

# Useful skills and competencies of university staff supporting student engagement

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## Staying Calm

Maintaining composure under pressure and in stressful situations

**Hints:** Develop your own routines to manage challenging situations effectively. Practise mindfulness, meditation, or breathing exercises to manage stress

## Patience

The ability to wait calmly and manage frustration

**Hints:** Engage in activities that require sustained effort over time and practise strategies for managing frustration constructively. Work on long-term projects and practise delayed gratification.

## Empathy

Understanding and sharing the feelings of others

**Hints:** Volunteer, listen actively in conversations, and try to understand different perspectives. Enhance your support by recognising and validating students' feelings and experiences.

## Intrinsic Motivation

Being self-driven and motivated by internal goals and values

**Hints:** Identify and pursue activities that align with your personal values and set meaningful goals that inspire you. If you are not sure in which direction to go, don't be afraid to try out different possibilities.

## Resilience

Bouncing back from setbacks and maintaining a positive outlook

**Hints:** Focus on developing a growth mindset by viewing challenges as opportunities for learning. Don't hesitate to seek support when facing difficulties. Treat failures as valuable experience and learn from them.

## Flexibility

Adaptability to changing situations and environments

**Hints:** Engage in diverse activities and step out of your comfort zone regularly. Embrace changes in university policies and student needs by continuously updating your skills and knowledge. Attend workshops and training sessions related to new educational technologies and teaching methodologies.

## Inclusiveness and Intercultural Skills

The ability to communicate and interact with people of different backgrounds, cultures and identities

**Hints:** Be open, listen actively, learn and be aware of general concerns regarding student life and transitions between various life stages (e.g. high school – university, university – work/career). Try to get to know the student community and different groups within it: working students, parenting students, international students, etc.

## Organisational Skills

The ability to plan, prioritise and structure work, divide tasks, set deadlines

**Hint:** Implement project management tools and strategies to efficiently plan, prioritise, and organise tasks, ensuring that all deadlines are met.