



Breaking the Ceiling

***Soft skills to deconstruct the "glass ceiling"
and gender stereotypes in the workplace***

2022-1-DE02-KA220-VET-000085146



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

1. Methodology

Following the second task of Work Package 2, the Breaking the Ceiling (BTC) consortium obtained more in-depth qualitative results. Based on the previous surveys conducted in Austria, Germany, Greece, Iceland, Italy, and Spain, women participants selected a set of 12 soft skills as the most important for their professional and personal development:

1. ACTIVE LISTENING	7. ORGANISATION
2. COMMUNICATION	8. POSITIVE WORK - ETHIC
3. CONFLICT - RESOLUTION	9. PROBLEM - SOLVING
4. EMOTIONAL INTELLIGENCE	10. SELF-CONFIDENCE
5. EMPATHY	11. TEAMWORK
6. FLEXIBILITY	12. TIME - MANAGEMENT

The Breaking the Ceiling consortium has been working on the development and testing of the self-evaluation tool. An online self-evaluation tool consisting of 60 questions on a Likert scale (5 for each of the 12 competencies) has been developed: <https://break-the-ceiling.eu/self-evaluation-tool/>

The consortium has collaborated in the development of the self-assessment tool and its testing phase by sending and analysing the responses of at least 25 women workers or entrepreneurs in their countries.

The feedback was individualised, which means that the participant received three answers (according to the score) for each of the three groups. There were three levels:

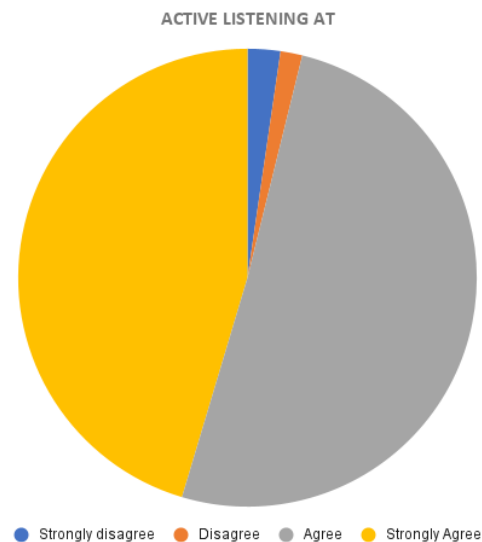
- Low score
- Middle-range score
- High score

2. Results per soft skill

The attached file contains detailed questions about each assessed soft skill. Each question evaluates different abilities, and the responses provide a more precise insight into each participant's capabilities in these skills. The link is attached: [Self-evaluation tool questions](#)

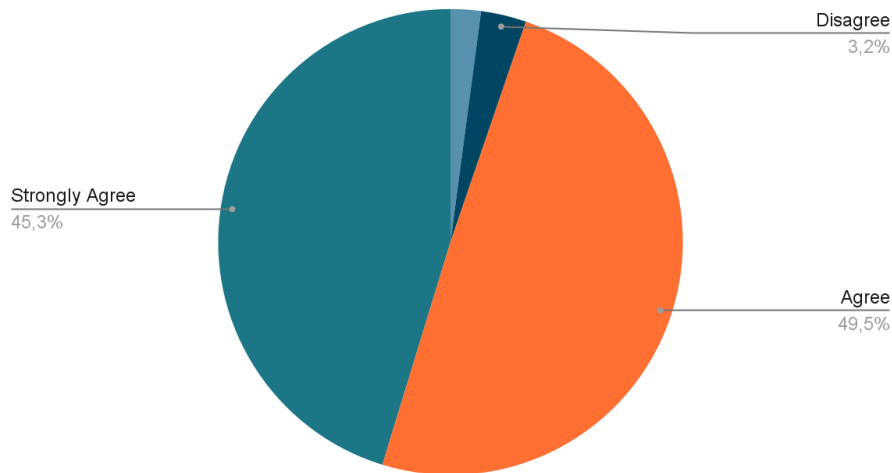
Soft skill 1: Active listening

The data from **Austria** on active listening reveals that 96.2% acknowledge the importance of active listening in personal and professional life, with all participants (100%) agreeing it builds trust and connection in communication (Question 1). However, some struggle with focus and judgement while actively listening (Question 3). Overall, while valuing empathetic abilities, there's less confidence in listening without distractions or judgement.



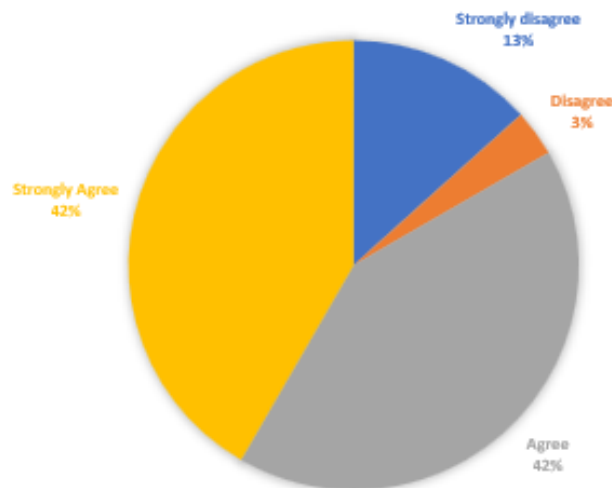
From **Germany**, over 94% of participants recognised the skill's importance in their personal and professional lives, expressing proficiency ("agree" and "strongly agree"). Specifically, all respondents unanimously agreed that active listening aids in building trust and rapport in communication (question 1). However, in terms of suspending judgement and avoiding distractions while listening (question 3), three individuals disagreed. Overall, while acknowledging the importance of active listening, respondents had mixed confidence levels, feeling adept at empathising but less assured in listening without distraction or judgement.

Points scored



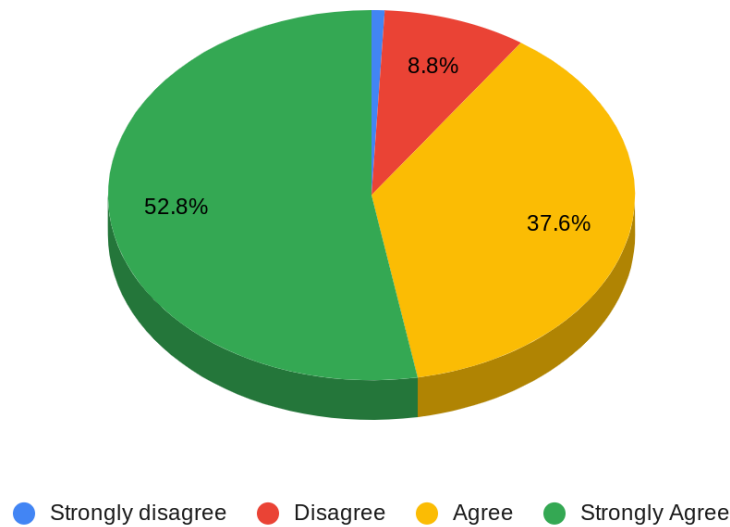
The majority of the **Greek** participants agreed on the importance of active listening for fostering trust and using widely accepted communication methods. They also shared their belief in the usefulness of using nonverbal cues during conversations. However, they seem to lack confidence in their ability to actively listen and fully grasp the message from the speaker.

ACTIVE LISTENING GR

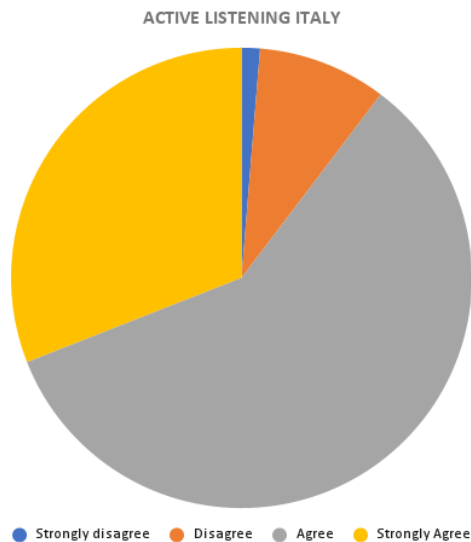


In **Iceland**, most respondents value active listening for building trust and relationships, but there's debate. Some see it as a modern skill, possibly less utilised by those aged 45 and above in management. Uncertainty arises due to a lack of a universal definition, highlighting the need for clear training to integrate active listening effectively into professional practises.

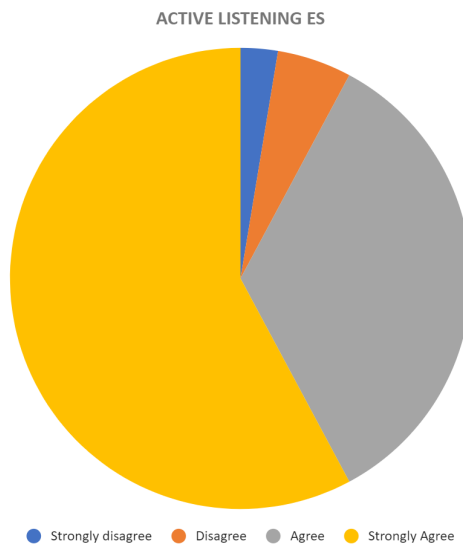
Active Listening Skills



In **Italy**, 82.6% value active listening, especially for mutual understanding in conversations. However, 21.8% struggle when discussing emotional situations or expressing thoughts in writing. Overall, while recognising its importance, many find it challenging to express private thoughts and feelings.

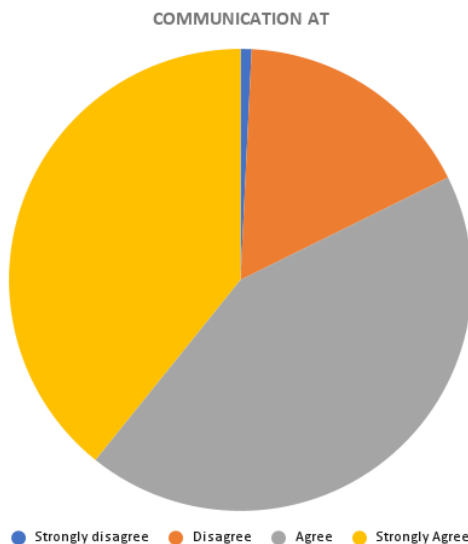


The majority of **Spanish** respondents seem to value the importance of active listening in establishing trust and building effective relationships (57.8%). They also show a high degree of confidence in their ability to practise active listening and demonstrate empathy towards others' points of view. However, in the second question, it appears that most people use verbal and non-verbal cues to demonstrate attention while listening. These results are useful to understand the perception of active listening skills in the surveyed group.



Soft skill 2: Communication

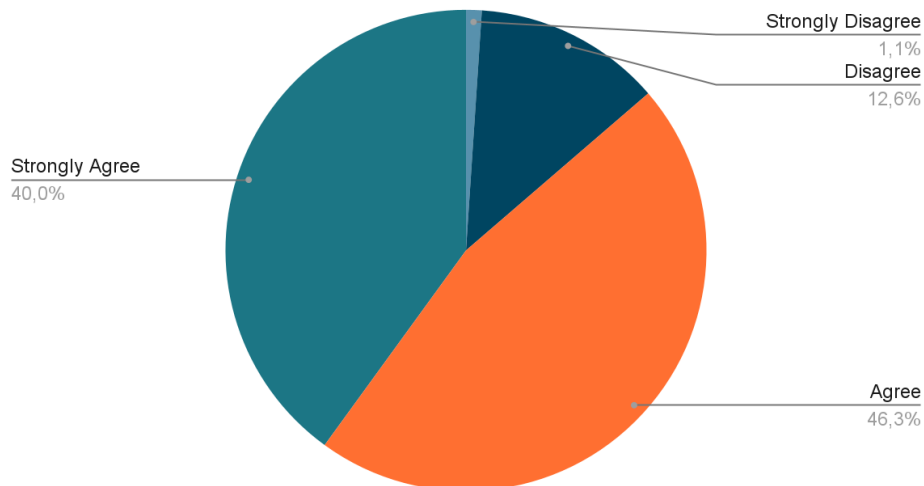
In **Austria**, 82.3% recognise the importance of communication, especially in personal and professional life. While they excel in expressing feelings, there are challenges: 41.6% find it hard to write thoughts, and the same percentage disagrees about excessive hand movements while talking. Overall, they value communication but face hurdles in writing and gesturing during conversations.



In **Germany**, around 86.3% of participants stressed its significance in both personal and professional aspects, feeling proficient ("agree" and "strongly agree"). However, in question 1, regarding communicating difficult situations, four responses disagreed, indicating difficulty in sharing unusual or complex situations. Moreover, question 3,

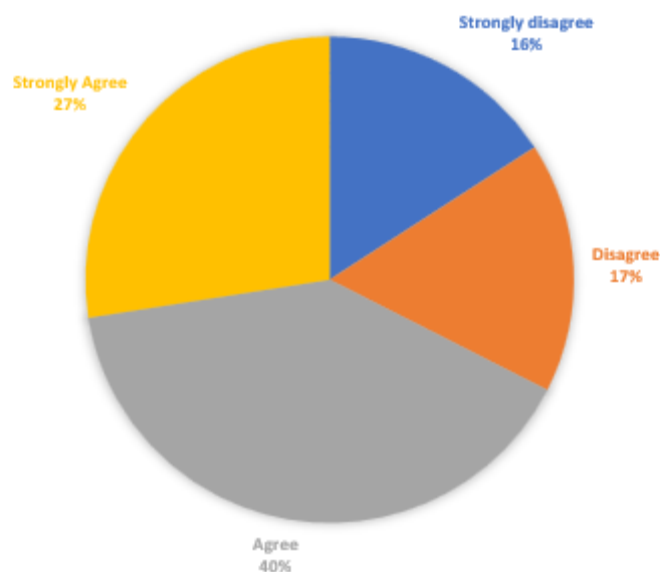
addressing judgement suspension and focused listening, received three "disagree" responses. Overall, participants value active listening but express less confidence in avoiding distractions and judgements while listening, despite positive evaluations of their empathetic abilities.

Points scored



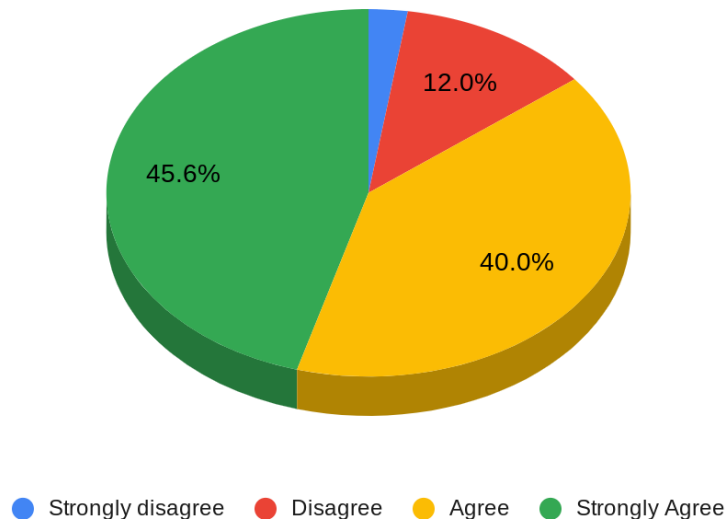
Also in **Greece**, the results in communication call for consideration, as it seems that not all individuals feel comfortable discussing emotional situations or addressing their colleagues' concerns. The most difficult aspect is conveying thoughts and emotions in written form.

COMMUNICATION GR

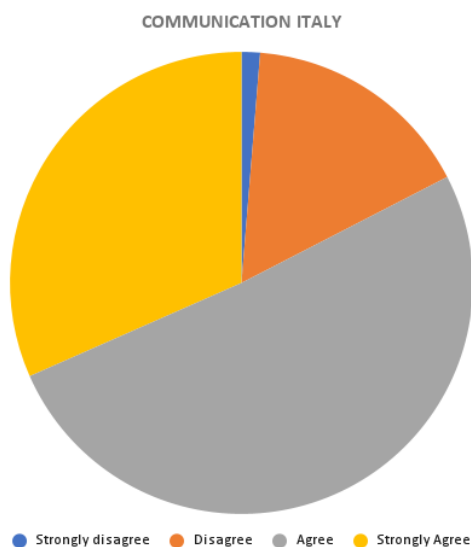


In the case of **Iceland**, while over 40% agree on their proficiency in verbal and non-verbal communication, about 12% disagree. The challenge arises from ambiguous questions, causing differences between body language and written communication skills. To clarify responses, it's essential to categorise communication skills (verbal, non-verbal, written) for a more accurate assessment.

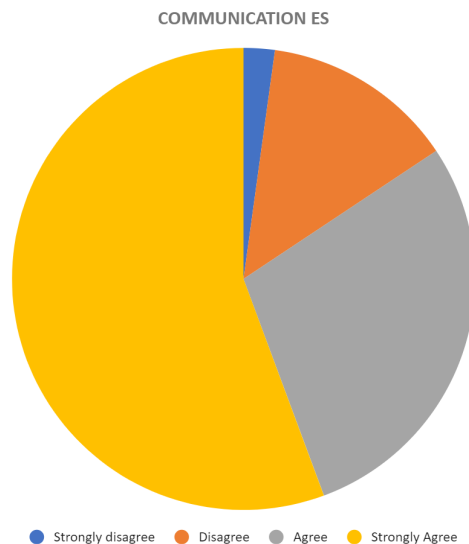
Communication Skills



In **Italy**, 82.6% acknowledge the importance of communication skills in their personal and professional lives. While most value conversations for mutual understanding, around 21.8% find it challenging to discuss difficult emotional situations and express thoughts in writing. Overall, while recognising its significance, many face difficulties expressing private thoughts and feelings effectively.

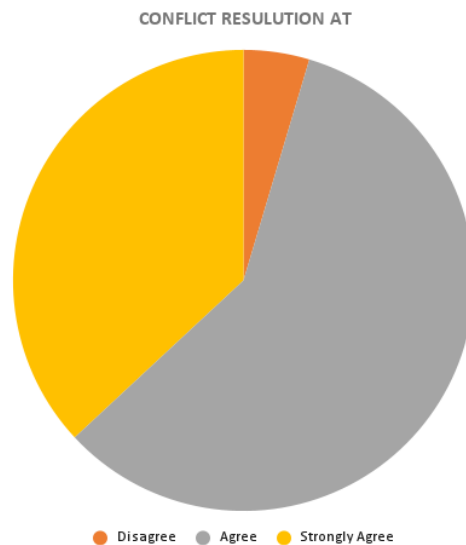


Responses from **Spain** reveal that 55.7% strongly agree and 28.7% agree regarding their communication, listening, expression, and gestures. These positive responses indicate that many participants hold a favourable view of their skills in these areas. Overall, the majority of respondents express positivity towards their communication skills, with a significant 55.7% strongly agreeing. However, there's a smaller portion (13.5%) that disagrees or strongly disagrees, suggesting areas for improvement in communication abilities.



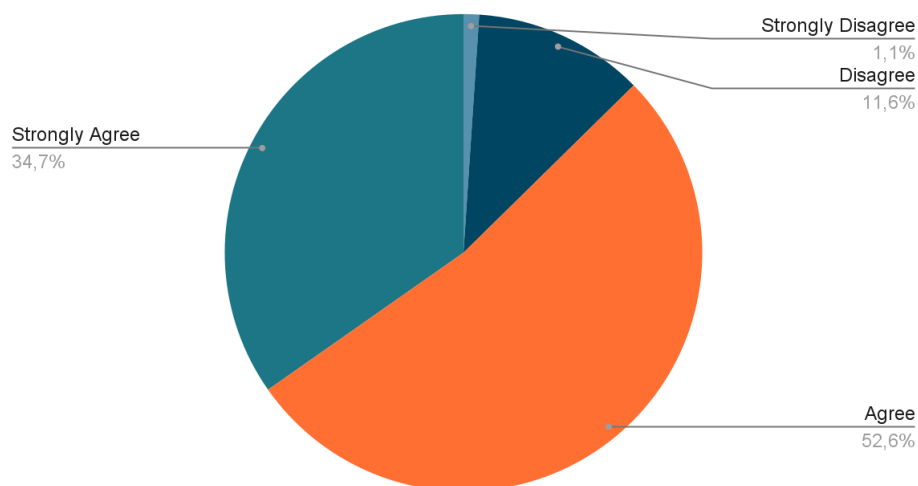
Soft skill 3: Conflict - resolution

In **Austria**, 95.4% acknowledge the importance of conflict resolution skills, feeling proficient in them. The majority agree that these skills are crucial in the workplace. They include feeling confident in communicating their perspective during conflicts and being able to resolve conflicts constructively. Overall, there's strong agreement among respondents, indicating positive attitudes towards conflict resolution in the workplace.



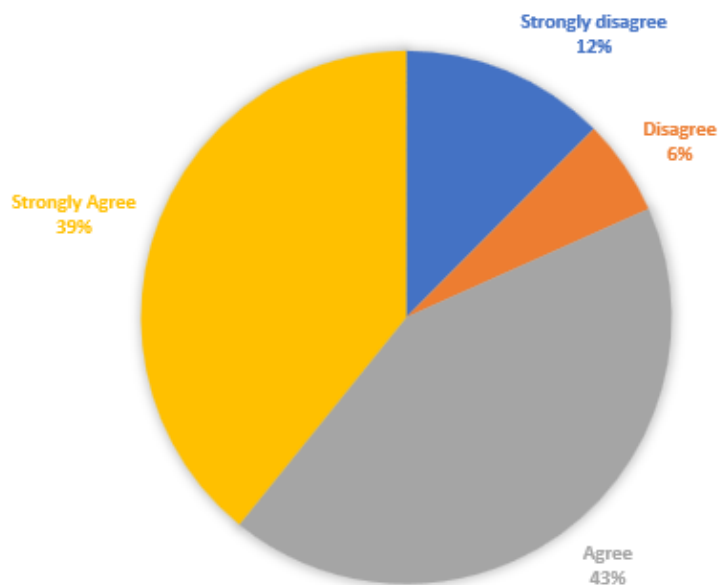
In **Germany**, the graph displays responses to questions about "conflict resolution" skills. Most respondents (87.3%) see it as important in personal and professional life, especially in the workplace (100%). While confident in communication, some struggle with collaborative conflict-solving and confidence in constructive resolution. Overall, respondents value conflict resolution but face challenges in specific aspects, notably in workplace collaboration and constructive conflict resolution.

Points scored



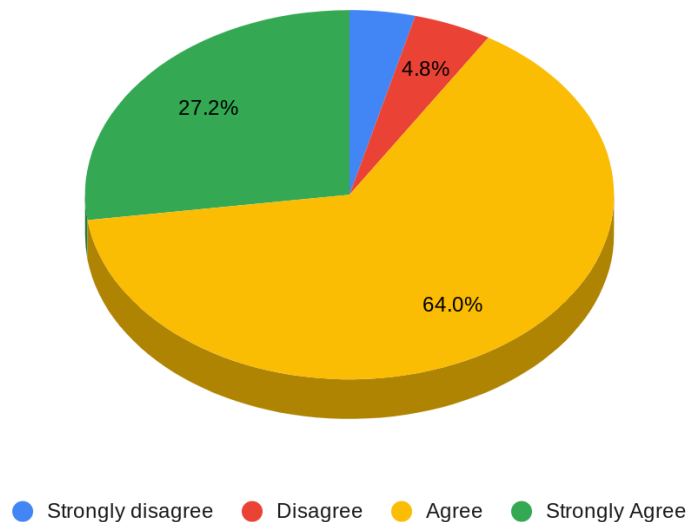
The results highlight a unanimous agreement among all women from **Greece** regarding the significance of conflict resolution in the professional sphere. Despite their efforts to listen carefully to others' problems and worries, this doesn't necessarily translate into equal appreciation for the feelings and concerns expressed.

CONFLICT- RESOLUTION GR



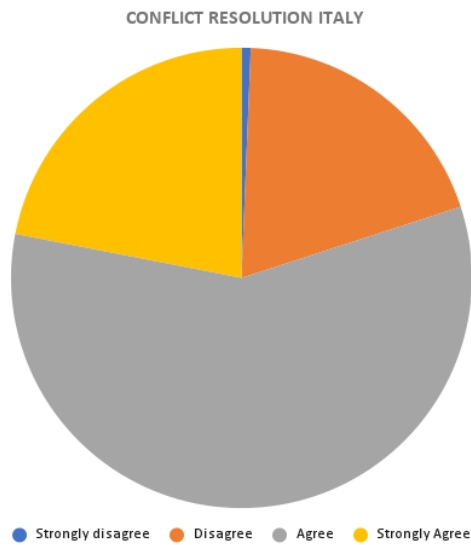
Regarding **Iceland**, the majority of participants consider the skill highly important, matching their self-assessment where they consistently rate themselves positively in these specific competencies.

Conflict Resolution Skills

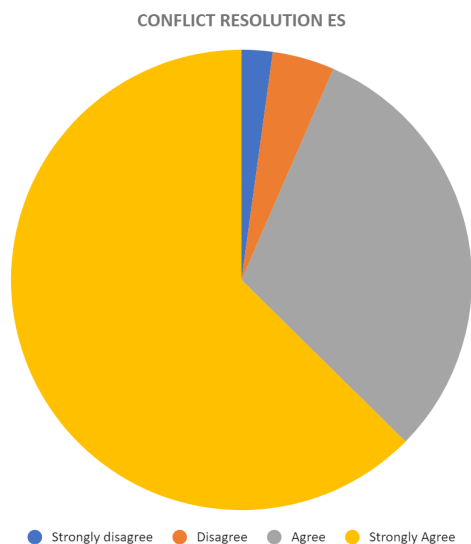


In **Italy**, 80% recognise the importance of conflict resolution skills, particularly in the workplace. However, there's a lack of confidence in effectively communicating perspectives during conflicts (40.6% disagreement) and in resolving conflicts constructively (25% disagreement). Overall, while acknowledging the significance of

conflict resolution, participants struggle with communication and confidence in resolving conflicts.

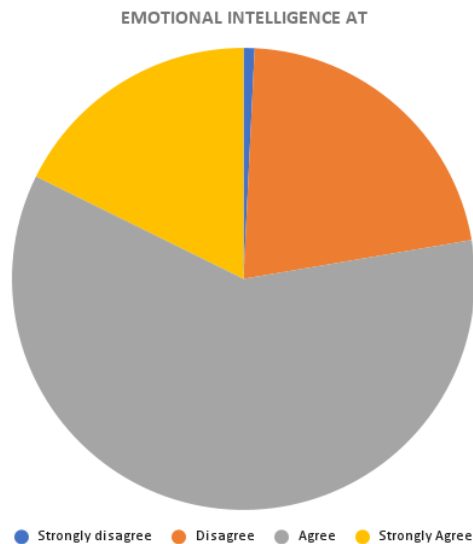


The responses indicate a significant positive attitude towards conflict resolution skills in **Spain**. The majority (62.6% strongly agree and 30.9% agree) show confidence in resolving conflicts constructively at work. Overall, there's a strong and positive attitude towards conflict resolution skills in the workplace among the respondents.



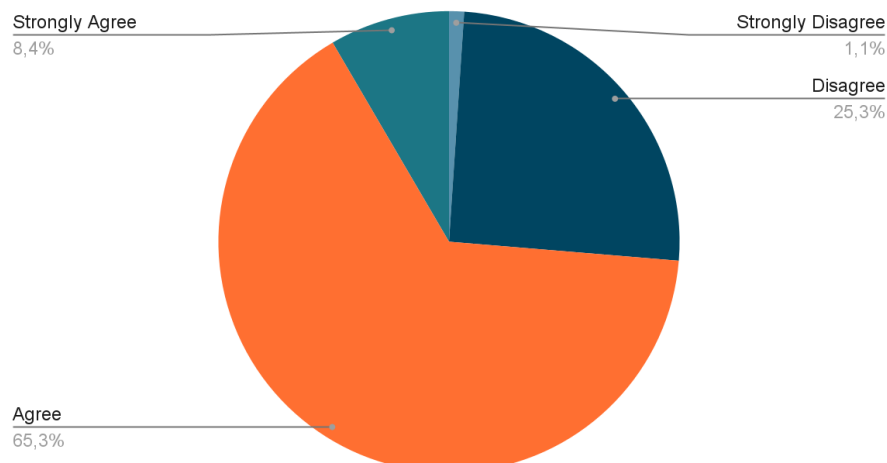
Soft skill 4: Emotional intelligence

In **Austria**, 77.7% recognise the importance of emotional intelligence, showing proficiency in it. Most can describe their emotions accurately, but there's variation in identifying triggers and maintaining work-life balance. While respondents generally agreed on emotional awareness, there were mixed responses regarding triggers and balancing work-life harmony.



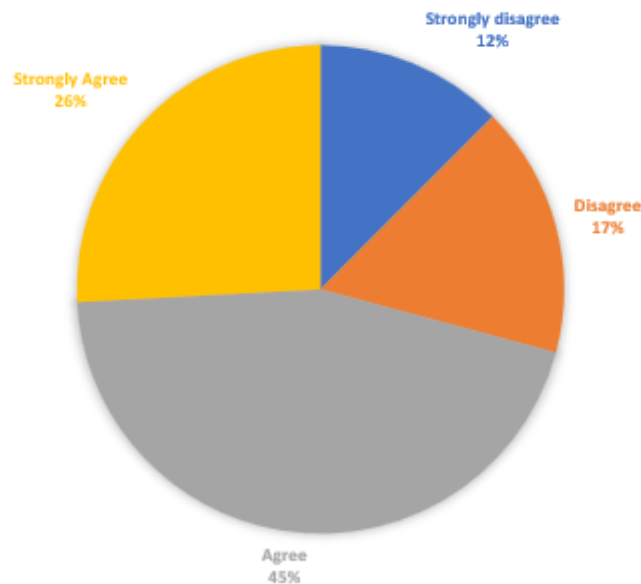
From **Germany**, the chart outlines responses to questions on "Emotional Intelligence". A majority (73.7%) consider it important in personal and professional spheres. Some struggle to consistently express feelings (7 responses) and balance work-life harmony (9 responses). Yet, most respondents recognize emotional triggers (17 out of 19). Overall, while acknowledging emotional intelligence and triggers, expressing feelings consistently and managing work-life balance present difficulties for some.

Points scored



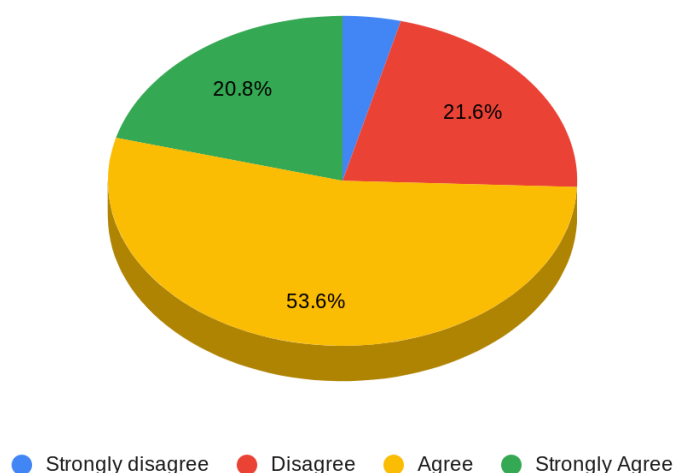
Most of the surveyed **Greek** women agree that they possess the skill to express their emotions adequately. It's important to note their dissatisfaction with managing the balance between their professional and personal lives. Despite this, they remain receptive to various perspectives, even though they may encounter challenges in controlling their reactions.

EMOTIONAL INTELLIGENCE GR

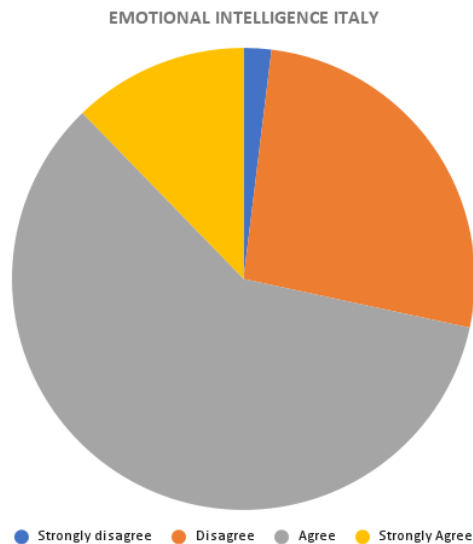


About 75% of participants in **Iceland** show general agreement regarding the discussed skill, but over 20% express disagreement. This variance suggests several factors: the skill's newness in terminology, potential cultural clashes with Icelandic values, and the need for better integration of this skill in professional settings. There's a significant need for training programmes to bridge the gap between theory and practical application in the workplace.

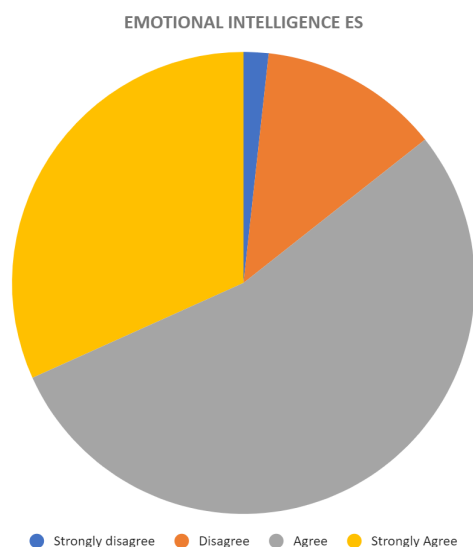
Emotional Intelligence Skills



The majority of **Italian** participants, 71.7%, recognise the importance of emotional intelligence but face challenges in accurately describing emotions, balancing work and personal life, and controlling emotions. Despite high awareness of emotions and triggers, participants struggle with expressing and managing their emotions effectively.

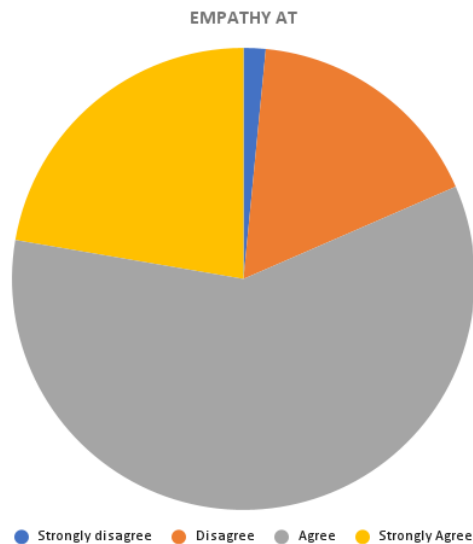


Overall, the data from **Spain** shows a general agreement among respondents, with some questions exhibiting a stronger consensus (like Question 18) and others having a more varied distribution of responses (such as Questions 16 and 17). The findings suggest that, typically, women using the self-evaluation tool tend to agree with statements concerning emotional intelligence skills.



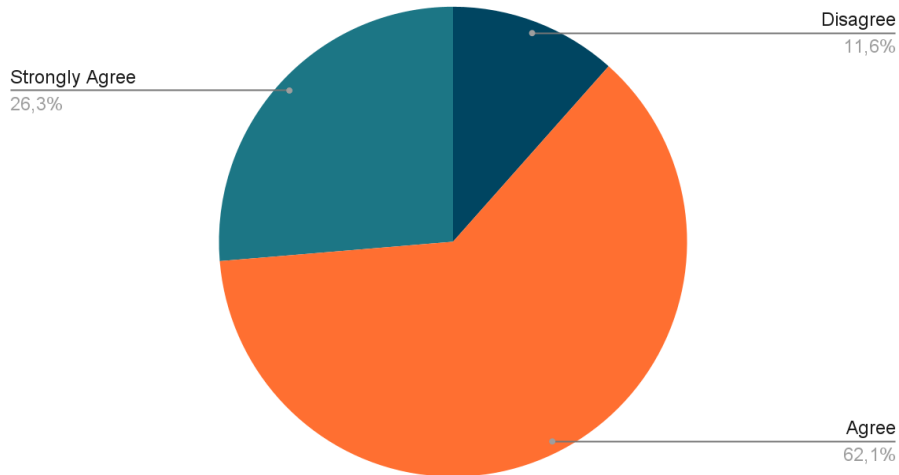
Soft skill 5: Empathy

In the **Austrian** context, 77.4% of respondents acknowledge the importance of empathy in both personal and professional aspects. The majority demonstrate empathetic behaviour towards friends and strangers. However, seeking others' opinions generated more varied responses. Overall, respondents generally exhibit empathetic tendencies, but seeking diverse opinions showed mixed reactions.



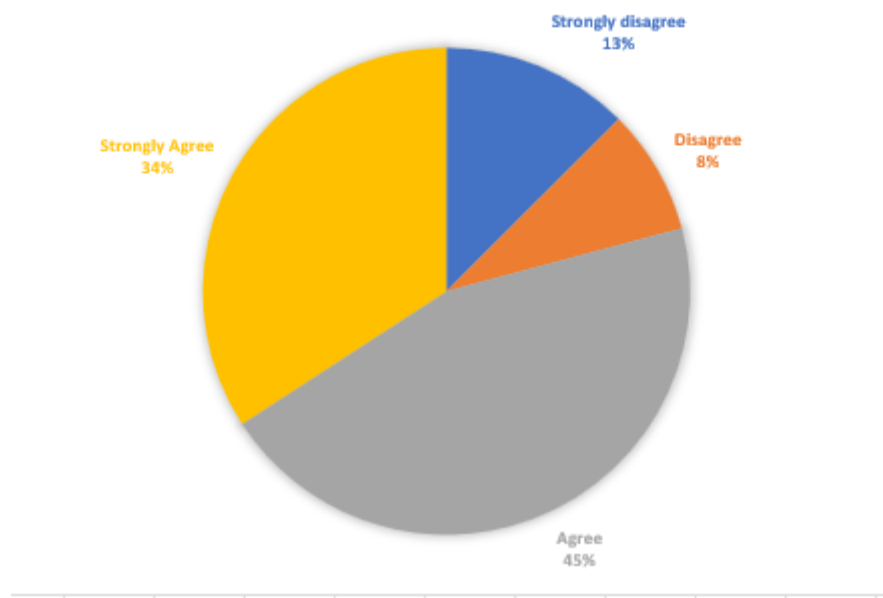
In **Germany**, a significant majority (88.4%) of respondents consider this ability important in both personal and professional aspects, stating proficiency in it ("agree" and "strongly agree"). However, four respondents disagreed on the ability to empathise with friends in any situation. All respondents (100%) expressed feeling sorry when witnessing mistreatment. In summary, respondents value empathy and show compassion, particularly towards those mistreated. Yet, at times, they find it challenging to put themselves in their friends' shoes or refrain from seeking others' opinions, even when confident about something.

Points scored



Among **Greek** participants, there's a mix of beliefs regarding empathic abilities—some feel capable while others do not. Nonetheless, they exhibit a noteworthy propensity to comprehend and empathise with the mistreatment endured by others. Moreover, they demonstrate a significant influence from external opinions and value diverse perspectives greatly.

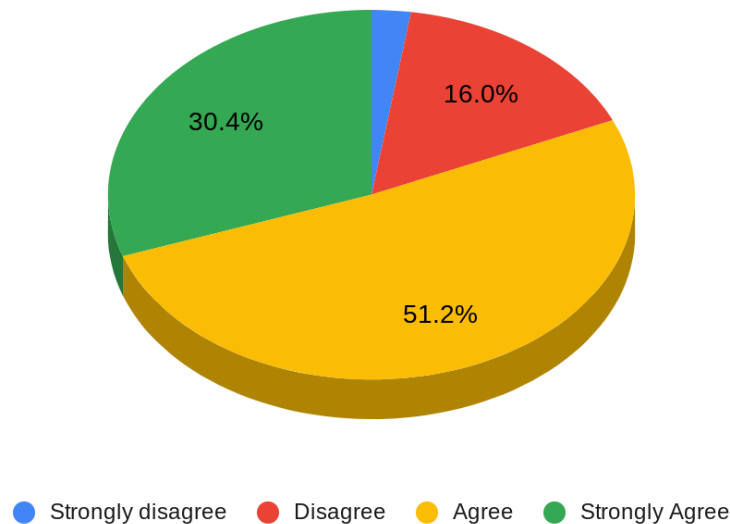
EMPATHY GR



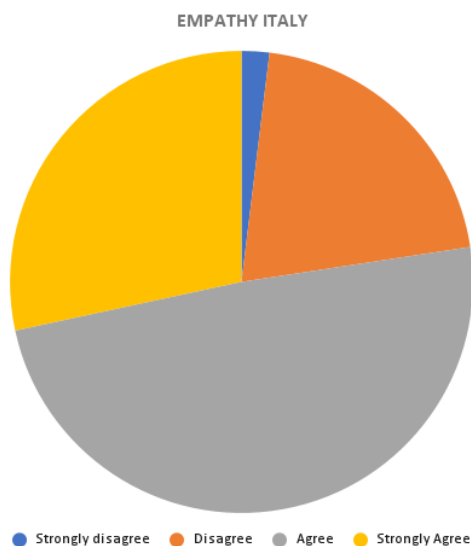
The survey in **Iceland** saw a significant majority, about 81.6% of participants, providing positive responses, while approximately 16% expressed disagreement. An interesting point to consider is the potential impact of cultural influences on these responses. In smaller communities, there's a higher risk of social stigma, potentially affecting how individuals respond based on societal expectations rather than

expressing genuine feelings. Hence, further analysis within the cultural context is necessary to grasp the intricate dynamics involved.

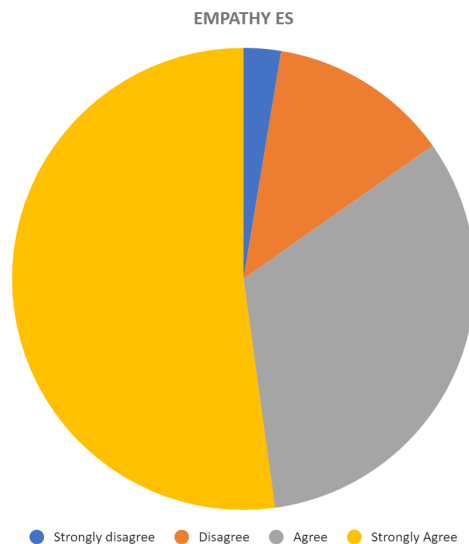
Empathy Skills



The data on empathy from **Italy** highlights that 77.4% of respondents recognised the importance of empathy in their lives. However, a question regarding seeking others' opinions when confident had unclear wording, impacting the interpretation of results. In spite of this, 97% of respondents said they were impacted by the happiness of others, although 31.25% disagreed about their capacity for empathy in given circumstances.

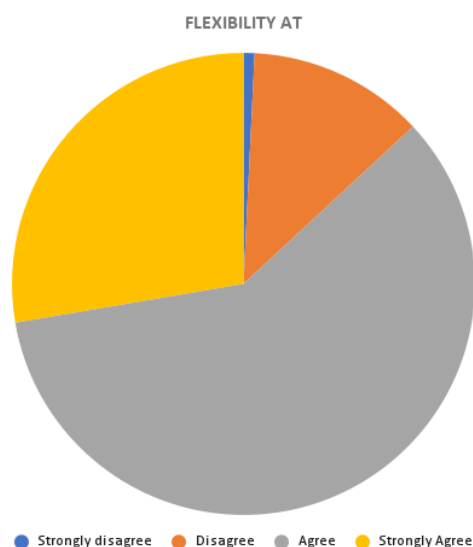


In **Spain**, the survey indicates a strong endorsement of empathy, with 52.2% strongly agreeing and 32.6% agreeing on its significance. Disagreements are present but minimal, comprising only 15.2% collectively. Overall, these results emphasise the participants' high regard for empathy, highlighting its considerable importance in their views.



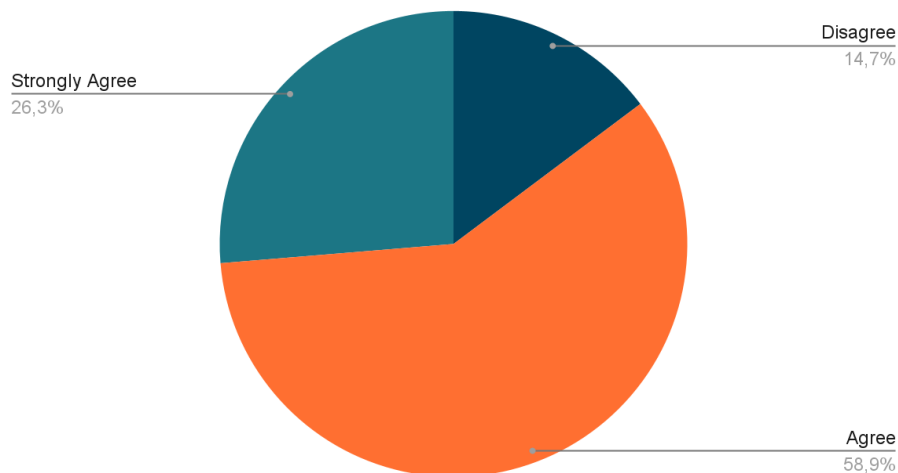
Soft skill 6: Flexibility

In **Austria**, 86.9% of respondents value flexibility in their personal and professional lives, expressing openness to new ideas (96.3%) and competence in handling unexpected situations (88.4%). However, variations arise in responses related to adapting to organisational changes (80.8%) and managing emotionally charged situations (80.8%).



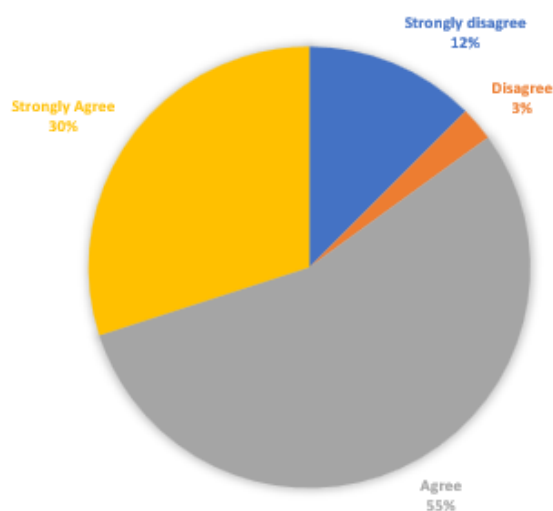
The graph from **Germany** shows responses to five questions assessing "flexibility". Most respondents (85.2%) consider this skill important in their personal and professional lives, feeling adept at it. They are open to new ideas and approaches (100%), yet some struggle with unexpected situations impacting their plans (6 responses) and viewing emotionally charged situations impartially (4 responses). Overall, while valuing flexibility, respondents encounter challenges when unexpected events arise or when dealing with emotionally charged scenarios.

Points scored



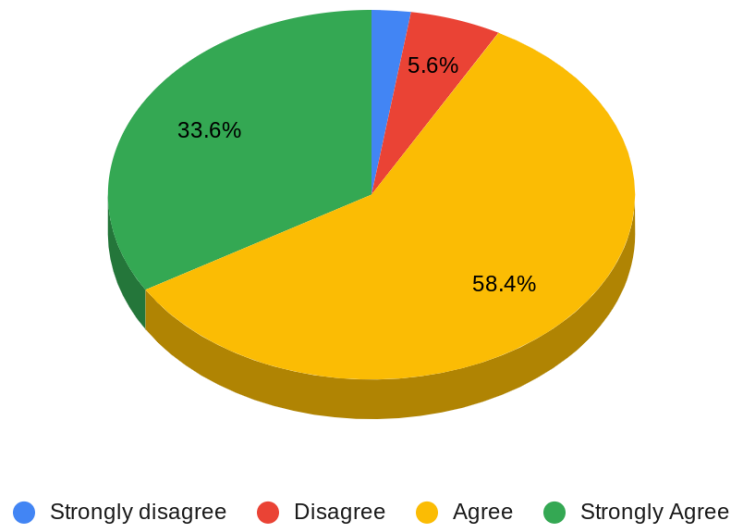
In **Greece**, all respondents demonstrate a strong inclination towards adaptability and openness to new work approaches. A substantial 85% express agreement with being flexible to change, proficient in navigating diverse challenges, and adept at finding effective solutions. Notably, they highlight the significance of developing understanding, even when faced with perceived initial difficulty.

FLEXIBILITY GR

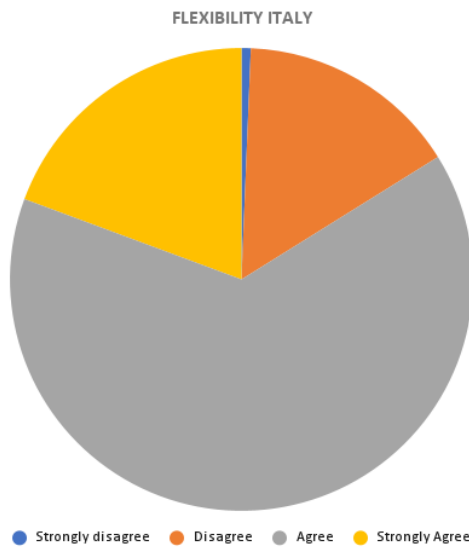


Thanks to **Iceland's** environment, culture, and climate, more than 93% of participants exhibit a strong propensity towards flexibility. Living in such conditions from an early age demands adaptability, given the unpredictability of nature and the communal responsibility ingrained in the culture, compelling individuals to be flexible and responsive to unforeseen situations.

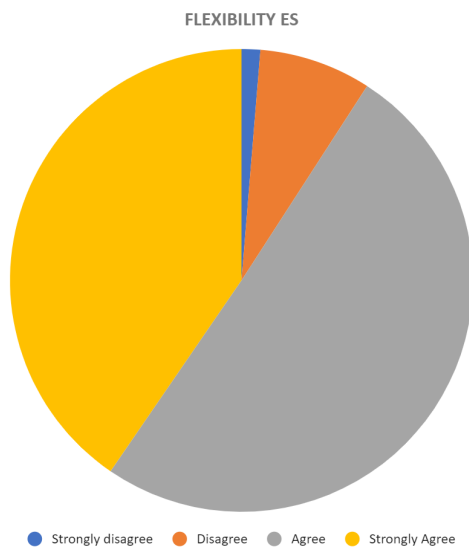
Flexibility Skills



The data on flexibility from **Italy** indicates that 84% of respondents value this skill in their personal and professional lives. There was a strong consensus on openness to new ideas and ways of working. However, divergent views emerged on handling unexpected situations and emotionally charged scenarios. Notably, there's a polarised response to the ability to approach emotionally charged situations with non-judgmental empathy. This aligns with a previously observed challenge in maintaining a judgment-free attitude in emotionally charged scenarios, reflecting a recurring theme seen in the "Active Listening" section.

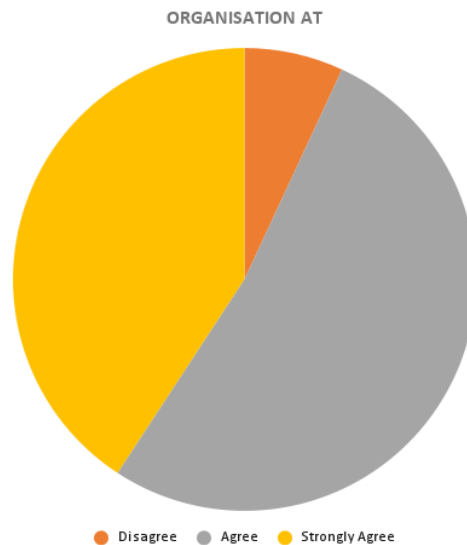


Around 90.8% of **Spanish** participants believe they possess strong flexibility skills, while about 9.1% feel less confident, and around 1.3% lack confidence in their adaptability. This shows differing levels of confidence within the surveyed group, emphasizing perceived, not objectively measured, flexibility skills.



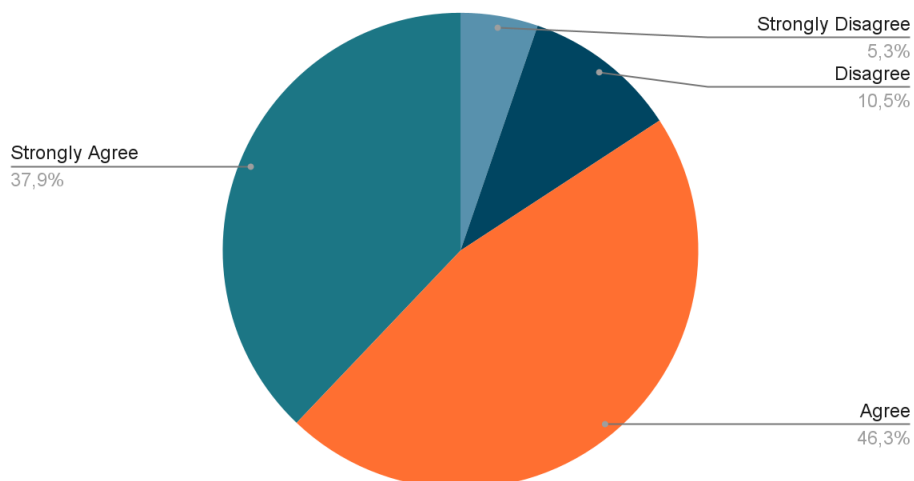
Soft skill 7: Organisation

In the survey assessing "organisation" skills in **Austria**, 93.1% of respondents affirmed its importance in both personal and professional spheres, feeling proficient in it. Specifically, 92.3% expressed a preference for structure in arranging things, while 96.2% emphasised handling tasks promptly. Overall, the majority of respondents showed proficiency in organisation, task management, and structured problem-solving, affirming these skills as strong suits.

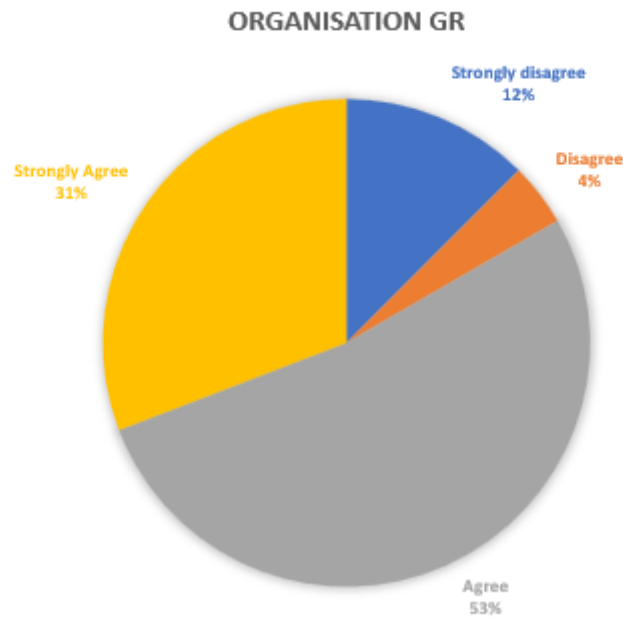


In **Germany**, most respondents (84.2%) consider this skill important in both personal and professional aspects. However, 6 out of 19 respondents don't prefer following a structured approach to organising things. Almost all responses about ordering and categorising problems were positive. Overall, while valuing organisational skills and adeptness at categorising problems, some respondents encounter difficulties or disfavour maintaining a structured approach to organising tasks and meeting deadlines.

Points scored

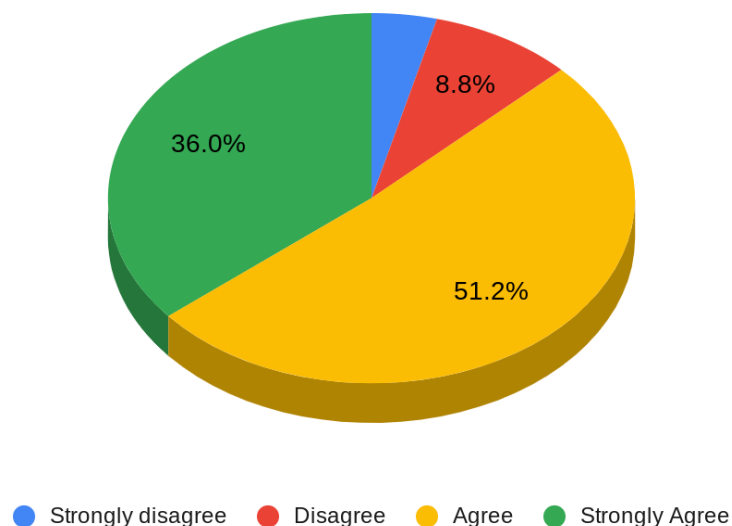


According to **Greek** participant feedback, there's a shared satisfaction in maintaining clear delineations in handling work-related aspects. Furthermore, they display proficiency in prioritising tasks, recognising problems, suggesting solutions, and classifying issues based on their relative importance.



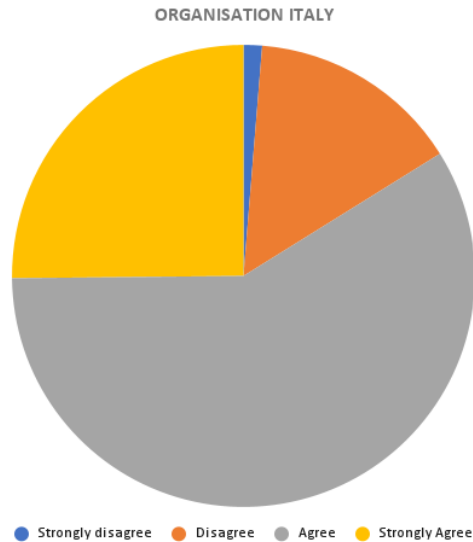
The responses from **Iceland** indicate a strong acknowledgement and confidence in their organisational skills; these skills likely benefit from intentional training for further enhancement. Interestingly, there appears to be a correlation between organisational abilities and flexibility, suggesting an interconnectedness that emphasises the importance of training and improvement in both aspects.

Organisation Skills

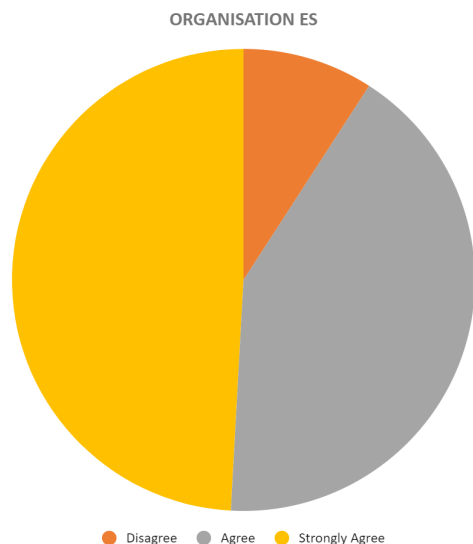


The data portrays a positive sentiment toward organizational skills among respondents in **Italy**. Notably, 84% of participants acknowledged the importance of organizational abilities, with specific emphasis on prioritization, documentation, workflow management, and teamwork as examples of their work skills. Most agreed

that they prefer structure in arranging things, while a smaller percentage expressed difficulties in managing tasks promptly. Overall, participants exhibit confidence in organizing their lives and workflow, though some challenges may exist in time management skills.

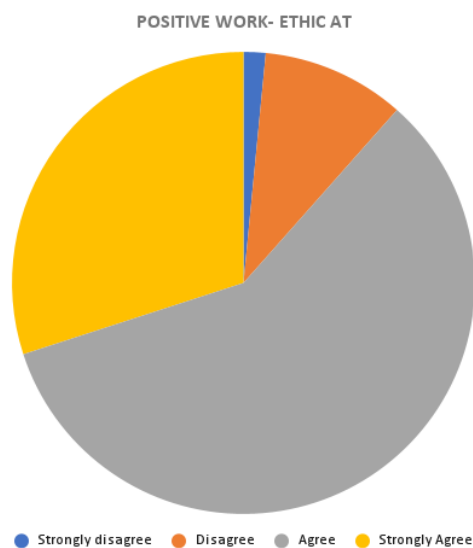


The **Spanish** feedback received suggests a robust consensus among participants regarding skills related to leadership and teamwork, with nearly 90.8% agreeing with these attributes. This indicates a prevalent proficiency in these essential skills, which hold significant value across personal and professional scenarios.



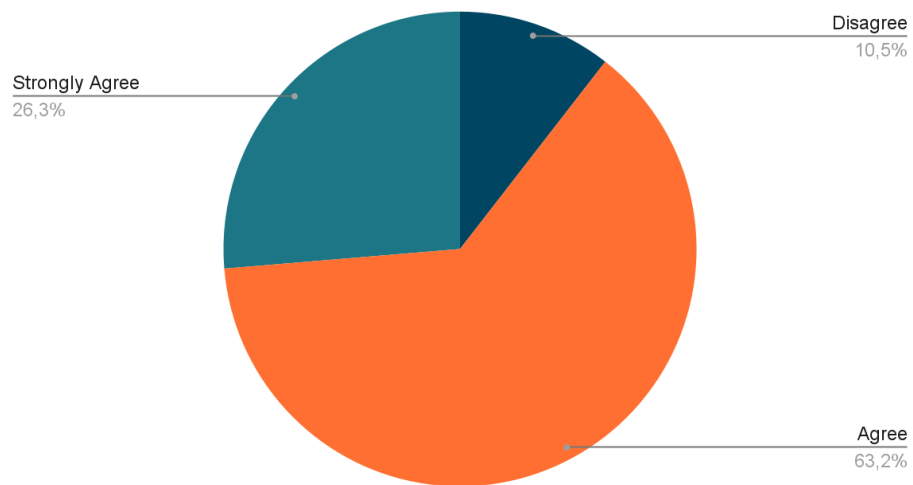
Soft skill 8: Positive work- Ethic

In **Austria**, 88.5% of respondents showed proficiency and recognised its significance in both personal and work life. They take work seriously, dedicate extra time (53.8% strongly agree), and exhibit enthusiasm (88.5% agree) towards their tasks. A majority (92.3%) set competitive goals, yet some struggle to keep personal issues from affecting work (30.8% disagree). Overall, respondents generally prioritise their work, show enthusiasm, set competitive goals, and aim for efficient task completion, although there are some discrepancies, particularly regarding personal issues affecting work and setting competitive goals.



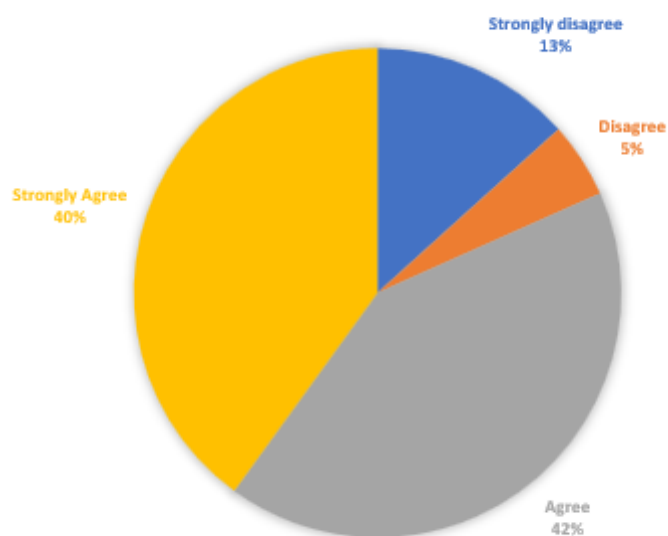
In **Germany**, a vast majority (89.5%) of respondents view this skill as crucial both in personal and professional realms. Notably, almost all respondents (18 out of 19) take their work seriously, often exceeding expectations. However, the respondents struggle to keep personal issues from impacting their work. In essence, respondents generally exhibit a strong work ethic, yet some find it challenging to separate personal problems from their professional responsibilities.

Points scored



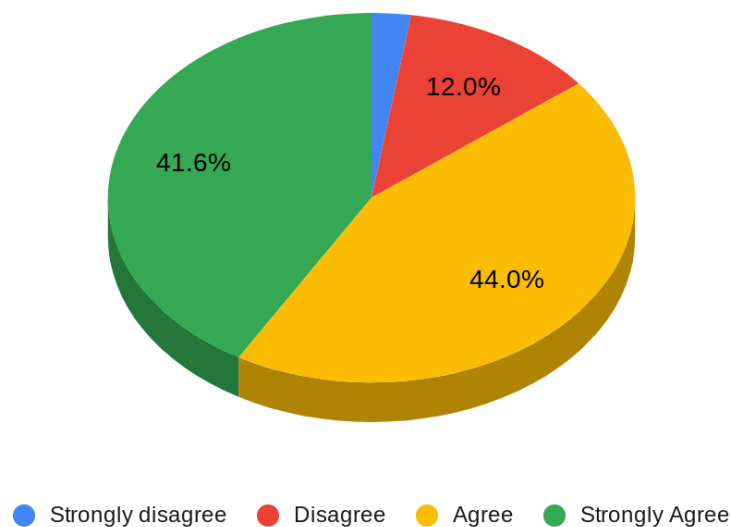
The most notable difficulty observed in the work ethic of **Greek** participants is the ability to compartmentalise personal concerns, ensuring they don't impact work. However, they showcase a competitive attitude and authentic passion for their tasks.

POSITIVE WORK- ETHIC GR

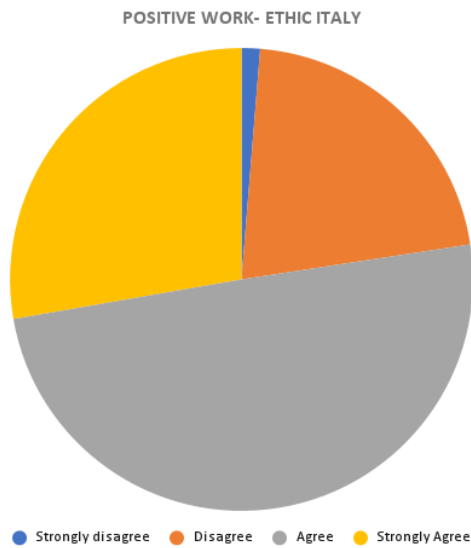


The majority of respondents in **Iceland**, around 85%, acknowledge and believe in the significance of a strong work ethic, claiming to possess this attribute. However, 15% express disagreement, raising questions about potential links between this discrepancy and earlier responses regarding task efficiency within set time frames. Exploring the relationship between work ethic and time management might unveil insights into the differing perspectives among participants.

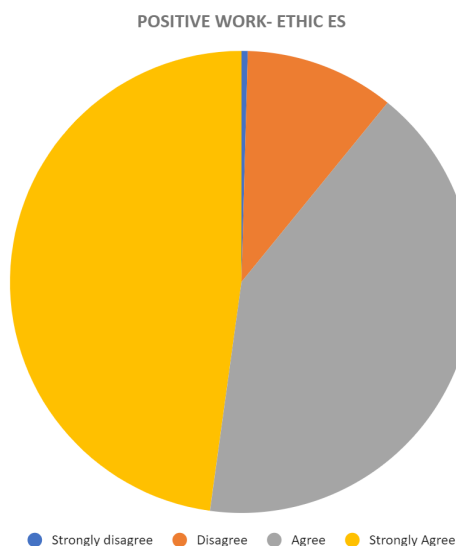
Work-Ethic Skills



In **Italy**, most respondents acknowledge the importance of a positive work ethic, with 77.4% affirming their proficiency. While 97% complete tasks efficiently within deadlines, there's variation in enthusiasm levels (25% lacking, 37.5% highly enthusiastic). Yet, around a third struggle with achieving goals and separating personal issues from work. Overall, the majority take work seriously, but some feel disenchanted with their job, and others face challenges with personal feelings affecting their work.

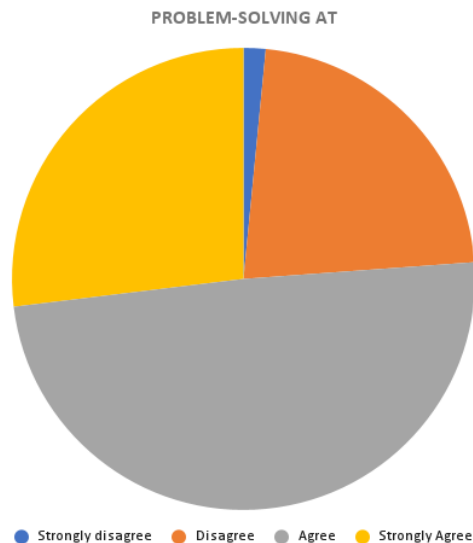


The responses from **Spain** regarding "positive work ethic" skills show a significant number strongly agreeing with the statements (49.1%) and a substantial portion agreeing (41.7%). This suggests widespread consensus among participants about these skills. Despite some disagreements, particularly in Questions 37 and 39, they are minimal, indicating overall agreement on communication abilities. In essence, the majority perceive their communication skills positively, with high agreement levels, reflecting positively in both personal and professional settings.



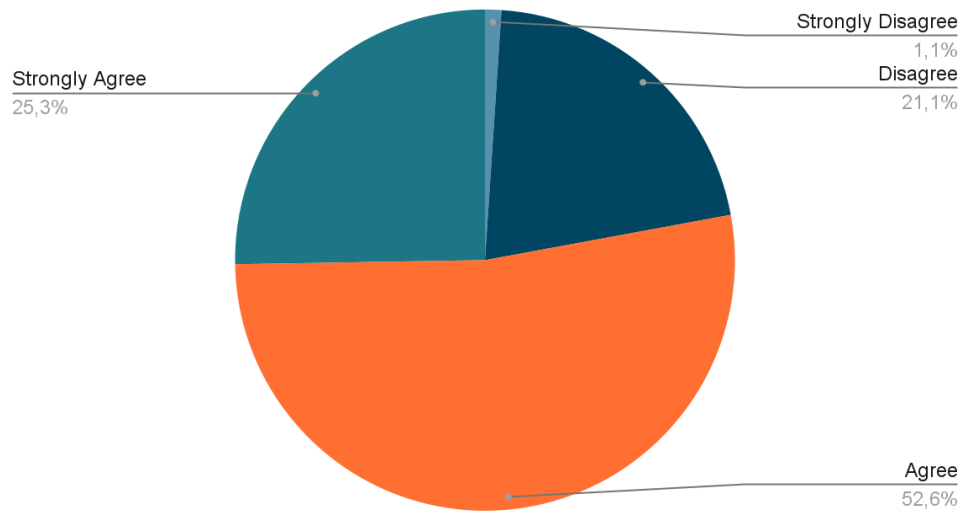
Soft skill 9: Problem-solving

Austria indicates that 76.1% of respondents value this skill, feeling proficient in it. Most display confidence in handling unexpected situations and believe in diverse approaches to achieving objectives. However, there's a divide regarding addressing root causes, a preference for self-reliance over seeking immediate help, and varied perspectives on recurring problems. Overall, there's a positive attitude towards problem-solving but differing opinions on specific aspects.



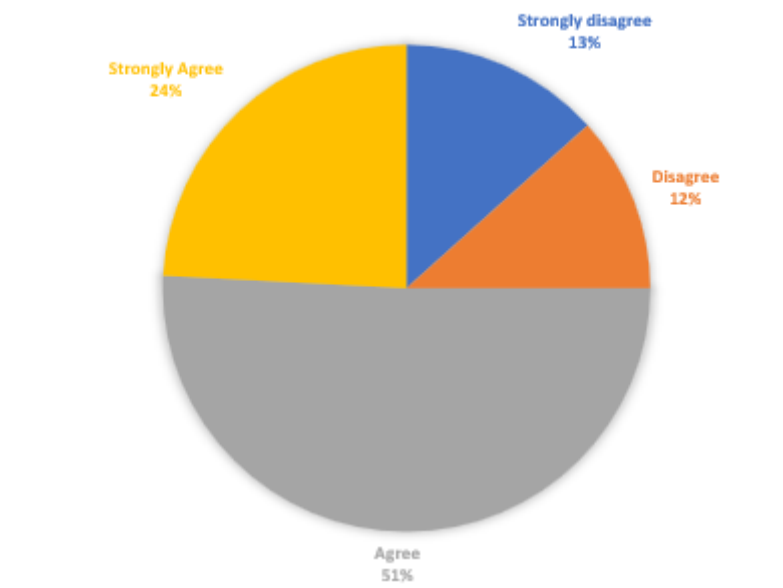
The majority of **German** respondents (77.9%) view this skill as important in both personal and professional contexts. Notably, all respondents excel at finding solutions and identifying root causes when things don't go as planned. However, a portion hesitates to seek help initially when facing a problem, and some encounter repetitive issues requiring solving the same problem repeatedly. Overall, respondents value problem-solving skills, yet some face challenges seeking initial help and dealing with recurring problems.

Points scored



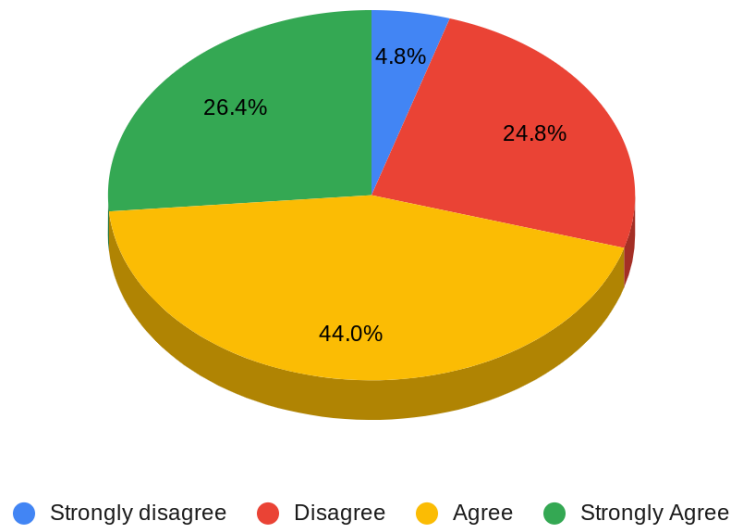
All survey respondents from **Greece** showcase the ability to adapt and come up with solutions in challenging situations, especially when faced with unmet goals. Nevertheless, the more intricate task involves collaborating with others to collectively find solutions.

PROBLEM-SOLVING GR

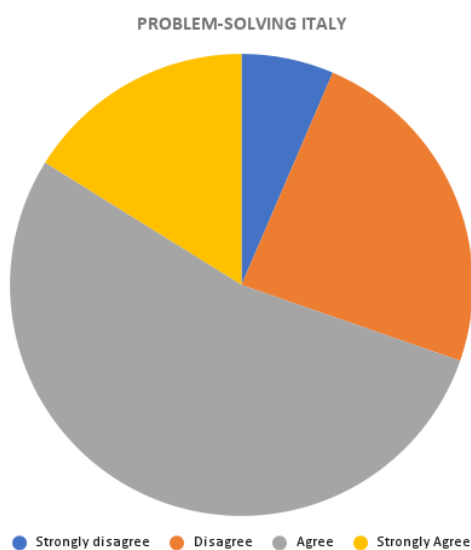


In **Iceland**, about 30% disagree or strongly disagree, possibly due to cultural tendencies and reluctance, especially among Icelandic women, to seek immediate help when faced with a problem. The survey also highlights that while Icelandic women exhibit strong problem-solving skills, certain issues persist, leading to recurring problems and challenging the idea of definitive problem resolution.

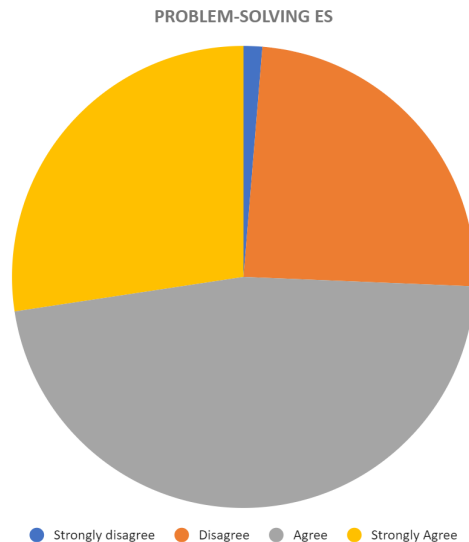
Problem Solving Skills



The results from **Italy** indicate that 69.6% of participants recognisliवेश the importance of this skill in their personal and work lives, considering themselves proficient in it. However, there is polarisation in the responses. While there is almost unanimous agreement on Questions 1, 2, and 3, which assess flexibility and adaptability in the context of problem-solving, only 46.8% responded positively when asked about the ability to ask for help in solving a problem. The data suggests a need for improvement in this specific skill, as a significant 84.4% of respondents admitted facing the same problems repeatedly, indicating a lack of particularly effective problem-solving skills.

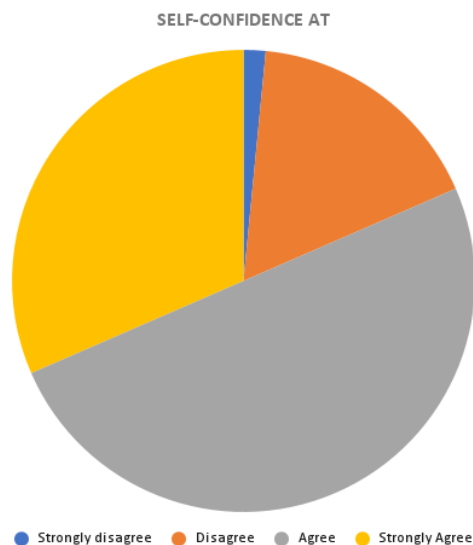


The survey in **Spain** reveals varied perceptions of problem-solving skills among participants. While some agree or strongly agree with the statements (74.4%), others disagree or strongly disagree (25.6%), indicating a lack of consensus. This suggests differing levels of confidence or potential room for improvement in problem-solving abilities.



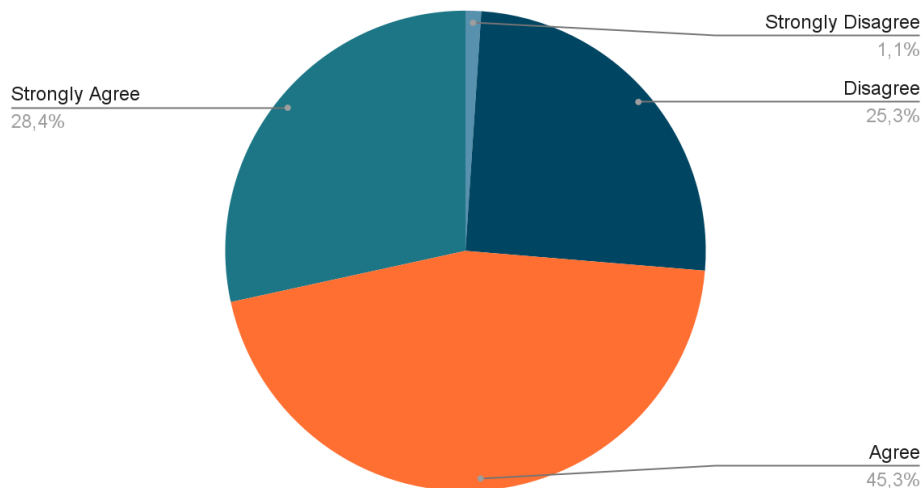
Soft skill 10: Self-confidence

In **Austria**, 81.5% of participants recognise the importance of self-confidence in personal and work life. Among them, 88.5% feel self-sufficient, while 76.9% believe no problem is insurmountable. However, 30.8% express hesitation in social events, despite 69.2% exhibiting strong or agreeing tendencies. Overall, there's a varied perspective on social engagement, receiving praise, and communication ease, despite prevalent self-sufficiency and problem-solving skills.



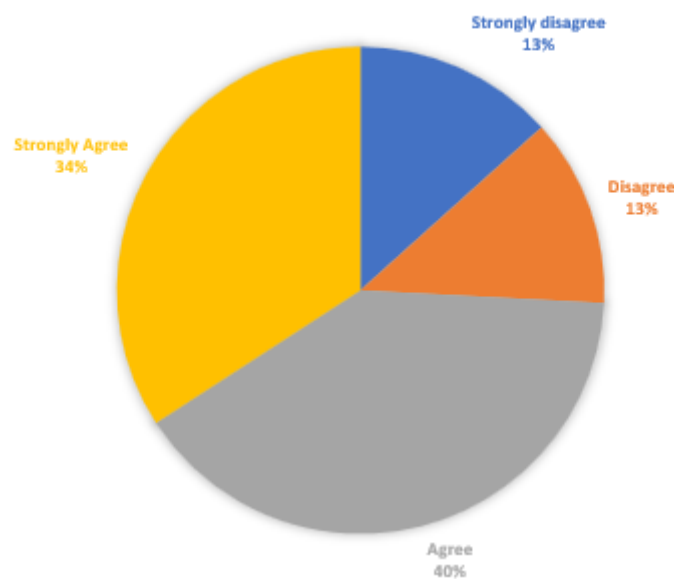
In the case of **Germany**, a significant majority (73.7%) consider this skill important both personally and professionally. However, some respondents doubt the belief that all problems can be overcome, while most feel confident in their communication abilities. Additionally, a few respondents expressed doubts about deserving praise. Overall, while valuing self-confidence and displaying ease in communication, some harbour doubts about problem-solving capabilities and their worthiness of praise.

Points scored



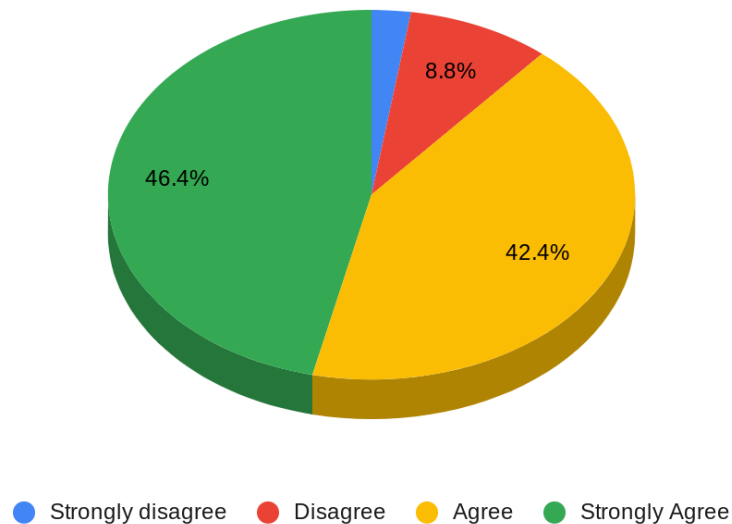
According to the results, all respondents from **Greece** perceive workplace interpersonal communication as natural and enjoy taking part in social work gatherings. Yet, their confidence wanes when facing challenges or trying to manage themselves.

SELF-CONFIDENCE GR

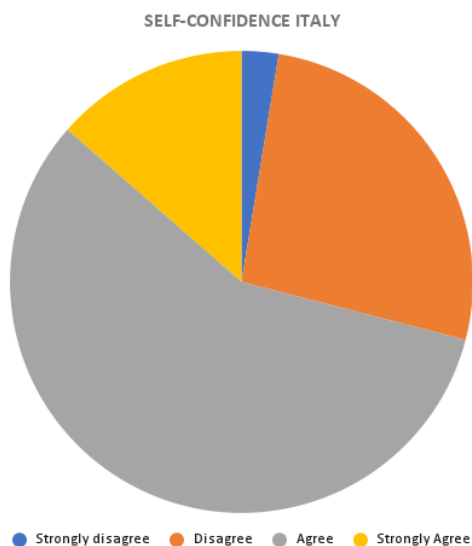


Although most respondents in **Iceland** demonstrate self-confidence in this skill, it's crucial to acknowledge the potential for improvement and growth. Despite existing self-confidence, there's value in continuously refining and strengthening this skill.

Self-Confidence Skills

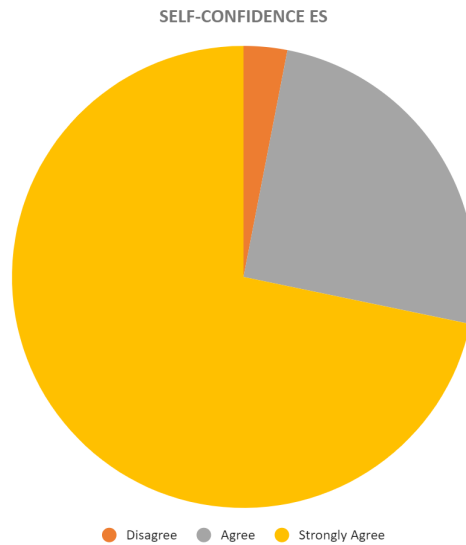


In **Italy**, 71% of participants acknowledge the importance of self-confidence, with higher confidence in interpersonal skills (97% in communication) but lower confidence in overcoming challenges (72% disagree or strongly disagree). This aligns with issues detected in the "Problem Solving" area.



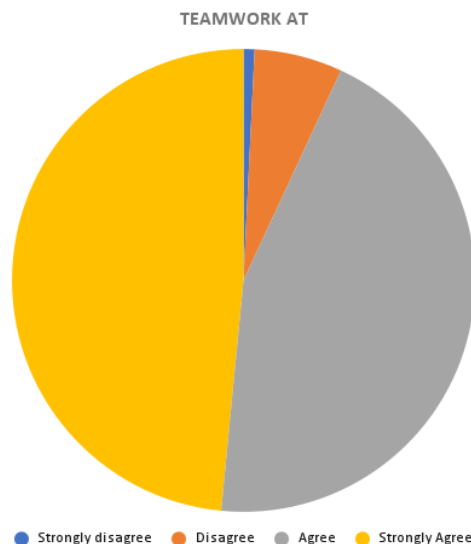
The data in **Spain** reveals an overwhelming sense of self-confidence among participants. A significant majority, 71.7%, strongly agreed with statements related to self-confidence, indicating a robust belief in their abilities. Very few participants

expressed disagreement or strong disagreement, highlighting a strong and positive trait of self-assurance among those surveyed.



Soft skill 11: Teamwork

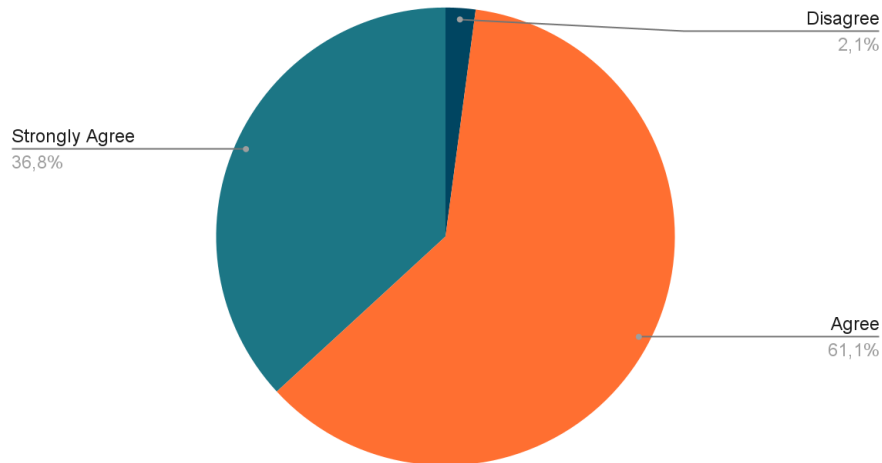
In **Austria**, 93.1% of participants recognise the significance of teamwork, with high percentages agreeing or strongly agreeing (92.4% to 96.2%) in aspects like encouraging colleagues, assisting in finding solutions, and acknowledging cooperation as crucial for goal achievement. This highlights a strong emphasis on valuing teamwork, collaboration, and supporting colleagues among the respondents.



According to **Germany**, almost all respondents (97.9%) consider teamwork crucial in both personal and professional spheres. They highly value collaborating to solve problems, achieving goals with others, and working effectively in a team. Only two

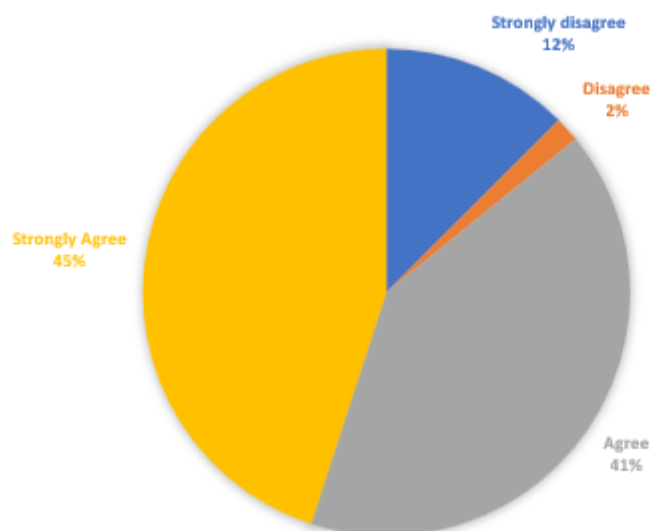
"disagree" responses were recorded across the questions. Overall, respondents prioritise and demonstrate a positive attitude towards teamwork as an essential skill.

Points scored



In **Greece**, they find pleasure in working as a team. Specifically, they foster positive relationships with coworkers, promote collaboration for common goals, and willingly offer support to colleagues in need. Their ultimate satisfaction lies in feeling a sense of belonging.

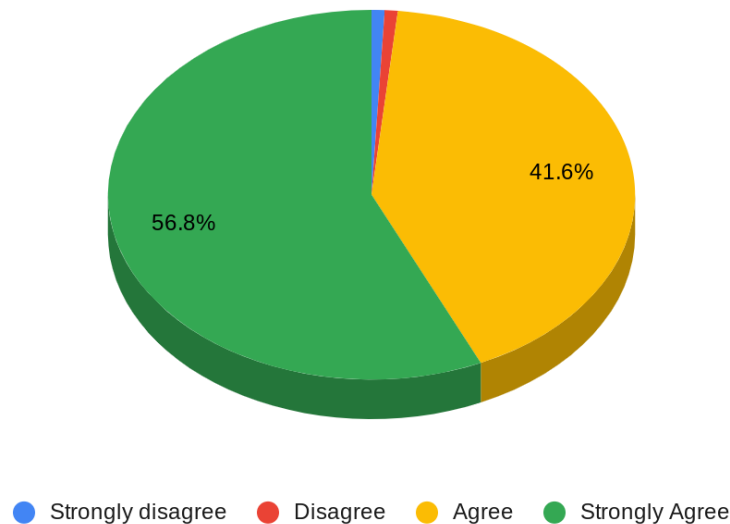
TEAMWORK GR



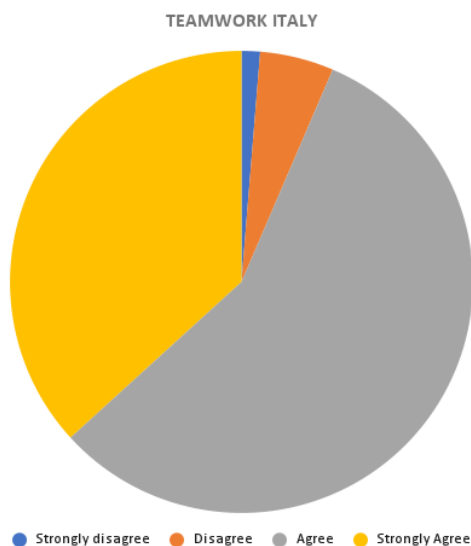
Regarding **Iceland**, strong agreement on teamwork stems from cultural reliance and educational emphasis. The country's unique social structure, particularly through widespread rescue teams, showcases shared responsibility and resources. This

interconnectedness grants Icelanders access to diverse skills and connections within their community.

Teamwork Skills

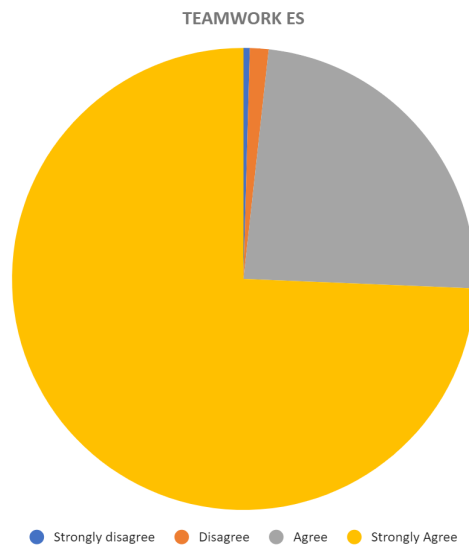


In **Italy**, 93.6% of participants value teamwork in both personal and work settings. While there's widespread agreement on cooperation and effective collaboration with colleagues (40% to 47%), the highest disagreement (15.6%) revolves around positive encouragement, particularly among Italian women. This aspect is often seen as a leadership skill rather than a core aspect of teamwork, slightly lags behind in perception among respondents.



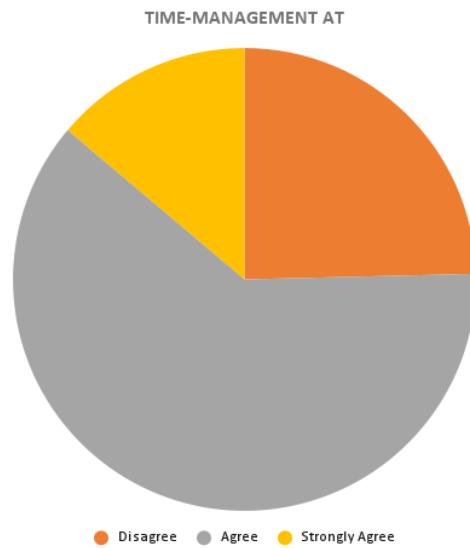
In the case of **Spain**, most participants strongly agree (74.3%) and agree (23.9%) on teamwork-related statements (Questions 51 to 55). The data indicates a high level of

agreement, minimal disagreement, and a unified view emphasizing effective collaboration. Overall, Spanish participants show a positive consensus on their teamwork skills.



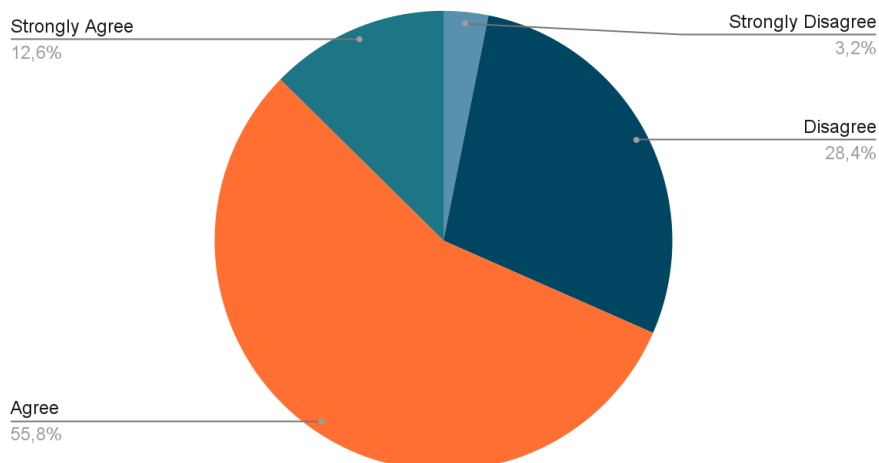
Soft skill 12: Time management

The data from **Austria** states that 75.4% of participants acknowledge the importance of time management, with the majority (80.8%) able to focus their energy on essential tasks. While 61.5% feel they can fit all tasks into their days, 38.5% disagree. About 15.4% struggle with work-life balance, but 84.6% manage personal and professional life well in terms of time. However, 38.5% feel overwhelmed by the mental load of balancing responsibilities. Overall, while most prioritise well, challenges persist in managing tasks and achieving balance for a significant subset of respondents.

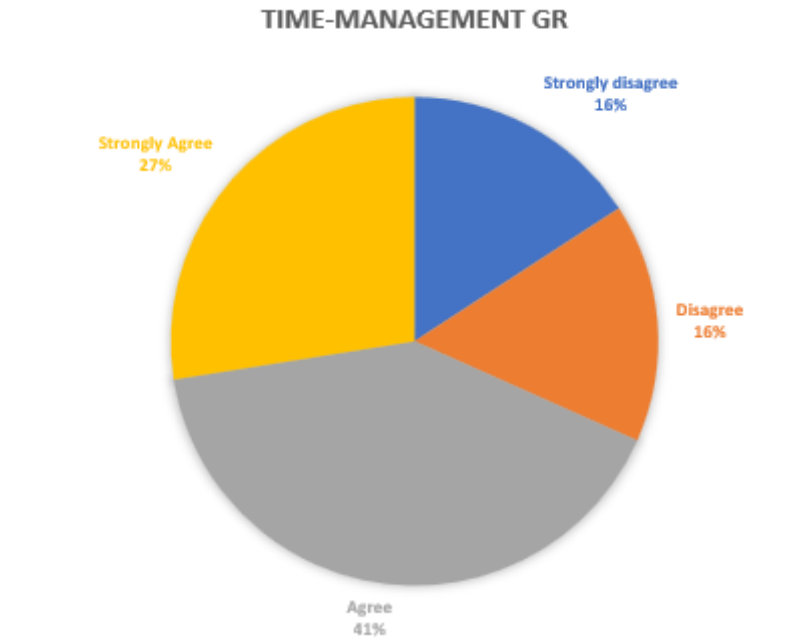


In **Germany**, although 68.4% of respondents consider this skill important, it has the lowest percentage of "strongly agree" and "agree" responses. Most respondents excel in prioritizing their tasks effectively but struggle to fit all responsibilities into their daily schedules. Additionally, respondents face challenges with work-life balance and feeling overwhelmed by managing both work and home life. Overall, while acknowledging the significance of time management, many respondents find it challenging, especially in balancing their busy lives.

Points scored

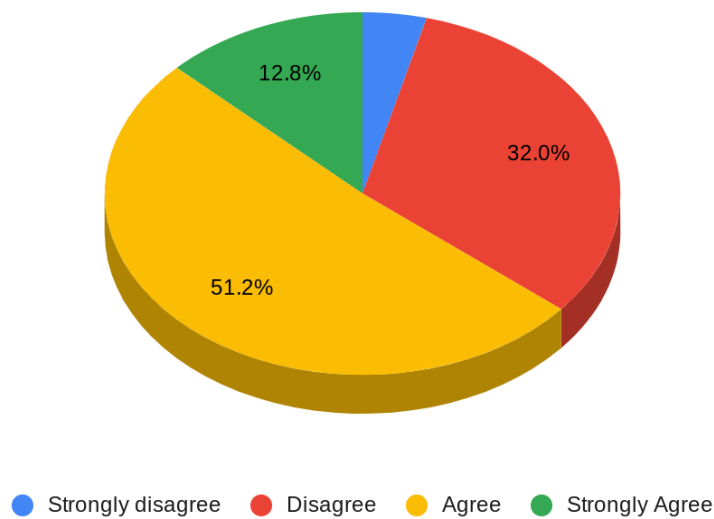


Despite acknowledging their priorities, the majority of participants from **Greece** disagreed on the effectiveness of time management. Their main concerns revolve around feeling frequently overwhelmed by their workload, lacking a healthy balance between work and personal life, and struggling to complete tasks within a day.

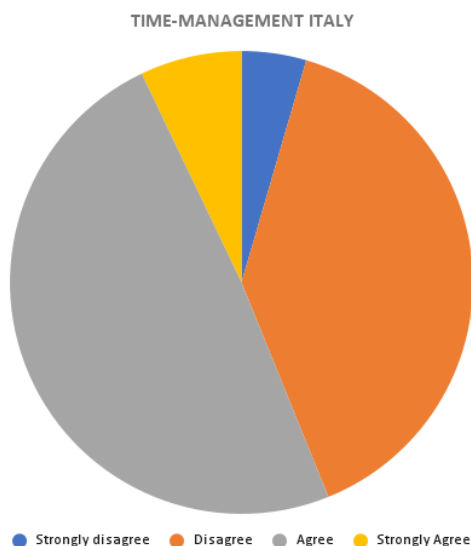


In the case of **Iceland**, unexpected findings in time management skills suggest complexities for women. Factors include challenges in organising workdays due to various reasons like weather, culture, and societal responsibilities. Iceland holds the world's highest female employment-to-population ratio at 81%. Women have an average of 1.82 children, and many children are born to unmarried mothers. Recent research unveils the concept of Icelandic women dealing with a "third shift," managing additional responsibilities beyond work and household duties. These complexities underscore challenges for Icelandic women in balancing professional, familiar, and societal expectations, calling for a nuanced exploration to address these issues.

Time Management Skills

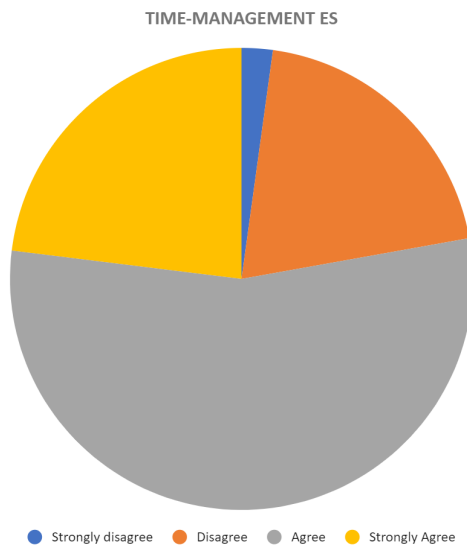


The answers in **Italy** reveal that while a majority of respondents feel confident in prioritizing tasks, with 75% investing in these priorities, they still struggle to fit all tasks in a day (40.6%). Despite this, 59.4% believe they maintain a healthy work-life balance. Notably, there's an interesting overlap between feeling overwhelmed and the difficulty in fitting tasks, prompting questions about their perception of a balanced work-life scenario.



The survey results from Spain show that the majority of participants (77.8%) either disagreed or strongly disagreed with the statements related to time management skills. Conversely, a small percentage (23%) strongly agreed with these statements.

This indicates a need for potential enhancement in time management skills among the participants, given the prevalent disagreement with the statements.



3. Conclusions

The observations from the self-assessment across several countries provide insightful conclusions about women's perceptions and abilities in various soft skills:

- **Austria:** Austrian women display strong agreement in essential soft skills, particularly in active listening, conflict resolution, and teamwork. Areas for enhancement include time management and problem-solving.
- **Germany:** Women participants predominantly responded with "agree" in the questionnaire, displaying positive attitudes, particularly in teamwork. Emotional intelligence received mixed responses, with notable disagreement.
- **Greece:** Greek women generally excel in navigating challenging situations and active listening but face difficulties in work-life balance and task management.
- **Iceland:** There's a need for Icelandic women to focus on skills like time management and problem-solving, crucial for effective management and mentoring.
- **Italy:** Italian women demonstrate strengths in teamwork and active listening. However, challenges arise in managing workload and expressing emotions, indicating potential areas for improvement.

- **Spain:** Spanish women participants showcase positive attitudes in assessed soft skills. They show confidence in most areas, yet there are varying agreement levels for specific skills like time management and problem-solving.

The comprehensive analysis of the results strongly emphasises the pivotal role that soft skills play within professional contexts. While commendable strengths are evident, particularly in aspects such as teamwork and active listening, there are possibilities for enhancement, notably in time management, problem-solving, and achieving a harmonious work-life balance. Addressing these areas could significantly empower women in their professional careers, enabling them to navigate challenges more effectively.

The development of these crucial skills has the potential to catalyse various positive outcomes within workplaces. Improved communication, adept conflict resolution, and heightened overall workplace effectiveness are just some of the benefits associated with honing these competencies.

The overarching goal of the Breaking the Ceiling Project is precisely to cultivate these essential skills. This initiative is dedicated to fostering inclusive and collaborative work environments that provide robust support for the professional growth of women, thereby contributing to their success in diverse professional arenas.