

Competency Framework



The EU institutions are looking for talented, motivated candidates who are able to demonstrate **8 general competencies**

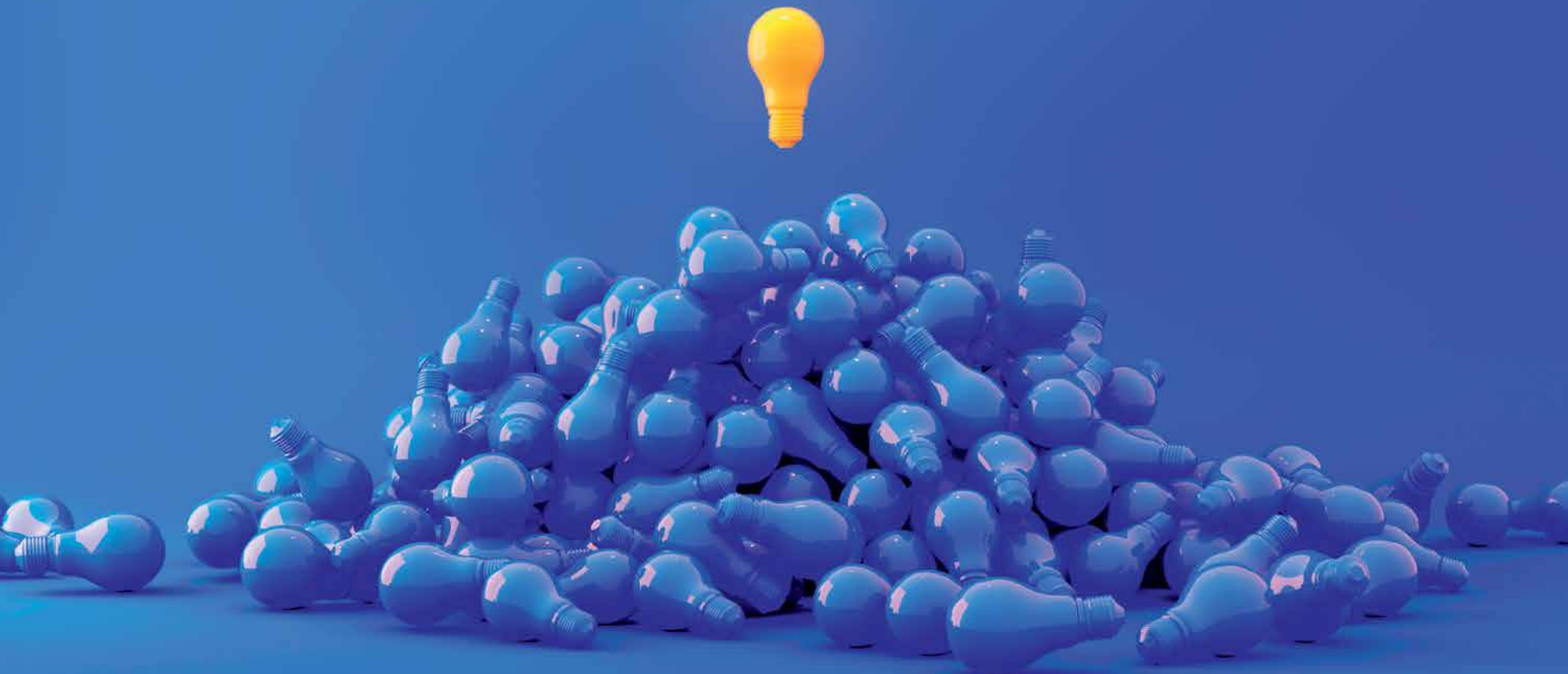
8 competencies to demonstrate during EU tests

- 1. Critical thinking, analysing & creative problem-solving**
- 2. Decision-making & getting results**
- 3. Information management (digital and data literacy)**
- 4. Self-management**
- 5. Working together**
- 6. Learning as a skill**
- 7. Communication**
- 8. Intrapreneurship**



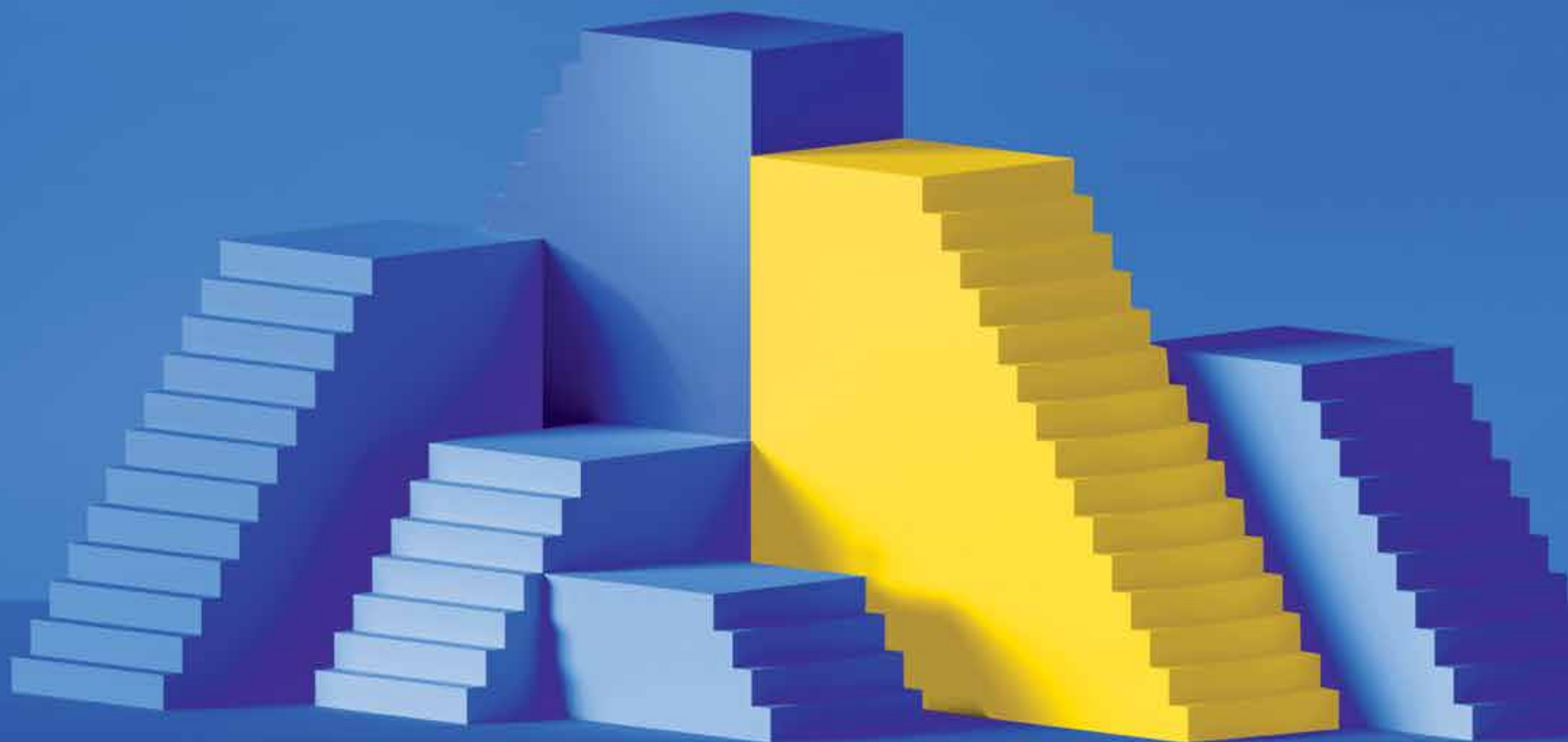
1. Critical thinking, analysing & creative problem-solving

Manage complex information with a holistic, systems thinking perspective. Show awareness of ramifications of issues beyond own area of responsibility and consider the wider picture and other points of view. Grasp what is essential and structure thoughts clearly. Develop creative and innovative solutions taking stakeholders' needs and positions into account.



2. Decision-making and getting results

Take decisions in a fluid environment, with conflicting or incomplete information. Choose between imperfect solutions, strike the right balance between quality and speed depending on the situation. Transform challenges into action and practical solutions, and achieve tangible results.



3. Information management (digital and data literacy)

Find, filter, evaluate, utilise, create and communicate content using information technologies and the internet. Read, understand and utilise data in different ways, and demonstrate numeracy skills. Translate knowledge, skills and competencies through digital tools and quickly adapt to new IT and professional realities.



4. Self-management

Organise own work, set goals, manage time effectively, and demonstrate self-motivation and a sense of responsibility. Demonstrate resilience in the face of stress and setbacks. Respond to and implement change with a positive attitude, and remain effective under a changing/fluctuating workload. Demonstrate flexibility and adaptability.



5. Working together

Collaborate across structures and take responsibility for the results of the organisation as a whole. Share (rather than hoard) knowledge, show service-mindedness. Deal constructively with conflict. Demonstrate ease in working in a multi-cultural, multilingual environment, support for diversity, and respectful and inclusive behaviour towards others.



6. Learning as a skill

Develop strategies for learning, identify own learning needs and strive for continuous improvement. Take ownership of and reflect on own learning. Show readiness to change strategy in the face of new information, to learn from failure and apply lessons-learned purposefully. Give, receive and respond to feedback.



7. Communication

Communicate clearly both orally and in writing, adapting the message and medium to the audience. Demonstrate drafting skills, the ability to build solid arguments and structure them effectively, and persuasion, negotiation, facilitation and listening skills.



8. Intrapreneurship

Demonstrate initiative, creativity, enthusiasm, innovation, ability to think ahead and leadership traits. Represent the service positively to the outside world, teach and coach others, set an example and inspire others with own actions.

