

Please cite as: EUAA, '[Professional support skills]' in *Training Catalogue*, Rugpjūtis 2022.

Professional support skills

Professional support skills

Professional support skills modules focus on the development of cross-cutting competencies that support professionals in carrying out their roles effectively within asylum and reception contexts. These modules complement technical training by strengthening key skills related to communication, well-being, and professional performance.

They form part of the European Asylum Curriculum (EAC) and contribute to ensuring that professionals are equipped not only with technical knowledge, but also with the skills required to perform their duties in a sustainable, professional, and effective manner.

Who this training is for

These modules are intended for:

- **asylum and reception professionals across different roles**
- **staff seeking to strengthen communication and interpersonal skills**
- **practitioners aiming to support their well-being and professional resilience**

What these modules cover

Through professional support skills modules, participants develop knowledge and skills related to:

- **maintaining professional well-being and resilience in demanding work environments**

- **effective communication techniques, including public speaking**
- **managing interactions in a clear, structured, and professional manner**
- **supporting overall professional performance and development**

These competencies are essential for ensuring that professionals can carry out their responsibilities effectively while maintaining high standards of practice.

Available module

The following module is included in this category:

- **Professional well-being**

In addition, the following non-accredited training is available:

- Persuasive communication and public speaking

Role within the curriculum

Professional support skills modules complement the technical modules of the European Asylum Curriculum (EAC) by strengthening the personal and professional capacities of learners. They support the delivery of high-quality, consistent, and sustainable practice across asylum and reception systems.

© European Union Agency for Asylum 2026 | Email: info@euaa.europa.eu