

CAREER4ALL ACADEMY

TRAIN THE TRAINER

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Project
Brochure



Funded by
the European Union



About the project

The primary purpose of the Career4All Train The Trainer Academy was to collaboratively develop an innovative training methodology and implement the program in three partner countries, to enhance the capacity of social and educational professionals, volunteer youth workers/activists and HR professionals in Austria, Bulgaria and Hungary. The idea of the project was to train trainers (we use the term “trainer” and “mentor” interchangeably) who will gain the necessary knowledge and skills to empower people with disabilities by implementing a set of accessible training courses. After completing the training, the trainers can provide career guidance to young people with disabilities and chronic illnesses, women with disabilities, migrants with disabilities and mothers of children with disabilities (collectively, PwD). Through this project, we aimed to promote equity purposefully, support equal access to vocational qualification programs and create more opportunities for career development and social inclusion. In addition, the long-term goal of our project is to train and equip trainers with the knowledge and necessary skills to become capable of building a bridge between businesses and candidates with disabilities and support PwD in finding accessible employment.

The objectives of the project were:

- Share up-to-date data regarding the current challenges unemployed PwD of working age in Austria, Hungary and Bulgaria face when trying to find a job and enter the primary labour market.
- Reflect on the data and find repeating patterns.
- Develop an international methodology for successful and inclusive career guidance for PwD, including one toolkit and two guidelines (one for capacity building of talents with disabilities and one for inclusive communication and recruitment methodologies) as the basis for the trainers.



- Provide accessibility and allow local implementation, through the translation into German, Hungarian, and Bulgarian from the originally produced English materials
- Equip 18 trainers between 18 and 45 years of age (6 trainers per country) with the needed know-how so they can promote diversity, equity and inclusion and inclusive recruitment in the workplace on the one hand and to equip them with the needed skills, so they can support PwD with career guidance on the other hand.
- Match trained trainers with mentees with disabilities and conduct hands-on activities for PwD by practically applying the gained theoretical knowledge and support their mentees' development.

Project impact:

The project's main objective relates to the needs of beneficiaries, which is the project's target group. The consortium aimed to build the necessary capacity, knowledge and skills in a group of trainers who, in turn, can support PwD in acquiring specific soft skills, assisting with career guidance and the job application process. The ultimate goal was to prepare mentees for a future work environment successfully. Furthermore, upon completion of the training, the trainers built the capability to conduct training for employers to help raise awareness in the corporate sector on D&I, successful communication and inclusion of people with disabilities in the job market. The consortium used empowerment-based solutions and actively sought to connect all stakeholders to support both main target groups' learning and inclusion processes.

The primary mission of the three organizations was to support PwD in building key skills and professional competencies and to facilitate their employment. The activities described above are the essential and central focus of the three project partners. Each project partner has expertise in this particular area of activity, with the difference that each partner is an expert for the country in which it operates.



Through the three-way exchange, the individuals and organizations from each country achieved a new and inclusive approach to career guidance for young PwD, engaging young people in inclusion.

Training program for mentors

An essential component of the successful realization of our project was the implementation of the Career4All Train The Trainer Academy, where within 9 modules the consortium partners trained 22 trainers. Experts and professionals with years of experience in the specific field of activity conducted the modules. They all shared valuable information and knowledge in an exciting and interactive way using different techniques. Each training focused on the following topics:

Successful communication with people with different types of disabilities, approach of empowerment and understanding socialization and self-esteem typicalities

There are many different types of disabilities which loosely fall into four categories - intellectual, physical, sensory, and mental illness. Within this topic, it was introduced in a detailed fashion how to successfully communicate and accommodate the needs of PwD. In addition, trainers were equipped with more knowledge about the Disability, Equity and Inclusion topics. They learned about the UN convention on the Rights of Persons with Disabilities, human rights, disability and employment.

Soft skills training

One of the barriers for acquiring a job for PwD is the lack of soft skills, such as work completion, task accuracy, punctuality, social skills, and self-regulation. In this training component, trainers were prepared to equip mentees with the necessary soft skill set.



Personal branding

We introduced the knowledge on how to support PwD to present themselves and their unique combination of skills, experience, and personality in a compelling way.

Negotiation skills

In the job application process and after starting a job, regardless of the position level or the sector of activity, sooner or later, everyone finds themselves in a situation where they have to participate in negotiations. Trainers were supported to gain knowledge and skills in negotiation to transfer this critical skill to their mentees.

Job coaching

Trainers were prepared to assist PwD in identifying and enhancing their job skills, suggest improvements in their resumes, and ensure that PwDs are adequately prepared for job interviews.

Adequate and feasible support in CV/Portfolio creation

Trainers were provided with the needed knowledge and skills to support PwD on how to create a CV or technical portfolio and how to write a letter of motivation.

Job application process

Trainers were equipped with the needed knowledge on how to support PwD with the job application process.

Interview preparation & Participation on an interview with talent with disabilities

Trainers were trained how to make the whole interview process accessible and tailored to the needs of applicants with disabilities.



Successful integration in a new work environment & Follow-up

For many PwD, starting their first job or finding a new one is connected to many changes and insecurities. Therefore, trainers were trained to support PwD in this process. ● ●

Mentorship Program

Mentoring is a potentially effective way to help achieve the social inclusion of PwD. Mentors can serve as role models and share experiences while supporting the mentees in their academic, career and psychosocial development and in achieving independent living. Mentors can help to develop new and existing skills, advise on personal life management, provide support and coping strategies, and help mentees feel less alone (Lindsay & Munson, 2018). Therefore, within the framework of our project, after the intensive training in the above nine modules, we aimed to allow our trainers to practice what they have learned during the bridge work with talents with disabilities and accompany them in their role as mentors.

We had an application process for mentees via an accessible online platform (Google forms). The local project coordinators contacted all applicants after the application deadline. They received feedback whether they can continue with the next step of the process. The next step was to invite the mentees to an individual or group meeting with the staff member(s) responsible for the selection process. During these interviews, the consortium teams then discussed their motivation, commitment, and availability.

Mentees needs-assessment

Mentees had multiple opportunities during the process to indicate their specific needs: they either shared this information in the application form during the interview or consulted at a later stage with the coordinator of the program.



Process of matching between mentor and a mentee

Once the training of the trainers (who became mentors) was completed and also the mentees were selected, the responsible staff member(s) started the matching process of the mentors and the mentees. By doing so, they considered several factors, such as age, professional background, personal fields of interest, prior experience working with PwD (in the case of trainers), residence and personality factors. The goal was to find matches who could get on well with each other, able to work together efficiently and build a rewarding relationship for both parties. 19 mentoring pairs were matched. A first meeting was organized for each pair with the participation of the local project coordinators so that the mentor and the mentee could get to know each other, set the goals of the mentoring process, and get answers to possible questions. The pairs committed themselves to work together for three months.

Mentoring process

The mentors had regular mentoring meetings with their mentees. They took place in person in public spaces (e.g., cafes, libraries, parks) or online depending on the mutual preferences of the mentor and the mentee. On average, the sessions lasted for one hour per occasion.

After each mentoring meeting, the mentors filled in a brief feedback form to summarise the goals of the occasion, the progress they made, and any concerns or questions they might have.

Both the mentors and the mentees were able to ask for professional support from the local coordinators - in the form of individual - or group consultations - during the process.

Mentoring methodology

The main focus of the mentoring process was to support the mentees in achieving their individual career goals. The first two mentoring sessions aimed at building trust and familiarity with each other, discussed in more



detail the personal goals of the mentored person and developed a joint action plan to achieve them and gave participants a first experience of working together.

Indicators for measurement of the project objectives:

Indicators	Austria	Bulgaria	Hungary
Number of trainers involved in the program	7	7	8
Number of conducted training sessions	3	3	3
Number of successfully trained trainers	7	7	8
Number of mentees (pwd or people with chronic illnesses involved in the project and matched with the trainers	5	6	8
Number of successfully delivered mentoring sessions for pwd or people with chronic illnesses	34	38	49



Feedback and success stories from participants

- Austria

Introduction

As part of Career4all's Train the Trainer Academy, 5 mentor pairs were selected and paired based on the profile of the mentor and mentee, their experience and area of interest. The received feedback regarding the matching process was positive.

Content

According to the feedback we received from the mentors and mentees, 8 topics were covered: Soft skills training, Personal branding, Support in CV creation, Job Coaching, Negotiation skills, Interview preparation & Participation in an interview, Job Application Process, Successful integration in the new work environment.

Challenges

The challenges during these career coaching sessions are not so independent of each other. Mentors cited identifying the specific needs of mentees, defining the goals they want to achieve as well as time management as major difficulties early in the process. However, thanks to the support and extra attention from the mentors, these themes have cleared up in the process of working together.

Highlights of the Academy

Before the sessions started, because of the new environment and the fact that for some mentees it was their first time participating in such a



program, they felt a little anxious and unsure. However, the mentors created a very supportive and safe environment, which is why the mentees found it very easy to communicate with their mentors. They stated that it was this relationship that increased their willingness to share. As they mentioned, the mentees were very satisfied with the activities and knowledge they gained during the sessions.

All of the mentors in the program had the opportunity to work directly with PwD for the first time and emphasized that they are willing to continue working with PwD in the future.

This valuable comment about the Academy and mentoring from one of our mentors explains one of the ideas of the project, "My experience can help someone make better choices in their career." Additional feedback from the mentors emphasizes that if they are involved in career mentoring in the future, everything they have learned and experienced will be very helpful.

As Jamba - Austria, we are very pleased to provide this satisfying experience within the Career4All Train the Trainer Academy. And we all agree with this comment,

"It was really nice working with my mentee. She was so willing to do this and it was a big motivation for me. As mentors, we need mentees' help more. If they are willing to share, we can support them. In this case, I should thank my mentee for her cooperation! So for me, there are two highlighted words "cooperation" and "motivation". If you have both, a good result is inevitable."

Outcomes

Our goal was to provide the best support to the participants as a team throughout the process.



We are happy that we were able to achieve this goal given the number of positive feedback we received during and after the coaching sessions. A total of 34 sessions were conducted during the mentorship experience.

- Bulgaria

Introduction

In Bulgaria 6 mentors were matched with 6 mentees with disabilities. The matching process was carefully coordinated by our JAMBA team, to ensure proper matches between the skills and competences of mentors and the needs and interests of mentees. Overall feedback regarding the matching was positive.

Highlights of the Academy

Most of the mentors were also PwD, which have experience in overcoming challenges in different situations regarding the above-mentioned topics. They share that this mentoring experience gave them a different perspective on working with other PwD and enriched themselves in the process. They shared that they would like to work with other PwD in the future, in order to spread the knowledge and experience they gathered from their own lives and the guidelines from the Career4All Academy.

The feedback from the mentee's point of view was very positive. They collectively expressed that they felt skepticism about receiving directions by other persons with similar deficiencies as them, but it quickly became apparent, that exactly these shared traits are the reason they were able to receive accurate and proven answers to all their questions, regarding the individual topics.

"This mentoring program gives me the opportunity to learn new things in a friendly and comprehensive way. The mentor acts as my friend and criticizes me constructively. The help he provides me is much appreciated.", says one of the Bulgarian mentees. This is a trend shared between most of the matched couples, according to their feedback.



Challenges

The challenges faced during these career coaching sessions were not much different for most of our mentoring pairs. Mentors share that they were easily able to bond and get to know their mentees, but experienced difficulties in getting them to set goals and work towards accomplishing them.

Outcomes

We at JAMBA Bulgaria are happy to share that feedback on our support in the whole process, both from mentors and mentees is positive. They share that they felt as part of something impactful. We would like to share our gratitude to everyone involved in this amazing process! We accomplished a lot and will come out armed with even more tools for breaking barriers and opening the doors for many new opportunities!

- Hungary

Introduction

In Hungary 8 pairs participated in the mentoring program. All participants were satisfied with the process in general.

Highlights from the program

The mentors highlighted the importance of having personal meetings and live conversations, although the mentoring process was also efficient in case the sessions took place online. The matching process was carried out very carefully, consequently all the pairs were happy to work together. As one of the mentors said: *"I am very grateful for the coordinators who matched us with my mentee. We have a good chemistry!"*

The mentors became more confident regarding how to get in touch with people with disabilities, they reported that it will definitely enrich their daily lives.



Furthermore, some of them will also take it back to their working contexts: *“I have learnt a bunch of new and super practical things in terms of how to prepare the HR team of a “not yet diverse company” in order to ensure a diverse talent attraction/ acquisition/ selection process.”*

The mentees also marked the personal meetings as essential and memorable moments of the process. Besides, they appreciated a lot the personal experiences shared by their mentors. A wide range of topics were covered during the mentoring sessions, including soft skills (e.g.: communication or public speaking), CV and cover letter creation, job interview preparation-and trial: *“..my mentor told me everything about how to prepare for a job interview, for example. What should I expect? What they will ask, etc. We also communicated constantly by e-mail. She marked my mistakes, very kindly but firmly. She left it to me to correct the mistake, if I did it right she praised me very much. Shee always just commented and suggested. I took his advice, it was very helpful. For example, I always emphasize the experience I have. And I can deal with my weaknesses.”*

Challenges

The mentors identified two common challenges each of them faced when working with their mentees: the lack of confidence and lack of time management. In order to overcome these challenges, the mentors took sufficient time to understand the situation of their mentees in its complexity and used some coaching techniques if it was necessary.

In other cases the mentor adapted her behavior/approach successfully and easily to the needs of the mentee: *“In the beginning I was “too polite”, I mean I did not interrupt my mentee when he was explaining not relevant things in a lengthy way. We agreed that I will have the responsibility to stop/ interrupt him and let him know that we are off the track.”*

The challenges experienced by the mentees were more logistical in nature (e.g.: going to the wrong address for a personal meeting), but these were usually managed very well with the support of the mentor.

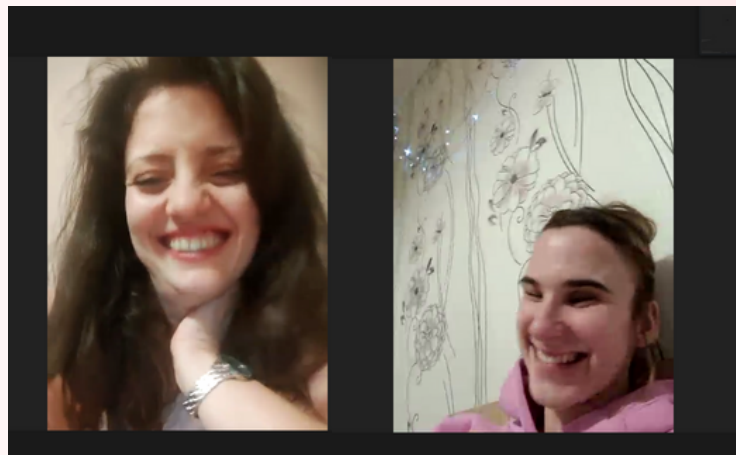
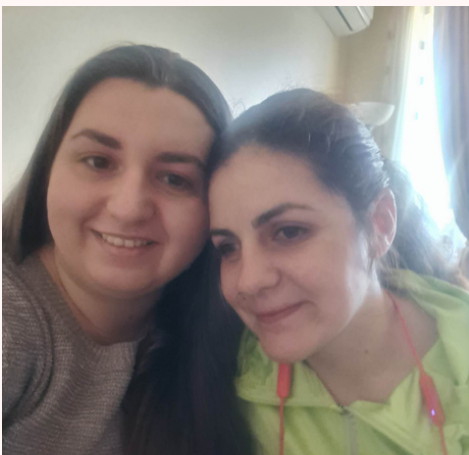


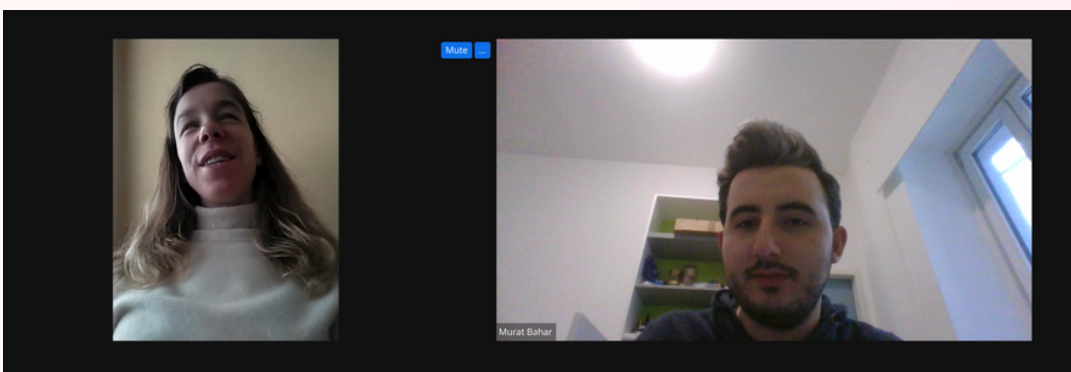
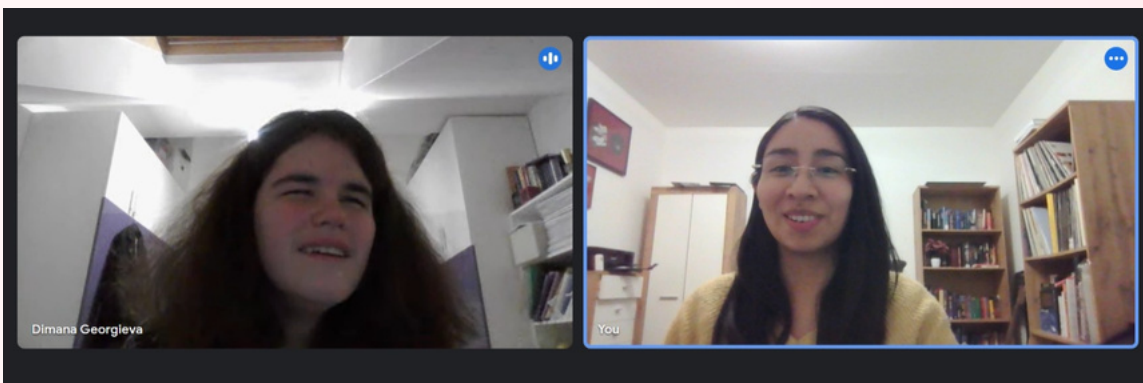
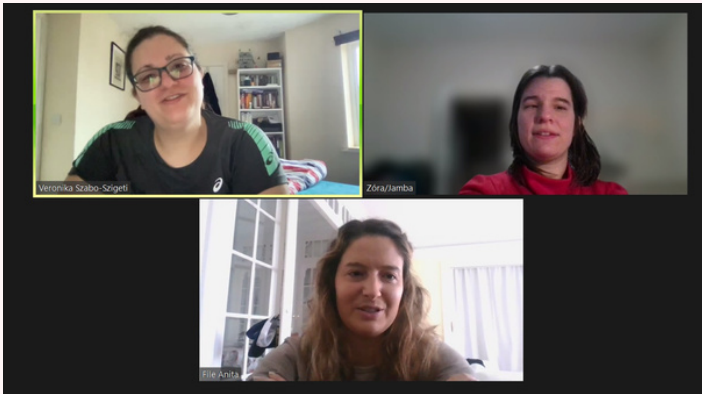
Outcomes

On average each pair had 6 mentoring sessions, 1 pair asked for an additional session as the mentee got a new job during the mentoring process, and his mentor supported him in the initial steps of his workplace integration.

Overall every mentee took significant steps forward to achieve the individual career goals they set at the beginning of the process.

Some of our mentoring pairs







Project Partners

- Soziale Zukunft Verein zur Förderung der Integration behinderter Menschen (Austria)

Soziale Zukunft Verein zur Förderung der Integration behinderter Menschen/JAMBA - Karriere für alle is part of the international JAMBA network and supports persons with disabilities and chronic illnesses in Austria to attain soft skills, English and professional skills in the fields of Information and Communication Technology and Artificial Intelligence sectors.

As a follow-up step, the organization acts as a bridge between talent and employers so that way they begin their professional development and find a flexible, secure and inclusive tech job.

Our project empowers people with disabilities with digital skills & qualifications for emerging job fields. We support real social & economic inclusion. A 360° approach involves all stakeholders: people with disabilities, the business sector, non-profits, academia & public sector.

www.facebook.com/JAMBAAustria/
www.instagram.com/jamba_austria/
www.jambacareers.at

- Social Future Foundation (Bulgaria)

"JAMBA-Career for All" - Social Future Foundation. We are a non-profit organization that supports people with disabilities to gain key competencies, soft and professional skills, as well as language skills. As a next step, our team acts as a bridge between them and businesses so that talents with disabilities can start their professional development, find jobs and businesses can access a large group of people with previously untapped human capital.



Thanks to our intermediary activity we have managed to train 700 people with different capabilities and 400 of them are now working in more than 60 Bulgarian and international companies, they feel fulfilled, competitive and of course economically active. Our team supports the real social and economic inclusion of people with disabilities in Bulgaria.

Our organization is a licensed employment agency with specialized expertise in working with people with disabilities, providing supported employment for both them and employers who welcome diversity in the workplace.

www.facebook.com/jambabg/

www.instagram.com/jambabg/

www.jamba.bg

- Jamba Hungary Foundation

Jamba in Hungary, as part of the international Jamba Network, aims to include persons with all types and degrees of disabilities in the open labor market from 2019. The organizations mission is to contribute to the implementation of their rights to work and employment (Art. 27, UN-CRPD, 2006) by reducing systemic and systematic discrimination against them. They provide unique and accessible training and career development opportunities for people with disabilities, as well as innovative, inclusive services, counseling and training development opportunities for open employers. Through empowerment of both parties Jamba's work in Hungary can have an exceptional social impact by contributing to the fair treatment of 440.000 Hungarians with disabilities who lack relevant education and are marginalized in Hungarian society.



Meanwhile their employment provides a yet unused, economical benefit, direct savings for all Hungarian employers up to a yearly amount of 258 million EUR (92,3 billion HUF), decreases turnover rate and while creating innovation enhances the performance of teams.

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