



**Our Strength is Experience -
innovative training program for Experts by Experience**

EXPERIENCE

EVALUATION OF WORKSHOP

Place: **Human Profess Office**
9700 Szombathely, Zanati u. 36.

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1. Participants

- Representatives of the Project partner organisation – Human Profess Közhasznú Nonprofit Kft.
- Representatives of the Labour Organization of the Government Office, Szombathely
- Local Government
- Employers
- Rehabilitation consultants
- Disabled mentor
- Disabled teacher
- Disabled employees
- Private entrepreneurs

The list of participants is attached in the attendance register.
Number of participants: 13

2. Agenda

09:00 – 09:10	Registration
09:10 – 09:20	Opening speech
09:20 – 10:00	Presentation of international project „Our Strength is Experience - innovative training program for Experts by Experience “
10:00 – 10:15	Coffee break
10:15 - 11:30	Discussion using method of World Café – 2 workshops <ol style="list-style-type: none">1. Exchange of experience in the field of expert advisors training dealing with disadvantaged groups with particular emphasis on people with disabilities.2. Possibilities to improve the quality and professionalization of career counselling at local and regional level.
11:30 – 12:00	Conclusions, recommendations

3. Description of the workshop (World Café Method)

The aims of the WORLD CAFÉ

Evaluation of the topic: Exchange of experience in the field of expert advisors training dealing with disadvantaged groups with particular emphasis on people with disabilities (PWDs).

The aims of workshop were to identify the opinions, experiences, achievements, possibilities, suggestions and recommendations of labour market actors through informal discussions that are related to:

1. examples of good practice in the field of counselling and training in the preparation of people with disabilities for the labour market,
2. examples of good practice in the field of training services for advisors dealing with people with disabilities
3. the involvement of "Expert by Experience" in the counselling process.

The suggested topics

1. Did you meet some best practices, which helped in preparation of the people with disabilities for labour market? Why did you consider these examples as the best practices?
2. a) What kind of training programmes, best practices do you know, which are focused on the skills development of professional counsellors and career advisors, who are providing the counselling services for people with disabilities?

b) How do you evaluate the effectiveness of existing counselling services for people with disabilities?
3. a) What is your opinion on the involvement of "Experts by Experience" into the counselling process?

b) According to your opinion which skills would be necessary for advisors (Expert by Experience), to be able to prepare the people with disabilities for managing to handle the challenges in the continuously changing labour market?

4. Results and conclusions of the workshop

1. Did you meet some best practices, which helped in preparation of the people with disabilities for labour market? Why did you consider these examples as the best practices?

The following examples of good practice identified in the workshop have helped to prepare people with disabilities for the labour market:

“Support of programmes facilitating labour market integration of people living with reduced working capacities”

The overall **aim** of the programme is to facilitate the employment of people living with reduced working capacities – thereby strengthening their social participation – by employer and social awareness raising. The direct aim is to provide further operation and development of programmes that have already been successful for years – the Acknowledgement awarded to employers employing disabled people, programmes entitled Shop with Heart, and World is Better with Us.

The programmes entitled World is Better with Us are embracing a cooperation that bring together the actors of civil sector, the state, the local government and the business sector. In terms of this, altogether more than 130 people living with a reduced working capacity have been given working opportunity. In the past years, interest towards workers living with a reduced working capacity has started. The aim of year 2016 was e.g. to involve as many employees working in the public administration as possible in a training held by disabled people, that provides help for establishing an inclusive environment.

The Shop with Heart was started by Ministry of Human Resources in 2010 in order to raise awareness for the remarkable goods and services made with the assistance of people living with a disability. <http://www.segitovasarlas.hu/hu/bemutatkozias>

Those employers are entitled to apply for the Employers' Award, *who undertake to continuously develop their practices about recruiting, employing and keeping people living with a disability.* <http://fbm.hu/>

Personal training based on cognitive - behavioural therapy - training of disadvantaged job - seekers supporting their reintegration into the labour market. The objective is to correct the irrational thinking and behaviour of disadvantaged groups in relation with their integration into the labour market. The objective is to promote self-esteem and self-evaluation, to get a real view of the surrounding environment to be able to face difficulties. By acquiring new knowledge and skills and positive feedback, they are expected to be active in seeking job and participating in training. Training will be realised in a group form of study.

Rehabilitational Employment Programme: The government started an employment programme in 2017, financed from EU resources of 4.2 billion forints, facilitating the rehabilitation in order to facilitate getting into employment of 1500 people having reduced working capacities on the open labour market in the next three years.

The programme facilitates that people having reduced working capacities and employers find each other. In order to achieve that, among others, a rehabilitational development center and a national advisory network was established, with regional advisors. In order to set up such a new workplace, the employee must be professionally prepared, his abilities and skills have to be tested, but also the professional preparation of employers is an important task. Employment of people living with reduced working capacities has become „varied”, and employers have opened the market of several products and services for them, due to the programmes.

EFOP-1.1.1-15 „Support of people living with reduced working capacities” highlighted national project, implemented with the support of the European Union

The programme provides help and support for people living with reduced working capacities, in order to implement their successful employment rehabilitation. In the framework of the project, a complex labour market programme aimed at employment rehabilitation is implemented, that helps people living with reduced working capacities by offering them personalized services, supported by qualified professionals, by supported trainings and by supports provided for employers.

2. a) **What kind of training programmes, best practices do you know, which are focused on the skills development of professional counsellors and career advisors, who are providing the counselling services for people with disabilities?**

Personal training based on cognitive - behavioural therapy – training of lecturers for disadvantaged groups. The basis is training material with the same topics for disadvantaged groups, which is increased with labour market information, specifics of group work and practical experience gained through experiential methods. Training will be realised in group and distance form of study.

Skills Training for Effective Practice was created by an international team who examined the world-wide evidence for what works in employment counselling, distilled the results into a skills curriculum for advisors, trained trainers, and tested and evaluated the curriculum with 80 advisors in four countries. The result of this work is a curriculum that conforms to the current understanding of what effective career and employment counselling is, coupled with quality guidance on how to install and apply the curriculum. The STEP Programme aims to help people who provide employment advice to use the most effective skills.

Preparative training for teachers educating disadvantaged students and students having special education needs (SEN) in the field of labour market information and opportunities

The 30-hour training was worked out on order to enable the professionals dealing with students having cumulative disadvantages and special education needs (SEN) to provide an efficient help about looking for a job on the labour market and about preparing for getting into employment. By attending the training, the participants will become able to transfer knowledge and techniques in an experienceful way that contribute to the efficient facilitation of job seeking and getting into employment of these students on the labour market.

b) How do you evaluate the effectiveness of existing counselling services for people with disabilities?

Disability counselling services for people with disabilities can be carried out **by state** (Labor Office of the Government Office) and **non-governmental organizations** (supported employment agencies).

State employment services – Labor Office of the Government Office

The Labour Office provides information and advisory services free of charge to the citizens, job seekers, candidates as well as to employers.

The information and advisory services include services in the field of:

- career choices,
- finding or changing a job
- recruitment
- adaptation of employees in a new job position.

Professional Advisory Services are addressing the problems associated with the active involvement of job seekers, synchronisation of their personal capabilities to comply with the requirements for a specific job, facilitate the decision-making and adequate behaviour of job seekers, as well as their social and occupational adaptation.

The Labour Office, in collaboration with the disadvantaged jobseekers, can develop a personalised action plan to facilitate their success in the market.

In addition to the above, regional, national and transnational projects are implemented to providing a comprehensive set of high-quality information and professional advisory services to the candidates and job seekers, focusing on individual approach with a view to increase their employability, employment rate and activation to facilitate their re(integration) to the labour market.

Offices established in the framework of **EFOP-1.1.1-15**: this government programme was established in order to support disabled job seekers/job seekers living with a reduced working capacity.

Supports and services of the project for the clients:

- Employment rehabilitational services
- Supported employment
- Training supports
- Other tax allowances and exemptions from payment obligations

Accredited service providing organisations that provide employment rehabilitational services for disabled people and people, having reduced working capacities:

- individual advice session
- group advice session
- advice session provided for employers
- labour rehabilitation aimed job placement

https://szgyf.gov.hu/phocadownload/foglalkozasi_rehabilitacios_informaciok/tajekoztato_szervezetek.pdf

“Problem-solving” of the state system is shifted not towards quality, but towards quantity. Advisors are loaded, and they have to do very much paperwork. The aim is to always to fulfil the indicators set. Advisors do not always have the proper advising skills, communication toolbar and problem-solving skill.

3. a) What is your opinion on the involvement of “Experts by Experience” into the counselling process?

Due to their own life situation, experts by experience know the problems of the target group of people living with reduced working capacities. Not only from workbooks and not only typical problems. They are able to feel the life situation of the target group, and so they are also able to apply the toolbar of confirmation. They also reach confidential relationship earlier with the clients. They are authentic, and they can show good example and successful solutions from their own life.

b) According to your opinion which skills would be necessary for advisors (Expert by Experience), to be able to prepare the people with disabilities for managing to handle the challenges in the continuously changing labour market?

In order to be able to handle problems of PWD /people living with a reduced working capacity about getting into employment and about employment rehabilitation, and in order to be able to provide support and services for the people involved, it is important to have *professionals*, who know the situation of the people concerned, and their theoretical and practical relations thoroughly, and who can apply the necessary interventions.

The most important knowledge of experts by experience:

Vocational knowledge - knowledge of the labour market, basic knowledge of relevant laws, knowledge of who provides employment services for people with disabilities. Knowing employers on the local labour market. Knowledge of professions and knowledge of transformation methodology of occupations that can be fulfilled.

The most important characteristics of experts by experience:

Know how to define boundaries of competence, individual approach to each PWDs, ability to increase the empathy of healthy citizens, increasing self-confidence of DC, motivation of PWD, individual approach to each PWD, positive relation to the target group, knowledge of the situation of the target group, positive relationship to life, support to involve into the society, self-development. Accepting relationship of experts by experience towards their own disability, and he should have a positive self-image and positive view of life.

The most important Skills and Competencies:

Comprehensive communication skills - active listening, selective listening, communication with the client's language, credibility, reliability, empathy, tolerance, patience, conflict management, teamwork, management skills, ability to pass on information about the labour market, ability to develop basic client skills (writing, reading, understanding the read text, counting), creativity, assertive behaviour, life regime. Basic psychological knowledge, Ethic behaviour, self-knowledge and character insight. Result-orientedness.

Recommended forms of training:

Experiential learning, group training, e-learning, blended-learning, short study tour

5. Recommendations for the content of training material for Experts by Experience

1. Labour market knowledge (local employers, training opportunities, legal and financial supports) - with different content in each country
2. "Expert by Experience", as a resource, how its advantages can be exploited

3. Looking for a job
4. Communication knowledge (assertive communication, I-message, stb.)
5. Career orientation consultation
6. Rules of Conflict management and collaboration at work
7. Organising skills, time management
8. Building and the importance of partner networks of experts by experience
9. Preparing the citizens for the labour market in accordance with the requirements of the employers (self-evaluation, self-presentation, communication skills, corporate culture)
10. Developing of "soft skills" for the labour market: personal and social competencies that will enable them to integrate into a new working team and contribute to job maintenance, teamwork
11. Application of experience in practice in addressing life situations and (re) integration of PWDs between the inter-market of labour and the open labour market (reframe of client beliefs, counselling in finding, choosing a job, changing job and its maintaining)

Recommended duration of the training program:

2 days e-learning – $2 \times 6 = 12$ hours

3 days face to face – $3 \times 6 = 18$ hours