

## Glossary for the training workshop

<b>Term</b>	<b>Definition</b>	<b>Additional comment</b>
accompaniment	the act of watching how work is done by an employee or a team in order to feed back skills and optimization points	The trainer watches how the work is done by one employee or a group of employees, means the employee or the team is accompanied or gets an accompaniment.
additional sale/complementary sale	Customers often have to be approached actively about additional sales.	
administration work	work with has to do with management tasks in a company	Sometimes employees are so busy on administration work that they forget about their customers.
bakery shop	the salesroom of a bakery where customers are served	
calculation key	There is a certain way, the necessary training hours can be calculated.	
checklist	list which collects important aspects referring to one or more training skills	The checklist is created at the kick-off-workshop and will be used by the trainer during the accompaniment.
closing workshop	last workshop at the end of a Soufflearning	All training participants take part. It takes approximately 2 hours.
communication skills	communication skills are abilities that facilitate people to communicate effectively with one another.	Trainers, doing a Soufflearning, need good communication skills.
contact person for the Soufflearning in the company	a person in the company with whom the trainer can arrange operating times etc.	
customer service	service and assistance provided by a company to clients who purchase or use its products	one of several suitable training fields for Soufflearning
educational institution	establishment, dedicated to educating people	
empathetic	shows mindfulness in contact with individuals and is able to comprehend s.o.	Trainers, doing a Soufflearning, need to be empathetic.
employees	individuals who work in a company	
employer	owner of the company, managing director or responsible person in charge	

enterprise, company	business organization, also called company	The terms “enterprise” and “company” are both used interchangeably. The Soufflearning is carried out in the enterprise or company.
eye-contact	to look into s.o. eyes, for example when talking to each other	
FAQs	<b>Frequently Asked Questions</b>	
feedback talk	describes the situation after an accompaniment The trainer tells the employee what he saw, heard and felt during the accompaniment.	In the personal feedback talk the trainer tells the employee about his impressions, always referring to the experienced situations. The employee is also asked why the work is done in that particular way, what the employee wants to improve himself etc.
final report	This final report is written by the trainer after the Soufflearning ended.	
flip chart	a kind of presentation tool to visualize ideas	
freelance trainer	works on herself or himself	T. Winzker is a freelance trainer, working in projects for the Bonn Science Shop
guided-tour	The employer leads the trainer through the company to make him become familiar with the premises and organizational structure.	
in-house training	a training that takes place in the company	Soufflearning is a training concept that takes place in the company.
interactive training	a training which involves the participants in an active way	Soufflearning workshops should always be organised in an interactive way.
kick-off-workshop	first workshop in the beginning of a Soufflearning	Normally all employees take part, not just the training participants. It takes approximately 2 hours. The main aim is to create a checklist and to lose hesitation against accompaniments
learning transfer	happens when employees successfully put into practice what they have learned	
list of training participants	The training participants register for the training by writing their names on this list.	
long-term training	a training that takes place over several weeks or months	Soufflearning is a long-term training.

micro enterprise	an enterprise with fewer than 10 employees	
motivating effect	exists when action provides positive feelings and incentives	Soufflearning has a motivating effect on employees. They feel understood and personally supported.
not disturbing employees	means not interfering work situations, for example talks between employee and customer etc.	During an accompaniment the trainer keeps in the background, only watching instead of interfering the workflow. In the best case even customers are totally unaware of the trainer.
not judging employees	means not simply saying something is good or bad but giving professional feedback and advice	
not scaring employees	means not raising concerns regarding a planned action	For many employees being accompanied at their workplaces will be a new experience. They are often not used to it and so quite naturally concerns will come up. The trainer has to inform them in a way that makes them overcome their worries instead of scaring them.
operating times	times, the trainer spends in the company, for example when doing accompaniments or having feedback talks	
period of training	time period for a training	Soufflearning is a long-term training. Thus a Soufflearning might take several months.
personal certificates	All training participants are awarded by a certificate for their successful participation in the Soufflearning.	The training participants get their certificate at the closing workshop.
points of optimization	means for example aspects of work attitude, that employees want or should improve	During the feedback talk the employees do not only find out about their skills but also about individual points of optimization.
retail shop	shop where goods are sold	
sales	marketing, activities associated with selling a product or service	one of several suitable training fields for Soufflearning
sample form	written form which gives, for example an idea how a typical training plan or checklist looks	In the manual the sample forms are attached as annexes.
self-learning sequences	times at which the employees practice what they have learned without trainer	
small enterprise	an enterprise with fewer than 50 employees	

SMEs	<b>Small and Medium-sized Enterprises</b>	Soufflearning is ideal for micro and small companies but also suitable for medium-sized enterprises.
SME management	means the employer	
Soufflearning process	course of action, reactions and results during the Soufflearning training	
step by step	doing something step by step means doing something one thing after another	Employees concentrate on their points of optimization one after another. Due to a balanced mix of accompaniments and self-learning sequences the employees improve their skills step by step.
team, staff	employees who work together in one company or one division	The terms “team” and “staff” are used interchangeably.
to be tailored to	to be adapted for something	Soufflearning is tailored to the needs of micro and small enterprises. The terms “to be adapted” and “to be adjusted” are both used interchangeably.
to gain confidence	making employees trust the trainer and the Soufflearning concept	The term “to build up trust” is interchangeably used.
to get familiar with something	participants know the method well enough to be capable using the Soufflearning method themselves	
to make up something	to construct a case, something that is not real but could be real	In the trainer workshop we work with two starting situations, assuming certain training needs and skills and making up more details.
to prompt something	reminding an actor of forgotten lines	The German word for prompting is “soufflieren” and that is one the terms creating the name of the training method called “Soufflearning”
to talk and teach at eye-level	speaking and learning face-to-face	With Soufflearning the trainer has no higher position than the employee but wants to support and give advice on eye-level.
trainer	individual who carries out the Soufflearning and trains the employees	
training concept	term for a special way, a required training is to be accomplished	Soufflearning is a special training concept.
trainer manual	compendium about the meaning and way a Soufflearning is put into practice in a company	
training goals	results that should be achieved by a training	

training needs	describes what skills a company or an employee needs	With Soufflearning the training needs have to be cleared in the beginning.
training plan	contains all important information for the training, for example the required training skills, the start of the project etc.	
training participants	individuals who take part in the Soufflearning training	The training participants take part in all workshops and get accompaniments at their workplaces
training skills	abilities that can be taught by trainers	The terms “training skill” and “training issue” are both used interchangeably. By training skills we mean the different abilities of trainers and what they can individually teach employees.
VET organization	establishment which deals with Vocational Education and Training	
work schedule	written plan of tasks and necessary action steps that have to be taken before, during and after a Soufflearning	The work schedule for a Soufflearning process consists of 20 steps and is contained in the manual.
workflow	progress or rate of progress in work being done	
workplace	means the place in the company where the employee is accompanied by the trainer	
workshop participants	individuals who take part in a workshop	for example in the kick-off-workshop or in the closing workshop