

**Promoting Accessible Social Dialogue and Innovative  
Training Practices:  
Towards an Information Society for All**

**SDV-NETJOB  
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**TRAIN-THE-TRAINERS  
COURSE REQUIREMENTS  
AND MODEL**

This report is also available online at  
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**Abstract:**

This report, written by NetJob senior staff members, contains a description of the course requirements and a model for the "Train the Trainers" module of the NetJob Vocational Training Transfer Scheme, as applied in Athens, Greece as part of the SDV-NetJob Project, 2001 – 2003.

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## ***1. Abstract***

This report, written by NetJob senior staff members, contains a description of the course requirements and a model for the "Train the Trainers" module of the NetJob Vocational Training Transfer Scheme, as applied in Athens, Greece as part of the SDV-NetJob Project, 2001 – 2003.

### **1.1 Requirements**

The implementation of the Train-the-Trainers Course with team members coming from Greece and Denmark requires some considerations and preparations. This may be divided into three parts: Planning, get-to-know-one-another and workshops. These are described in details in the following sections.

#### ***1.1.1 Planning Activities***

In order to create high quality train-the-trainer activities across national and cultural borders between Greece and Denmark extensive planning has to take place due to the complexity in the training situation. Just to set-up the workshops trainer staff have been recruited, various time calendars have to fit together, agendas agreed upon, accommodation and air tickets booked and so on.

Practically, you may consider the following actions when you are planning the Train-the-Trainers course:

- Consider the possibility to arrange workshop at each of the various partner organisations.
- Set up places and dates for the workshops at the transfer project start or as soon as possible.
- Invite the relevant participants (may require recruitment).
- Follow-up on their participation.
- Get input from the various participants on relevant subjects and themes.
- Make and send agenda for the workshops.
- Adjust agenda according to possible raised questions or comments.
- Arrange proper workshop location with the necessary hardware/software.
- Arrange guided tours at the various partners and social gatherings

#### ***1.1.2 Get-to-Know-One-Another's Activities***

As a fundamental basis for the workshops we find it essential that the participants – the team of NetJob consultants and future trainers - develop a confident and open-minded atmosphere in order to support the understanding and communication in the course and facilitate the mutual learning process.

The first step in this direction is to give the team time! It takes time to learn about each team member, career background, working conditions, organisation, society structure and so on.

In practice, it can be facilitated by presentations at beginning of the workshops. Another idea is to arrange so-called 'guided tours' at the various partner organisation giving the team members a clearer picture of the local staff and which kind of activities they are carrying out and how!

Furthermore, the possibility of personal meetings and guided tours may be taken into account already in the planning process so that the workshops are assigned to take place at the participating partner organisations in the various countries. A transfer process of this complexity depends on the personal meeting between the participants. Not everything can be explained by word sent in an email or said on the phone. Mostly, the complete understanding emerges from meeting face-to-face, experiencing hands-on and giving time for questions and answers.

Finally, social happenings or gatherings are a pleasant way of making acquaintance and give the team member a chance to meet each other under more informal manners.

### **1.1.3 Workshop Activities**

The workshops are where the actual Train-the-Trainers activities take place. The work is divided in three parts:

- Model presentation
- Dialogue
- Evaluating the workshops

First of all, the NetJob model must be described and explained by NetJob consultants as a basis for dialogue. The aim should be to give the future NetJob trainers/consultants a clear picture of which ideas and methods have created the original results. We define this part of the workshop as *Model Presentation*.

Secondly, the NetJob model must be adapted to fit a new cultural and systemic context. This task is carried out by an exchange of knowledge between the various team members – both experienced and future NetJob trainers/consultants. We call this part *Dialogue*.

In the dialogue phase, all the different traditions, perspectives and experiences that each individual, each organisational partner and each country – involved with the transfer process – possess – should be expressed, discussed and possibly built into the model.

A train-the-trainer course with successive workshops is a learning process itself and called for continuous assessment. Thus, the result must be evaluated at the end of each workshop so the appropriate time must be allocated for *evaluating*. Each evaluating should serve two purposes: One as input for the next workshop agenda pointing out the demand for further information or coaching, second as direction for the next months work in the project team both in Greece and Denmark.

The last-mentioned requires that the team reflect on the lesson learned and come to a common understanding on how the NetJob principles and ideas should be interpreted. Furthermore, the team should agree on how the methods, organisation and resources should be adapted to cope with the context in Greece.

But most important the team should point out the next action to be carried out in order to implement the NetJob model in Greece e.g. starting the marketing campaign toward web companies.

## 2. Model for Train-the-Trainer Workshops

In this section we present a model for organising the train-the-trainer workshops. We recommend a practicable approach with three workshops over a given period of time. The first workshop at the beginning of the project emphasizes Get-to-know-one-another activities as a basis for the learning process. Furthermore the first workshop should give the participants a theoretical overview of the NetJob concept and methods.

The second and the third should be carried out in relation to the actual implementation of the NetJob model. This implies that the workshops go into details with the concept and methods and deal with real questions and challenges that the Greek staff face.

The step-by-step model for Train-the-Trainers workshops follows here:

### 2.1 Workshop 1

Items
Presentation of all participants (background, present job and role in SDV project)
Presentation of the various partner organisations (mission, activities etc.): ITF IKE MZO DC/NetJob
Presentation of the programme for Train-the-Trainer activities Decision on the most important planning activities Possible adjustments to the programme
Model Presentation and dialogue (MP&D): Planning and structuring the Education Course:  Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)
(MP&D): Recruitment and organisation of NetJob Staff: Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)
(MP&D): Locations: Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)
(MP&D): Contact to companies: Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)

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(MP&D): Marketing and information campaign: Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)
(MP&D): Recruitment of trainees: Introduction to the methods and experiences in DK Status and plans in GR (presented by the person responsible)
Evaluating the workshop

## 2.2 Workshop 2

Items
1. Welcome and presentation of the workshop participants and programme
2. Model Presentation and dialogue (MP&D): Education Plan: <ol style="list-style-type: none"> <li>i. Examples</li> <li>ii. Evaluating the skill-levels of the potential trainees</li> <li>iii. Determining the current demands of the companies in Athens</li> <li>iv. Develop a plan for the first part of the education</li> </ol>
3. (MP&D): Methods and principles (Introduction to the Danish methods and experiences followed by discussion): <ol style="list-style-type: none"> <li>i. Education-on-Demand</li> <li>ii. Pedagogical methods</li> <li>iii. Differentiated training</li> <li>iv. Coaching</li> <li>v. Exercises</li> <li>vi. Evaluation of personal and professional development</li> <li>vii. Teamwork</li> </ol>
4. (MP&D): Practical items: <ol style="list-style-type: none"> <li>i. Determine Trainees Courseware requirements</li> <li>ii. Determine Course material requirements</li> <li>iii. Define class Infrastructure Requirements</li> <li>iv. Define required Hardware and Software</li> <li>v. Test of IT-skills &amp; assessment</li> </ol>
5. (MP&D): Trainers recruitment: <ol style="list-style-type: none"> <li>i. Discussion and determination of requirements</li> <li>ii. Presentation of a short list for candidate trainers</li> <li>iii. Making a plan for future activities</li> </ol>
6. Evaluating the group-meeting/workshop and preparation of next workshop

## 2.3 Workshop 3

Items	
1.	Welcome and presentation of the workshop participants and programme
2.	Model Presentation and dialogue (MP&D): Recruitment: <ul style="list-style-type: none"> <li>i. If necessary; a short introduction to the experiences in DK</li> <li>ii. Presentation of the state of the process in the GR project</li> <li>iii. Presentation of (possible) found candidates and their profiles</li> <li>iv. Determine important dates for GR</li> <li>v. Information Meeting for GR</li> <li>vi. Interview methods and strategy for GR</li> <li>vii. Selecting candidates strategy in GR</li> </ul>
3.	(MP&D): Marketing: <ul style="list-style-type: none"> <li>viii. If necessary; a short introduction to the experiences in DK</li> <li>ix. Presentation of the state of the process in the GR project</li> <li>x. Discuss and determine strategy towards potential trainees</li> <li>xi. Discuss and determine strategy towards companies</li> </ul>
4.	(MP&D): Human Resource: <ul style="list-style-type: none"> <li>i. Personal Development Interviews</li> <li>ii. Teambuilding</li> </ul>
5.	(MP&D): On-the-job training: <ul style="list-style-type: none"> <li>i. The three trainee periods</li> <li>ii. Educational trainee period</li> <li>iii. Job creation</li> </ul>
6.	Evaluating the group-meeting/workshop.