Circula
The Circular Economy and Entrepreneurship Game

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## Customer service

I work in the best interest of the customer, with a friendly manner and clear communication. The customer is satisfied after the service encounter.

Skill card 1

## Presentation skills

I know how to listen, make eye contact and speak clearly. Performing and public speaking come naturally to me.

Skill card 1

## Excel skills

I'm good with Excel. I can create basic formulas as well as input and edit data in spreadsheets. I can also handle basic functions and charts.

Skill card 1

## Graphic design

I can communicate visually and create a visual design for my message. I know how to edit photos and pictures with the appropriate software and tools.

Skill card 1

## HR skills

I can recognise strengths and capabilities in myself and others to match the tasks that need to be done.

Skill card 1

## People skills

I am socially intelligent: I recognise other people's emotions and moods. I can effectively navigate social situations, taking people's diversity into consideration.

Skill card 1

## Leadership skills

I have a good level of self-awareness, interpersonal skills and social skills. I see the big picture and I can set goals and organise things in a way that inspires others. I'm good with communication and leadership tools.

Skill card 1

## Manual skills

I can make products from various materials using my hands or manual tools. I'm good with my hands.

Skill card 1

## Language skills

I am able to effectively use language in various communication situations. I speak, listen, read and understand. I have a good knowledge of the vocabulary and structure of my native language and a foreign language.

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## Written expression

I express my thoughts, feelings and who I am clearly in writing.

Skill card 1

## Artistic skills

I'm able to depict, combine and compose various shapes, dimensions, light and colours. I enjoy sculpture, painting, drawing, graphic arts, photography or architecture.

Skill card 1

## Logical reasoning

I am logical and coherent in my thinking and reasoning.

Skill card 1

## Mathematical skills

I am able to use mathematics logically, accurately and creatively to solve mathematical problems. I understand the use of mathematics in my own life and in working life. I use and apply mathematics in diverse ways.

Skill card 1

## Media skills

I monitor and survey what types of media the target audiences consume. I'm also able to use a variety of media myself.

Skill card 1

## Motivational skills

I know how to set an inspiring example that increases enthusiasm in others. I give praise for successes, bring out the best in other people and create a safe and encouraging atmosphere.

Skill card 1

## Musical skills

I can play an instrument or sing. I have a good sense of rhythm and melody and the ability to experience emotions through music. I'm familiar with musical notation and music theory.

Skill card 1

## Sales skills

I start from the customer's needs and find the best solution for them.

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## Negotiation skills

I listen, review, make notes and find solutions through discussion.

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## Programming

I'm able to programme computers and other devices. I'm familiar with software, programming languages, coding and bytes. I'm very careful and precise.

Skill card 1

## Problem solving

I can handle difficult situations and make constructive changes to resolve them.

Skill card 1

## Organisational skills

I see the big picture. I'm able to create schedules and prioritise tasks. I'm able to manage several things at the same time.

Skill card 1

## Decision-making

I can make decisions and choose the best alternative from several options. I don't make hasty decisions. I take time and listen to the views of others. I know how to use financial figures in making decisions.

Skill card 1

## PowerPoint skills

I can create clear and visually effective PowerPoint presentations. I know how to use pictures and charts as well as various visual themes and styles. I know how to deliver a PowerPoint presentation.

Skill card 1

## Project management

I'm able to manage projects of various kinds. Project management includes project start-up and completion as well as managing schedules and the big picture. I'm also able to manage project costs, organisation and communication.

Skill card 1

## Social media

I know how to make effective and diverse use of social media platforms in communication, such as Instagram, Snapchat, Twitter and Facebook.

Skill card 1

## Oral expression

I express myself clearly by speaking.

Skill card 1

## Planning

I'm able to plan operations ahead of time, including the planning and scheduling of actions, estimating the necessary resources and anticipating potential risks.

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## Financial skills

I'm familiar with budgeting, pricing and bookkeeping.

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## Word processing

I can effectively use at least one word processing programme.

Skill card 1

## Office software skills

I'm comfortable with the most commonly used office software, including word processing, spreadsheet and e-mail programmes.

Skill card 1

## Website skills

I'm able to design, create and update websites.

Skill card 1

## Teamwork skills

I work well in groups and with various kinds of people.

Skill card 1

## Engaging others

It's easy for me to get others engaged in something we're doing together.

Skill card 1

## Networking

It's easy for me to meet new people and find opportunities for working together with them.

Skill card 1

## Reporting skills

I'm able to gather information and make it easily understandable. I prepare good reports that are easy for others to read and use.

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## Adaptation

I'm flexible and I adapt easily to new situations. I understand the world is always changing and I need to be able to change with it.

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## Goal orientation

I'm passionate about things and I want to learn more. I think the work I do is meaningful.

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## Prioritisation skills

I recognise priorities and stick to the goals that have been set. I know what to focus on even when things are hectic. I make effective use of a calendar in prioritising tasks.

Skill card 1

## Solution orientation

I'm a self-directed and creative problem solver. I seek solutions by doing, but I can also stop and analyse the situation to find the best solution.

Skill card 1

## Game intelligence

I'm able to take other people's needs and goals into consideration. I make the people around me shine by making the right choices at the right time. I boost team spirit by having a positive attitude.

Skill card 1

## Being a visionary

I can see far into the future. I understand the big picture.

Skill card 1

## Entrepreneurial spirit

I take responsibility for my work. I understand the bigger picture. "I just work here" is not a phrase I would ever use. Customer satisfaction is important to me. I'm prepared to work hard towards the common good.

Skill card 1

## Quick reactions

I take quick action to complete tasks that need to be done.

Skill card 1

## Listening skills

I know how to be present and listen to what others have to say. When I listen, I don't get distracted by other things. I wait for my turn to speak.

Skill card 1

## Conflict resolution

I understand that emotions and facts need to be separated when resolving conflicts. I listen to everyone's opinion and try to find an amicable solution.

Skill card 1

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