Project Documentation

Workshop Part IV · Final Workshop on 19ᵗʰ September 2018

Opening of the Workshop

Günther Koegst, Sokrates Wissenschaftliche Dienstleistungen, lecturer und moderator opened the workshop in Kiel.

After the presentation of the programme (see Annex 1) and an exchange of experiences about the last two months, the expectations of the participants towards the workshop were named.

### Focus 1 "Empowerment through Action Learning"

Action learning stands for action- and experience-oriented learning. The focus is on real work situations and problems that are solved by learning. This means that action learning attaches importance to exploring something practically and that theoretical knowledge is only added if necessary.

The success of this process also depends on a good documentation. For this purpose, the following points were discussed during the workshop:

- Division of tasks between moderator and documenter
- Learning and applying a case with regard to the dimensions 'past' – 'present' – 'future'
- Interlocking the roles within the AL sets and need for mutual harmonizing of actions
- Motivation in the roles grows through the future orientation of acting
- Rethinking the documentation methods: crisp, time-saving but also concentrating on the essentials
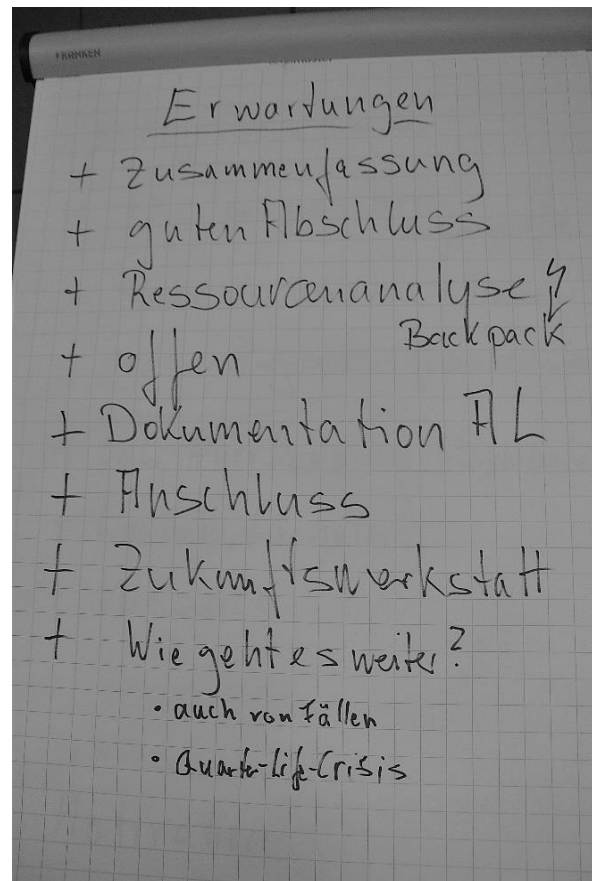
Focus 2 "Resource Analysis – Strength Based Analysis"
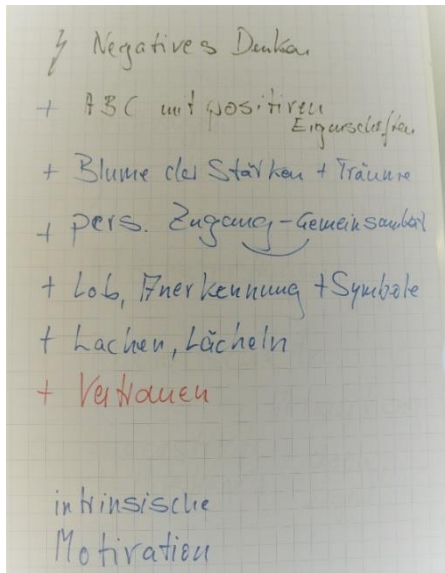
By help of the strength-based analysis, the individual strengths of a person should be objectively described and evaluated.

This approach is based on the assumption that a personal development through the training of (open or hidden) strengths will be enhanced much more efficiently than by emphasising or even reducing deficits.

Input Communication 'Active Listening'

Active listening (see Annex 2) means an open, active, respectful and empathetic attitude toward the other person and the content of the conversation.

This means that you listen carefully to your conversation partner; that you send him non-verbally a common 'wave lenghts' or a certain degree of understanding; that you summarize parts of the discussion and, if necessary, pose questions, but without interrupting the dialogue partner. At the same time, the inquirer – by his / her questions – keeps the control on the conversation.

Practical Application / Deepening the Method ‚Problem tree – Solution tree'

Problems in a project or in daily work situations are often very complex. In order to solve such problems, it is necessary to understand causes and effects logically and as completely as possible. Particularly suitable for this is the method of the "problem / solution tree", in which a complex problem by a group is examined, graphically displayed, analyzed and solved.
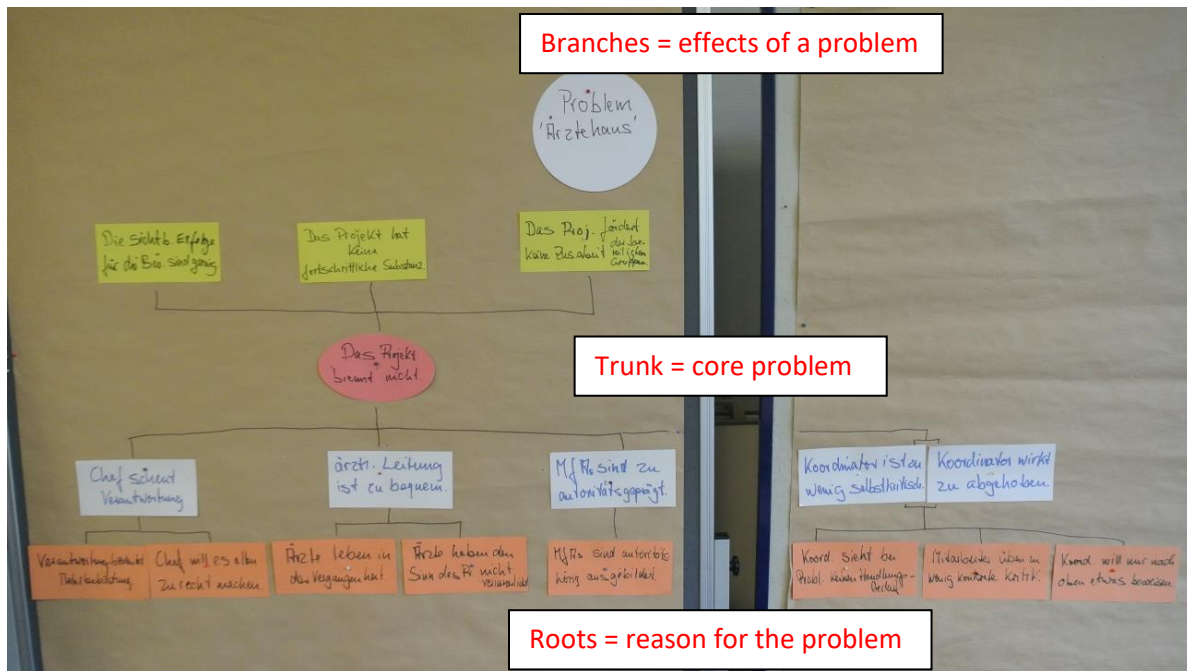
The figure shows the problem tree of a participant's case.

The trunk represents the core problem. The roots represent the causes of the problem. The branches show the consequences and negative results of the problem. The aim is to identify by a group discussion the individual elements of a problem so that they can be viewed upon separately and solved by suitable strategies.

The following page shows the solution tree developed by group work. The differently coloured cards show the problems, but also the solutions resulting from an in-depth analysis.

Evaluation of the Workshop Series

In the first part of the evaluation, the participants answered a questionnaire (see Annex 3), which was the same way prepared for all pilot seminars within the SEMPRE project as well as for all partners. The results of the pilot seminars are thus transnationally comparable and will be published in a general report at the end of the project.

In the second part of the evaluation, the participants' opinions were queried, discussed and subsequently structured by clustering, altogether using the metaplan method (see Annex 4). The application of this method is widespread and has proven itself by keeping the answers anonymous. In the final workshop it was used in addition to the questionnaire, allowing a direct follow-up-discussion amongst all stakeholders involved in the seminar sequence.

The results of the evaluation will be published in a separate evaluation report by the Wirtschaftsakademie Schleswig-Holstein.

Official Handover of the Seminar Certificates & Farewell

The event concluded with the presentation of the certificates to the participants. In the pictures below, project manager Hartwig Wagemester hands over the certificates to:

Ruth M.

Melanie M.

Nadiye B.

Aljoscha T.

Petra K.

Tina Z.

Annex 1   Agenda

**Abschluss-Workshop ‚Empowerment durch Action Learning':
Zusammenfassung und Evaluierung**

für Soziale Dienstleister in Schleswig-Holstein
am Mittwoch, 19. August 2018 in der Wirtschaftsakademie Schleswig-Holstein in Kiel
im Rahmen des EU-Programms SEMPRE Social Empowerment in Rural Areas

08.00   Begrüßung durch Hrn. Hartwig Wagemester
        Seminareröffnung
        Vorstellung des Programms und Abfrage der Erwartungen

08.15   Schwerpunkt 1 *‚Empowerment durch Action Learning'*
        Besprechung der vorgestellten Dokumentation
        Kurze Rollenkritik ‚Moderator/in', ‚Durchführer/in' und ‚Dokumentator/in'
        Klärung offener Fragen

09.00   Schwerpunkt 2 *‚Ressourcenanalyse - Stärkenanalyse'* (nach R. Herringer statt
        Backpack-Methode)
        Rollenspiele

10.00   Input zur Kommunikation ‚Aktives Zuhören'

10.30   *Praktische Umsetzung / Vertiefung* ‚Problembaum – Lösungsbaum'
        Rollenspiel zum Thema ‚Arztehaus'

11.00   Methodentraining ‚Zukunftswerkstatt'
        Praktische Umsetzung in drei Kleingruppen
        Übergabe des Zertifikats (und des Evaluierungsbogens) an Fr. Mengel

12.45   Mittagspause

13.45   **Evaluierung der Workshopreihe**
        1. per Fragebogen
        2. per Metaplan

        Abschlussdiskussion und Zukunftsperspektiven

14.45   Überreichung der Seminarzertifikate

15.30   Verabschiedung und Abschluss der Gesamtveranstaltung

Annex 2   Presentation ‚Active Listening'

Empowerment durch Action Learning

Aktives Zuhören (nach Carl R. Rogers)

1. Innere Vorbereitung

- Einfühlungsvermögen (Empathie) und Offenheit, Abstand von Vorurteilen
- Authentisches und kongruentes Auftreten
- Akzeptanz und positive Einstellung zum Gegenüber

2. Grundlegendes Hauptziel: Aufbau von Vertrauen
nach einigen Gesprächen: **Erhalt** des Vertrauens
in Problemsituation des Gesprächs: **Verantwortung / Verantwortlichkeit**
- > keine ‚Schuld'
-> Aus welchem Grund? // nicht : Warum?

Social Empowerment in Rural Areas • Pilot Training
WAK – Schleswig Holstein, Kiel • Abschlussveranstaltung , 19. September 2018

Annex 3   Participants-Questionnaire

Evaluation form

Answer the questions by putting a circle around the number on the scale from 1 to 7 that correlates best to your experience of the training programme. If you have any further comments please use the space below each question. Thank you! Your feedback is valuable.

1. The combination of different work methods (theory, practice, role games, group-work) was balanced in a good way.

Disagree   Agree completely

1   2   3   4   5   6   7

Comments (optional):

2. The content was relevant in relation to the purpose of the training programme?

Disagree   Agree completely

1   2   3   4   5   6   7

Comments (optional):

3. The material was relevant and helpful

Disagree   Agree completely

1   2   3   4   5   6   7

Comments (optional):

4. The trainer has been pedagogical and structured?

Disagree   Agree completely

1   2   3   4   5   6   7

Comments (optional):

5. The different methods were explained and exercised in a learner-oriented way?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Comments (optional)

6. The learning environment was allowing and I felt comfortable in the group

Disagree   Agree completely

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Comments (optional):

7. I have learnt new things that will be useful in my future work?

Disagree   Agree completely

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Comments (optional):

8. Other comments (optional):

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……..

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Annex 4   Query with Metaplan-Method

Evaluation

Advanced Training Course
'Empowerment through Action Learning'

Final Evaluation of 4 Seminar Sequences

Positive Aspects	Critical Aspects	Suggestions for Improvement