INCLUSIVE+

Inclusive & Practical Assessment Tools for Guidance Practitioners

CAREER CIRCLES™

Training for Intermediary Professionals

FINAL OUTPUT DELIVERABLE

Completed by Inova Consultancy Ltd,
with support and input from all Inclusive+ partners

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Disclaimer

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Introduction

As part of the Inclusive+ project, Intellectual Output 2, led by Inova Consultancy, was undertaken. This output included the development of the Career Circles™, training for Intermediary Professionals, to help adults seeking employment to boost their soft skills and develop action points for future development and success.

Over the course of seven months, January 2020 to July 2020, the Inclusive+ partnership took on a series of activities. Some of these activities were adapted and revised due to the Covid-19 global pandemic. Despite these revisions, the output has been a huge success and has impacted many participants of the target groups: adult learners and intermediary professionals. The revised content has, in turn, allowed for greater sustainability and longer-term impact on the target groups, due to the tangible nature of the output.

The Circles methodology was developed by Inova Consultancy ltd in 2001 and can be adapted to many different contexts and target groups. This methodology was therefore adapted to the target group of intermediary professionals with adult learners benefiting from the training itself. This adaptation was followed by a mock-up of session plans (found in the IO3 Facilitator Guide). All tangible results from this output were used to inform the third output and all documentation can be found presented in the Facilitator Guide.

Following the completion of the methodology adaptation and elaboration of sessions, Inova Consultancy led an online Training of Trainers Workshop to teach all partner organisation about the methodology and the processes used within Circle sessions. This workshop was evaluated very well by all attendees, and a short summary report of this training has been prepared, detailing all information and feedback.

Originally, following the Training of Trainers Workshop, each partner country was to conduct a piloting with 5 facilitators and adult learners. Unfortunately, due to the global pandemic, all partners agreed that it would be unsafe and against Government guidance to complete this piloting in a face-to-face setting. As a result, the partnership decided to create a series of webinars. One webinar was created for facilitators to present the Career Circles™ methodology and how this methodology can be used to help clients, such as adult learners looking for skills development and employment. A second webinar was created for adult learners to discuss self-confidence and skills development techniques, essentially aspects and benefits of attending the Circle sessions. Annexed to this document is the new activity process for this output, considering the Covid-19 global pandemic.

Webinars

Inova Consultancy, as leader of IO2, developed the scripts and presentations for these webinars, which were then finalised, translated, and recorded by each partner in their own language. All webinars, in English, Slovak, Romanian, Italian and Spain, can be found below:

- **ENGLISH:** Adult Learners – Skills Development and Confidence Building Webinar:
  https://www.youtube.com/watch?v=9NK7_9HYDw0&t=479s

- **ENGLISH:** Facilitators – Career Circles™ Methodology Webinar:
  https://www.youtube.com/watch?v=0_wHCeOzqoE&t=2s

- **SPANISH:** Adult Learners – Skills Development and Confidence Building Webinar:
  https://www.youtube.com/watch?v=vDBVH_uMTTQ&t=27s

- **SPANISH:** Facilitators – Career Circles™ Methodology Webinar:
  https://www.youtube.com/watch?v=E9xRiWeX2rE&t=10s

- **ITALIAN:** Adult Learners – Skills Development and Confidence Building Webinar:
  https://www.youtube.com/watch?v=JIOwlGHTPVc&t=2s

- **ITALIAN:** Facilitators – Career Circles™ Methodology Webinar:
  https://www.youtube.com/watch?v=FiciUSPDOU0&t=5s

- **ROMANIAN:** Adult Learners – Skills Development and Confidence Building Webinar:
  https://www.youtube.com/watch?v=uAdk8SUfMKA&t=2s

- **ROMANIAN:** Facilitators – Career Circles™ Methodology Webinar:
  https://www.youtube.com/watch?v=BRi0NoaLHBQ&t=5s

- **SLOVAK:** Adult Learners – Skills Development and Confidence Building Webinar:
  https://www.youtube.com/watch?v=-SbOku53QgA&t=1094s

- **SLOVAK:** Facilitators – Career Circles™ Methodology Webinar:
  https://www.youtube.com/watch?v=-5ZzogwEZpE

Following the finalisation of these webinars, each partner organisation conducted piloting with 5-10 adult learners and 5-10 intermediary professionals, in order of to collect feedback and information of the impact of these webinars and the targe groups. All partners collated the results to create a national piloting report. In the following section of this document, an overview of these national reports will be presented with the overall outcomes from the piloting in the UK, Spain, Slovakia, Romania, and Italy.

National Reports – Results and Conclusions

Overview of participant numbers from the two target groups, across the different partner countries:

Partner	Adult Learners	Intermediary Professionals
CESUR	5	6
Inova Consultancy	6	5
CESIE	6	5
EUROPERSONAL	8	5
ACE-ES	8	11
TOTAL:	**33**	**32**

Each partner organisation completed a national report, detailing the results of the two piloting sessions and the recommendations for improvements given by the target groups. A summary has been provided below:

Intermediary Professionals:

The evaluation form sent to all learners within this target group were asked to rate the following statements:

1. *After watching this training webinar, I understand more about the Circles methodology.*
2. *I understand the purpose of this methodology and how it can help my clients.*
3. *I understand the benefits of the methodology.*
4. *I feel confident in conducting my own Career Circles™.*
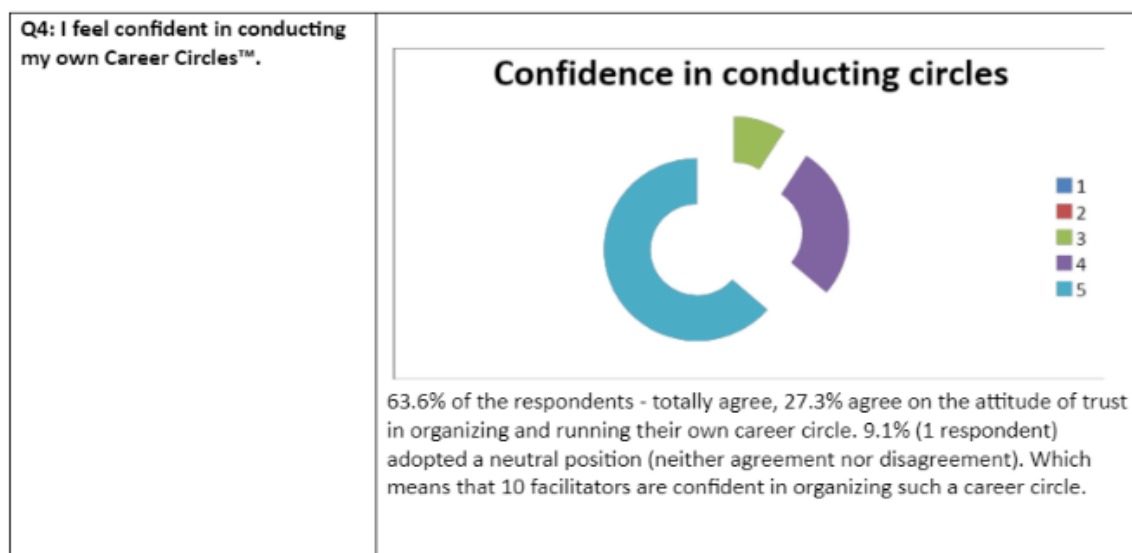5. *I would recommend this methodology to others.*

Figure 1- Romanian National Report

The results of these statements across the partnership were very positive. In the UK, all responses were marked as "agree" or "strongly agree" with only one participant stating a neutral response to feeling confident in conducting their own Circles sessions. This is understandable and highlights the importance of the IO3 Facilitator Guide as a main document to develop their facilitation expertise of this particular methodology. In Italy, the average responses ranged from 3.8 - 4.8 (1=strongly disagree and 5= strongly agree). This is positive, with some responses being neutral, highlighting the necessity for the IO3 Facilitator Guide to provide detailed information, tips and case studies.

The Romanian national report highlighted the success of this webinar, with all results being like those in the UK, including one neutral response given to the 4th statement. The Slovakian national report highlighted a mixed response from the intermediary professional, with the average rating scores of 3.8-4, as seen below.

	1	2	3	4	5	AVERAGE
Q.1			1	5		3,8
Q.2				6		4
Q.3			1	4	1	4
Q.4			2	3	1	3,8
Q.5			3		3	4

Figure 2- Slovakian National Report

In Spain, the intermediary professionals rated the statements between 4.3 and 4.6, on average, which is a very positive response. Only one neutral response was given to the confidence they felt regarding implementing their own circles. As discussed above, this highlights the benefits which will be gained from the IO3 Facilitator Guide.

When asked for the most useful aspects of the webinar and any proposed improvements, participants across the partnership listed the following:

Most useful aspects:	Improvements:
- *Clear structure and explanations* - *A clear overview of the Circles approach* - *Learning how I can implement the Circles methodology into my work to benefit my clients* - *Questioning Technique* - *Alternatives to advice giving* - *Process of the circles* - Asking open questions - *Rephrasing questions* - *Guidelines on implementation*	- *Examples of the impact of Circles on participants* - *More variety in energy in the delivery of the webinar* - *Practical examples* - *Online follow up meetings* - *More professional audio (if budget allows)*

Adult learners:

The evaluation form sent to all learners within this target group were asked to rate the following statements:

1. *After watching this webinar, I am more aware of the skills I would like to improve.*
2. *After watching this webinar, I am more aware of exercises I can do to develop my skills.*
3. *After watching this webinar, I understand what SMART goals are and how important they are to achieve goals and action points.*
4. *After watching this webinar, I am more aware of the importance of self-reflection.*
5. *I would recommend this webinar to a friend.*

The results of these evaluations were generally very positive. In the UK, all but one response was rated as "agree" or "strongly agree". The outlier was a neutral response to the 3rd statement. This is understandable as the SMART goal technique can take a long time for some to grasp and fully benefit from goal setting in a SMART way. In Italy, the average responses ranged from 3.3 - 4.5 (1=strongly disagree and 5= strongly agree). There were a few lower responses, especially in relation to the first statement. This highlights the necessity for webinars and projects to help adult learners identify the skills they would like to improve as this is a very difficult self-development task which can take a long time to work on. In Romania, the results of this evaluation were very positive with only a few neutral responses given to first and fifth statement. With regards to recommending the webinar to a friend, this neutral response is understandable as self-development is a highly personal aspect of someone's life which may not be fully understood by others.
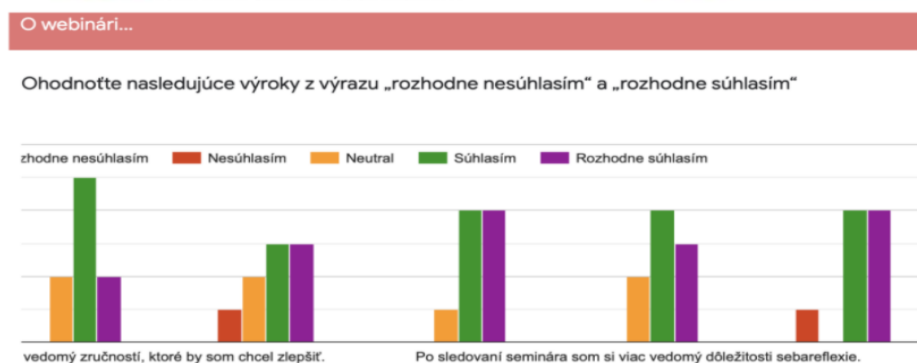

Figure 3- Slovakian National Report

In Slovakia, the responses were varied, with some answering "disagree" to statements two and five. Overall, the Slovak responses were positive, with many responses of "agree" and "strongly agree", especially in relation to recommending the webinar to a friend. Finally, in Spain, the average rating was between 4.4 and 4.8, a very positive response given to all questions. This highlights the success of the webinar in Spain.

When asked what the most useful aspects of the webinar were and if there were any prosed improvements, the following answers were provided:

Most useful aspects:	Improvements:
6. *The interactive elements*	15. *More examples, such as following Dominika's case study*
7. *SMART Goals*	16. *Audio quality improvements*
8. *Case study*	17. *Less theoretical information*
9. *Combining theory with practical activities*	18. *Shorter webinar*
10. *Developing self-confidence*	19. *Active participation in a live webinar*
11. *Very nice design*	
12. *The importance of self-confidence*	
13. *Real life examples*	
14. *Self-reflection*	

Validation of Intellectual Output 2

Overall, the second intellectual output has been a success, with so many adult learners and intermediary professionals benefiting from the webinars. This impact will also continue due to the tangible and accessible nature of the developed webinars. As shown in the national reports, the webinars have been viewed by many people and will continue to do so when disseminated further through Multiplier Events and other dissemination activities.

Regarding the recommendations for improvements, the webinars were created to replace the face-to-face piloting which was unable to take place due to Covid-19. The quality of the audio is unable to be changed due to budget and equipment limitations. Regarding the practical examples and testimonials of impact, these have been further developed and explained in the IO3 Facilitator Guide, a partner output to Intellectual Output 2.

Annex – New Covid-19 Strategy

Annex to Piloting Guidelines for Intellectual Output 2

May 2020

Due to the current Covid-19 crisis, which has affected all the partner countries involved in the Inclusive+ project, it has been decided that the piloting guidelines for this intellectual output should be changed to ensure the safety of all parties involved. Instead of face-to-face piloting, a series of short video webinars will be created, one for each piloting activity:

1) **A webinar for Facilitators** (Intermediary Professionals) to present the Circles methodology and how to conduct future piloting with their clients.
   - **A training on how to use the Circles methodology (similar to training done by facilitators during the Training of Trainers (ToT) at the Sheffield online Transnational Meeting)**

2) **A webinar for adults** (direct target group) to develop the overarching skill of **self-confidence** which is needed to develop both personally and professionally. Tips and activities to help skills development will also be discussed, in line with the project's focus in Intellectual Output 1.
   - **A webinar including the following topics;**
     - **Developing self- confidence and activities to help achieve this.**
     - **Skills development with tips and activities to do to help.**
     - **Self-reflection (taken from the circles methodology) to help set goals, reflect on action points and the next steps to take.**

These videos will be no more than **20 minutes** long to ensure audience engagement is maintained throughout. The video webinars will include a PowerPoint on screen and a facilitator narrating and instructing (as a voiceover).

Country Context: the two scripts and PowerPoints will be developed by Inova, as leader of IO2, and translated/transcribed by all partners. Each partner will record their own webinars in their country languages, with PowerPoints translated into their country language.

Piloting: Each partner will pilot the videos with the original target audience and number. This piloting can be done one of two ways:

1) Send the video to the appropriate target audience and collect feedback via an electronic evaluation form.
2) Hold an online session to show the video and collect verbal feedback as well as feedback via and electronic evaluation form.

All feedback and evaluations will be collated to produce **one national report per partner country**. Inova, as IO leader, will then produce a final verification **from the national reports.**

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