What does business want and why
BPO/SSC and IT/ITO sector skills balance

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what is the single, most important quality employers are looking for in an entry-level job candidate?

what is the single, most important quality that seems to be **hardest to find**?

what can you do to give your career a boost?

ACKNOWLEDGEMENTS

what does business want

# General results: Demand (BPO/SSC)*

Importance / Availability
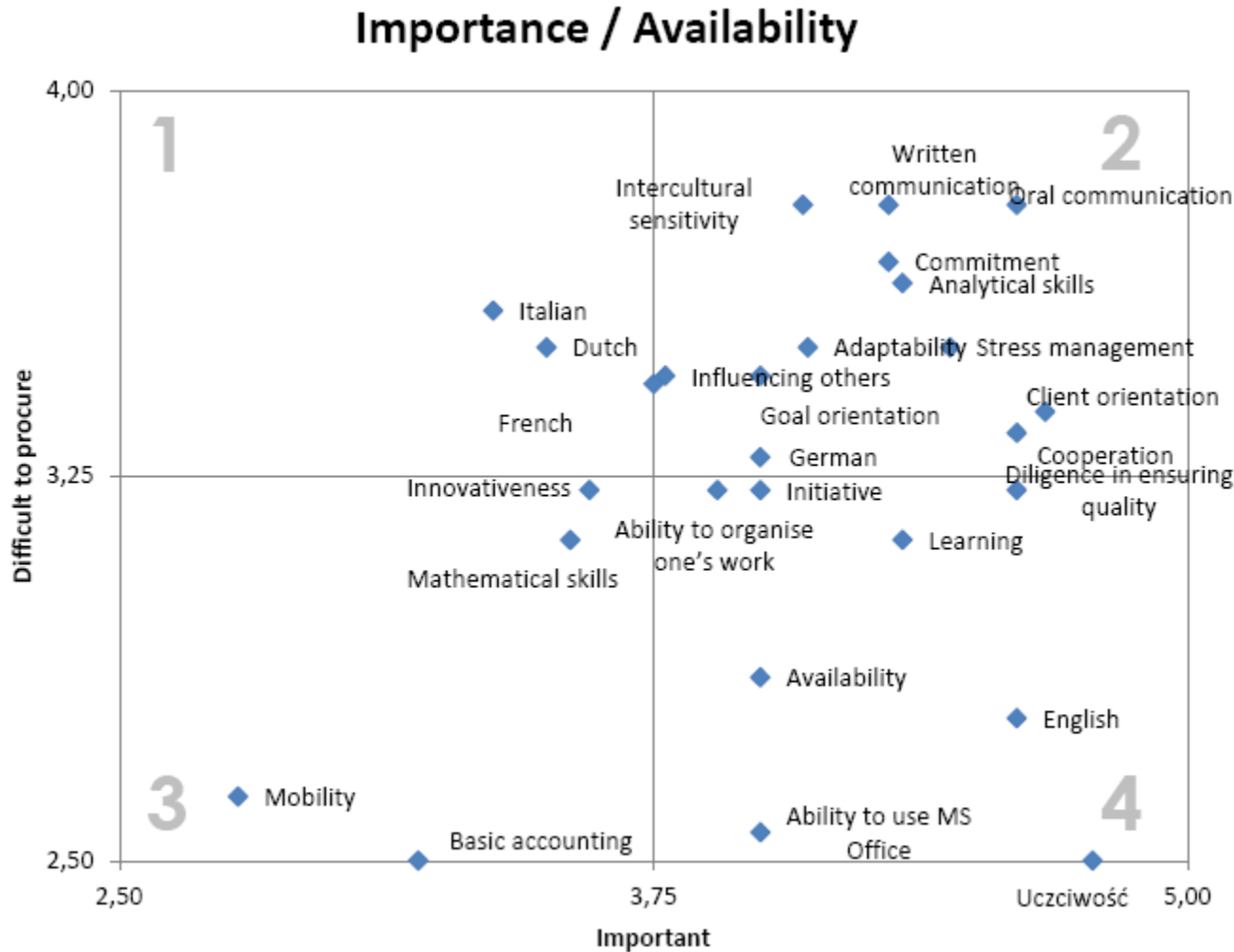
Critical competencies (important and difficult to procure):
• Communication (oral and written)
• Commitment
• Analytical skills
• Stress management
• Adaptability
• Goal orientation
• Client orientation
• Intercultural sensitivity
• Cooperation
• Influencing others
• German

General results: Demand (ITO/IT)*

Important/ Availability
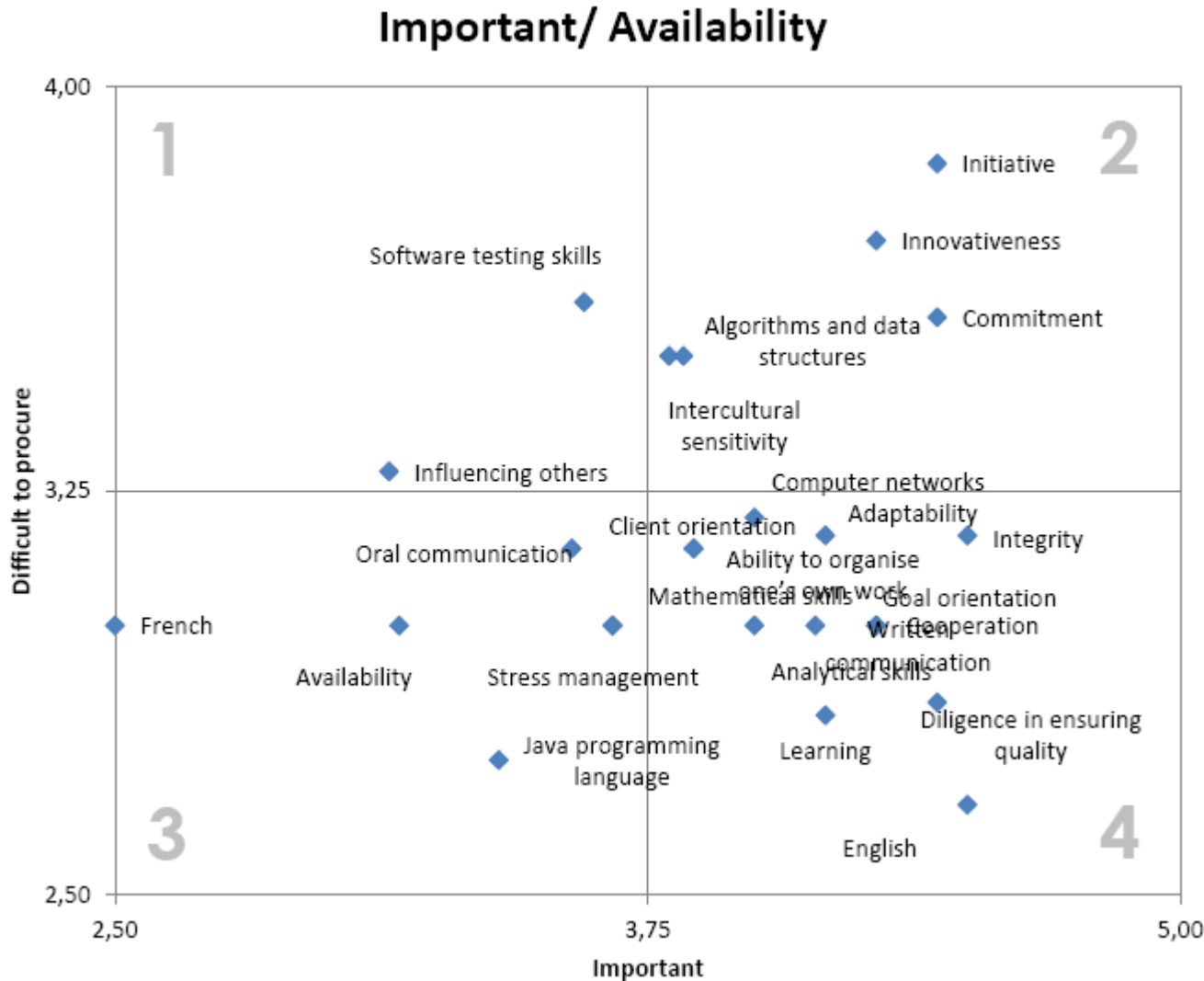
Critical competencies (important and difficult to procure):
- Initiative
- Innovativeness
- Commitment
- Algorithms and data structures
- Intercultural sensitivity

Hard competences
- C/C++ programming language
- Java programming language
- Computer networks
- Algorithms and data structures
- Software testing skills
- SharePoint, ASP.NET, Selenium, HTML, JavaScript, C# and SQL

General results: qualitative approach

Graduate strengths :

• high level of knowledge
• good technical education of engineers
• considerable openness
• competent work organisation and task planning
• high flexibility
• creativity
• high language skills in linguists

Graduate weaknesses:

• communication
• influencing others
• team work
• receiving feedback
• commitment
• practical application of knowledge
• work experience
• English offered by linguists

what will be important

BPO/SSC

Innovativeness

Influencing others

Economics

Coping with stress

Initiative

IT/ITO

Initiative

Innovativeness

Written communication

Oral communication

Self-organization

Goal orientation

Cooperation

Engagement

Cultural sensitivity

Learning

English

what might be problematic

BPO/SSC sector skills balance

ITO/IT sector skills balance

Supply / Demand
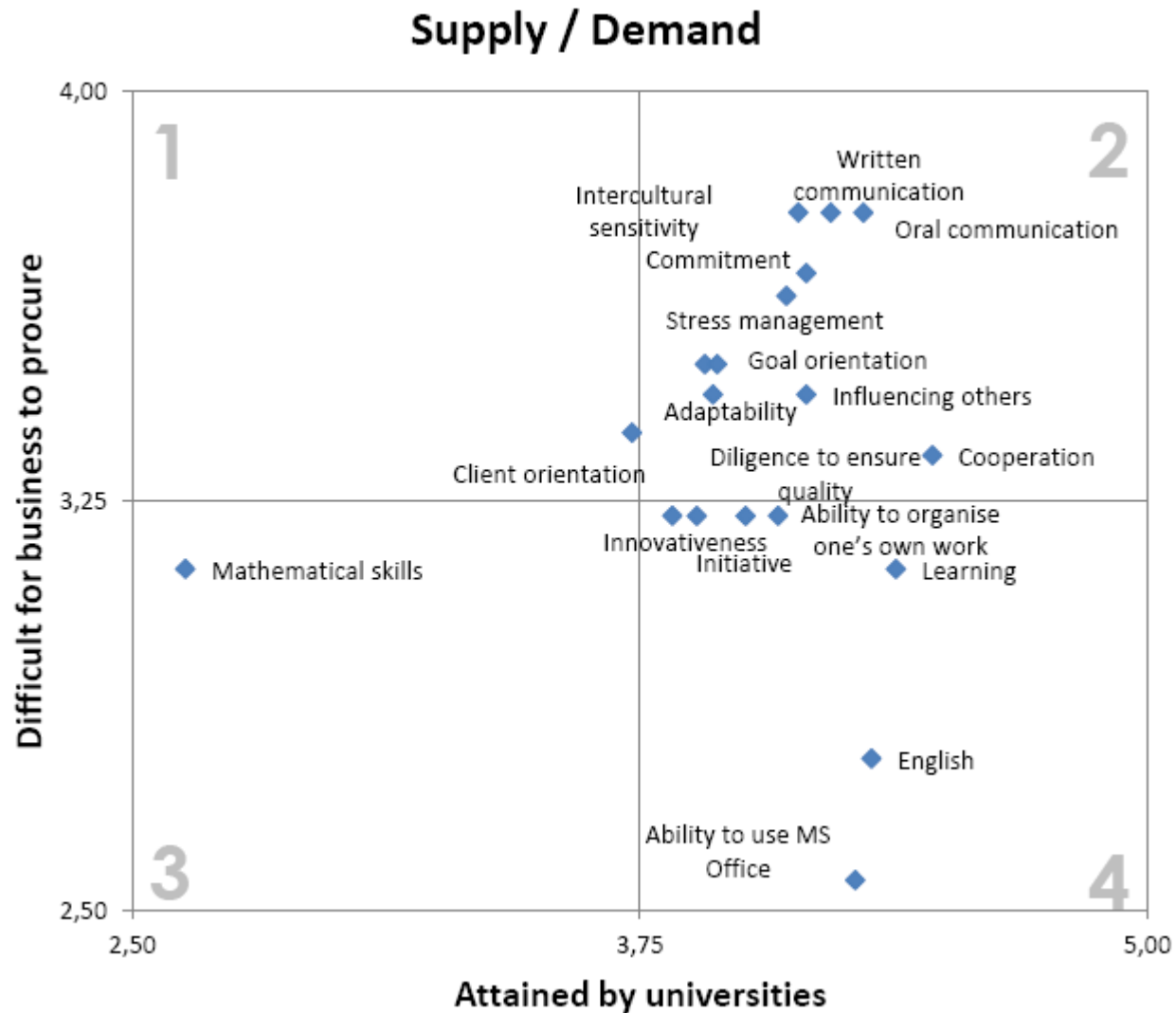
* Translation: ASPIRE
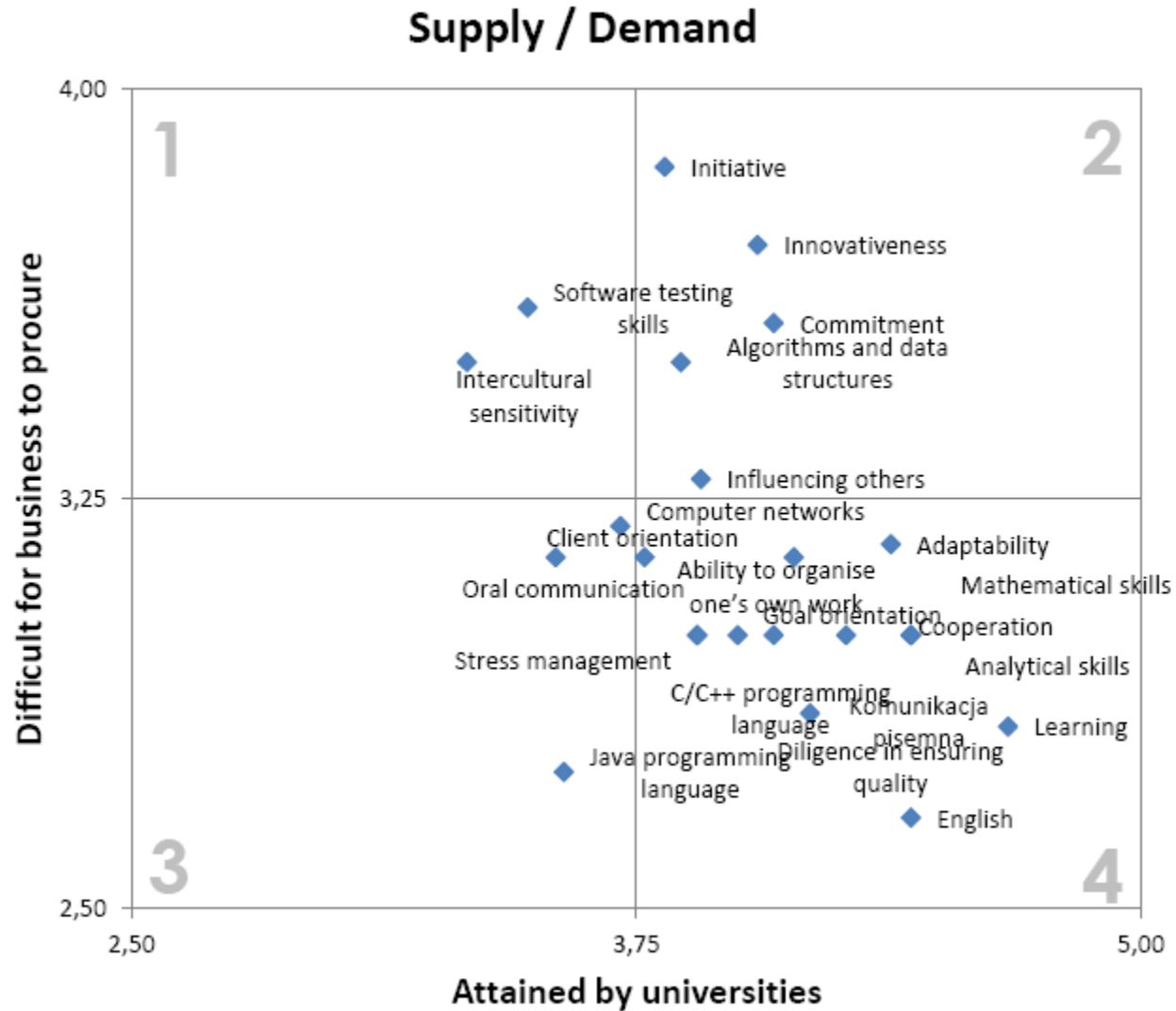
what's in it for me?

ORGANIZATIONS = PEOPLE

Organizations are social structures that are made by and for the people

PEOPLE = COMPETENCIES

Organization cares only about what you can do for them

COMPETENCIES = BEHAVIORS

What you can do for the organizations is manifested in behaviors

BEHAVIORS = KSAOs

Behaviors stem from the relevant knowledge, skills, abilities and other characteristics

KSAOs= EXPERIENCE

You develop your knowledge and skills by experiencing challenging situations

utilize opportunities provided by the univeristies

ALL of them**!**

engage in in-class and extra projects

it'll result in:

**portfolio
experience(s)
critical skills
transferable competencies
social network…**

scientific circles, student organizations, student exchange
=
even more possibilities to aquire skills and use you knowledge in practice

second language is not a bad idea

utilize opportunities provided by the companies

let them know you!

you're as good as projects you've managed to accomplish

why competencies are not enough?

recruitment and selection basic rules

why should I care?

FLOW

you can use your skills in many different settings

adjust and **be flexible** but do not forget to **influence** both academia and business environment

Read the report – you might find it useful

Bilans kompetencji branż BPO i ITO w Krakowie

Study of competences in BPO and ITO in Kraków

www.krakow.pl