

## **Track 2: Creative Ways in Education**

### **Developing the Right Competences in Office Management: Teaching Soft Skills and Attitudes in Office Management: WORKSHOP**

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Most Office Management degree programmes in Belgium teach students business, communication and ICT skills that will equip them well for the position of management assistant, a problem profession in multilingual Brussels. Government funded research has recently shown that apart from having competences in business, communication and ICT, Office Management students increasingly need the right attitudes when they enter the labour market. There is not only a lack of multilingual management assistants in Brussels but the graduates available often do not qualify, either because they lack sufficient foreign language skills or, more often, because they do not have the right attitudes.

But how can higher education degree programmes teach attitudes and how can students get insight in their personal traits and learn to better develop them? In this 'best practice' workshop we would like to demonstrate how intensive collaboration with businesses has led to increased motivation and improved results on the side of the students. We have used learning by doing methodology and portfolio management skills to make students perform better. Input from business has been a great help. They have collaborated with sitting interviews and providing personality measurement tools that are used in students portfolios. In the workshop it is made clear how this collaboration has led to clear improvements and suggestions are made of how to deal with attitudes as a learning outcome.

**Friday 23 April 11:00 –12:30**