

THE PLAY4GUIDANCE BUSINESS GAME

ASSESSMENT (THE MATRIX)

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Play4Guidance - A European Business Game to train and guide students and young unemployed on entrepreneurial, transversal and mathematical skills



Play4Guidance has been funded within the framework of the European Union Erasmus+ Programme

№	Category of competence	Description of the competence	Description of level of mastery		
			Weak	Average	Good
01	Analytical Thinking	<p>The ability to analyze problems systematically.</p> <p>Objectively assess the situation, including facts and events related to the business. Analyze alternatives and make choices for the development of qualifications and focusing on perspective areas.</p>	At peace with the situation. Waiting passively to improve the situation in the business.	Seek external assistance (counseling) in decision-making.	Analyze the situation, assess their capabilities, qualities and potential. Taking decisions to improve in line with the needs and perspectives of the market. Evaluate different alternatives, trends and patterns.
02	Business Acumen	<p>The ability to discover opportunities and transform resources into performance</p> <p>Take matters into their own hands. Search, find and exploit new profitable opportunities for business development.</p>	Not interested and misses opportunities. Shows indecision and lack of ambition. Afraid of change and of taking responsibility. Limited autonomy, relying on the help and the activity of others.	Use resources to achieve moderate results. Relying on traditional methods and approach with routine. Skeptical of novelty and innovation. Not willing to risk in situations of uncertainty.	Not satisfied with the achievements. Drafts projects, assesses risks, plans and effective using of resources, predicts results. Shows resourcefulness, courage, innovation, proactivity and entrepreneurship.
03	Client / Service Orientation	<p>The ability to meet the needs of both internal and external customers.</p> <p>Ability to present the qualities and skills in the context of the benefits of products / services to potential customers. Ability to defend and justify the added value of their work in terms of the expectations of internal and external customers.</p>	Not interested in the specific interests and needs of internal and external customers. Shows no awareness and sense for the requirements and customer needs.	Shows awareness of the market, products and customer requirements. Not able to justify their role in the formation of added value for the customer.	Invest time and effort to understand the customer requirements and create processes, finding solutions that satisfy the customer. Examine customer needs and strives to meet and exceed customer expectations; takes the customer satisfaction as their own top priority.

04	Commitment to Learning	<p>The ability to actively pursue learning and develop competitiveness</p> <p>Proactive search and utilizing opportunities for further training, retraining and development of new skills that are needed to improve the organization and its workforce.</p>	Relies on the current qualification.	Participates in different forms of training with the aim to refresh their own knowledge.	Identify and exploit opportunities to learn, to receive feedback and to develop by knowing well their own strengths and areas for improvement.
05	Communication	<p>The ability to effectively receive and express information or feelings.</p> <p>Ability to understand ourselves and others. To present ourselves, our skills and ideas within different business contexts and situations. To understand the messages of others and to give effective feedback.</p>	Not able to listen, does not select the correct means of expression. Does not justify well and not able to influence others. Does not control his emotions.	Perceives the information adequately, knows techniques of persuasion and influence, but has a low emotional intelligence. Does not control the body language.	Deals with various means of expressions and presents the ideas in a clear and structured manner; adapts his own style of communication to the audience and communicate effectively with various people. Shows charisma, tact and high emotional intelligence.
06	Conceptual Thinking	<p>The ability to recognize patterns or trends in a problem</p> <p>Ability to apply theoretical knowledge and conceptual models in practical situations.</p>	Poor application of conceptual knowledge. Inability to use information and knowledge in solving practical problems.	Well prepared theoretically, but lacks practical skills.	Able to identify patterns, relationships and trends in practical situations. Mobilize and adapt the own knowledge in solving specific problems. Use and apply best practices.

07	Order and Quality	<p>The ability to reduce uncertainty and to control quality.</p> <p>Demonstrating good organization and knowledge of business etiquette. Demonstration of readiness to reduce uncertainty, knowing and observing specific standards, rules and requirements to ensure quality.</p>	<p>Making errors, omissions and inaccuracies in the preparation of application documents. Low culture in the implementation of business etiquette. Inability to demonstrate organization and knowledge about specific rules, standards and requirements.</p>	<p>Good organization and precision in the drafting of documents when applying for a new job. Knowledge of standards and requirements for the job. Inability to justify the role of the position in the quality management system.</p>	<p>Proactively contributing to quality in everyday situations. Demonstrating good organization, precision and personal effectiveness. Readiness to provide quality, for conscious and responsible fulfillment of the commitments taken by respecting the contractual agreements, standards, rules, terms and conditions.</p>
08	Developing Others	<p>The ability to help others make progress</p> <p>Ability to work in a team and cooperation with others with a focus on others' personal and professional development. Demonstrate a willingness to share knowledge and experience.</p>	<p>Focus on own development and advantages. Inability to work in team, lack of commitment to the collective goals and results.</p>	<p>Good coordination and interaction with others. Sharing knowledge and experience when required administratively.</p>	<p>Demonstrates a willingness to exchange knowledge and experience, advise and assist the people who s/he works with, promotes and assists the professional development of others.</p>
09	Empathy	<p>The ability to understand and respond to the concerns of others</p> <p>Ability to adapt and socialize quickly to the organization and individuals. Demonstration of readiness for understanding and commitment to the care of others.</p>	<p>Egocentrism, inability to find a common language with others and to manage interpersonal relations.</p>	<p>Difficult and slowly adjustment and adaptation to a new environment</p>	<p>Rapid adaptation and deployment of the professional potential. Responsibility to interpersonal relations. Demonstration of readiness for understanding and commitment to the care of others.</p>

10	Expertise	<p>The ability to perform professional jobs.</p> <p>Expertise describes Professional competency in terms of domain knowledge and skills.</p>	<p>Low competence, inability to learn from the experience of others, low motivation to improve own knowledge and skills. Basic knowledge in the domain.</p>	<p>Rely on routine knowledge and skills acquired in the past. Does not demonstrate readiness for professional development.</p>	<p>High professional competency, strive demonstrated for permanent improvement. High knowledge to solve complex situations in the domain.</p>
11	Flexibility	<p>The ability to effectively adapt to a variety of situations.</p> <p>Ability to effectively adapt to new situations, environments and requirements. Striving to learn new skills and requalification. Tolerance to change and vagueness.</p>	<p>Rigidity and resistance to change. Inability to adapt to new conditions.</p>	<p>Changing attitudes and behaviors under external pressure.</p>	<p>Seeking change productively and adapting to novelties. Challenges are motivating</p>
12	Influence	<p>The ability to influence thoughts and actions of others.</p> <p>Ability to persuade, to cope with opposition and to influence the thoughts and behavior of others, assertiveness.</p>	<p>Inability to justify and defend positions.</p>	<p>Using routine and habitual techniques of persuasion and influence without complying them with the characteristics of the people who are contacted.</p>	<p>Possess and apply successful methods to influence the thoughts and behaviors of others, consistent with the context of the situation, goals and attitudes of the people with whom the contact is.</p>

13	Information Seeking	<p>The ability to find and capture information to increase knowledge or find solutions.</p> <p>Ability to use information and communication technologies. Finding and selecting the information necessary to solve problems. Ability to select appropriate sources to collate and assess the information, and to apply it in practical terms.</p>	<p>No orientation in the search and selection of information. Does not know and does not use appropriate and reliable sources. Does not examine and does not use new information in solving practical problems.</p>	<p>Actively seek and select information. Not able to select and retrieve basic information.</p>	<p>Ability to use ICT in the daily work. Correct selection of sources of information. Ability to get oriented, to select information and retrieve data that are important for solving practical problems.</p>
14	Initiative	<p>The ability to be a self-starter and to meet the challenge of higher level objectives.</p> <p>Activity on the market to proactively develop an enterprise. Orientation to action. Exploring new opportunities and undertaking action related to successful business activities.</p>	<p>Passive and time-serving position. Permanently discouraged in the job search. Shows no desire for self-improvement.</p>	<p>Showing activity and initiative with the job searching. Not making efforts to improve own competences.</p>	<p>Proactively investigate opportunities and apply for a new job. Optimal using the lack of employment for professional development in view of new employment and stability in the labor market.</p>
15	Innovation	<p>The ability to make something new and to improve performance.</p> <p>Ability to create something new on the basis of which to launch a proper business project towards market maturity. Ability to show ingenuity, creativity, to generate and implement new ideas.</p>	<p>Lack of creative ideas and entrepreneurial spirit. Inability to shake off routine and to think unconventional and innovative</p>	<p>Generate innovative ideas but lacks determination and autonomy and is afraid of risk with their integration.</p>	<p>Actively generate new ideas and commitment to their implementation. Showing flair for new, original, unconventional realisation.</p>

16	Organizational Awareness	<p>The ability to recognize the power relationships in organizations.</p> <p>Create a realistic picture of the characteristics, nature and corporate objectives of the organization. Demonstrating commitment and clear understanding of the organization and its culture.</p>	Insufficient awareness about the organization, the role and functions of the position which to apply for.	Good knowledge of the requirements for the position, but little awareness of the organization.	Awareness of the management structure, processes, products, customers and working conditions in the organization. Demonstrate knowledge and understanding of the own role.
17	Personal Motivation	<p>The will to succeed.</p> <p>Will and ambition for success in the realisation on the market.</p>	Discouragement. Lack of a clear goal. Reliance on random factors, and not on the own targeted actions. Unclear professional interests.	Striving to find "whatever" job. Extrinsic motivation connected with ensuring any incomes.	Will and ambition for realization in the area of professional interest. Intrinsic motivation connected with the feeling of professional success and labour satisfaction.
18	Relationship Building	<p>The ability to build and maintain personal networks.</p> <p>Establishing and maintaining useful contacts that help finding information about business opportunities.</p>	Isolation, alienation, passivity in building and maintaining contacts and relationships.	Relationship building and maintaining contacts with the aim of the business with existing partners.	High activity in the market and professional networks. Initiativeness and efforts in searching of work, using a broad network of links and relationships with customers / partners, institutions / individuals.
19	Results Orientation	<p>The ability to set performance objectives, resulting targets and measures.</p> <p>Setting realistic goals and taking adequate measures in the process of business and personal development.</p>	Inability to set clear and realistic goals for personal and business development.	Setting clear and realistic goals for personal and market objectives. Being inactive to retrain in accordance with the new opportunities and demands of the market.	Setting clear and realistic goals against the personal professional qualities and the situation on the market. Actively seek and exploit opportunities with realistic goals. to develop skills that are demanded by the labor market.

20	Self-Confidence	<p>The ability to express oneself in a different / hostile situations.</p> <p>Ability to successfully present and express skills, potential and qualities in an environment that is skeptical about people with his/her social status. Objective assessment and confidence in their own abilities.</p>	Limitation, reconciliation, anxiety, conformism	Having an objective judgment and confidence in their own abilities. Successfully managing and expressing in a traditional environment in unconventional situations, losing confidence and ability for accurate self-assessment.	Having an objective judgment and confidence in their own abilities. Coping to express themselves and prove their personal qualities and professional potential in all kind of situations.
21	Self-Control	<p>The ability to manage one's emotions under pressure or temptation.</p> <p>Ability to control your own thoughts, feelings and behavior. Keeping cool in contingency, tense and critical situations. Tackling and mastering states of stress and anxiety.</p>	Depression, emotional instability, tension, anxiety, low performance.	Able to control thoughts, feelings and behavior in habitual environment. Losing self-control in a provocative environment and tense situations.	Able to control thoughts, feelings and behaviors in any kind of situation. Keeping cool and controlling reactions in conditions causing tension and stress..
22	Team Leadership	<p>The ability to create a favorable environment and mobilize people to succeed.</p> <p>Ability to express leadership qualities to demonstrate readiness, skills and experience to work with people, taking responsibility, communicating goals, planning, organization and control.</p>	Willingness and inability to assume responsibility for the work of others.	Demonstrating leadership and management skills, but lack inexperience in team management.	Demonstrating leadership and management skills, motivation and experience in team management.

23	Basic competences	<p>Ability to apply basic knowledge needed for running a business.</p> <p>Ability to apply basic related concepts such as mathematics, law, economics and finances</p>	Basic problem solving for routine problems	Solves problems independently also in new / uncertain situations	Creates new problem solutions also in highly complex situations
24	Decision making	<p>Ability to make decisions.</p> <p>Ability to apply decision making models in different situations. Ability to find decision alternatives and information to support the decision process.</p>	Basic application in small teams for simple problems	Solves problems independently also in new / uncertain situations in medium sized teams	Creates new problem solutions also in highly complex situations and in large teams / organizations
25	Personal determination	<p>Ability and attitude to reach given objectives.</p> <p>Ability to positively react to different situations in an optimistic, determined, endurable manner</p>	Reacting positively in routine situations	Reacting positively in situations of conflicts / problems	Reacting always positively, independently of the complexity of a problem / challenge