](#)).

To comply with these laws, job descriptions must focus solely on the skills and experience required for the role, rather than personal characteristics. Interview notes must be objective and kept only for as long as is necessary ([Omnipresent](#)). It is very important that interview questions are directly related to the job, and that they do not ask about any protected characteristics.

Examples of permissible versus impermissible questions highlight this distinction ([Davidsonmorris](#)):

- **Permissible Questions:** Interviewers can ask, "Can you perform the duties required for this job?" (instead of "How old are you?"), "Are you able to travel frequently for this role?" (instead of "Are you married?"), or "Can you perform the essential functions of this job with or without reasonable accommodation?" (instead of "Do you have any disabilities?"). These questions focus on job-related competencies and capabilities.

- **Impermissible Questions:** Questions about a candidate's age, marital status, sexual orientation, religion, gender, or plans for a family **are strictly prohibited**. These delve into protected characteristics and can lead to discrimination claims.

These laws are very important for making sure everyone has the same opportunities and is treated fairly. They also reflect some of the most important values of the EU. Both candidates and interviewers must be very aware of these rules to avoid legal problems and make sure the process is fair. Candidates, especially, should be ready to politely ignore or not answer any questions that are not allowed. They should do this in a way that shows they know their rights, but also that they are being professional.

The European Union's stringent anti-discrimination legislation and comprehensive data protection regulations necessitate that employers adopt an objective, skills-based, and competency-based approach when recruiting personnel. In the event of the formulation of subjective or personal enquiries, a legal challenge may be encountered within the confines of these frameworks. This signifies that the utilisation of the STAR method and the demonstration of soft skills, as previously discussed, are not merely recommended; they are a legal obligation for employers within the European Union. For those seeking employment, a comprehensive understanding of these legal boundaries is instrumental in enhancing one's confidence during interview proceedings. It is important to be aware of one's rights in this regard, and to be able to prepare effectively by focusing on the skills that can be demonstrated in an interview. Employers must possess a robust understanding of the questions they are permitted to ask and the appropriate management of data. This is not merely a commendable notion; it is an imperative for the adherence to legal mandates and the assurance of equitable treatment of labourers. This contributes to the mitigation of legal risks and enhances the appeal of the company to prospective employees within a highly regulated environment.

Table 3: Key EU Anti-Discrimination Laws and Interview Implications

Protected Characteristic	Impermissible Question Examples	Permissible Alternative Questions (Job-Related)	Candidate Action
Sex / Gender	"Do you plan on having children?" "Are you married?"	"Are you able to travel frequently for this role?" "Can you meet the physical demands of the job?"	Politely redirect to job relevance. Focus on ability to perform duties regardless of personal status.
Age	"How old are you?"	"Can you perform the duties required for this job?" "Describe your experience with [relevant skill]."	Emphasize experience and capability. Avoid disclosing age unless directly relevant to a legal requirement (e.g., minimum working age).
Disability	"Do you have any disabilities?" "What medical conditions do you have?"	"Are you able to perform the essential functions of this job with or without reasonable accommodation?"	Focus on abilities. Be prepared to discuss reasonable accommodations if relevant to the role's essential functions.
Racial / Ethnic Origin	Questions about nationality of origin, birthplace, or family background not relevant to legal right to work.	"Are you legally authorized to work in [country]?" "What languages do you speak relevant to this role?"	Provide information only on legal right to work.
Religion / Belief	"What is your religious affiliation?" "Do you attend religious services?"	"Are you available to work on weekends/specific shifts as required by the role?"	Focus on availability for work schedule, not religious practices.
Sexual Orientation	Questions about sexual orientation or marital status (if implying same-sex marriage).	Focus on professional capabilities and experience.	Do not answer personal questions. Redirect to professional qualifications.
Nationality	"Where are you from originally?" (if implying non-EU origin without job relevance)	"Are you legally authorized to work in [country]?" "Do you have experience working in multicultural teams?"	Provide information on legal right to work. Highlight cross-cultural skills.

Preparing for a Dynamic Career Journey

In the contemporary context of the European Union, securing employment necessitates a multifaceted approach that extends beyond the mere possession of technical aptitudes. In addition, one must be prepared for interviews, understand different cultures, have good communication skills, and know about the ethical and practical uses of AI. In contemporary professional environments, the ability to communicate effectively, adapt swiftly, and collaborate effectively with individuals from diverse cultural backgrounds has become paramount. This is just as important as having the right professional qualifications. Consequently, interview preparation should not be regarded as a one-time undertaking; rather, it should be conceptualised as a continuous process of personal and professional development.

The EU job market is undergoing rapid transformation due to the advent of new technologies, rendering continuous learning essential for career progression. In contemporary employment contexts, individuals who demonstrate a high level of adaptability and versatility in their professional roles are often referred to as "hybrid professionals". These professionals possess a dual set of competencies, encompassing technical proficiency as well as human-centred skills such as empathy, adaptability and critical thinking. Contrary to popular belief, AI is not replacing humans; rather, it is altering the way value is created in the workplace. This shift underscores the imperative for the judicious utilisation of AI, emphasising the necessity for collaborative endeavours with this technology. The study demonstrates that people's skills are significant, rather than being considered an additional attribute.

The duty therefore falls on a variety of stakeholders, including youth workers, teachers, NGOs, employers and policymakers, to prepare the next generation of workers, especially Generation Z, for this future. Those engaged in the field of youth work may enhance their interpersonal skills through involvement in mentoring initiatives and community-based projects. It is recommended that educators incorporate artificial intelligence (AI) themes into various curricular areas. It is incumbent upon employers to set an example and to utilise AI in an ethical manner. Furthermore, it is imperative that they promote learning and encourage policymakers to devise initiatives that are inclu-

sive and forward-looking. Europe has the capacity to assist young people in developing the qualities of empathy and innovation that are essential for a fulfilling life. The realisation of this objective will be achieved through collaborative endeavours and strategic investment in technological capabilities and human capital.

Soft Skills

Work Ethic and Responsibility

A strong work ethic, where each person is responsible for their own actions, is not just something that is good to have. It is very important for productivity, new ideas and for employees being happy in any organisation. This part of the guidebook looks closely at the idea of work ethic and responsibility. It does this by breaking down its most important parts and showing how they can have a big effect on people's careers and how well their companies do. Eleven important skills are looked at, such as being on time, taking responsibility, meeting deadlines, being proactive, being organised, doing a good job, being reliable, finding solutions, dealing with criticism positively, learning continuously, and knowing when to say no to tasks. These elements are all connected to each other. This means that if one area is doing well, it often helps the others too. The development of these qualities is presented as something that leaders must do to achieve long-term growth, create a successful workplace culture and get a competitive advantage in the modern job market.

The Foundation of Professional Excellence

In contemporary professional contexts, the possession of a robust work ethic and a sense of responsibility towards one's professional duties is no longer sufficient. These concepts encompass a proactive, accountable, and growth-oriented mode of thinking. This cognitive approach influences both individual performance and organisational goals. The cornerstones of professional excellence are a robust dedication to one's role and the readiness to assume responsibility for the outcomes thereof.

The concept of a strong work ethic is predicated on values such as industriousness, diligence, and a commitment to tasks. Responsibility is defined as the act of assuming ownership of one's tasks, decisions, and the outcomes thereof. The detailed analysis presented here identifies eleven specific points that collectively define these important ideas in a practical workplace setting. These competencies are not discrete entities, but rather interconnected components of a unified whole. The hypothesis that proficiency in one domain often predicts proficiency in others is one that merits further investigation. For instance, consistent punctuality is indicative of reliability, while the

proactive management of problems before they arise is conducive to effective problem-solving. This finding lends further support to the notion that a strong work ethic is an integral component of professional success. The enhancement of a single aspect of one's professional life can exert a favourable influence on all domains of that individual's professional existence.

Table 4 further down gives a short summary of the main ideas talked about. It lists the eleven most important parts of the work ethic and responsibility.

Key Pillars of Work Ethic and Responsibility

This section of the guidebook looks at each of the eleven identified pillars in detail, with detailed analysis supported by observations and research findings.

Punctuality: Respecting Time and Building Trust

The concept of punctuality encompasses a broader range of behaviours and considerations. Evidence suggests that the individual in question is reliable, professional and a diligent worker. This is an essential skill that can have a significant impact on one's career, establishing the fundamental tenor for all future professional undertakings and responsibilities.

Punctuality is associated with numerous benefits. It is imperative to create a favourable impression at work, demonstrating reliability, respect, and a willingness to assist colleagues and superiors. Punctuality is an integral component of effective leadership. The establishment of an environment characterised by consistency and professionalism is conducive to the development of leadership skills. It is imperative to commence employment in a timely manner to ensure optimal organisation and effective planning of the day. This approach ensures that individuals are not compelled to work under time constraints, thereby facilitating the completion of tasks in a more efficient manner. Punctuality has also been demonstrated to be a contributing factor to the establishment of trust. The aforementioned factors serve to demonstrate to colleagues and superiors alike that the individual in question is a reliable and dependable professional, thus creating the potential for further opportunities for growth, promotions and professional development. In contexts where temporal factors are of paramount importance, such as in manufacturing or logistics, ensuring punctuality fosters

enhanced collaborative performance among team members. It is evident that this ensures that tasks are completed in a timely manner and that deadlines are adhered to without issue ([Women's Opportunity](#)).

Arriving late, even if it's not on purpose, shows that the employee does not care about other people's time and effort. This can damage the professional reputation, making people think they are unreliable and disorganised. However, lateness can have severe repercussions. This issue is not merely a minor concern; it exerts a substantial influence on the entire organisation. Research has demonstrated that lateness has a significant financial impact on U.S. businesses on an annual basis. Indeed, the financial repercussions of tardiness are substantial, with an estimated cost of \$5 billion attributed to diminished productivity among employees due to tardiness ([Abel Personnel](#)). The act of arriving late, even if it is not intentional, can be perceived as a lack of consideration for the time and effort of others. This has the potential to have a negative impact on one's professional reputation, leading to perceptions of unreliability and disorganisation ([FasterCapital](#)).

A more thorough examination of contemporary work environments reveals a phenomenon known as the "Presence Paradox." This suggests that, despite the pervasive connectivity and apparent constant presence of individuals in the online realm, their physical presence in the world is often lacking. This has the potential to result in colleagues and clients awaiting assistance ([Abel Personnel](#)). This suggests that the traditional concept of punctuality, predicated on physical presence, is being challenged by the increasing prevalence of remote and hybrid working models. Digital tools facilitate perpetual connectivity; however, they can also engender a perception that physical presence or in-person meetings are of diminished significance. This could potentially have a detrimental effect on employees' perception of their professional roles and responsibilities. It is therefore incumbent upon organisations to proactively redefine and reinforce punctuality in the context of these changing circumstances.

Punctuality can serve as an effective metric for evaluating an individual's work ethic. It has been demonstrated that individuals who consistently demonstrate a lack of punctuality may be indicative of a disregard for the temporal concerns of others. Conversely, consistent punctuality is often regarded as a manifestation of reliability,

respectability, and an inclination to assume responsibility. This finding suggests that punctuality is not merely a matter of adhering to a predetermined schedule, but rather, it is indicative of a broader set of factors. Furthermore, it is indicative of reliability and commitment ([Women's Opportunity](#)). Frequent lateness can be indicative of underlying issues with one's work habits. It is imperative to consider this area at the outset if one wishes to facilitate the development of talent in others.

There are several measures that can be taken to ensure punctuality. The ability to anticipate potential issues and formulate effective solutions is a critical skill for any individual or organisation. For instance, one could prepare one's route in advance, arrange one's attire the night before, or pack one's lunch in advance. In the event of insomnia, the implementation of multiple alarms has been demonstrated to be an effective solution. It is imperative to maintain regular and sufficient nightly sleep if one wishes to experience the sensation of wakefulness and readiness in the morning. The utilisation of technological applications, such as calendars, reminder notifications and time-tracking tools, has been demonstrated to facilitate the management of schedules and the monitoring of impending commitments. Punctuality is a matter of personal discipline and effective time management ([Women's Opportunity](#)). If there are any delays, it is important to speak to colleagues straight away ([Abel Personnel](#)).

Taking Ownership: Accountability and Impact

The act of assuming ownership entails an unwavering dedication to one's designated role. This encompasses more than merely completing one's designated tasks. This approach entails assuming full responsibility for the outcomes, while concurrently seeking to exert a positive influence. The term signifies the assumption of responsibility for the entirety of a task, project or plan, encompassing all aspects from initiation to conclusion ([Insperity](#)).

This commitment manifests in various forms. Employees who demonstrate a sense of ownership in their professional responsibilities tend to be motivated to perform optimally, frequently exceeding expectations to enhance the quality of their work. This phenomenon engenders a sense of ownership over the outcome, akin to that experienced by a manager or business owner. Individuals who embody these qualities

frequently volunteer for new opportunities and assignments, work autonomously without requiring constant supervision, identify potential issues early on, and are willing to take calculated risks that can generate new concepts. On a daily basis, they demonstrate a commitment to their professional duties, a keen interest in acquiring new knowledge, and a willingness to contribute more to the team. They also participate in meetings. Feedback and suggestions are also solicited. The subjects expressed a preference for autonomy in decision-making and indicated a lack of dependence on others. Furthermore, the subjects of this study have expressed a strong sense of self-assurance, indicating a firm belief in their ability to accomplish significant feats. The act of taking ownership entails the integration of personal enthusiasm with a sense of responsibility. Evidence suggests that the individual concerned is worthy of trust, is reliable, and works hard, even in the absence of direct supervision ([Insperity](#)).

The advantages accruing to employees who assume ownership of the firm are considerable. The programme has been shown to facilitate the establishment of trust with superiors and colleagues, enhance self-confidence and self-esteem, and engender a sense of pride in one's work. These outcomes, in turn, have been demonstrated to promote greater autonomy. This cognitive approach fosters a sense of continuous learning, growth and development. Furthermore, it has been demonstrated that such a commitment can result in increased opportunities for the assumption of additional responsibilities and the consideration of promotions. This can assist in the pursuit of a successful career.

This approach is equally beneficial for organisations. When employees possess a stake in the company, they demonstrate heightened commitment and a propensity to assume responsibility for their actions. The programme fosters a collaborative and aspirational work environment, wherein team members collaborate to proactively address challenges, as opposed to passively awaiting external assistance. This culture is characterised by a constant drive for enhancement, exemplified by Google's "20% time" policy. This approach empowered employees to engage in projects aligned with their interests, fostering an environment conducive to innovation, as evidenced by the development of notable products such as Gmail and Google Maps. Furthermore, organisations with employees who are content, satisfied and loyal experience reduced staff turnover and enhanced retention ([Insperity](#)). This means better work and more

sharing of ideas, which is good for the overall culture and team dynamics.

A significant advantage of fostering ownership is that it fosters intrinsic motivation, thereby reducing reliance on external supervision. Employees who feel a sense of ownership towards the business have been shown to be more motivated and do not require constant oversight. This change enables managers to focus on the broader strategic direction of the company as a whole. The role of managers is subject to modification, with an evolution from the issuance of directives to the provision of assistance to the company in achieving its objectives. This development is accompanied by a notable enhancement in the efficacy of the company in accomplishing its desired goals ([Insperity](#)).

However, a fundamental distinction exists between the concepts of ownership and collaboration. True ownership is not about being alone or attempting to manage every part of a project by oneself. Instead, it is about taking responsibility for one's part in a larger system. In order to encourage individuals to assume ownership, it is necessary to empower them to make decisions and establish clear collaborative working methodologies. This approach is predicated on the notion that each individual is responsible for their own success, and that collective effort is employed to achieve it. The objective of this measure is to prevent individuals from establishing their own groups and to encourage them to request assistance.

It is imperative to recognise the pivotal role that leaders play in fostering a culture of ownership. It is imperative that the proprietors demonstrate their ownership of the business and their fervent enthusiasm for it. It is imperative that they set an exemplary precedent by demonstrating accountability and transparency. It is imperative to establish rapport with team members in order to inspire them. In order to provide the most effective support, it is first necessary to ascertain the desired objectives, the factors that motivate the individual, their areas of expertise and the challenges they face. It is incumbent upon leaders to ensure that the roles and initiatives within the company are aligned with its overarching goals, mission, vision, and values. Furthermore, the rationale underpinning each task should be articulated with clarity. This will assist employees in making optimal decisions. It is imperative to provide ongoing opportunities

for learning and development in order to maintain enthusiasm and motivation. The regular solicitation of employee opinion, coupled with active listening, has been demonstrated to engender a sense of confidence and autonomy among staff members. The demonstration of gratitude through the provision of positive feedback and the acknowledgement of commendable performance has been demonstrated to be an effective method of fostering a culture of gratitude. Finally, it is imperative to cultivate autonomy and refrain from micromanagement. It is imperative for leaders to delegate effectively, to place their trust in their employees, and to strike a balance between providing support and allowing freedom for discretion, creativity, problem-solving, and decision-making. It is imperative to establish explicit expectations and objectives, foster collaborative over individualistic work practices, and interpret setbacks as opportunities for learning and growth. The aforementioned factors have the potential to engender heightened accountability among individuals, thereby fostering a culture of ownership ([ProofHub](#)).

Meeting Deadlines: Credibility and Efficiency

The ability to meet deadlines is an essential component of professional competence. The impact of this phenomenon is manifold, encompassing aspects such as job performance, team dynamics, client trust, and company reputation. In the contemporary competitive employment sector, there is a high demand for individuals who consistently deliver their duties in a timely manner ([FasterCapital](#)). It might seem like a good idea to work without deadlines, but this can cause long-term problems for staff and the company ([Filestage](#)).

The importance of adhering to deadlines cannot be overstated, as doing so confers numerous advantages. The impact of this phenomenon is twofold: it has the capacity to encourage individuals to work harder and achieve more in less time. This practice assists in developing effective time management skills, which can be refined and enhanced with continued engagement. The ability to meet deadlines has been shown to engender feelings of contentment and reduced stress levels. It has been demonstrated that individuals tend to exhibit heightened levels of attention to detail and demonstrate superior performance when operating under the imposition of a deadline. The ability to meet deadlines is a well-documented indicator of reliability

and professionalism, which can lead to increased opportunities within one's company. The most significant aspect is that it fosters trust and reliability with clients, colleagues and employers. Evidence suggests that reliability and commitment are qualities that can be depended upon ([FasterCapital](#)).

It is imperative to consider the psychological impact of achieving milestones when managing deadlines effectively. The division of a large project into smaller, more manageable tasks has been shown to enhance morale among team members. This is because, upon completion of each phase of the project, all team members will experience a sense of accomplishment. This endeavour entails more than mere execution of a task; it involves the identification of underlying motivations and the subsequent recognition of accomplishments. The regular achievement of such minor objectives has been demonstrated to engender a positive sentiment within the team, to enhance their levels of energy, and to increase their levels of confidence. This suggests that such individuals may possess heightened levels of motivation and proficiency in their professional duties.

It is imperative to avoid "overcommitment". The findings of both studies indicate that it is unwise to assume responsibility for a greater number of tasks than one's capabilities permit. A strong work ethic is often indicative of an individual's propensity to assume additional responsibilities. However, it has been demonstrated that individuals can become overwhelmed, which can result in the failure to meet crucial deadlines and the inefficient use of company resources ([Filestage](#)). This shows that a sustainable work ethic requires self-awareness and the ability to set appropriate boundaries, which is linked directly to the pillar of "Knowing When to Say 'No'." It shows that if an employee has too many commitments, they cannot do their job well. This makes it clear that they must decide what is most important for their job.

There are several strategies that can be employed to ensure that deadlines are met. The effective management of time is of paramount importance. This necessitates the identification of the most significant tasks, the establishment of realistic objectives, the utilisation of calendars or planners, the prevention of distractions, and the incorporation of regular breaks. The delegation of tasks when appropriate is also recom-

mended. To address this issue, it is possible to implement a number of strategies. Initially, the primary task is to divide the major jobs into smaller, more manageable tasks. Subsequently, a plan should be formulated that incorporates precise temporal allocation for each task. Subsequently, it is imperative to eliminate any potential impediments that may hinder one's ability to engage in professional endeavours. Finally, it is recommended that individuals consider the implementation of a reward system to acknowledge the completion of a task. In the context of collaborative endeavours, the establishment of explicit expectations, the utilisation of collaborative tools, effective communication, proactive planning, and a flexible approach are of paramount importance. The utilisation of technological solutions, such as project management software, calendar reminders, time-tracking tools and automation, has been demonstrated to enhance the efficiency of workflows ([FasterCapital](#)). If there are any unexpected delays, it is important to:

- look at the situation
- change the timelines to be realistic
- re-order tasks
- ask for help
- stay flexible

In addition, making detailed timelines for the creative and production departments, explaining how one task depends on another, adding more time to internal deadlines, and deciding exactly when to focus on important tasks can make things more successful ([Filestage](#)). Learning from previous mistakes, viewing missed deadlines as opportunities for improvement, is also important for continuous growth.

Proactiveness: Anticipation and Initiative

Proactiveness means seeing what might happen in the future and getting ready for it. It means being ready to deal with any problems before they happen. A proactive person plans ahead, looks ahead and takes action to influence situations positively ([Everhour](#)).

Proactive thinking and behaviour are predicated on the ability to foresee future events, including those that may prove unfavourable. It is imperative that individuals

demonstrate proactivity, that is to say, they should take the initiative by acting independently, without awaiting instructions or until issues reach a crisis point. Proactive individuals are characterised by their ability to take ownership of their actions and the outcomes that ensue. It is evident that they are proactive in their approach to problem-solving. Another key trait is effective planning. This process involves the establishment of objectives, the formulation of strategies to achieve these objectives, and the periodic review and refinement of these plans. The utilisation of tools such as to-do lists, calendars and project management software has been demonstrated to facilitate this process ([Everhour](#)).

There are numerous advantages to adopting a proactive approach. The primary function of this approach is to assist individuals in the identification and resolution of potential issues, thereby preventing their escalation and the subsequent need for more extensive intervention. This approach has been demonstrated to be effective in preventing crises and reducing stress. Adopting a proactive approach has been shown to enhance productivity by facilitating effective planning, the establishment of clear objectives, the prioritisation of tasks, and the management of time in an efficient manner. The primary function of this tool is to facilitate improved decision-making by encouraging individuals to gather information and contemplate various possibilities, thereby reducing the likelihood of errors. Proactive individuals have been shown to exhibit greater resilience. This suggests that they prepare for challenges and changes, which enables them to deal with uncertainties and recover from setbacks more effectively. The ability to exercise control and influence over outcomes is enhanced by the ability to take charge of situations and act promptly, thereby fostering increased confidence. The establishment of robust personal and professional relationships is predicated on the cultivation of discourse that is accessible to all interlocutors and the discernment of the needs of others ([Everhour](#)). In the workplace, proactive employees are highly valued as leaders and problem-solvers, which often leads to greater opportunities for career advancement and professional growth. Studies show that people who take action to improve their work situation are usually happier in their jobs and get better results ([Mads Singers](#)). Furthermore, proactive business strategies have been shown to improve team performance by up to 30% and reduce conflict-related issues by 25%.

It is imperative to adopt a proactive approach, as this can enhance team performance and mitigate the occurrence of conflict. The extant research demonstrates that adopting a proactive approach in the workplace is associated with increased job satisfaction and superior performance. Furthermore, it has been demonstrated that the implementation of proactive business strategies can enhance collaborative team dynamics and mitigate conflict ([Mads Singers](#)). This finding indicates a direct correlation between a proactive attitude and the organisational function. A proactive attitude is not merely about being efficient in isolation; it is also a pivotal element in the organisation of collaborative efforts to ensure the seamless execution of tasks.

However, adopting a proactive approach may not be without its drawbacks, and caution is therefore advised. Excessive proactivity can result in elevated stress levels and increased pressure. This is since individuals may find themselves assuming a greater number of responsibilities and consistently anticipating the occurrence of problems. This can result in feelings of exhaustion and fatigue, commonly referred to as "burnout". However, it is important to exercise caution and avoid overplanning, as this can result in inflexibility and frustration if circumstances do not unfold as anticipated. Individuals who adopt a proactive approach may, on occasion, undertake responsibilities that extend beyond their designated roles or engage in activities that fall outside the purview of their designated duties. This behaviour can, on occasion, result in discord with their colleagues or superiors. Furthermore, such individuals may be perceived as excessively controlling or meticulous in their attention to minutiae, a quality that can, on occasion, give rise to complications within interpersonal relationships. Another potential risk pertains to the possibility of committing errors. This phenomenon can be attributed to an overreliance on issues that are ultimately non-existent. This may result in a failure to allocate sufficient attention to matters of greater significance. Those who possess a propensity for immediate action may encounter difficulties in exercising patience towards those whose responses are less expeditious ([Everhour](#)). This necessitates a concerted effort to cultivate additional competencies, including self-awareness, effective communication, and the capacity to establish priorities. This will ensure that the individual is always working in the correct manner and will avoid the development of fatigue and the occurrence of disputes with others. The evidence suggests that intelligence and proactivity are superior to mere proactivity.

There are several fundamental strategies that can be employed to assist in the development of a proactive mindset. It is imperative to comprehend one's strengths, weaknesses, and areas that may require enhancement. It is imperative to establish explicit and attainable objectives. The objectives should be specific, measurable, achievable, relevant, and time-bound (SMART). The concept of initiative entails the capacity to address challenges or opportunities as they arise, even in circumstances where the specific approach remains unclear. The ability to adapt is of paramount importance, requiring the capacity to foresee future events and subsequently modify one's course as necessary. This is of particular significance in contexts characterised by perpetual transformation. It is imperative to acknowledge the significance of continuous learning and the refinement of skills as a pivotal strategy to maintain a competitive edge in the face of evolving trends and to facilitate the generation of novel concepts. The ability to identify and address root causes is a key component of problem-solving, which can prevent the recurrence of issues. In order to accomplish tasks expeditiously, it is essential to engage in effective planning, determining the tasks of paramount importance, and managing one's time efficiently. The capacity to exhibit resilience facilitates the ability to recuperate from adversity and maintain an optimistic outlook. The solicitation of feedback can facilitate the identification of areas for improvement and facilitate growth. It is evident that collaborative endeavours are instrumental in fostering effective teamwork, thereby facilitating the resolution of challenges collectively ([Everhour](#)). There are several ways to manage a business well. These include:

- making a business plan
- setting clear goals
- good communication
- setting up systems
- hiring the right people
- being prepared for anything
- encouraging open communication
- identifying and dealing with risks quickly

- encouraging new ideas
- regularly reviewing processes
- thinking ahead
- taking action
- focusing on growth
- tracking time
- setting aside planning time
- asking for feedback
- being self-aware
- staying focused on what is important
- trusting the team
- using project management software
- seeking ways to reduce tension
- developing trust with team members
- creating an emergency plan ([Mads Singers](#)).

Organizational Skills: Structure for Success

The possession of well-developed organisational skills is of paramount importance. These tools assist individuals in the effective management of tasks, the determination of priorities, and the optimisation of time utilisation. This can engender a more favourable outcome in terms of their personal and professional lives. The possession of these skills is of paramount importance for the maintenance of productivity and focus, irrespective of whether the individual is engaged in a quotidian task or overseeing a substantial project ([Effy.ai](#)).

The possession of strong organisational skills can confer numerous advantages. The efficacy of these tools is evidenced by their ability to enhance user productivity, reduce the time and effort required for task completion, and optimise the utilisation of

time through clear prioritisation and effective time management. This approach enables individuals to meet their deadlines and avoid the adverse psychological effects of sudden and urgent work demands. These skills also assist people in managing their time effectively, ensuring they allocate sufficient time to each task. This approach prevents information overload, enabling individuals to prioritise tasks effectively and enhancing their overall performance. A further salient benefit is that it facilitates enhanced concentration. When tasks are organised and the work environment is well-structured, there are fewer distractions. This suggests that individuals are able to focus more efficiently on a single task at any given moment. This approach has been shown to enhance the quality of work and reduce errors. The possession of effective organisational skills has been demonstrated to engender a reduction in stress and feelings of being overwhelmed. This is due to their ability to divide large projects into smaller, more manageable tasks. This has been demonstrated to engender a sense of reduced anxiety and to facilitate a perception of greater autonomy in relation to their professional tasks. The organisation of a schedule has been demonstrated to engender a reduction in mental clutter and an enhancement of workplace peacefulness. Furthermore, these technologies facilitate collaboration and communication among individuals. The organisation achieves this by establishing effective communication channels, fostering collaborative teams, ensuring the appropriate allocation of tasks, establishing clear deadlines, and maintaining oversight of project progress. This all leads to better results ([Effy.ai](#)). The enhancement of cognitive abilities, particularly those pertaining to organisation, has been demonstrated to engender heightened levels of confidence and to facilitate superior decision-making processes, a consequence of enhanced cognitive clarity. Indeed, the organisation of one's physical and mental space has been demonstrated to engender creativity. The positive effect on physical health is attributable to the reduction of chronic stress and the encouragement of healthy lifestyle choices, such as regular exercise and improved sleep. The benefits of this approach extend to mental health, with reduced anxiety, an increased sense of self-efficacy, and enhanced relaxation. The possession of good organisational skills is conducive to the successful balancing of one's professional and personal commitments. The provision of assistance is instrumental in safeguarding personal time and ensuring

self-care is administered in an optimal manner. Furthermore, they assist in the development and consolidation of interpersonal connections by demonstrating reliability and allocating time for personal pursuits. In conclusion, the provision of assistance in the establishment of objectives and the management of resources has the potential to facilitate growth and the attainment of success (usemotion.com).

Organisational skills are important for overall well-being. The list of benefits is very long. It includes better productivity, as well as better physical and mental health. This is because it reduces stress and encourages healthy lifestyle choices. It also reduces anxiety and gives a sense of control (usemotion.com).

This suggests that proficiency in organisation transcends the confines of mere job efficacy. Furthermore, they play a pivotal role in fostering a positive work-life balance among employees, thereby enhancing their overall well-being. In the context of human resources and organisational development, this suggests that training in organisational skills can be presented not just to boost productivity, but to improve the health and wellbeing of the workforce, thereby ensuring greater sustainability in the long term.

It may appear counterintuitive, but a correlation exists between the effectiveness of a group in collaborative endeavours and its capacity for creativity. Research has demonstrated that maintaining order and organisation can enhance creativity by facilitating the process of "decluttering" and establishing a more conducive environment. Creativity is frequently associated with unstructured or unconstrained thought processes. However, research findings indicate that maintaining a structured and organised cognitive framework facilitates more creative thinking. This finding suggests that, in contrast to the prevailing notion that creativity flourishes in a state of chaos, well-organised environments can in fact stimulate the generation of novel concepts.

Organisational skills encompass both hard and soft skills. Hard skills are defined as technical abilities that can be acquired through education or experience. These competencies encompass proficiency in software utilisation, effective project management and the application of tools to enhance productivity. The possession of these skills is of paramount importance for the effective and expeditious execution of professional obligations. Soft skills are defined as personal characteristics and social

skills. These competencies encompass communication, adaptability, time management, teamwork, problem-solving, emotional intelligence, and decision-making. These competencies facilitate effective collaboration, adept management of interpersonal relationships, and the adept leadership of teams. The following are illustrative examples of effective organisation:

- managing time
- deciding what tasks to do first and what to do later
- being able to ask others for help
- setting goals
- organising your work environment
- being able to communicate
- solving problems
- making decisions
- being able to adapt
- being able to take responsibility for your actions ([Effy.ai](#)).

In order to cultivate and maintain effective organisational skills, it is recommended to devise a weekly schedule that prioritises tasks and incorporates regular activities. This approach enables flexibility in the event of unforeseen circumstances. The organisation of domestic space, including the maintenance of a tidy home and computer, has been demonstrated to enhance productivity. The establishment of modest objectives, the fragmentation of substantial undertakings into more manageable components, and the recognition of each completed step can facilitate sustained motivation. In order to enhance one's proficiency in these competencies, it is imperative to explore novel approaches, tools and systems that are aligned with contemporary requirements. This necessitates a willingness to modify established practices over time in response to evolving circumstances ([Effy.ai](#)).

Delivering High-Quality Work: Excellence and Productivity

The delivery of high-quality work is predicated on the consistent fulfilment of expectations, and indeed, the surpassing of them. This is of paramount importance for productivity, customer satisfaction and the organisation's reputation. The term "quality work" is understood to denote the execution of a task in a satisfactory manner and in a timely fashion. It has been demonstrated that it meets the expectations of all relevant parties ([Profit.co](#)). This is very important: if the work is of poor quality, it can have a negative effect on productivity. This is because the work may need to be redone, or it may even be rejected. This means that all the time and effort that has already gone into the project could have been a waste of time. Focusing on making great products means putting customers first, which is the best way to make them happy ([Effvity](#)).

There exists a plethora of literature pertaining to the subject of producing high-quality work. It is imperative for individuals to consistently demonstrate their utmost efforts and commitment to achieving their objectives. This cognitive approach fosters continuous improvement in professional performance, enabling individuals to function effectively without the constant oversight typically required in traditional work environments. This skill set is of paramount importance in today's competitive and ever-changing job markets. Furthermore, it is considered beneficial to extend beyond the requirements of one's designated role, thereby providing assistance to one's colleagues. This approach is expected to enhance teamwork and cohesion. It is imperative to undertake regular reviews of one's work, identify any errors, and address them promptly. Collaboration is imperative. It is imperative to establish a rapport with the team and to encourage members to adhere to the highest standards of quality. This is of particular significance when one requires assistance from others or to distribute responsibility. The most crucial element in this regard is to maintain concentration and adhere to the stipulated schedule. It is imperative to eliminate all potential distractions and adhere strictly to the stipulated plan in order to ensure the timely submission of all assignments. It is evident that this will result in a greater allocation of time to complete tasks, while maintaining the standard of work ([Profit.co](#)).

A focus on quality can be extremely beneficial for businesses. This has been

shown to increase customer satisfaction, leading to repeat business and positive referrals. This strategy will enhance the company's reputation, thereby fostering greater customer confidence. This approach has been demonstrated to enhance workflow efficiency by eliminating superfluous processes, thereby conserving time and resources, and augmenting productivity. A further advantage of this approach is that it has been demonstrated to enhance employee motivation. Employees will experience greater job satisfaction and reduced turnover when working for a reputable company. Furthermore, a focus on achieving optimal outcomes can lead to cost savings by maximising the productivity of employees and eliminating superfluous expenses. The primary function of the latter is to ensure that the company adheres to all the relevant rules and standards, thereby fostering trust and credibility in the eyes of the public. Ultimately, this approach fosters an environment conducive to innovation and the generation of novel concepts, thereby enhancing the organisation's competitive advantage over other companies in its field ([Effvity](#)).

A key issue is the distinction between the quantity of work completed and its quality. Unfortunately, many organisations prioritise productivity over the quality of work. The pursuit of unattainable productivity targets can lead to diminished performance and reduced job satisfaction. This highlights a fundamental problem: an increase in work hours does not guarantee an improvement in work quality. In human resources and organisational development, this necessitates a balanced assessment of performance, incorporating both quality and quantity. effective leadership involves motivating employees to excel, even if it means adjusting their expectations. They seek to recognise true effort, not mere appearance of activity ([ActivTrak](#)).

The importance of quality is twofold: it helps to make sure the business can grow in a sustainable way, and it makes employees proud. A focus on quality means more satisfied customers, a better reputation and happier employees who are proud of their work ([Effvity](#)). This demonstrates that quality is more than a short-term objective; it is a fundamental component of a business's long-term strategy. This approach has the potential to foster customer loyalty and ensure employee engagement. Investing in robust processes and standards fosters a positive cycle: satisfied customers generate a superior reputation, which in turn attracts and retains top talent, driving continuous improvement and growth.

The way a manager leads can significantly influence the quantity and quality of work accomplished by their team. Transformational leadership, which emphasises teamwork, personal growth and innovation, can foster quality but may result in excessive meetings or employees feeling overwhelmed. Conversely, transactional leadership, characterised by direct feedback, efficiency and deadlines, can improve efficiency but may limit creativity and create a dependence on the leader. To achieve optimal results, leaders must establish clear goals. Research indicates that this can enhance employee performance by up to 90%. It is vital that the way in which people communicate with each other is streamlined, that the way in which they work is optimised by the removal of impediments, and that they are provided with clear feedback on their performance ([ActivTrak](#)).

Reliability: Dependability and Team Cohesion

Reliability encompasses consistently meeting commitments, fulfilling responsibilities, and delivering high-quality work. This attribute engenders a sense of reliability in one's professional capacity, fostering mutual trust and dependability among colleagues and within organisational frameworks. This is a highly prized quality in the workplace, which is of paramount importance to an employee's success and the extent of their contributions. Reliability is defined as the consistent performance of a product, system or service, in accordance with its intended design, over the designated operational lifespan ([Creative Safety Supply](#)).

Reliability is a fundamental component of professional competence, with the capacity to facilitate access to a range of opportunities. The efficacy of this system in enhancing productivity and reducing stress for employees has been demonstrated by the minimisation of interruptions and the delivery of high-quality work, leading to the meeting of deadlines. Reliability is a fundamental aspect of professional conduct, contributing to the establishment of trust with colleagues, supervisors, and clients. This, in turn, fosters a positive reputation and strengthens professional relationships. In a collaborative environment, reliable employees consistently demonstrate a high level of proficiency in their respective roles. This approach has been demonstrated to engender enhanced teamwork and collaboration. Moreover, it has been demonstrated that this measure can contribute to a reduction in stress and arguments within a team by

limiting misunderstandings caused by unreliable behaviour. In essence, reliability constitutes a fundamental aspect of professional conduct. This demonstrates the candidate's commitment to professional obligations and their ability to manage their schedule and commitments effectively. Kindly refer to the ensuing details pertaining to the aforementioned meeting ([Always There Staffing](#)).

When a company is reliable, customers are happier because their products always work well. This means more positive reviews and customers coming back to buy again. Companies that are known for being reliable build a strong reputation for themselves. It also means less money spent on maintenance, as good systems do not need as many repairs. If the system is reliable, it will be more productive because it will have less downtime and fewer production disruptions. In industries where human safety is very important, such as aerospace, healthcare, and transportation, reliability is crucial for avoiding accidents or major problems. Overall, reliable systems make things more efficient by making operations smoother and reducing delays and waste ([Creative Safety Supply](#)).

Reliability serves as the bedrock of organizational function. It minimizes disruptions, enhances workflow, and reduces stress at the individual and team levels ([Always There Staffing](#)). At a systemic level, it directly contributes to increased productivity and ensures safety and risk mitigation ([Creative Safety Supply](#)). This means that reliability is not just a good quality in people, but something that is essential for any organisation to function well, efficiently and safely. If this stability is not there, other parts of the work ethic might find it hard to have the full effect they should.

In circumstances where reliability is absent, the consequences for individuals, commercial enterprises and the natural environment can be significant. In the absence of brand trust, customers will not purchase from the brand. This can result in a decline in sales and a negative perception of the brand. This can result in increased maintenance costs, periods of business closure, and loss of revenue. In industries where safety is of paramount importance, equipment failures due to reliability concerns can have severely deleterious consequences. This encompasses medical errors and accidents during transportation, which jeopardise public safety. The necessity for recurrent repairs and substitutions due to the unreliability of the products in question also

hinders individuals from undertaking the necessary tasks. Furthermore, products with a reduced lifespan due to substandard manufacturing consume greater quantities of resources over time. This results in a greater volume of waste being produced and a higher energy consumption, which is detrimental to the environment ([Creative Safety Supply](#)). This shows that if someone is unreliable, it can have a negative effect on team morale, how well a project is done, how customers see the company, and even on society and the environment. This makes reliability a big responsibility that has a lot of ethical and practical consequences.

Seeking Solutions, Not Just Problems: Problem Prevention and Innovation

This pillar is all about being ready to tackle problems head-on, finding out what the real causes are and then coming up with ideas to solve them. It is a big change from just dealing with problems after they happen to trying to stop them from happening in the first place.

It is far more advantageous to proactively address issues before they materialise than to respond to them once they have already occurred. This approach has been shown to result in significant time and resource savings. This is due to the fact that it is frequently time-consuming and challenging to ascertain the underlying issue, and even more difficult to formulate and implement the appropriate solution. It is imperative to address issues proactively in order to minimise the time and effort expended on their resolution. This approach enables the optimisation of resource allocation, allowing for the focus on other tasks. This approach has been shown to enhance efficiency by mitigating delays and disruptions, thereby ensuring seamless workflow. This has been demonstrated to result in increased productivity and superior financial outcomes for the company. The emphasis on proactively addressing potential issues has been shown to foster a more proactive team mindset, thereby enhancing their problem-solving capabilities. This approach has been demonstrated to engender a more conducive work environment, characterised by a reduction in stress and frustration. It has been demonstrated that employees who feel supported and valued in their roles tend to exhibit higher levels of contentment and are less likely to seek alternative employment opportunities ([The Career Accelerators](#)).

The strategic shift from reaction to prevention is a critical evolution in organizational thinking. The evidence clearly articulates that "problem prevention is the way to go" because it "saves time and resources" and "improves efficiency" compared to simply addressing problems after they arise ([The Career Accelerators](#)). This shows that organisations need to change how they work. They should stop dealing with problems as they happen and start planning for them. For human resources and organisational development, this means that training and cultural initiatives should focus on looking ahead, identifying risks, and planning for the future. This is better than just dealing with problems when they happen and helps to make the workforce stronger and more efficient.

It is important to be good at solving problems because workplace challenges can be complicated and always changing. Workplace problems are different from personal issues because they often involve lots of different people, span several departments, and require special knowledge. These problems also must deal with ever-changing environments influenced by technology, market conditions, and human factors. Employees who can solve problems quickly make the workplace more productive and efficient. They can quickly analyse situations, find the main causes of problems and come up with practical solutions. This saves time and resources and makes sure that work doesn't stop ([weCreateProblems](#)).

A particularly compelling aspect is that problem-solving acts as a catalyst for innovation, not just correction. Research emphasizes that problem-solving skills "drive innovation" because employees who possess them "don't just fix issues – they also explore alternative methods and strategies that could lead to improvements" ([weCreateProblems](#)). This approach encompasses more than mere repairs; it is a comprehensive strategy for addressing and rectifying underlying issues. It is suggested that the capacity to conceptualise novel solutions to challenges is concomitant with the ability to innovate in the domain of products, processes and methodologies for customers. This underscores the significance of problem-solving as a pivotal skill for continuous improvement, rather than a mere reaction to adversity.

The ability to solve problems is also of great significance in the resolution of conflicts and the management of interpersonal relationships. The programme has

been developed to assist individuals in managing disagreements in a composed and rational manner. This approach fosters enhanced working relationships and promotes greater team morale. Leaders who demonstrate proficiency in problem-solving can facilitate enhanced performance among their employees and teams by ascertaining their areas of strength and identifying areas for development, allocating tasks in a manner that optimises their potential, and ensuring that they are supported to achieve their best possible outcomes. These skills also facilitate the adept navigation of unanticipated circumstances by encouraging rapid cognition and responsive action. In the long term, the possession of effective problem-solving skills is of paramount importance for those pursuing leadership and management roles. This can result in career advancement, promotions and an increase in responsibility. Ultimately, effective problem-solving skills ensure that daily actions are aligned with the company's primary objectives. The rationale behind this is that one's day-to-day tasks are associated with one's broader, long-term objectives ([weCreateProblems](#)).

Receiving Constructive Criticism Positively: Growth and Development

It is important to be receptive to criticism in order to facilitate continuous learning and personal growth, as well as to ensure that the workplace environment is conducive to problem-solving. It is imperative for individuals to possess a comprehensive understanding of their strengths and weaknesses. It has been demonstrated that when feedback is given in a polite manner, it can have a positive impact on the individual, enhancing their performance and contributing to an overall sense of well-being ([Rollins College](#)).

It is imperative to discern between constructive and detrimental feedback. The underlying philosophy of constructive feedback is predicated on the notion of facilitating enhancement in individuals by highlighting areas that may be improved and offering actionable recommendations. The focus of this approach is on behaviours or actions that require modification, as opposed to an attack on the individual, with the overarching objective being to provide assistance. This approach to problem solving is distinguished by its specificity, pragmatism, and equilibrium. It acknowledges posi-

tive aspects while concurrently highlighting areas that necessitate enhancement. Furthermore, it demonstrates a forward-looking perspective. Destructive feedback is defined as criticism that is directed towards another individual with the intention of causing emotional distress or discomfort. Such comments may be considered as personal attacks or negative remarks. This has the potential to engender feelings of self-esteem ([Rollins College](#)). The key difference lies in the delivery and intent.

Individuals who frequently receive feedback must consider how they manage criticism. It is beneficial to perceive criticism as a catalyst for self-improvement rather than as an attack on one's personal integrity. It is imperative to pay close attention to the speaker's discourse. This entails the following actions: first, to direct one's gaze towards the speaker, second, to indicate one's acknowledgement of the speaker's utterance through a nod, and third, to utilise verbal expressions such as "yes" and "no" to demonstrate one's comprehension. The posing of questions to elucidate, for example by requesting specific illustrations or materials to enhance one's comprehension, is an indication of one's engagement and desire to comprehend. Finally, it is imperative to allocate time for reflection on the feedback received. There are a number of ways to achieve this, including the following: the maintenance of a journal, the creation of an action plan, or the consultation of a trusted mentor. This will facilitate the processing of the information and enable the determination of effective utilisation.

The advantages for employee development and growth are considerable. The provision of constructive feedback has been demonstrated to enhance employee performance. A substantial body of research has demonstrated that employees who receive constructive feedback from their superiors demonstrate enhanced levels of productivity and performance ([Situational](#)). It builds stronger relationships by fostering trust and open communication, demonstrating a genuine interest in the recipient's success, and improving communication skills for all parties involved ([Rollins College](#)). Regular constructive criticism fosters professional growth by supporting continuous learning and challenging employees to acquire new skills; 72% of employees consider critical feedback crucial for career development. It also improves team dynamics by promoting transparency and collaboration, leading to more innovative problem-solving ([Situational](#)). Furthermore, it clarifies expectations, reducing miscommunication, and contributes to retaining top talent by making employees feel valued and motivated

([Rollins College](#)).

A compelling aspect of constructive feedback is its role as a retention strategy. Evidence indicates that "constructive criticism... has proven to produce lower turnover rates in companies that make employee feedback a priority" ([Rollins College](#)). This shows that a positive feedback culture helps to keep employees. For human resources and organisational development, this positions feedback not just as a way of managing performance, but as a key part of planning how to manage talent and make employees want to stay.

The success of feedback depends on two things: being able to give and receive it effectively. To give and receive constructive criticism well, everyone involved needs to be skilful and make a conscious effort ([Situational](#)). This work ethic is most effective when everyone in the organisation is committed to developing these communication skills, instead of relying on the person giving or receiving feedback to do it all. This means that training programmes need to address both sides of the feedback exchange. They should encourage a culture where feedback is a regular, valued and well-executed practice.

Continuous Learning: Adaptability and Career Advancement

In the contemporary workplace, characterised by rapid transformation, it is imperative to recognise that the cessation of learning is not a viable option once educational pursuits have been completed. In order to enhance one's professional proficiency, it is imperative to engage in continuous learning to remain contemporary and progress within one's career. The contemporary job market is undergoing significant transformation due to advancements in automation and artificial intelligence, as well as the repercussions of global crises. It is evident that there is an increasing demand for individuals who possess the ability to work effectively and have a strong familiarity with technological devices and systems ([Cornerstone OnDemand](#)). What constitutes a highly sought-after skill today may become obsolete tomorrow, particularly in innovation-driven industries. Lifelong learners intuitively understand this imperative ([Intuitive](#)).

The pursuit of continuous learning is associated with numerous advantages. It has been demonstrated to facilitate the enhancement of skills and competencies. This

suggests that individuals have the capacity to acquire new competencies and refine their existing abilities. This facilitates the acquisition of more senior roles within the company. It is imperative to engage in continuous learning to maintain currency with developments in one's field and technological advancements. This will also help to ensure that new opportunities are not overlooked and that career progression is maintained. The utilisation of this methodology has the potential to facilitate career advancement and promotion. Furthermore, 73% of employees express a desire to learn about new company roles. Furthermore, it has been demonstrated that the aforementioned skills can facilitate the acquisition of employment. In circumstances where the number of professionals with the necessary skills is insufficient, this facilitates the process by which they can distinguish themselves and be selected ([Cornerstone OnDemand](#)). In addition to facilitating career advancement, it fosters personal growth, enhancing self-esteem, self-confidence, critical thinking skills, and a sense of curiosity. The proposed intervention has the potential to enhance adaptability by facilitating the development of creativity and problem-solving skills. This suggests that individuals can more readily adapt to changes in their roles or industries. The pursuit of continuous learning has been demonstrated to engender a state of contentment in one's professional milieu, to cultivate a profound passion for learning, and to foster a heightened sense of engagement in one's occupational endeavours. Furthermore, it has the potential to enhance one's financial earnings. In conclusion, the introduction of novel technologies and methodologies invariably prompts individuals to conceptualise in hitherto unexplored ways ([Intuitive](#)).

Continuous learning serves as a proactive tool for industry evolution. The evidence explicitly states that "Continuous learning is the proactive tool that best prepares employees for industry evolution" ([Cornerstone OnDemand](#)). This directly links continuous learning to the concept of proactiveness, highlighting that organizations and individuals cannot afford to merely react to industry changes. Instead, they must continuously learn and adapt to anticipate and even shape future trends. This positions learning as a strategic, forward-looking investment rather than just a remedial activity.

A significant implication for organizations is the strategic importance of talent mobility and internal growth. Research indicates that "Internal career growth is significant for modern workforces, with Cornerstone's Talent Mobility report finding that

73% of employees are interested in learning about new company roles" ([Cornerstone OnDemand](#)). This suggests that continuous learning is not just about individuals gaining skills but is a key part of a company's overall plan for talent development. By encouraging a culture of ongoing learning, companies can cut hiring costs, improve staff retention by meeting their desire to develop, and create a workforce that can quickly adapt to changing business needs.

There are numerous methods of continuing one's education, and it is imperative to select those that align with one's personal preferences. The establishment of specific, quantifiable objectives that are pertinent to the timeframe in question is advantageous for both the organisation and the individual. The effective management of time is of paramount importance. It is imperative to establish routines that facilitate the allocation of time for learning, even during periods of professional and personal engagement ([Intuitive](#)). Requesting feedback from colleagues and mentors is an effective strategy for identifying areas for improvement and maintaining the knowledge acquired. There are a variety of methods by which to acquire knowledge, including webinars, podcasts, online courses, shadowing opportunities and mentorships. This enables individuals to select the most suitable option for their particular circumstances ([Cornerstone OnDemand](#)). Requesting feedback from colleagues and mentors is an effective strategy for identifying areas for improvement and maintaining the knowledge acquired. There are a variety of methods by which to acquire knowledge, including webinars, podcasts, online courses, shadowing opportunities and mentorships. This enables individuals to select the most suitable option for their particular circumstances.

To enhance one's proficiency in a particular domain, it is imperative to be receptive to acquiring novel competencies in one's daily routine. It is important to engage in regular reflection on the knowledge acquired and its application in professional contexts. This practice facilitates enhanced retention and facilitates the identification of subsequent learning needs. The maintenance of a learning journal has also been demonstrated to be of assistance. Finally, the importance of knowledge sharing cannot be overstated. It is possible to achieve this objective through the instruction of others, the execution of projects in collaboration with other individuals, or the composition of articles. This facilitates the acquisition of knowledge, both for oneself and for others ([Intuitive](#)).

Knowing When to Say "No": Boundaries and Well-being

The capacity to decline tasks in a methodical manner constitutes a pivotal aspect of autonomy. This approach enables individuals to identify their priorities, attend to their own needs, and accomplish more. This entails the strategic allocation of one's resources, the discernment of capabilities and limitations, and the allocation of time for pivotal tasks that align with one's objectives.

The establishment of boundaries is conducive to optimal mental health. It has been demonstrated that the implementation of boundaries can facilitate mental well-being in the workplace, as the absence of boundaries can engender a perpetual cycle of demands, with no temporal allowance for rest or recuperation. This persistent pressure can result in chronic stress, which can manifest as profound fatigue and a general state of exhaustion. The issue may potentially lead to the development of genuine health complications over an extended period. The ability to refuse requests can assist in the prevention of fatigue and the maintenance of mental acuity over time. This approach is not driven by selfishness, but rather by an awareness of the limitations of human capacity, leading to the recognition that an overambitious agenda ultimately benefits no one. By altering the connotation of "no" to emphasise what is of importance to the individual, one can ensure sufficient time and energy to dedicate to the matters that are of significance, including one's mental well-being.

The merits of establishing boundaries in one's professional trajectory are compelling. The ability to concentrate and accomplish more in a shorter amount of time is facilitated by this approach, as it enables individuals to dedicate their attention to projects that are significant, thereby ensuring superior outcomes. Research has demonstrated that individuals who are able to focus on a single task without the interruption of distractions tend to demonstrate enhanced levels of productivity and report higher levels of job satisfaction. This approach is conducive to achieving optimal outcomes. The ability to refuse requests can, in fact, engender a greater level of respect from one's colleagues. The establishment of clear boundaries is indicative of an individual's self-awareness and the values they uphold. This behaviour engenders a sense of respect from colleagues and superiors. Those who engage in such behaviour are often regarded as demonstrating competence in their roles and possessing the capacity to

advocate for themselves, both of which are paramount qualities in a professional environment. It is imperative for the prevention of burnout. Burnout is a prevalent issue that can impede cognitive function, decision-making, and overall well-being. The condition has also been demonstrated to engender difficulties in professional efficacy and the cultivation of positive interpersonal relationships. The failure to establish boundaries can result in a state of emotional and physical distress, characterised by symptoms such as depression, anxiety, chronic fatigue, and cardiovascular disease.

It is important to acknowledge that rejecting a task that one is not inclined to undertake can, in fact, result in a more favourable perception of oneself by others. A common concern among professionals is the potential repercussions of declining a client's request, as it may be perceived as a negative reflection on their professional competence. However, the extant evidence suggests that the establishment of clear boundaries is indicative of an individual's self-worth and confidence in their values. This, in turn, fosters a sense of respect among colleagues and superiors. The ability to articulate a refusal in a manner that is both polite and considerate is indicative of an individual who possesses the capacity for foresight, a commitment to excellence, and a professional demeanour.

Furthermore, it is imperative for the health and safety of a company to comprehend the correlation between the establishment of boundaries and the promotion of long-term health. The lack of boundaries in the workplace and the perpetual state of stress have been demonstrated to be associated with "chronic stress, burnout, and even physical health problems," including severe conditions such as "depression, anxiety, and even physical health problems like chronic fatigue and heart disease." This renders the establishment of boundaries a matter that is not merely a personal prerogative; rather, it becomes an essential component in ensuring the safety and well-being of the organisation. Organisations that fail to assist their employees in establishing boundaries may encounter a decline in productivity and an increased prevalence of long-term health issues within their workforce. This phenomenon can result in increased healthcare expenditures and a decline in workforce participation.

There are several effective methods for articulating a refusal and establishing boundaries. It is imperative that individuals evaluate their capabilities and current

workload prior to undertaking additional responsibilities. It is imperative to articulate clearly the needs and boundaries that must be respected. The employment of "I" statements is recommended to convey this message effectively. For instance, one might say, "I am unable to accept additional tasks at this time, as it would compromise the standard of my work." The proposal of an alternative solution or the suggestion of a colleague who may be able to assist demonstrates a consideration for the team and an awareness of one's own limitations. It is also beneficial to identify which tasks are of paramount importance and to articulate the rationale behind declining a request that is not aligned with a more significant objective. It is imperative to practise kindness towards oneself and to acknowledge the legitimacy of prioritising one's own needs. It is imperative to engage in discourse with superiors and peers regarding the volume of work one is encumbered with, and the potential courses of action available. Finally, it is imperative to ascertain the availability of the individual in question and to determine their preferred method of contact. It is also recommended that routines are established with the objective of enabling individuals to focus on their work, to take breaks and to unwind.

It is imperative to acknowledge the pivotal role that managers play in establishing boundaries for employees. It is recommended that organisations foster an environment of open communication, ensuring that employees feel at ease discussing concerns and workload-related issues, and responding with empathy. It is imperative to encourage regular breaks, to ensure adequate disconnection after working hours, and to utilise vacation time. The allocation of tasks to team members should be based on their capabilities, interests, and current workload, thereby ensuring that no individual is overloaded. In addition, the provision of resources, including tools and training, is recommended in order to assist individuals in the management of stress and the establishment of boundaries. The recognition and reward of achievements is an indication of the value placed on hard work and the establishment of a culture that values success. It is imperative for managers to set an exemplary precedent. It is imperative that the programme demonstrates the establishment of healthy boundaries, in addition to the cultivation of self-care and the maintenance of a healthy work-life balance ([Livehood Counseling](#) & [Corporate Wellness Magazine](#)).

Table 4: Overview of Work Ethic and Responsibility Pillars

Pillar Name	Core Concept	Key Benefit
Punctuality	Arriving on time and respecting others' schedules.	Builds trust and professionalism.
Taking Ownership	Assuming responsibility for tasks and outcomes from start to finish.	Enhances engagement and accountability.
Meeting Deadlines	Completing work within specified timeframes.	Proves credibility and improves productivity.
Proactiveness	Anticipating challenges and taking initiative to create favourable outcomes.	Improves problem-solving and fosters innovation.
Stay Organized	Managing tasks efficiently through prioritization and systematic approaches.	Boosts productivity and reduces stress.
Deliver High-Quality Work	Striving for excellence in every task, meeting or exceeding expectations.	Increases customer satisfaction and enhances reputation.
Be Reliable	Being consistently dependable in meeting commitments and responsibilities.	Fosters trust and improves team efficiency.
Seek Solutions, Not Just Problems	Proposing constructive remedies rather than merely identifying issues.	Saves time and resources, drives innovation.
Take Constructive Criticism Positively	Accepting feedback openly for professional improvement.	Enhances performance and builds stronger relationships.
Keep Learning	Continuously seeking to improve skills and knowledge.	Unlocks career advancement and ensures adaptability.
Know When to Say "No"	Strategically declining tasks to protect well-being and focus.	Prevents burnout and improves focus.

Cultivating a Culture of Strong Work Ethic

This guidebook has examined the most significant components of work ethic and responsibility, demonstrating their profound and intricate interconnection with individual and organisational performance. There are two fundamental components that define the qualities of a competent professional. The first of these is the act of being punctual. Secondly, it is important to be able to recognise when to decline.

The positive outcomes of these actions – enhanced productivity, a favourable reputation, improved relationships, reduced stress and professional progress – collectively contribute to a more favourable situation. Challenges must be addressed and ongoing learning maintained. Furthermore, the possession of strong organisational skills is conducive to the timely completion of tasks and the delivery of satisfactory results. Reliability establishes trust, which is vital for accepting criticism and encouraging responsibility. Declining tasks methodically ensures the endurance of other commitments and prevents exhaustion. Organisations should not see these pillars as discrete training modules, but as integral components of a comprehensive development strategy. Investment in a particular domain, such as the enhancement of organisational skills, has the capacity to engender favourable outcomes in numerous other domains. This, in turn, optimises investment in talent development.

A strong work ethic helps to create a workforce that is resilient, adaptable and innovative. It clearly improves how much employees enjoy their work, how often they leave their job, and how much money the company makes. It is very important because it helps employees to be mentally and physically healthy and stops people from getting too tired and worn out at work. In the competitive talent landscape, where "48% of employers cite their most urgent concern over the next three years as a skills and talent shortage" ([Cornerstone OnDemand](#)). Having a strong work ethic is very important. Organisations that successfully encourage these qualities not only improve how they work but also attract and keep the best employees. This shows that they have a strong work ethic, which is good for their reputation as an employer.

Table 5: Benefits of Strong Work Ethic Pillar

Pillars	Be Relia- ble	Seek Solutions, Not Just Problems		Take Constructive Criti- cism Positively		Keep Learning	Know When to Say "No"
Key Benefits							
Increased Productivity	✓	✓				✓	✓
Enhanced Trust	✓			✓			✓
Career Ad- vancement		✓		✓		✓	✓
Reduced Stress	✓	✓					✓
Improved Inno- vation		✓		✓		✓	
Better Rela- tionships	✓	✓		✓			✓
Enhanced Rep- utation	✓						
Pillars	Punctuality	Taking Owner- ship	Meeting Deadlines	Proactiveness	Stay Orga- nized		Deliver High-Qual- ity Work
Key Benefits							
Increased Productivity	✓	✓	✓	✓	✓		✓
Enhanced Trust	✓	✓	✓	✓			
Career Ad- vancement	✓	✓	✓	✓			
Reduced Stress	✓		✓	✓	✓		
Improved Inno- vation		✓		✓	✓		✓
Better Rela- tionships	✓	✓		✓	✓		✓
Enhanced Rep- utation	✓		✓				✓

Generation Z – Who are they?

Generation Z, broadly defined as individuals born between the mid-1990s and the early 2010s, represents the first cohort to grow up entirely in the digital age (McKinsey & Company, 2024 ([Mckinsey](#))). Unlike Millennials, who experienced the transition into widespread internet and smartphone use, Gen Z was immersed in technology from a young age. They are often described as true digital natives, fluent in social media, mobile apps, and digital communication ([Stanford University](#)). This technological immersion has shaped their values, behaviours, and expectations in unique ways.

Research shows that Gen Z is characterized by a strong preference for authenticity, immediacy, and personalized experiences ([EY](#)). A global McKinsey study found that more than 70% of Gen Z respondents rated “being true to oneself” as their highest personal value, higher than any previous generation ([Mckinsey](#)). They are often entrepreneurial, socially aware, and pragmatic, valuing stability and flexibility in both personal and professional lives ([British Council](#)). Mental health, diversity, and sustainability rank high among their priorities, and they tend to favour inclusive, purpose-driven organizations ([Tirocchi](#)).

This generation’s digital upbringing has also influenced their approach to work and learning. According to the World Economic Forum’s ([Future of Jobs Report 2023](#)), Gen Z shows higher adaptability to emerging technologies than older cohorts, but also a sharper awareness of risks like misinformation, online stress, and digital burnout. In practice, this means employers and educators must strike a balance: Gen Z thrives in environments that combine digital fluency with opportunities for meaningful, values-based engagement.

Traditional Education’s Structure and the Future

As the world transitions into an era dominated by digital technologies, automation, and artificial intelligence, the structures of traditional education are being tested. While access to information has never been greater, the formal systems that shape knowledge acquisition and professional development often lag behind the needs of a fast-evolving labour market ([European Commission](#)).

Generation Z, entering this landscape, faces a double-edged reality: they are

highly adaptable to digital tools, but frequently underserved by educational models still rooted in 20th-century paradigms ([OECD](#)). One of the most pressing challenges today is the persistent gap between academic learning and real-world employability. Curricula in many secondary and higher education institutions across Europe, including in Greece and Latvia, remain heavily theory-oriented, leaving little room for the development of practical skills, interdisciplinary problem-solving, or exposure to workplace expectations ([Cedefop](#)).

A recent Cedefop report (2025) underlines this issue, showing that many young Europeans, even with university degrees, lack the adaptability and applied knowledge needed to secure long-term employment ([Eurostat](#)). It confirms that despite higher levels of tertiary education attainment, young graduates in several EU states remain overrepresented in temporary contracts and underemployment. This suggests that educational models are not equipping them with transversal competences such as communication, teamwork, and initiative – skills increasingly demanded by employers ([pmc.ncbi.nlm.nih.gov](#)).

The European Youth Guarantee and initiatives such as Erasmus+ have attempted to close this gap by linking education with experience, but their impact is uneven across member states ([Eurofound, 2023](#)). In Greece, for example, NEET rates remain among the highest in Europe despite these initiatives ([Tovima, 2023](#)), whereas in Latvia the challenge is less unemployment but rather mismatches between graduate skills and employer expectations ([Eurostat, 2024](#)). As automation and AI reshape the labour market, this gap risks widening further unless education systems adapt quickly and systematically ([World Economic Forum, 2023](#)).

Youth Unemployment: What and Why?

In Greece, youth unemployment remains persistently high. According to ([Eurostat, 2024](#)) (Eurostat, 2025, more than 27% of people under the age of 25 are not in employment, education, or training (NEET). Greece is consistently among the EU countries with the highest youth unemployment and NEET rates ([Tovima, 2023](#)). Many Greek graduates face limited job prospects in their field of study, pushing them into underemployment or forcing them to seek work abroad ([Cedefop](#)).

Similarly, in Latvia, while the youth unemployment rate is comparatively lower –

around 12.3% in 2023 ([Central Statistical Bureau of Latvia, 2024](#)) there is growing concern that young jobseekers lack the practical and interpersonal capabilities required in the digital economy ([OECD](#)).

Another layer to this challenge is the rapid integration of automation into the workplace. Jobs that once required routine tasks are being redefined, and entirely new roles are emerging ([World Economic Forum](#)). In this environment, academic qualifications alone are insufficient. What employers increasingly seek are young professionals who can learn continuously, collaborate effectively across cultures and disciplines, and adapt to rapid technological changes ([pmc.ncbi.nlm.nih.gov](#)).

Without significant reforms in the way skills are taught, measured, and valued in education, Generation Z risks becoming both the most connected and the most disconnected generation – digitally fluent but professionally underprepared. Bridging this gap requires not only innovation in teaching methods but also systemic collaboration between schools, universities, employers, and policy-makers to ensure that every young person has a pathway to meaningful, sustainable employment ([Cedefop](#)).

What Challenges do Gen Z Employees Face?

Effective communication remains a challenge for many Gen Z employees. While they excel in digital interactions, they often struggle with face-to-face and professional communication. Surveys highlight that younger employees are comfortable with instant messaging and social platforms, but report higher anxiety around public speaking and formal workplace communication ([ilo.org](#)). Misunderstandings in workplace communication can lead to inefficiencies and errors. For Gen Z, developing strong active listening skills, emotional intelligence, and clarity in expression is essential to overcome these barriers.

Employers can assist by creating targeted training modules such as *Active Listening for Professionals* and *Empathy in Leadership*, which focus on real-world scenarios like handling difficult conversations or presenting ideas to diverse audiences. Research from ManpowerGroup – including its Talent Shortage materials and survey results – shows that roughly three quarters of employers report difficulties finding the skilled talent they need, underlining the demand for both technical and soft skills in hiring decisions ([ManpowerGroup](#)).

Faced with this mismatch between educational outcomes and labor market expectations, we must ask a simple yet urgent question: can we do something about it? The answer is yes, but only if we shift our understanding of what it truly means to be prepared for work in the 21st century. Technical knowledge and digital literacy are vital, but they are no longer enough on their own. The workplace of today, and even more so of tomorrow, demands a new blend of competencies: soft skills ([World Bank](#)).

Soft skills are not “nice-to-have” qualities; they are fundamental to employability and professional success. Communication, adaptability, emotional intelligence, critical thinking, leadership, time management, resilience, and the ability to work in diverse teams are just some of the core skills identified across major international studies. In workplaces increasingly shaped by automation, these human-centric abilities have gained even greater value. Machines can automate tasks, but they cannot replicate the empathy, creativity, and judgment that humans bring to complex problems ([Nature](#)).

Which Soft Skills are the most important?

The demand for soft skills is no longer confined to “nice-to-have” qualities but is now considered essential for employability and innovation. The World Economic Forum’s Future of [Jobs Report](#) places analytical thinking, creativity, flexibility, and leadership among the top ten skills of the future. These findings are echoed by the ([European Skills Agenda \(2020–2025\)](#)), which emphasizes transversal skills such as problem-solving, collaboration, and adaptability as critical for mobility and resilience in the EU labour market.

Employers across Europe confirm this trend. According to ([Eurostat’s education and labour statistics](#)), young graduates often face underemployment not because of a lack of technical qualifications but due to gaps in communication, teamwork, and critical thinking. Similarly, the ([OECD Youth Toolkit](#)) highlights that practical and interpersonal competences are increasingly decisive in hiring decisions.

This shift has important implications for education and training. Initiatives such as cross-disciplinary learning, experiential education, internships with real-time feedback, and peer-based problem-solving environments are now seen as essential tools in equipping Generation Z with the competences they will need – not just to survive, but

to lead in rapidly changing workplaces ([Europa.eu](https://european-council.europa.eu/media/146744/publication/EN/146744.pdf)).

The good news is that soft skills can be learned, refined, and cultivated over time. However, doing so requires a deliberate shift in both educational culture and workplace practices. For Greece, Latvia, and the wider European Union, this means rethinking how readiness is defined, how school-to-work transitions are supported, and how human skills are recognized and rewarded in an economy that is both digital and human-centred ([Cedefop](https://cedefop.europa.eu/en/cedefop)).

In this modern age of digital acceleration and complex global challenges, certain soft skills have emerged as universally indispensable across industries. These are not just supplemental attributes; they are core competencies that determine whether a young person can function effectively in a modern work environment. Yet, while their importance is widely acknowledged, their presence in formal education and youth development remains uneven at best.

At the top of the list is **communication**, both verbal and written. While Gen Z is constantly connected, their preferred modes of communication are often informal, fragmented, and reliant on digital shorthand. This can result in underdeveloped skills when it comes to professional expression, public speaking, or structured argumentation. In the workplace, poor communication leads to misunderstandings, delays, and conflicts. Still, structured practice in clear and purposeful communication is rarely prioritized in secondary or even tertiary education.

Closely tied to communication is **collaboration**, which is the ability to work effectively in teams, resolve conflict, share responsibility, and co-create solutions. In today's interdisciplinary and often remote workspaces, collaboration is not a luxury. It is a necessity. Yet in many educational environments, assessments continue to favor individual output, and teamwork is seen as peripheral rather than integral to learning outcomes.

Another overlooked skill is **adaptability**. In a world where job descriptions evolve constantly and entire industries are disrupted by technology, being adaptable is critical to long-term career success. However, education systems are often rigid. They prepare students for a single trajectory, not for change. Students are trained to meet specific academic standards, but not necessarily to pivot, improvise, or manage

uncertainty – the very conditions that define the contemporary workplace.

Critical thinking and problem-solving are equally essential. While most school curricula aim to promote analytical ability, they often do so in ways that are detached from real-world complexity. Instead of framing problems with multiple variables and no clear solution, many students are still trained to memorize facts and replicate fixed methods. As a result, the ability to assess unfamiliar situations, evaluate information critically, and propose creative solutions remains underdeveloped in far too many young learners.

Another major gap is in **emotional intelligence**: the ability to understand and manage one's emotions and to empathize with others. This is not just a private virtue; it is a professional asset. Emotional intelligence contributes to conflict resolution, leadership potential, and organizational harmony. Yet few formal educational systems incorporate self-awareness, empathy, or psychological insight into their assessment models.

Initiative and self-motivation are also in short supply, not necessarily in students themselves, but in the expectations placed on them. Gen Z has demonstrated remarkable drive and innovation in extracurricular and online spaces, from activism to entrepreneurship. But traditional classrooms often fail to recognize or harness this potential. Standardized pathways leave little room for self-directed learning, curiosity, or independent goal-setting.

Finally, there is **resilience**, the capacity to cope with failure, receive feedback constructively, and persevere in the face of difficulty. This skill has taken on new urgency in the wake of the COVID-19 pandemic and the economic shocks that followed. Still, education systems are not always designed to reward trial and error. Many young people enter the workforce having rarely encountered productive failure or been supported through it.

These gaps matter. They are not abstract or theoretical, they directly influence whether a young person can secure and sustain meaningful employment. Soft skills are the glue that binds technical knowledge to real-world performance. Without them, even the most digitally skilled members of Generation Z may find themselves struggling to navigate the professional expectations of the 21st-century economy.

Employees and Employers: How to Bring them Together

Bridging the soft skills gap in Generation Z is a shared responsibility that begins in youth work and continues into the world of employment. While formal education systems play a foundational role, youth workers, mentors, and non-formal educators are often best positioned to create the personal, adaptive, and experiential conditions in which soft skills flourish ([UNESCO](#)).

Equally essential is the role of employers, who must not only expect these skills in young hires but also provide environments in which they can be developed, practiced, and reinforced. According to the ILO's Youth Employment Programme ([ilo.org](#)), workplace-based training, apprenticeships, and mentoring are among the most effective ways to ensure young employees build the interpersonal and cognitive abilities needed for long-term success.

The European Union has also recognised this need. Initiatives such as the Pact for Skills ([European Commission](#)) encourage collaboration between schools, universities, employers, and policymakers to create sustainable pathways for young people. Eurofound research shows that employers who actively invest in workplace learning and employee well-being see higher retention and productivity, highlighting the link between human-centred practices and organisational outcomes ([Eurofound](#)).

In addition, private sector studies underline the business case for collaboration. A LinkedIn Workplace Learning Report ([LinkedIn](#)) found that 89% of L&D professionals believe building soft skills is a top priority for the future of work. This shows that companies across sectors are increasingly aware that technical expertise alone is insufficient without strong human and social competencies.

Together, these perspectives demonstrate that closing the gap is not the responsibility of education alone. It requires joint commitment from youth workers, employers, policymakers, and the young people themselves to co-create environments where soft skills are valued, nurtured, and rewarded.

What Youth Workers Can Do?

Youth workers are often the first to observe the emotional, social, and behavioural patterns that shape a young person's ability to engage with others, navigate

challenges, and build confidence. Their role is critical in helping young people transform raw potential into real-world readiness. According to UNICEF's global youth skills framework ([Unicef](#)), youth work that fosters safe, inclusive environments allows young people to take risks, express themselves, and receive feedback, which is essential for developing resilience, empathy, and self-awareness.

Trust and emotional safety are prerequisites for soft skills development. When young people feel heard and valued, they become more open to personal growth and interpersonal learning. The Council of Europe Youth Work Portfolio ([Coe](#)) stresses that structured youth work helps build competencies like participation, initiative, and problem-solving that are rarely taught in formal curricula.

Experiential learning is equally vital. Soft skills are not effectively developed through lectures but through hands-on practice. The ([SALTO Youth Resource Centre](#)) provides numerous examples of non-formal learning methods – group projects, role-playing, and peer mentorship – that immerse young people in collaboration and real-time problem-solving. Reflection after these activities ensures they can internalise lessons and translate them into future behaviour.

Youth workers should also serve as role models. A study published in the *Learning and Individual Differences* journal found that the behaviours youth workers model – such as active listening, constructive feedback, and conflict resolution – strongly influence the way young people develop their own emotional intelligence and interpersonal competencies ([Springer](#)).

Finally, structured goal-setting and opportunities for leadership within youth programmes can help young people strengthen initiative and accountability. The European Youth Portal emphasises that empowering youth to lead community projects or resolve disagreements not only builds soft skills but also prepares them for active citizenship and long-term employability.

What Employers Should Do Employers must recognize that young recruits rarely arrive “workplace-ready” in every respect. While they may be digitally savvy and eager to contribute, many require structured opportunities to develop and refine their soft skills. This is not a shortcoming; it is a developmental reality.

Onboarding Programs

Employers can implement comprehensive onboarding programs that include modules on communication, collaboration, time management, and workplace etiquette. These sessions should not be treated as one-time events but as the starting point for ongoing learning and support ([Rippling](#)).

Mentorship and Coaching

Employers should provide mentorship and coaching structures. Pairing new employees with experienced colleagues, ideally from different departments, offers both professional guidance and social integration. Mentors can model best practices in handling difficult conversations, working under pressure, and giving or receiving constructive feedback ([Mentoring Complete](#)).

Feedback-Rich Cultures

Workplaces should create feedback-rich cultures, where praise and critique are offered frequently, constructively, and respectfully. Soft skills thrive when individuals know how they are performing and where they can improve. Regular check-ins, performance reflections, and peer feedback opportunities help young employees develop self-awareness and emotional intelligence ([CultureMonkey](#)).

Cross-Functional Collaboration

Employers can promote cross-functional collaboration, encouraging young staff to work on projects that span departments or disciplines. This naturally builds communication, negotiation, and problem-solving skills, while also helping Gen Z employees see the bigger picture of how organizations operate ([Horton International](#)).

Inclusive and Psychologically Safe Environments

Companies must design inclusive and psychologically safe environments that support diversity in communication styles, learning speeds, and personality types. A rigid, high-pressure setting can suppress soft skill development, especially among those who are still finding their voice or adapting to a professional culture ([Center for Creative Leadership](#)).

Continuous Learning

Forward-thinking employers invest in continuous learning, offering workshops, e-learning platforms, and team-building retreats that focus not just on technical upskilling but on soft skill enrichment. These investments yield long-term returns in employee satisfaction, adaptability, and retention ([Teachfloor](#)).

Examples of Soft Skill Development Initiatives:

1. **ReGeneration Program:** ReGeneration is a comprehensive employment and training initiative targeting young graduates in Greece. The program offers 50 hours of soft skills training, covering areas like communication, teamwork, and problem-solving. Participants also receive mentoring from professionals and engage in community service, enhancing their interpersonal and organizational skills ([ReGeneration](#)).
2. **Skills Clubs by British Council Greece:** Aimed at students aged 14–18, Skills Clubs focus on developing skills essential for social innovation, active citizenship, and entrepreneurship. The program combines core skills methodology with workshops delivered in schools, emphasizing the cultivation of soft skills necessary for the workplace and broader society ([British Council](#)).
3. **Odyssea's Empowerment and Digital Skills Courses:** Odyssea offers courses designed to help beneficiaries recognize their strengths, improve confidence, and develop essential soft skills for employment. The Empowerment course includes training in communication, presentation, and interview skills, while the Digital Skills course covers CV preparation and basic computer operations ([odyssea](#)).
4. **21st Century Skills Labs (Ergastiria Dexiotiton):** Implemented in Greek schools, this innovative module focuses on cultivating soft and digital skills. Emphasizing the 4Cs – communication, collaboration, critical thinking, and creativity – the program aims to prepare students for the rapidly changing world and has received international recognition ([Eurydice](#)).

In Latvia:

1. **Young Folks LV Projects:** Young Folks LV is a non-profit organization in Latvia

that runs various projects aimed at improving soft skills among young people. Their initiatives focus on areas such as leadership, entrepreneurship, and healthy lifestyles, providing youth with opportunities to develop skills relevant to modern society ([SALTO-YOUTH](#)).

2. **"You(TH)INK, Youth Evolve" Youth Exchange:** Held in Sigulda, Latvia, this project aimed to foster mutual understanding of soft skills and their role in employability. Participants engaged in practical experiences to develop soft skills and understand their relevance in the working environment, enhancing their international competencies ([Youthfully Yours](#)).
3. **Soft Skills for Deep Tech Hackathon at Riga Technical University:** This hackathon focuses on developing soft skills such as communication, teamwork, and active listening among participants. The event emphasizes collaboration across cultures and clear information presentation, essential skills in the deep tech industry ([Riga Technical University](#)).
4. **OECD's Support for Skills Development in Latvia:** The OECD, in cooperation with the European Commission, implemented a project to support employers in promoting skills development in Latvia. The initiative provided practical guidelines and a roadmap for supplementary measures to enhance skills development, including soft skills, in the workforce ([OECD](#)).
5. **Junior Achievement Latvia:** a non-governmental organization that promotes youth entrepreneurship education and career readiness. Through its programs, JA Latvia connects students with business professionals, fosters financial literacy, and develops entrepreneurial and soft skills. The organization implements practical initiatives such as student companies, business simulations, and career education activities, providing young people in Latvia with real-life experiences that prepare them for the labour market ([jalatvia.lv](#)).

AI Skills

Defining AI Literacy Today: Beyond Just Using Tools

Artificial Intelligence (AI) literacy, once confined to computer science labs and engineering departments, is now becoming an essential competence across all sectors of the modern economy. In the past, familiarity with AI may have implied an advanced understanding of algorithms or neural networks. Today, however, the concept of AI literacy has expanded significantly – both in scope and necessity. It no longer refers solely to building AI systems, but also to understanding, interacting with, and evaluating them in everyday life and work.

At its core, AI literacy refers to the ability to understand what AI is, how it works at a basic conceptual level, how it impacts society and individuals, and how to responsibly use AI-driven tools. It includes not just technical interaction, but critical thinking about how AI systems shape our decisions, influence behaviours, and alter workplace dynamics ([Digital Promise](#)).

A digitally literate Gen Z individual may know how to use apps like Instagram, Excel, or Google Docs, but an AI-literate individual understands how a recommendation algorithm curates their feed, how a chatbot generates responses, and how bias can be embedded in data-driven systems. More importantly, they are aware of their role in shaping the ethical use of these technologies. This distinction is crucial ([ScienceDirect](#)).

AI literacy today involves several overlapping dimensions:

- **Conceptual Understanding:** Knowing what artificial intelligence is, how machine learning differs from traditional programming, and how data is used to train models ([Teaching Commons](#)).
- **Functional Competence:** Being able to use AI-enhanced tools (such as Grammarly, ChatGPT, or Canva's AI features) to improve productivity while understanding their limitations ([DataCamp](#)).
- **Data Literacy:** Understanding the basics of how data is collected, processed, and interpreted by AI systems, including notions of accuracy, privacy, and scale

([IBM](#)).

- **Critical Evaluation:** Recognizing when AI may reinforce bias, create ethical concerns, or mislead through false authority (e.g., deepfakes or hallucinated content) ([EDUCAUSE Review](#)).
- **Human-AI Collaboration:** Knowing how to effectively prompt AI systems, refine outputs, and combine machine-generated suggestions with human creativity and judgment ([TeachAI](#)).

This shift from passive tool usage to active, critical engagement with AI technologies is what defines true AI literacy in the 2020s. For Generation Z, already surrounded by AI in digital media, education platforms, and social communication, this literacy must go deeper than interface familiarity. It must empower them to question, interpret, and guide the use of AI in their personal lives, civic participation, and professional development. AI literacy, in this sense, is not just a technical competence, but also a civic one. It prepares young people not only for employment but for ethical participation in an AI-driven society ([World Economic Forum](#)).

A Brief Overview of Gen Z's Existing Digital Fluency

Generation Z is widely recognized as the most digitally fluent generation in history. Having grown up in an environment saturated with smartphones, broadband internet, and cloud-based services, Gen Z's relationship with digital technology is not learned: it is intuitive. From a young age, members of this generation have navigated an ecosystem of apps, platforms, and devices that has shaped their behaviours, expectations, and skill sets ([journals.indexcopernicus.com](#)).

Unlike previous generations who transitioned into the digital world, Gen Z was born into it. Most members of Gen Z are "mobile-first" users, often more comfortable engaging through screens than through traditional communication channels. They are adept at using a wide range of platforms for entertainment (YouTube, TikTok, Twitch), productivity (Google Drive, Notion, Canva), social interaction (Instagram, Snapchat, Discord), and increasingly, even learning (Khan Academy, Coursera, Duolingo) ([SQ Magazine](#)).

This digital fluency includes a remarkable agility in multitasking, searching for

information, creating content, and adapting to new platforms with minimal guidance. Studies show that Gen Z tends to learn new apps and technologies faster than any other age group, making them highly adaptable in technology-driven environments (scholarworks.uttyler.edu).

However, this fluency is often misunderstood as synonymous with deeper digital competence – especially when it comes to advanced digital reasoning or AI-related skills. Gen Z may be exceptionally good at using digital tools, but that does not always mean they understand the underlying technologies, the implications of their use, or how to engage with them critically (nicf.gov.in).

For instance, many young people use social media algorithms daily, but few understand how those algorithms influence behaviour or perpetuate bias. They may know how to create compelling digital content but lack experience in digital ethics, data literacy, or AI-assisted decision-making. This gap between familiarity and understanding is especially pronounced when it comes to AI ([ResearchGate](https://www.researchgate.net)).

Therefore, while Gen Z brings a high baseline of digital fluency to the table – often far exceeding that of older generations –this fluency must be deepened into digital literacy and extended into AI literacy. Only then can they fully participate in, and shape, the next wave of technological and professional transformation ([EY](https://ey.com)).

The Difference Between Passive Digital Consumption and Active Digital Creation or AI Engagement

While Generation Z is undeniably immersed in the digital world, it is important to distinguish between different types of digital engagement. On one end of the spectrum lies passive digital consumption: scrolling through social media, watching algorithm-curated videos, or consuming short-form content without critical engagement. On the other end lies active digital creation and AI interaction: building digital products, using data to make decisions, or co-creating content with AI tools ([Digital Content Next](https://digitalcontentnext.com)).

Passive digital consumption is characterized by high frequency but low depth. Gen Z spends significant amounts of time online, often more than six hours per day, while largely interacting with content that is served to them by automated systems. These interactions require minimal input and rarely develop transferable skills. While

such consumption is often intuitive and visually engaging, it does not equip young people with the competencies needed to shape or critically evaluate the digital environments they inhabit ([Attest](#)).

In contrast, active digital creation and AI engagement involve intentional, skill-driven interactions. These include writing scripts or essays with AI support, analysing trends using data dashboards, designing websites, creating digital art, or training a machine learning model. Engaging with AI tools, such as ChatGPT for ideation, Jasper for content marketing, or Midjourney for visual prototyping, requires users to think critically, formulate prompts, iterate on output, and assess quality. It encourages strategic thinking, creativity, and digital problem-solving ([LinkedIn](#)).

Active engagement with AI also cultivates awareness of how these tools function: how they rely on datasets, how they interpret language, and how they can reflect social biases. This kind of literacy builds not only technical competence but also ethical awareness and media discernment ([McKinsey & Company](#)).

Crucially, the move from passive to active digital engagement is what separates casual users from empowered digital citizens. For Gen Z to thrive in a labour market increasingly influenced by AI, they must transition from being consumers of content to contributors and co-creators in digital ecosystems. This shift is especially urgent in education and youth development programmes, where the integration of AI tools should go beyond demonstration to hands-on practice and critical discussion ([Deloitte United Kingdom](#)).

Recognizing and addressing this distinction is foundational to building a generation that not only uses AI but understands, improves, and innovates with it ([Eimpartnerships.co](#)).

The Role of AI in Modern Workplaces

Artificial intelligence is no longer a distant innovation reserved for research labs or high-tech industries; it is a pervasive force transforming workplaces across every sector of the economy. From healthcare to finance, manufacturing to education, AI is redefining how work is done, who does it, and what skills are needed to stay relevant ([McKinsey & Company](#)).

For Generation Z, understanding the evolving role of AI in the modern workplace is not optional; it is a prerequisite for long-term employability and upward mobility. AI in the workplace today takes many forms, both visible and invisible ([BCG](#)).

In logistics, AI-powered forecasting systems optimize supply chains and delivery routes. In customer service, chatbots and virtual assistants handle thousands of client interactions with speed and consistency ([Nucamp](#)).

In marketing, AI tools analyse consumer behaviour to tailor content and automate campaign management. In healthcare, machine learning algorithms assist in diagnosing diseases, predicting patient outcomes, and managing administrative workflows ([Nucamp](#)).

What unites these applications is their capacity to enhance efficiency, reduce routine workload, and generate insights from vast amounts of data. But this transformation also reconfigures the roles of human workers ([McKinsey & Company](#)).

Increasingly, employees are not just performing tasks; they are managing, collaborating with, and making decisions based on AI systems. The workplace is shifting toward what some scholars call "human-AI teaming" ([McKinsey & Company](#)).

This shift brings both opportunities and challenges. On one hand, AI augments human potential, allowing workers to focus on complex problem-solving, innovation, and interpersonal interactions ([BCG](#)).

On the other, it demands a new set of competencies: the ability to interpret algorithmic outputs, to assess the reliability of automated systems, and to know when to intervene or override machine-generated decisions ([McKinsey & Company](#)).

For entry-level employees, especially Gen Z professionals entering the workforce, this means their value will no longer lie in executing repetitive tasks, many of which are being automated. Instead, they will need to demonstrate the ability to use AI tools responsibly, understand their implications, and apply them in ways that align with business goals and ethical standards ([EY](#)).

European employers are increasingly aware of this shift. According to a 2023 Eurofound report, nearly 60% of surveyed businesses across the EU have adopted at least one AI-driven solution, and over half report difficulties in finding workers who

are adequately trained to interact with these systems ([McKinsey & Company](#)).

The challenge is not just technical skill: it is also about mindset – curiosity, adaptability, and the confidence to engage with AI rather than fear it ([McKinsey & Company](#)).

In this context, AI literacy and soft skills converge. The employees of the future must be both digitally capable and human-centered: able to interpret data, collaborate across disciplines, and lead responsibly in environments where technology and human judgment intersect ([McKinsey & Company](#)).

AI is not replacing humans; it is changing what it means to be effective, innovative, and employable. Preparing Generation Z for this reality requires education, youth development, and employment systems to adapt quickly and intentionally ([McKinsey & Company](#)).

Gaps in AI Education and Youth Preparedness

Despite Generation Z's natural affinity for digital environments, there remains a substantial gap between the demands of an AI-enabled economy and the preparedness of young people to meet those demands. This gap is both systemic and structural, rooted in how education systems across Europe, and specifically in countries like Greece and Latvia, approach the teaching of digital and technological skills.

In many cases, the formal curricula in secondary and tertiary education institutions have not kept pace with the rapid advancement of AI technologies. While basic ICT literacy is often included in national educational frameworks, exposure to artificial intelligence concepts, such as machine learning, data modelling, and algorithmic thinking, is minimal or entirely absent from core subjects. When AI is taught, it is frequently treated as an abstract or theoretical topic, rather than as a set of practical tools that young people will encounter in the workplace.

In Greece, for example, the introduction of digital skills programs such as the "21st Century Skills Labs" has begun to make progress in addressing this gap at the school level. However, these initiatives are still in the early stages, and AI-specific content remains limited. Similarly, in Latvia, while the "Smart Latvia" initiative has emphasized digital literacy, comprehensive AI education is still largely concentrated in higher

education and specialized programs, which many students do not access.

This lack of early exposure translates into uncertainty and a lack of confidence among youth. According to the European Commission's Digital Economy and Society Index (DESI), while younger Europeans are generally more confident in their basic digital skills, fewer than 20% report feeling well-prepared to use AI tools or interpret automated decisions in a professional context. This figure drops even further among youth from disadvantaged or rural backgrounds, who often have less access to advanced digital learning resources.

Furthermore, there is a limited focus on **AI ethics and critical thinking** in most educational settings. As algorithms increasingly influence everything from hiring decisions to credit scoring, it is essential for future workers to understand not only how to use AI, but how to question its outcomes and recognize potential biases. Yet few curricula encourage students to explore the societal implications of AI or to develop the interdisciplinary literacy required to do so.

Non-formal education providers, youth organizations, and NGOs have begun to step in to fill this gap. Initiatives like the "AI for Youth" program supported by multinational companies, and local coding bootcamps in Greece and Latvia, are offering short-term, hands-on training in AI tools and concepts. But these opportunities are often unevenly distributed, concentrated in urban centres, and not universally accessible.

In short, there is a clear disconnect between the expectations of the labour market, where AI integration is accelerating, and the level of preparation most young people receive in school. Bridging this gap requires a rethinking of not only what we teach, but how we teach it: moving from theory to practice, from exposure to mastery, and from technology as a subject to technology as a context for lifelong learning.

Core AI Competencies for Gen Z

As artificial intelligence continues to reshape the landscape of modern work, a foundational set of competencies is emerging: skills that all young people, regardless of their career path, will need to understand, engage with, and benefit from AI tech-

nologies. These core AI competencies go beyond advanced programming or data science. They encompass a wide range of interdisciplinary abilities that combine technical understanding, digital literacy, ethical reasoning, and soft skills ([World Economic Forum](#)).

The first and most fundamental competency is data literacy. AI systems function by recognizing patterns in data – be it numbers, text, images, or behaviour. Understanding how data is collected, organized, and interpreted is essential for any interaction with AI. For Gen Z, this means developing a baseline ability to interpret charts and datasets, recognize flawed or biased inputs, and make informed judgments based on evidence ([DATIA K12](#)).

Next is algorithmic thinking, which refers to the ability to understand how AI systems process information and make decisions. While not every young person needs to learn how to code, they should be able to comprehend what an algorithm is, how it can be trained to “learn,” and where its limitations lie. This awareness is crucial for navigating automated environments – from social media algorithms to AI-powered hiring systems – without being misled by the illusion of objectivity ([Frontiers](#)).

A rapidly emerging skill area is prompt engineering, particularly in the context of generative AI tools like ChatGPT, Midjourney, or DALL·E. Knowing how to write effective prompts, iterate based on outputs, and critically assess machine-generated content is quickly becoming a vital skill in communication, marketing, customer service, and content creation. It is not about programming, but about asking the right questions and guiding AI tools with purpose and precision ([DEV Community](#)).

Digital tool fluency is another essential competency. This includes the ability to use AI-augmented platforms such as Grammarly (for writing assistance), Tableau (for data visualization), Notion AI (for productivity), or Google AI tools integrated into Workspace. These tools are becoming standard across industries, and young employees must know how to integrate them into their daily workflows ([AvePoint](#)).

Equally important is ethical reasoning and AI awareness. Gen Z must learn to identify when AI systems might introduce bias, invade privacy, or exacerbate inequality. This requires a foundation in digital ethics: understanding the social consequences of automation, the challenges of transparency, and the principles behind responsible

AI development. With public concern growing over surveillance, misinformation, and discrimination by algorithm, these skills are as much about civic participation as they are about employability ([Frontiers](#)).

Finally, human-AI collaboration is a meta-competency that ties everything together. It refers to the ability to work alongside AI systems effectively: knowing when to trust automation, when to intervene, and how to integrate machine output into broader human-driven processes. This competency blends judgment, adaptability, creativity, and leadership, and will define the success of tomorrow's employees in fields ranging from logistics to law, from journalism to education ([University of Phoenix](#)).

Together, these core AI competencies represent a shift in what it means to be "digitally prepared." For Generation Z, mastering these skills will not only open doors in the labour market – it will enable them to shape how AI evolves, how it is used, and how it serves society at large.

What Employers Can Do to Support AI Skill Development

While educational institutions and youth organisations are essential to preparing Generation Z for the digital era, the responsibility of fostering AI readiness does not end there. Employers play a pivotal role in shaping how young professionals interact with artificial intelligence in the workplace ([HR Dive](#)). Beyond expecting technical proficiency, forward-looking companies must commit to creating environments that actively support the development, refinement, and ethical use of AI skills.

One of the most effective ways employers can begin is by offering structured onboarding and AI literacy programmes. When young employees enter a new role, they should be introduced not only to company culture and procedures but also to the digital tools (especially AI-enabled ones) they will be expected to use. Training sessions that explain how AI tools function, what kinds of decisions they support, and how to evaluate their outputs can turn unfamiliar technologies into empowering assets ([Harvard DCE](#)).

Employers should also foster a culture of continuous learning, where upskilling

is encouraged and supported throughout the employee lifecycle. This can include offering internal workshops on prompt engineering, online courses through platforms like Coursera or LinkedIn Learning, or even company-sponsored attendance at AI-focused conferences and seminars. Importantly, these opportunities should be accessible to employees at all levels, not just technical or management staff, to ensure a broad digital transformation within the organisation ([World Economic Forum](#)).

Mentorship and peer support structures also serve as effective methods of skill transfer. Employers can establish digital mentorship programmes where tech-savvy or AI-experienced employees support new hires in learning how to use specific tools, understand workflows, and troubleshoot challenges. These relationships not only strengthen technical knowledge but also reinforce workplace collaboration and adaptability, which are key components of effective human-AI teaming ([Simbo AI](#)).

To reinforce learning and encourage innovation, companies should promote safe experimentation and applied practice. This means giving employees time and space to explore AI tools in sandbox environments, test their use in controlled pilot projects, or participate in internal “innovation sprints” where AI is used to solve practical business challenges. By integrating exploration into day-to-day operations, companies empower employees to build confidence and creativity in working with AI systems ([IBM](#)).

Equally important is the creation of ethical frameworks and responsible use policies. As young workers begin to adopt AI tools, employers must clearly communicate expectations about privacy, data use, bias mitigation, and decision accountability. Hosting workshops on AI ethics or creating an internal ethics board that includes youth voices sends a powerful signal that the use of AI should be thoughtful, transparent, and human-centred ([Phenom](#)).

Employers must also ensure that their recruitment and assessment practices reflect the changing skill landscape. Rather than evaluating young candidates solely based on degrees or technical certifications, companies should look for evidence of digital curiosity, adaptive thinking, and a willingness to learn new tools. AI competency can often be self-taught or acquired informally, and employers should value diverse pathways to proficiency ([Franklin Fitch](#)).

Finally, businesses can multiply their impact by collaborating with educational institutions and NGOs. Through internship programmes, apprenticeship schemes, and joint training initiatives, employers can contribute to building an AI-ready workforce from the ground up. In Europe, initiatives like the EU Pact for Skills encourage precisely this kind of partnership, aligning private sector needs with public training systems ([Oliver Wyman](#)).

What Youth Educators and NGOs Can Do

As formal education systems struggle to keep pace with the accelerating demands of the AI era, youth educators and NGOs have a critical role to play in closing the competency gap. Positioned between institutional learning and real-world application, they are uniquely equipped to design flexible, innovative, and inclusive programs that introduce Generation Z to AI concepts, tools, and values. Their role is not to replace schools or universities, but to complement them, filling in the experiential, ethical, and skills-based dimensions that are often missing from traditional curricula.

One of the most effective strategies youth educators and NGOs can adopt is **embedding AI literacy into broader digital skills training**. Rather than presenting AI as a standalone topic, whether it is technical, abstract, or intimidating, it should be introduced as part of everyday digital life. Workshops that explore how recommendation algorithms work on YouTube, how AI shapes job advertisements, or how chatbots are trained can spark immediate interest and ground AI concepts in relatable contexts. This practical approach helps demystify AI, particularly for young people who may not come from technical backgrounds.

Another powerful approach is **project-based learning**. NGOs can organize hackathons, innovation labs, or community challenges where youth work in teams to solve real-life problems using AI tools. These projects not only build technical skills but also encourage collaboration, creativity, and critical thinking. For example, a youth group might use open-access datasets to analyse environmental trends, or explore how to design a chatbot to support mental health awareness. These initiatives make learning active, meaningful, and immediately relevant.

Peer-to-peer learning and mentorship is also essential. Youth educators can train young leaders or ambassadors in AI literacy, who then facilitate learning among

their peers. This decentralized model empowers young people to take ownership of their learning and spreads knowledge organically within youth networks. It also helps overcome resource limitations, especially in underserved or rural areas where expert-led instruction may be scarce.

To ensure inclusion, NGOs must also prioritize **equitable access to AI tools and resources**. This means designing programs that are accessible to those without prior technical knowledge, offering content in multiple languages, and providing access to computers, internet, and software for participants who may not have these tools at home. Public-private partnerships can help secure the necessary infrastructure and funding to scale these efforts.

Crucially, youth educators must incorporate **ethical discussions and critical reflection** into their programming. It is not enough to teach how to use AI tools; young people must also be encouraged to ask difficult questions: Who benefits from AI? Who is excluded? How can we prevent harm? Through guided dialogues, role-playing, and case study analysis, educators can nurture a generation that not only uses AI, but questions and shapes it with responsibility.

Finally, NGOs should **collaborate with employers, academic institutions, and government agencies** to ensure that their AI training programs align with real-world needs. Certification schemes, micro-credentials, and referral networks can help young participants transition from informal learning into formal recognition and employment pathways. Successful initiatives, such as ReGeneration in Greece or Young Folks LV in Latvia, demonstrate how cross-sector collaboration can translate training into tangible opportunities.

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Challenges and Ethical Considerations

As artificial intelligence becomes deeply integrated into both economic structures and daily life, the enthusiasm for its potential must be tempered by an honest assessment of its risks and limitations. For Generation Z, developing AI skills is not merely a technical endeavour: it is an ethical one. Learning to code, analyse data, or operate AI-powered tools without a strong foundation in responsibility and critical reasoning can leave young people unprepared for the broader consequences of AI deployment. Education and training must therefore include a thoughtful exploration of the challenges that come with living and working in an AI-mediated world.

One of the foremost challenges is **algorithmic bias**. AI systems are trained on data generated by human societies, and as such, they often reflect existing inequalities and prejudices. When used in hiring, loan approvals, predictive policing, or even content moderation, AI can inadvertently reinforce discrimination if not carefully designed and monitored. Young people who use or build these systems must learn to recognize where bias may enter, how to audit it, and what mechanisms exist to mitigate harm.

Transparency and explainability are also critical concerns. Many AI models, especially those powered by deep learning, are “black boxes,” offering little insight into how specific decisions are made. For users and developers alike, this opacity can

lead to unjustified trust or misguided use of AI outputs. Generation Z must be equipped to question the sources of AI decisions, demand transparency where appropriate, and understand the limits of algorithmic inference. This is especially true in sensitive sectors like healthcare, criminal justice, and education, where mistakes can have serious consequences.

There are also growing concerns over **data privacy** and surveillance. As AI systems feed on vast quantities of personal and behavioural data, questions arise about who owns that data, how it is used, and how individuals can maintain control over their digital identities. Young people, many of whom share large amounts of personal content online, must learn to navigate this environment wisely: understanding consent, encryption, digital footprints, and the principles of data minimization.

A further ethical tension lies in the **impact of automation on employment**. While AI creates new opportunities, it also renders certain roles obsolete or radically transformed. For youth entering the job market, the anxiety over being replaced by machines is real. Education systems must address this head-on – not to generate fear, but to foster adaptability and a deeper understanding of how AI changes the nature of work rather than eliminating it entirely.

Dependence on AI tools is another emerging concern. As systems like ChatGPT, Grammarly, or automated research tools become more widespread, there is a risk of cognitive offloading, which is where users rely too heavily on AI to generate, interpret, or correct information. This can erode critical thinking and reduce the user's ability to form independent judgments. Gen Z must be taught not only how to use AI tools efficiently, but also when not to use them, and how to maintain their own intellectual agency in an AI-augmented world.

Lastly, the issue of **digital inequality** cannot be ignored. Access to AI knowledge, tools, and education is far from equitable. Many young people in rural areas, marginalized communities, or underfunded schools lack the infrastructure or institutional support to explore AI meaningfully. Without targeted policies and programs to bridge this gap, the benefits of AI may further entrench existing social divides.

Real-World Examples and EU Initiatives Supporting AI Skills Development

Greece

ReGeneration Academy: A collaboration between ReGeneration, Microsoft, and the Stavros Niarchos Foundation, this program offers intensive training to unemployed or underemployed university graduates. It focuses on digital skills, including AI, and emphasizes soft skills and ethical considerations in technology use ([ReGeneration](#)).

Found.ation Tech Academy: Provides short-term, project-based training in emerging technologies, including AI and machine learning. Participants work with real datasets and apply AI tools in business contexts, integrating ethical modules into the curriculum ([Found.ation](#)).

Latvia

Riga Technical University (RTU): Hosts the annual "Soft Skills for Deep Tech Hackathon," aimed at young professionals and students. The event combines technical problem-solving with teamwork, critical thinking, and communication training, reinforcing the concept of "human-AI collaboration" ([Rīgas Tehniskā Universitāte](#)).

Smart Latvia Strategy: Supports AI-focused curriculum development and teacher training to embed digital competence early in the learning process. Latvia is also part of the OECD and EU's Digital Skills and Jobs Coalition, promoting AI education in schools ([ECLBS EU Council of Business Schools](#)).

European Union-Wide Initiatives

Digital Europe Programme: An EU funding program focused on bringing digital technology to businesses, citizens, and public administrations. It allocates funding to AI education projects, including the creation of European Digital Innovation Hubs (EDIHs), which serve as regional centres for AI training and experimentation ([Digital-strategy.ec.europa.eu](#)).

AI4EU: A collaborative platform that connects researchers, educators, and businesses across the EU to share resources, training modules, and ethical guidelines. It provides free access to AI toolkits and use cases that educators and youth workers can adopt for hands-on teaching ([About AI4EU](#)).

European Year of Skills 2023–2024: Focused on empowering people and companies to contribute to the green and digital transitions. It encouraged partnerships

between governments, industry, and civil society to boost AI training for youth ([European Commission](#)).

Code Week EU and AI4Girls: Initiatives aimed at empowering girls and young women to explore and excel in digital skills, STEM fields, and technology-driven careers while fostering gender equality ([Codeweek.eu](#)).

AI Studies in Latvia: Expanding Academic Pathways

In recent years, Latvia has made significant strides in developing educational opportunities in Artificial Intelligence (AI), creating pathways for both young students and professionals to acquire advanced digital skills. These initiatives are helping to close the AI skills gap and align the Latvian workforce with the demands of a rapidly evolving European labour market.

One of the most notable developments is at Riga Stradins University (RSU), which has launched Latvia's first dedicated Master's programme in Digital Strategy and Artificial Intelligence Management. This programme is designed for high-level managers and decision-makers who aim to integrate AI and digital strategies into business and public administration. The course combines theoretical instruction with practical applications and features a modular structure tailored to working professionals. Admissions typically run from early June to mid-July, reflecting the programme's emphasis on flexibility and accessibility ([RSU](#)).

Another key player is the Transport and Telecommunication Institute (TSI), which offers multiple AI-focused degrees in partnership with the University of West of England (UWE). At the Master's level, TSI provides a Double Degree in Computer Science: Data Analytics and Artificial Intelligence, enrolling new students each September. At the Bachelor's level, TSI runs a Double Degree in Computer Science: Artificial Intelligence, a four-year programme specialising in AI ([tsi.lv](#)).

Beyond these flagship degrees, several other institutions in Latvia are offering professional and executive training in AI. Riga Business School, for instance, runs the LIFT – AI Machine Learning Models course, which provides applied training for business leaders seeking to adopt AI solutions. In parallel, global training providers such as NobleProg deliver short AI courses in Riga, ensuring that professionals outside traditional academia can also build competency in areas such as machine learning, data

ethics, and applied analytics (rbs.lv).

Latvia's position as a regional hub for AI education is further reflected in its international visibility. Resources such as Mastersportal highlight Latvian universities among Europe's destinations for AI degrees (mastersportal.com). Meanwhile, local innovation outlets such as Labs of Latvia have underlined the strategic importance of RSU's pioneering programmes in shaping the country's digital future ([Labs of Latvia](https://labs.lv)).

Together, these initiatives demonstrate that Latvia is not only preparing its youth for AI-driven careers but also ensuring that mid-career professionals, business leaders, and entrepreneurs have access to cutting-edge education. With institutions like RSU and TSI at the forefront, supported by training opportunities from Riga Business School and international platforms, Latvia is steadily establishing itself as a strong contributor to Europe's AI education ecosystem ([RSU](https://rsu.lv)).

Conclusion and Call to Action

As Generation Z enters the workforce at a time of rapid technological and societal transformation, the urgency to prepare them with both AI and soft skills has never been greater. These two domains (technical proficiency and human-centric competencies) are no longer separate spheres of expertise. In today's digitally mediated economy, they are mutually reinforcing. The employee of the future must not only understand how to use AI tools but also communicate, collaborate, and lead in environments where human insight and machine intelligence coexist.

Across Greece, Latvia, and the European Union, the foundations are being laid through a variety of promising initiatives: from ReGeneration's digital training academies to Latvia's deep tech hackathons and the European Commission's multi-pronged skills agendas. However, these efforts must be scaled, sustained, and made accessible to all young people, regardless of geography, gender, or socioeconomic background.

Soft skills, often undervalued in traditional education, must be recognized as core competencies. Communication, adaptability, critical thinking, empathy, and resilience are not ancillary to the digital economy; they are its lifeblood. Similarly, AI literacy must become a foundational element of youth development, not just for those entering tech careers, but for everyone navigating a world increasingly shaped by automated systems and data-driven decision-making.

Youth workers, educators, NGOs, employers, and policymakers all have a role to play in this transition. Youth workers can nurture soft skills through non-formal education, mentoring, and community-based projects. Educators can embed AI concepts into cross-disciplinary learning. Employers can model ethical AI practices and offer environments for experiential learning. Policymakers can incentivize collaboration, fund inclusive programs, and ensure that digital and human development go hand in hand.

But action must be coordinated, intentional, and inclusive. Time is of the essence. The risk is not simply that Gen Z may be underprepared: it is that a generation of young people may be excluded from full participation in shaping the world that AI is already redefining. Conversely, the opportunity is enormous: to empower a generation that is digitally fluent, ethically aware, and ready to lead with both empathy and innovation.

Now is the moment to invest not just in technology, but in people. Not just in infrastructure, but in imagination. With the right tools, training, and support, Generation Z can become the most prepared, adaptable, and socially conscious workforce Europe has ever seen.

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