



## Facilitating Articulation and Reflection about Work

LLP-LDV-TOI-12-AT-0007

<http://www.adam-europe.eu/adam/project/view.htm?prj=9763>

## Information sur le projet

Titre: Facilitating Articulation and Reflection about Work

Code Projet: LLP-LDV-TOI-12-AT-0007

Année: 2012

Type de Projet: Projets de transfert d'innovation

Statut: Clôturé

Pays: AT-Autriche

Accroche marketing: Interaction entre des personnes est un facteur primaire de succès a toute forme de travail. La compréhension mutuelle entre le personnel impliqué a un processus de travail offre une base commune pour une interaction efficace et de résoudre des événements imprévus.

Permettre aux gens de résoudre leurs problèmes en interaction est un facteur important pour la satisfaction et la motivation des travailleurs. La facilitation de ces processus de travail est une tâche essentielle pour les gestionnaires des opérations. La qualification des responsables des opérations à reconnaître et à résoudre les imprévus au sein de leur équipe de collaborateurs est donc une tâche éducative dans la formation professionnelle.

Une méthode didactique s'appuie sur deux outils innovants pour construire des compétences pour assumer cette tâche sont transférés aux prestataires d'EFP dans la production industrielle et de la santé dans ce projet.

Résumé: Interaction between people is a key success factor in any form of work. Mutual understanding among the staff involved in a work process provides common ground for effective interaction and resolving of unforeseen contingencies. In today's highly specialized labour world this common ground cannot be assumed.

Enabling people to resolve their issues in interaction is an important factor for worker satisfaction and motivation. The ability to articulate problematic situations, however, is not necessarily given. Facilitation of these processes is a core task for operations managers. Qualifying operations managers to recognize and resolve contingencies within their team of co-workers thus is an educational task in vocational training.

The project aims at transferring a specific didactical method and two innovative tools to build competency to fulfill this task. Both tools support hands-on reflection of work and augment each other in the activities they support. They have already shown their practical applicability as an effective support measure in multiple practical vocational training scenarios.

The main objective of the project is to transfer the existing educational training concept to different vocational training providers in different sectors. Transfer happens on multiple layers. First, VET providers will have two trainers educated in putting the educational concept to practice in specific use cases from the world of work in their sector and country. Second, in the course of educating the trainers, the concepts are transferred directly to workers from different sectors via pilot studies in the production and the healthcare sector. Finally, a model to transfer the training concept to other sectors will be developed based on empirical findings from the pilot studies.

The immediate outcome of this project is a validated education concept adapted to and deployed in different sectors via the VET trainers. The concept is realized in the form of workshops offered to companies by vocational training providers. The tools necessary to support the workshop are either provided by the innovation partners or are adapted and built for the vocational training partners during or after the project, making use of existing technical infrastructure.

Description: Interaction between people is a key success factor in any form of work. Mutual understanding among the staff involved in a work process provides common ground

## Information sur le projet

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To facilitate these goals, the consortium consists of a range of partners, including the developers of the tools and the educational concepts and vocational training providers from different sectors that enable adaptation of the concept to their domain and provide a testbed for pilot studies with their customers.

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On long term, the vocational training partners will act as regional and/or sectoral multipliers, creating awareness for the problem and at the same time offering an educational approach for resolution. Together with the innovation partners, the consortium will be able to transfer the concept to new sectors and qualify further vocational training providers to offer the concept in their application domain.

Thèmes: \*\*\* Orientation professionnelle  
 \*\*\* Formation continue  
 \*\* TIC  
 \*\* Formation tout au long de la vie  
 \* Entreprise, TPE, PME

Sectors: \*\*\* Enseignement  
 \*\* Industrie Manufacturière  
 \*\* Santé Humaine et Action Sociale

Types de Produit: Site Internet  
 Matériel d'apprentissage  
 Programme/curriculum  
 Méthodes d'évaluation  
 Matériel pour l'enseignement

Information sur le produit:

Page Web du projet: [www.faraw.eu](http://www.faraw.eu)

## **Contractant du projet**

Nom: Johannes Kepler University Linz  
Ville: Linz  
Pays/Région: Upper Austria  
Pays: AT-Autriche  
Type d'organisation: Université/école supérieure spécialisée/academie  
Site Internet: <http://www.ce.jku.at>

## **Personne de contact**

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Site internet:

## Coordinateur

Nom: Johannes Kepler University Linz  
Ville: Linz  
Pays/Région: Upper Austria  
Pays: AT-Autriche  
Type d'organisation: Université/école supérieure spécialisée/academie  
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Site internet:

## Partenaire

### Partner 1

Nom: VAMK University of Applied Sciences  
 Ville: Vaasa  
 Pays/Région: Länsi Suomi  
 Pays: FI-Finlande  
 Type d'organisation: Autres  
 Site Internet: <http://www.puv.fi>

### Partner 2

Nom: ŠOLSKI CENTER SLOVENSKE KONJICE-ZREE  
 Ville: SLOVENSKE KONJICE  
 Pays/Région: Slovenija  
 Pays: SL-Slovénie  
 Type d'organisation: Autres  
 Site Internet: <http://www.sc-konjice-zrece.si>

### Partner 3

Nom: Human Profess Közhasznú Nonprofit Kft.  
 Ville: Rádóckölked  
 Pays/Région: Nyugat-Dunántúl  
 Pays: HU-Hongrie  
 Type d'organisation: Autres  
 Site Internet: <http://www.humanprofess.hu>

### Partner 4

Nom: FH JOANNEUM Gesellschaft mbH  
 Ville: Graz  
 Pays/Région: Styria  
 Pays: AT-Autriche  
 Type d'organisation: Autres  
 Site Internet: <http://www.fh-joanneum.at>

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## Partenaire

### Partner 5

Nom: IB-GIS mbH  
Ville: Stuttgart  
Pays/Région: Baden Württemberg  
Pays: DE-Allemagne  
Type d'organisation: Autres  
Site Internet: <http://www.ib-gis.de>

### Partner 6

Nom: Institute for Vocational Advancement  
Ville: Linz  
Pays/Région: Upper Austria  
Pays: AT-Autriche  
Type d'organisation: Autres  
Site Internet: <http://www.bfi-ooe.at>

### Partner 7

Nom: Tempo Training & Consulting  
Ville: Ostrava–Zábeh  
Pays/Région: Moravskoslezsko  
Pays: CZ-Tchéquie  
Type d'organisation: Autres  
Site Internet: <http://www.tempoc.cz>

### Partner 8

Nom: ROC Midden Nederland  
Ville: Utrecht  
Pays/Région: Utrecht  
Pays: NL-Pays-Bas  
Type d'organisation: Autres  
Site Internet: <http://www.rocmn.nl>

## Partenaire

### Partner 9

Nom: Instituto Máquina Herramienta  
Ville: Elgoibar  
Pays/Région: Pais Vasco  
Pays: ES-Espagne  
Type d'organisation: Autres  
Site Internet: <http://www.imh.es>

## Données du projet

### FARAW Final Presentation.pdf

<http://www.adam-europe.eu/prj/9763/prj/FARAW%20Final%20Presentation.pdf>

Presentation Slides summarizing the final results of the FARAW project

### Folder FARAW.pdf

<http://www.adam-europe.eu/prj/9763/prj/Folder%20FARAW.pdf>

Folder describing the project and the FARAW Special Interest Group (SIG)

### Poster FARAW.pdf

<http://www.adam-europe.eu/prj/9763/prj/Poster%20FARAW.pdf>

Poster summarizing the FARAW project

## Produits

- 1 Public Project Website & SIG Information Access
- 2 Trainer's training concept
- 3 Workshop Materials for Trainings in Industrial Production and Healthcare
- 4 Final Evaluation Report
- 5 Final Documentation of Lessons Learned
- 6 Sectoral Transfer Concept

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## Produit 'Public Project Website & SIG Information Access'

Titre: Public Project Website & SIG Information Access

Type de Produit: Site Internet

Texte marketing: The project website gives information on the project and gives the opportunity to join the FARAW Special Interest Group (SIG) in either one of the partner countries or in its international version. After becoming a member of the SIG, access to additional material is granted via the website.

Description: The project website provides the foundation for dissemination activities and the first contact point for interested companies and individuals. In addition, it contains the information materials for the FARAW Special Interest Group (SIG). The SIG-specific Information Package is a set of information available in national language versions (for the partner-specific national SIGs) and in English (for institutions interested in SIG membership from outside the original partner countries). It comprises information about the project and contact data for joining the FARAW SIG.

Cible: General Public, VET institutions, Companies working in the target sectors, SIG Members

Résultat:

Domaine d'application:

Adresse du site Internet: <http://www.faraw.eu>

Langues de produit: tchèque  
finnois  
allemand  
néerlandais  
anglais  
espagnol  
hongrois  
slovène

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## Produit 'Trainer's training concept'

Titre: Trainer's training concept

Type de Produit: Matériel d'apprentissage

Texte marketing: The trainer's training concept describes how trainers are to be educated within the project and thus is a fundamental result of the project. It comprises information on the educational concept, workshop guidelines and templates for easier workshop implementation.

Description: The trainer's training concept has been implemented in two parts: As a generic part that has been used for the trainer's training workshops and additional partner-specific guidelines that tailor the generic concept to the regional contexts and requirements.

Cible: People active in the vocational training sector, potential future adopters of the concept

Résultat:

Domaine d'application:

Adresse du site Internet:

Langues de produit: néerlandais  
finnois  
anglais  
allemand  
hongrois  
tchèque  
slovène  
espagnol

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## Produit 'Workshop Materials for Trainings in Industrial Production and Healthcare'

Titre: Workshop Materials for Trainings in Industrial Production and Healthcare

Type de Produit: Matériel d'apprentissage

Texte marketing: In the pilot phase, FARAW workshops have been carried out in the industrial production and healthcare sector. The workshop materials reflect the adaptations that were necessary for sectorial and regional adaptation of the teaching concept. This primarily refers to the scenarios used in the action-phases of the workshops.

Description: The materials are required for implementing the end-user workshops, which are an integral part of the final transfer concept. The materials were tested during end-user workshops by trainers. Trainers have evaluated the appropriateness of their materials. Materials in addition were checked for adequacy by the coordinator during the attendance of the pilot workshops.

Cible: End-Users from industrial production sector and healthcare sector

Résultat:

Domaine d'application:

Adresse du site Internet:

Langues de produit: tchèque  
néerlandais  
anglais  
espagnol  
allemand  
finnois  
slovène  
hongrois

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## Produit 'Final Evaluation Report'

Titre: Final Evaluation Report

Type de Produit: Méthodes d'évaluation

Texte marketing: This result documents the overall success of the transfer strategy and the impact generated with the project. Together with the lessons learned summary and the sectoral transfer concept, it thus is one of the core outcomes of the FARAW project.

Description: This result summarizes both, the evaluation approach and the results of the evaluation. It presents the methodology used for evaluation of the reflection process and the perceived workshop outcome. It then reports on the results of the evaluation that has been carried out in the course of the FARAW pilot workshops. Finally, it discusses these results with respect to the intended effects. It concludes with a brief account on potential improvements and areas of further development derived from the evaluation results.

Cible: VET institutions, scientific community

Résultat:

Domaine d'application:

Adresse du site Internet:

Langues de produit: anglais

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## Produit 'Final Documentation of Lessons Learned'

Titre: Final Documentation of Lessons Learned

Type de Produit: Autres

Texte marketing: This result provides the final documentation of lessons learned by the trainers of the pilot phase - cross-sectoral, across all stages of the education concept incl. trainer's training and workshops

Description: This result documents the learnings of the trainers from their training workshops and the pilot workshops they facilitated. It has provided important input for the design of the sectoral transfer concept (result 29). Together with the final evaluation report and the sectoral transfer concept, it thus is one of the core outcomes of the FARAW project.

Cible: prospective users of the concepts (VET institutions, companies working in the target sectors)

Résultat:

Domaine d'application:

Adresse du site Internet:

Langues de produit: anglais

## Produit 'Sectoral Transfer Concept'

Titre: Sectoral Transfer Concept

Type de Produit: Autres

Texte marketing: This result presents how the FARAW concept is transferrable to different sectors. Examining the necessary adaptations to the original concept and deriving a structured transfer procedure has been a core objective of the FARAW project. This result in many aspects goes beyond what was originally envisioned to be contained in the sectoral transfer concept. It not only covers the actual transfer concept but also presents the FARAW workshop concept from ground up, identifying its methodological building blocks and outlining its flexibility for adaptation for different contexts of use.

Description: This result presents how the FARAW concept is transferrable to different sectors. Examining the necessary adaptations to the original concept and deriving a structured transfer procedure has been a core objective of the FARAW project. This result in many aspects goes beyond what was originally envisioned to be contained in the sectoral transfer concept. It not only covers the actual transfer concept but also presents the FARAW workshop concept from ground up, identifying its methodological building blocks and outlining its flexibility for adaptation for different contexts of use.

The need for a flexible workshop structure and how to successfully implement it has been one of the core findings from the pilot phase. Consequently, the probably most valuable part of this result is constituted by the good-practice-examples provided by the VET partners, who summarize their experiences in the pilot phase in a structured form.

The content is structured in three chapters. We first summarize the workshop concept of FARAW and identify the methodological building blocks that constitute the concept. We find that not all of these blocks are necessary in every educational context. We thus identify which blocks serve which ends and how they can be combined if a given didactical outcome should be achieved. The second chapter is dedicated to the implementation variants that have been explored in the pilot phase implemented in the FARAW project. We present the good-practice-examples of the FARAW partners grouped in four fundamental implementation approaches that allow to adapt the concept not only to the didactical aims but also to the organizational constraints that a potential future FARAW trainer or partner institution might face.

The third chapter is dedicated to the transfer concept itself, describing how the FARAW approach can be instantiated in a new professional sector. The guidelines in this chapter are backed by the experiences made during the transfer from industrial production to healthcare within the FARAW project.

Cible:

Résultat:

Domaine d'application:

Adresse du site Internet:

Langues de produit: anglais

## Événements

### SIG Demo Workshop 2

Date 28.11.2014

Description The SIG demo workshops served as a means to get in touch with potentially interested institutions and provide them with an impression of how the FARAW concept can be implemented in practical settings.

Cible SIG members and interested institutions

Public Événement public

Informations de contact

Date et lieu Linz, Austria, 28.11.2014

### SIG Demo Workshop 1

Date 26.11.2014

Description The SIG demo workshops served as a means to get in touch with potentially interested institutions and provide them with an impression of how the FARAW concept can be implemented in practical settings.

Cible SIG members and interested institutions

Public Événement public

Informations de contact

Date et lieu Utrecht, the Netherlands, 26.11.2014

### Lessons Learned and Knowledge Transfer Workshop

Date 03.07.2014

Description Workshop bringing together the trainers from both sectors as well as the trainer's trainers. Was held to reflect upon the results of the pilot phases and share the findings among the multipliers.

Cible Trainers involved in pilot phase

Public Événement non public

Informations de contact

Date et lieu Salzburg, Austria, 03.-04.07.2014

## Événements

### Pilot Workshop in Healthcare

Date 18.06.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in healthcare sector

Public Événement non public

Informations de contact

Date et lieu Ostrava, Czech Republic, 18.-19.06.2015

### Pilot Workshop in Healthcare

Date 12.06.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in healthcare sector

Public Événement non public

Informations de contact

Date et lieu Utrecht, the Netherlands, 12.06.2014

### Pilot Workshop in Healthcare

Date 02.06.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainees in healthcare

Public Événement non public

Informations de contact

Date et lieu Szombathely, Hungary, 02.06.2014

## Événements

### Pilot Workshop in Industrial Production

Date 12.05.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in industrial production

Public Événement non public

Informations de contact

Date et lieu Eligobar, Spain, 12.05.2014

### Pilot Workshop in Healthcare

Date 29.04.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in healthcare sector

Public Événement non public

Informations de contact

Date et lieu Aschaffenburg, Germany, 29.04.2014

### Pilot Workshop in Industrial Production

Date 01.04.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in industrial production

Public Événement non public

Informations de contact

Date et lieu Vaasa, Finland, 01.-02.04.2014

## Événements

### Pilot Workshop in Healthcare

Date 01.04.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in healthcare sector

Public Événement non public

Informations de contact

Date et lieu Linz, Austria, 01.04.2014

### Pilot Workshop in Industrial Production

Date 27.01.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in industrial production

Public Événement non public

Informations de contact

Date et lieu Zrece, Slovenia,, 27.-29.01.2014

### Pilot Workshop in Healthcare

Date 07.01.2014

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers in the healthcare sector

Public Événement non public

Informations de contact

Date et lieu Szombathely, Hungary, 7.-8.1.2014

## Événements

### Pilot Workshop in Healthcare

Date 29.11.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers, End-Users (operations mgmt staff) from Healthcare Sector

Public Événement non public

Informations de contact

Date et lieu 29.11.2013 and 6.12.2013 in Budweis, Czech Republic

### Evaluation Pretest Workshop in Industrial Production

Date 28.11.2013

Description Pretest Workshops are held for both target sectors before first and second round of pilot workshops to allow for testing the appropriateness of the planned evaluation activities.

Cible Evaluation Staff

Public Événement non public

Informations de contact

Date et lieu Arnhem, the Netherlands, 28.11.2013

### Pilot Workshop in Healthcare

Date 27.11.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers, End-Users (operations mgmt staff) from Healthcare Sector

Public Événement non public

Informations de contact

Date et lieu 27-28.11.2013 in Utrecht, the Netherlands

## Événements

### Pilot Workshop in Healthcare

Date 05.11.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Core Partners, prospective end users of the concept in healthcare sector

Public Événement non public

Informations de contact

Date et lieu 5.11 and 7.11.2013 in Linz, Austria

### Pilot Workshop in Industrial Production

Date 22.10.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers, End-Users (operations mgmt staff) from Industrial Production Sector

Public Événement non public

Informations de contact

Date et lieu 22-23.10.2013 in Vaasa, Finland

### Pilot Workshop in Industrial Production

Date 03.10.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers, End-Users (operations mgmt staff) from Industrial Production Sector

Public Événement non public

Informations de contact

Date et lieu 3-4.10.2013 in Elgoibar, Spain

## Événements

### Pilot Workshop in Healthcare

Date 18.09.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Core Partners, prospective end users of the concept in healthcare sector

Public Événement non public

Informations de contact

Date et lieu 18-19.09.2013 in Aschaffenburg, Germany

### Evaluation Pretest Workshop in Healthcare

Date 30.07.2013

Description Pretest Workshops are held for both target sectors before first and second round of pilot workshops to allow for testing the appropriateness of the planned evaluation activities.

Cible Evaluation Staff

Public Événement non public

Informations de contact

Date et lieu Linz, Austria, 30.07.2013

### Pilot Workshop in Industrial Production

Date 22.05.2013

Description End users are working on a real or scenario case, depending on the coherence of their background. Using the FARAW methodology they identify shortcomings and potential for improvement in their work communication and cooperation processes.

Cible Trainers, End-Users (operations mgmt staff) from Industrial Production Sector

Public Événement non public

Informations de contact

Date et lieu 22-23.05.2013 in Zrece, Slovenia

## Événements

### Evaluation Pretest Workshop in Industrial Production

Date 06.05.2013

Description Pretest Workshops are held for both target sectors before first and second round of pilot workshops to allow for testing the appropriateness of the planned evaluation activities.

Cible evaluation staff

Public Événement non public

Informations de contact

Date et lieu Linz, Austria, 06.05.2013

### Basic Training for Educators in the Healthcare Sector

Date 25.03.2013

Description Cooperative workshop using the tools brought in the project by the innovation provider (TLC conceptually adapted to healthcare sector). Educating the trainers in how to use and apply the tools. Presenting best practice examples of how the tools can be deployed. Identifying potential need for adaptations for partner-specific end-user needs. Reflection of results of education using World Café methodology.

Cible Trainers provided by Core Partners active in the healthcare sector

Public Événement non public

Informations de contact

Date et lieu 25-27.03.2013 in Linz, Austria

## Événements

### Basic Training for Trainers in the Industrial Production Sector

Date 23.01.2013

Description Cooperative workshop using the original tools brought in the project by the innovation provider, educating the trainers in how to use and apply the tools. Presenting best practice examples of how the tools can be deployed. Identifying potential need for adaptations for partner-specific infrastructure or end-user needs. Reflection of results of education using World Café methodology.

Cible Trainers provided by Core Partners active in the industrial production sector

Public Événement non public

Informations de contact

Date et lieu 23-25.01.2013 in Graz, Austria

### Training Concept Transfer Workshop to Healthcare Sector

Date 17.12.2012

Description Expert discussions bringing together domain experts from healthcare sector and methodological and technical experts of the innovation provider

Cible Domain Experts in VET in Healthcare Sector, methodology and technology experts of innovation provider

Public Événement non public

Informations de contact

Date et lieu 17-18.12.2012 in Szombathely, Hungary