



WORKING GROUPS REPORT from 1st July 2013

The “Big Bang”

Bridging the cultural clash between young, marginalised groups of young people and the world of work and VET

TRANSFER OF INNOVATION, MULTILATERAL PROJECTS, LEONARDO DA VINCI

LIFELONG LEARNING
PROGRAMME

AGREEMENT NUMBER - **UK/12/LLP-LdV/TOI-517**

PROJECT NUMBER - **2012-1-GB2-LEO05-08047**

die Berater® GmbH:

Bozica Ilijic

Content

1. INTRODUCTION	3
2. METHODOLOGY.....	3
3. Feedback from participants on THE Youth Employment Support “YES” Materials.....	4
4. Feedback from Participants on Dare2Achieve Materials	5
5. Summary	6



1. INTRODUCTION

The Big Bang Review Workshop was held on 1st of July 2013 and attended by a number of representatives from the following sectors.

- Training Providers (VET professionals)
- Partner Organisations
- Representatives from the Austrian Labour Market

It was chaired by Bozica Ilijic and facilitated by Jennifer Ziegler and Erol Koc. The main subject of the workshop was, to arrange working groups with VET professionals with regards to preparation of young people for access of initial VET and employment.

2. METHODOLOGY

- The working group discussion were organised by Erol Koc, Jennifer Ziegler and Bozica Ilijic.
- A table with leaflets of Big Bang and materials of *dare2* and *Yes!* documents was available for everybody *dare2* and *Yes!* documents were very much appreciated by VET professionals and practical for self-assessment and self-reflection for young people (see feedback of this report).
- The conference venue was Top-Lokal, Fleischmarkt 18, 1010 Wien.
- The official duration of the working groups sessions: 2 hours plus additional discussions.

Working Groups discussion took place on 01/07/2013, 18:00 – 20:00 CET after the conference “Vintage” (a project for lifelong learning regarding key competences) in Vienna with very important stakeholders, mainly VET Professionals and Austrian Labour Market professionals responsible for employment of young people. The leaflets of Big Bang were presented to the participants and group discussions were encouraged about young people, unemployment, application process and the importance of competence development in today’s knowledge society (key competences for lifelong learning of the European Framework).



The *dare2 achieve* and *YES!* documents were presented after the conference and were welcomed by VET professionals and seen as very useful. VET professionals were encouraged to contribute with their experience since they are involved with unemployed marginalized young people and know their needs and how to influence them positively. Some of the VET trainers expressed their willingness to be part of the Big Bang project in the testing phase. They came up with real examples how young people are affected by unemployment and social exclusion.

3. Feedback from participants on THE Youth Employment Support “YES” Materials

The concept of Youth Employment Support was introduced to the participants. The YES programme offers in-depth training in all areas for educating and supervising difficult young people. Effective working with difficult young people depends on several premises, amongst others specific knowledge, social competences and skills are necessary. Recruiters, mentors and other employees of SME working with young people could often use their potential to deal with young people more effectively. In order to enlarge those competences it is necessary to reflect the way of behaviour and interaction with young people. The achievement of the coaching process becomes visible to the clients, and even more to the companies that increase their competences of leadership and human resource management.

YES coaching addresses staff members in SMEs who recruit young employees and apprentices, especially recruiters who select job applicants and introduce them into the company, mentors, in-company trainers of apprentices, instructors and other senior members of staff who supervise young people at work.



The YES training consists of the following modules:

- Module 1: Profile of in-company recruiter/mentor
- Module 2: National law and support
- **Module 3: Behavioural aspects**
- Module 4: Soft skills
- Module 5: Pedagogical aspects

Feedback on Yes module 3 was positive, particularly for HR Managers. The important message was that not only HR Managers should have the materials but also all other stakeholders in a company. Employers need to be very specific in their communication with young people and to express their needs and expectations in a positive way. Young people must be able to understand the importance of all personal aspects when it comes to a new job. Disadvantaged young people do not often have role models in their families and therefore employers encourage and motivate them to make the best out of them. According to VET professionals YES material must be adopted to each individual learning situation according to the needs of the target groups.

4. Feedback from Participants on Dare2Achieve Materials

VET professionals reviewed the *Dare2Achieve* Employability Assessment and Individual Action Plan. Feedback was very positive, in particular the Individual Action Plan was considered as very useful in order to help young people to recognize their potential. The Assessment Tool is outlining all important skills that employers are looking for. There is often a challenge for young people to be aware of their skills and very often they sell themselves to employers very short because they are not able to communicate those skills. Using the Assessment Tool they become aware of the skills needed and the understanding and usage of the skills in particular situations. Preparation is very important factor in the application process and when young people assess themselves they can raise their chances for jobs. Furthermore, the Assessment Tool helps young people to develop their emotional resilience and stress resistance. Emotional resilience is essential for marginalized young people in order to overcome adversity and achieve their real potential. VET professionals discussed on one hand the importance of emotional and practical needs for young people and employers' expectations. The question arose as to how to bring those needs together.

Since VET professionals are involved with marginalized young people in Austria they stated the fact that behaviour and communication in a different cultural environment are big challenges, in particular to develop a professional communication in the work place. Young people must have soft skills but also their profession.

5. Summary

It can be stated that models YES and D2A are important for both employers and young people. The important message that came out of the working group sessions was that employers and young people need to understand needs of each other and to bring understanding towards each other. Young people must learn how to take responsibility for their life in their private and professional life. They need to adapt their personal skills to the professional skills and put into practice. They must be able to come along with other co-workers, employers or other stakeholders on a personal basis. There are huge cultural differences in particular in the marginalized groups. They need to be overcome in a positive way since communication skills differ in various cultures. There must be set boundaries between private life and professional life in the work place. Often communicate marginalized young people without making any difference what belongs to work and what belongs to the private life. They must grow in each situation but they must be aware of the importance of professional communication. Another important aspect is language literacy oral and written form. Some young people are not able to use the language in a proper way or use the sub-culture level of language that is not acceptable in the work place. They have to surround themselves with professionals who could give them advise how to behave, what is important when applying for a new job, what questions can be asked, how to behave in a new job situation and so on. Always a first step needs to be made and personal development and future perspectives will be guaranteed if young people are aware of their situation and want to take responsibility for their life.

