

Project Coordinator:

Dr. Anca Munteanu, Romanian Institute for Adult Education (IREA), West University of Timisoara, Romania

Partners:

Austria	"die Berater", Unternehmensberatungs GmbH, Vienna – Trainer's guide editor
Denmark	University College of Greater Copenhagen (CVU Storkøbenhavn)
Lithuania	Vytautas Magnus University, Centre of Educational Studies, (VMU), Kaunas
Romania	Center for Rural Assistance (CAR), Timisoara University of Bucharest (UB), Bucharest
Spain	Centre of Research and Theories and Practices that Overcome Inequalities (CREA), Barcelona
Sweden	Swedish TelePedagogic Knowledge Centre (STPKC), Nyköping

Contributions by chapters

Austria	Franziska Steffen, "die Berater" – Module 3 Gerd Brandstätter, "die Berater" – Module 3
Denmark	Carla Tønder Jessing (CVU Storkøbenhavn) – Module 2, 4
Lithuania	Giedra-Marija Linkaityte, (VMU) – Module 2 Dangira Lukšyte, (VMU) – Module 2
Romania	Agne Lagunaite (VMU) – Module 2 Anca Munteanu (IREA) – Module 5 Simona Sava (IREA) – Module 5 Ionela Clipici (IREA) – Module 5 Mariana Crasovan (IREA) – Module 5 Mihaela Tilinca (CAR) – Module 6 Crenguta Oprea (UB) – Module 5
Spain	Emil Paun – Module 5 Maria Padrós (CREA) – Module 3 Jacqueline Vaida (CREA) – Module 3
Sweden	Rocio Garcia (CREA) – Module 3 Kennet Lindquist (STPKC) – Module 6

Graphic designer: Mugur Mocofan

Index of Contents

General introduction.....	9
Trainer's guide presentation.....	11
MODULE 2: PROFESSIONAL BEHAVIOUR	13
Overview of the module.....	15
Arrangement options.....	16
Evaluation.....	16
Further readings.....	16
2.1. Adhere to the Code of Ethics and the Ethical Decision-Making-Model	19
Activity 2.1.: "ETHICAL ASPECTS OF INDIVIDUAL COUNSELLING EXPERIENCE".....	19
2.2. Demonstrate Professional Attributes	21
Activity 2.2.: "MOST IMPORTANT PROFESSIONAL ATTRIBUTES FOR A CAREER COUNSELLOR".....	21
2.3. Demonstrate a Commitment to Professional Development	23
Activity 2.3.1. (I): "BUILDING PERSONAL CONTACTS AND PROFESSIONAL NETWORK".....	23
Activity 2.3.1. (II): "NETWORKING".....	25
Activity 2.3.2. (I): "MY FUTURE VISION".....	27
Activity 2.3.2. (II): "THE CAREER ROAD".....	29
Activity 2.3.2. (III): "BEING A LIFE-LONG LEARNER: LEARNING FROM EVERYDAY EXPERIENCE".....	30
Activity 2.3.3.: "COUNSELLING AND THE INTERNET".....	32
2.4. Use analytical skills	35
Activity 2.4.1.: "SOLVING CLIENTS DILEMMAS".....	35
Activity 2.4.2.: "INFORMATION AND RESOURCES".....	42
2.5. Manage Work	44
Activity 2.5.1. (I): "PLAN FOR A WEEK".....	44
Activity 2.5.1. (II): "MY HOLIDAY".....	45
Activity 2.5.2.: "WORKING AS A TEAM".....	47
Activity 2.5.3.: "SUM UP".....	51
Activity 2.5.4.: "GIVING AND RECEIVING FEED-BACK".....	53
STUDY CASES.....	55
MODULE 3: INTERPERSONAL COMPETENCIES	57
Overview of the module.....	59
Arrangement options.....	63

Evaluation	64
Further readings	64
3.1. Respect for diversity	66
Activity 3.1.1.: "NON-ACADEMICS – VALUING DIFFERENT FORMS OF KNOWLEDGE"	66
Activity 3.1.2. (I): "RESPECTING CULTURAL DIVERSITY"	68
Activity 3.1.2. (II): "BREAKING STEREOTYPES AND OVERCOMING BARRIERS TO EDUCATIONAL AND LABOUR INSERTION"	70
3.2. Communicate Effectively	73
Activity 3.2.1. (I): "ELEMENTS OF A RESPECTFUL COMMUNICAITON ME MYSELF I AM MY CAR"	73
Activity 3.2.1. (II): "WORK WITH A CLIMATE AND CONTEXT TO ENHANCE COMMUNICATION - 2 B OR KNOT 2 B – PUZZLE"	75
Activity 3.2.2. (I): "CHOICE OF COMMUNICATION TOOLS – IS MY MESSAGE TRANSMITTED?"	79
Activity 3.2.2. (II): "THE 4 SIDES OF A MESSAGE"	83
Activity 3.2.3.: "USE A FRAMEWORK FOR WRITTEN COMMUNICATION - SIN OBELISK"	86
Activity 3.2.4.: "USING EMPATHY - ACTIVE LISTENING"	89
Activity 3.2.5. (I): "FEEDBACK LETTERS"	92
Activity 3.2.5. (II): "FEEDBACK GIVING - ISLAND"	93
Activity 3.2.6.: "ESTABLISH AND MAINTAIN COLLABORATIVE WORK RELATIONSHIP - I HAVE TO – I WANT TO"	96
3.3. Develop productive interaction with participants	99
Activity 3.3.1. (I): "BILL OF RIGHTS – ADULTS DEFINING CHANGE"	99
Activity 3.3.1. (II): "ACTION PLAN FOR THE CREATION OF MEANING"	101
3.4. Dealing with reluctant participants	103
Activity 3.4.: "DEALING WITH RELUCTANT PARTICIPANTS – INCREASING ENGAGEMENT"	103
STUDY CASE 1: "THE FUTURE OF A YOUNG DROP OUT STUDENT" ..	105
STUDY CASE 2: "LANGUAGE MATTERS"	106
MODULE 4: FACILITATING INDIVIDUAL AND GROUP LEARNING ..	109
Overview of the module	111
Arrangement options	114
Evaluation	115
Further readings	116
4.1. Possess Knowledge about how to Facilitate Learning	117
Activity 4.1.1. (I): "REFLECTION ON: WHAT IS LEARNING?" ..	117
Activity 4.1.1. (II): "GAME ABOUT ATTITUDES TO LEARNING" ..	119

Activity 4.1.1. (III): "REFLECTION ON ONE SIGNIFICANT LEARNING SITUATION"	121
Activity 4.1.1. (IV): "LEARNING THEORIES"	123
Activity 4.1.1. (V): "LEARNING STYLES"	125
Activity 4.1.2.: "TECHNIQUES TO FACILITATE LEARNING"	127
4.2. Facilitate Learning	128
Activity 4.2.1. (I): "DEFINITION OF LEARNING GOALS"	128
Activity 4.2.1. (II): "PREPARE A PROGRAMME"	131
Activity 4.2.2. (I): "THE LIFE LINE"	133
Activity 4.2.2. (II): "A JOURNEY TO YOUR HIDDEN LEARNING EXPERIENCES"	134
Activity 4.2.2. (III): "CAPABILITIES; COMPETENCES AND LEARNING GOALS RELATED TO LIFE SPAN"	137
Activity 4.2.3.: "EVALUATION METHODS"	139
Activity 4.2.4.: "PROGRAMME DELIVERY"	140
STUDY CASES 4.1. and 4.2.: "JIM" and "MIRIAM"	142
MODULE 5: CAREER COUNSELLING	145
Overview of the module	147
Arrangement options	147
Evaluation	147
Further readings	148
5.1. Possess Knowledge in Career Counselling	149
Activity 5.1.1.: "POSTERS OF COUNSELING RELATED THEORIES" ..	149
Activity 5.1.2.: "POSTERS OF THE CAREER DEVELOPMENT THEORIES AND MODELS"	151
Activity 5.1.3.: "SWOT ANALYSIS OF THE CHANGE PROCESS" ..	153
Activity 5.1.4. (II): "DESCRIBE BARRIERS TO CAREER DEVELOPMENT"	158
Activity 5.1.5.: "WHAT IS COMPUTER-BASED CAREER PLANNING?"	161
Activity 5.1.6. (I): "IDENTIFY THE TYPES OF EDUCATIONAL/TRAINING OPPORTUNITIES AND RESOURCES" ..	163
Activity 5.1.6. (II): "PLANNING AND SIMULATING CARRER GUIDANCE SESSIONS FOR DISADVANTAGED PEOPLE"	165
Activity 5.1.7.: "LOCAL LABOR MARKET STUDY"	167
5.2. Demonstrate Methods and Practices in the Interaction with the Clients	169
Activity 5.2.1.: "FINDING YOUR PATH TROUGHT THE OBSTACLES"	169
Activity 5.2.2.: "CLOCK OF QUESTIONS AND ANSWERS"	172
Activity 5.2.3.: "TALK- SHOW"	173
Activity 5.2.4.: "THE MASKS GAME"	175

Activity 5.2.5.: "ASSESSING PROGRESS IN COUNSELLING PROCESS".....	178
STUDY CASE 5.1.: "STARTING A BUSINESS"	180
STUDY CASE 5.2.: "A BIG CHANGE"	180
STUDY CASE 5.3.: "LOOKING FOR A JOB".....	181

MODULE 6: INFORMATION AND RESOURCE MANAGEMENT	183
Overview of the module.....	185
Arrangement options.....	191
Evaluation	191
Further readings.....	192

6.1. Develop and maintain an information and resource database

Activity 6.1.1. (I): "EMBARK ON A VIRTUAL TOUR"	204
Activity 6.1.1. (II): "CONFIGURE, CONTRAST, COMPARE"	206
Activity 6.1.2.: "ASK THE EXPERT"	207
Activity 6.1.3. (I): "THE INTERNET DETECTIVE"	208
Activity 6.1.3. (II): "SKILLS"	209
Activity 6.1.3. (III): "SEARCH STRATEGY: CASE STUDY"	210
Activity 6.1.4. (I): "del.icio.us".....	211
Activity 6.1.4. (II): "EXAMINE A SITE"	212
Activity 6.1.4. (III): "INITIATE YOUR WEB BASED DATABASE".....	213

6.2. Provide clients with access to information

Activity 6.2.1.: "HOW TO LEARN ABOUT YOUR CLIENTS NEEDS" ..	214
Activity 6.2.2.: "DEALING WITH CLIENTS"	215
Activity 6.2.3.: "ARE YOU AN ACTIVE LISTENER?".....	216

STUDY CASES 6.1. and 6.2.: "SARAH" and "THOMAS"	217
---	-----

General Introduction

Aiming to go beyond the national specificity of the partner countries and to provide a feasible material all across Europe, "Continuing Education Designed for Counsellors Working in Adult Education" - ACCED, project number 225646-CP-1-2005-RO-GRUNTDVIG-G1.1, adopted the same competency framework developed within the DPPC project - "The Development of Psycho-pedagogical and Professional Counselling Services". This framework was used for developing and providing a structured Training package, contributing in this way at the compatibilisation of the counsellors' education and training.

The project aim was to offer a coherent training course, compatible at the European level, designed for career counsellors/ practitioners working in adult education (AE) institutions.

The main project objectives were:

- To design the training course concept;
- To develop useful didactical materials/ resources (Training package);
- To test the outputs for validating and improving them;
- To provide two Grundtvig 3 courses for all professionals interested at national and European level;
- To disseminate and exploit the ACCED products at European level.

The direct beneficiaries of the outputs are the career counsellors/ other staff working in AE institutions/ counsellors' trainers or other adults that are trying to improve their professional development. The ultimate target group will be all adult learners, particularly unemployed people over 40 and young job seekers (16-25 years old) at risk of social marginalisation.

The didactical approach used in elaboration of the Training package was based on the principles of linking theory with practice, respecting the principles of the constructivist approach on learning at adult age, of providing examples of good practice. The Training package was designed in an attractive, interactive, practice oriented way, helping the practitioners to find solutions for concrete job situations, to reflect on their own experience and practice, to learn by doing etc.

The Training package consists in 6 booklets and a Trainer's guide.