

## **Summary of Poland concerning teaching-learning arrangement “Criticism”**

*“The teaching-learning arrangement promotes the ability of pupils and students, to handle criticism of their own behaviour and to respond appropriately to these criticisms. As part of this, different dimensions of communication and conflict are dealt with and reflected by the students.”*

### **1. Importance of the teaching-learning arrangement “criticism”**

- It’s very difficult to live with people who are not taking criticism. They fail to develop, are very difficult to cooperate and someone is not able to resolve any problem with this kind of people.
- Handling “criticism” is very important. Young people working in the retail sector should learn a lot: especially how to behave towards a customer and how to behave in the team where a lot of conflicts arise every day. People who are not able to handle criticism are not able to develop. The nature of this business is a constant development.
- It’s very important in situations like resolving conflict in a team, giving feedback to improve performance and develop an employee.
- Accepting criticism is very important: a lack of this skill transfers into the latter attitude towards the customers. An employee, who is unable to accept criticism of his boss, mostly offends the customer, if he comes with some problem or admonishes him.
- “In our work we often encounter situations that an employee is offended when we - as owners and managers - pay attention to them very politely that something should be done differently, or that some tasks are not performed. Regardless of our delicacy they often perform the command, but without conviction, being offended because someone criticized them. This makes it difficult to develop relationships between superiors and subordinates. They transfer this behavior later on to customers who, for example, may come with some complaint about the goods. Such an employee, who was admonished for goods by a customer, may receive this criticism to them and badly treated the customer. Therefore, it is very important.”
- Developing this competency is very difficult, because most people cannot and will not accept criticism. “Nobody likes when someone points out that you are doing something wrong”.
- This competency is very important in each sector, not only in trade. “You cannot collaborate with others, including superiors, without this competency”. “One must be able to receive constructive criticism in every job”.
- Criticism is crucial especially in relation boss - subordinate or between employees of the same level. It may also transfer into customer relations.
- This competency is very important, but difficult to train.

### **2. Notions and options for modification**

- Teaching tools are interesting and they send a clear message. Role games are always very good because of pupils’ active involvement.
- The materials are very interesting, the situation is not directly related to retail sector, but it is understandable.
- The most important is, however, whether this will be done well in school. There should be a separate subject aimed at preparing for life in society, specially dedicated to the development of social competencies. Unfortunately, now these subjects are missing, for example during civic education other content is carried out.
- The materials are very interesting. “If only teachers would like to use it”.

## **Summary of Poland concerning teaching-learning arrangement “Team competency”**

*“The teaching-learning arrangement ‘team competency’ focuses goal-oriented work together in teams. Thereby, the students should be enabled to work together with other students in cooperative-communicative and task-oriented situations.”*

### **3. Importance of the teaching-learning arrangement “team competency”**

- In today’s world it is one of the crucial competencies as we know, that together we can achieve more than individually. We are living in societies that promote competitiveness instead of cooperation so it’s very important to develop this skill.
- In a store management teamwork is the most important thing. Running the stores consists of tasks on the sales floor and back office: from unpacking delivery to the cash point. To run smoothly these tasks and to have all jobs done, you need perfect cooperation between sales people and also between sales people and the management team.
- It is an important competence, especially useful when working in different companies. Nowadays there are fewer and fewer occupations in which you don’t need to work as a team.
- In large stores, where several or even dozens of people are working in various activities at the same time, it is a very important feature (in small stores not so much).
- In a shop where one or two people work simultaneously, it is not so important, because it is mainly individual job. If there were more workers, surely that competence would become very important.
- This is an important competence, in every job and industry. Not only in large companies, where are the big teams.
- This is especially important in small business sector of services and trade. Especially in the studio and shop like mine where a few people is working on a small area. Sometimes they have common themes to be pursued, or simply they are working side by side. But because they are in different age groups, with different experience and different habits, there may appear various problems, especially at work in a small space, so interaction in the group is very important.
- Very important, both in large and small companies.
- This is important in any type of trade. We always meet people and we should work with them. Of course it depends on the organization of trade in the given store. A person who has full 8 hours sitting at the cashier-desk in the big stores usually is not able to demonstrate this competence.

### **4. Notions and options for modification**

- It’s a very good task. Building something together demands good cooperation within the team.
- Building a bridge is a very responsible and quite complex task, so it develops team competencies.
- A bridge is also symbolic: teamwork is building bridges between people: to communicate better and to trust each other.
- Although the idea may seem apparently a bit childish, it is an interesting game, suitable for age. It’s a very interesting idea, you can learn a lot in the joint construction of bridges.
- An interesting idea, thanks to the joint construction, the students can learn to work together. But everything depends on whether the school such things will want to pursue.
- Very interesting and pupil-friendly materials. They should like them.

## **Summary of Poland concerning teaching-learning arrangement “Time management”**

*“This teaching-learning arrangement supports the competency ‘time management’, with the goal, that students are able to handle tasks in an allowed time frame and that they are able to define and structure this time frame on their own.”*

### **5. Importance of the teaching-learning arrangement “time management”**

- This is a crucial competence to live and to achieve any goals in our personal and professional life. Good planning assures that life won’t be too chaotic and clueless. Without time management your life is just accidental piece of events. With time management you create the shape of your life according to your goals and values.
- Like in any business, time is money. Without a good time management you waist your resources, which are always restricted. With the help of time management you can allocate your resources in a most effective way and achieve the best possible results. In retail stores you manage teams from 12 to 80 employees – without good time scheduling it would be impossible to achieve the team goal and manage individual tasks throughout the day.
- This is a very important skill for every man, both in life and at work.
- Retail trade, particularly with direct customer service, is specific. As a customer appears in the store, you cannot defer his/her matter for later. We must therefore stop other activities, such as receiving or stacking goods and then return to them. Therefore it is important to plan the time and to have the ability to do many things at once. In shops, it might not be so important, because it is small and we plan time for our employees, so as to know what to do. But it is important when we are not in place.
- This is a very important competency in every job.
- “This is a very important competency, because if the employees did not have it, I would have to continue to be in the workplace (workshop, store) and instruct them what to do at the moment. Such an organization of work does not make sense. Therefore, my employees have a high self-reliance, they know what they are doing at any given time, even when I'm not in the company, doing other business matters. Moreover, in terms of motivating them to work, to impose a plan of the day would be very bad, because people would feel that I do not trust them and do not believe in their ability to do what is important on time. It is difficult, for example, told an employee to change the shopwindow when he is doing other things at this moment, such as those associated with financial accounts. He knows that this shopwindow should be changed, and as soon as he can, he will perform this action, in accordance with his own schedule of work”.
- This is an important competency for each job. Its importance depends on the nature of work, as it is organized. For example, in supermarkets (hypermarkets) as you work at the cashier-desk you are not able to show the organization of your working time.
- This is an important competence, because the store employees must know what they should do and at what time, and not wait until the boss comes and just appoints a task and the time of realization. Yet much depends on the situation on a given day, for example, on how much we need to handle customers.

### **6. Notions and options for modification**

- This is the one of the best ways to teach time management in practice: prioritize and schedule. The materials are interesting and funny.
- The material is very interesting. You could include an item showing a situation in which someone (e.g. employer, manager) suddenly tells us to do something and we need to change our plans for the day. You can optionally add the situation that mother asks her son to do an important thing during the day and he must reorganize his schedule / setting the new priorities.
- The material is very interesting. If only it was taken seriously in the school and the teachers wanted to carry it out.
- Very nice materials. Teachers and pupils should like it.

## **Summary of Poland concerning teaching-learning arrangement “Self-evaluation ...”**

*“The teaching-learning arrangement ‘Self-evaluation of the own performance potential’ promotes the competency of students, to evaluate their own performance potential by themselves, to reflect these estimates and to align them with the complex environmental requirements.”*

### **7. Importance of the teaching-learning arrangement “Self-evaluation ..”**

- Assessing our own competencies is very important: one should know about its strength and weaknesses: to use best talents and overcome weaknesses. A lack of self-consciousness blocks our personal development.
- We expect from our employees in yearly feedback to assess their competencies: strength and weaknesses. It’s a very important feedback for the employer how employee evaluates his own competencies. It helps to develop the employee and prepare a person for future development. Employees without these skills are usually not very effective; they do not assess themselves as well as the environment.
- This is an important competency, but regarded by us as the least important of the four competencies under study (if we have to rank them). This is useful in the lives of everyone in his personal development.
- It is important to learn what our own abilities are and how they can be used within the company, such as a shop. You can also try to develop your weaknesses, such as competence related to the conversation with the customer. This is necessary to recognize the own strengths and weaknesses.
- I think receiving criticism and self-evaluation have very much in common. Person unable to take criticism probably is not able to admit before himself that he has some weaknesses. Self confidence is needed to use somebody’s strengths.
- This is an important competency that should be developed from primary to secondary. In the vocational school it is a bit too late as before the student chooses a school (vocational school, technical school or high school) he/she must get to know their strengths and weaknesses.
- Understanding of their own potential is very important, because through this we know which profession we want to choose. For example to go to vocational school to be a salesman, or to trade technical school and to occupy senior positions in commerce, such as store manager. This allows a person knows which occupation to choose, including the profile of vocational training (eg. shop-assistant, baker, barber, or a goldsmith).
- It is very important competency, very useful in everyday life.
- Understanding of their potential is very important for a good cooperation within the group, when we do something together.

### **8. Notions and options for modification**

- The best is a team of two. Evaluation of the own performance in front of team is neither effective nor useful. It’s kind of exposing your personality. It’s better to assess the own performance in front of a more competent person to have a possibility to discuss it with a real professional.
- Students may be embarrassed to show their strengths and weaknesses in the front of the whole class. So it would be better to work alone or in groups of two. Writing down the own characteristics itself is not a problem while doing this with the use of “fish” may seem too childish.
- The idea is interesting, but you can use the cards representing bricks instead and build a building. Hanging fish can be fun, but not necessarily suited to this age. It may be difficult for students to identify their skills clearly, so I would give them a skill classification with examples, so that it was easier to describe their own skills.
- The ability to adopt the comments and evaluations of our activities by other persons (e.g. the boss) can be helpful.

- Self-evaluation of the own performance potential should rather be recognized as a result of observation by educators - counsellors at lower levels of education. But those who are in daily contact with students, not just from time to time. It is difficult to recognize in one lesson. Rather, it should be in the form of individual work. And certainly at the beginning of the first class, as soon as possible.
- The biggest problem is the absence of necessity of having a formal qualification for a particular profession. If such a system was restored, as it was before, then the students would be more motivated and more cared to recognize their own strengths and weaknesses in order to find the right school, preparing for the profession, which is our goal and is consistent with our potential (opportunities).
- In larger groups self-evaluation may be more difficult because the youth like to laugh and it will be difficult to maintain discipline during these activities.
- “I think that the basic thing here (competence related to ‘self-evaluation of the own performance potential’) is good interpersonal communication”.