

QUICK-IGA
TRAIN THE TRAINER
TRAIN THE CONSULTANT

FEEDBACKS

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1 RESULTS OF THE TRAINING COURSE FEEDBACKS

1.1 Train the Trainer 20.9.2012 Vilnius, Lithuania

Organizer was Lithuanian University of Educational Sciences.

Summary

Participants were asked to fill in the evaluation form in order to get valuable feedback about the course Train the Trainer. The results that were gained are presented shortly in this summary. First, participants were asked to present their satisfaction regarding the course. Participants were most pleased with the working atmosphere and the organization/support during the course. Participants would have wanted to have better ratio of theory and practice.

When participants were asked to rate the course, the best evaluations were gained from the section “the aims of the Train the Trainer course were clear”. Participants rated also the sections “I was able to reflect the contents of the course with my previous experience” and “I learned knowledge and skills which will be necessary in the future” quite high. Improvements should be done with the participation, because the poorest evaluation was with the sections “I participated active in the discussion” and “I participate actively in the group activity”.

Participants were asked to list strengths of the course. They were pleased with the combination of theory and practice, and the course material. In the section, where participants were asked to list the weaknesses, many participants wanted to have longer course and some did not find the clear objectives for the course. When participants were asked to suggest improvements of the course, they listed for example that the course should be longer and that the trainers should improve their action. In the beginning they would have also wanted to have a short introduction about the next

step for trainees. Some would have wanted to have more course content suggested of how women and elderly could be empowered.

Trainees also listed important things or topics they learned during the course, and the most important one was innovation. They listed also things that they thought were missing. They would had wanted to have more discussion about what a training course should look like and what kind of specific issues consultants have to concentrate on in case of consulting managers. Participants would have also wanted to have an introduction on the consulting business if they needed to train the consultants.

Participants though that there was an appropriate amount of material covered during the course and that they will have the opportunity to utilize the training skills they have gained during the course within the coming months. Participants were told to list also when and how they would apply the skills gained from the course. Most of them said that during their own work and training sessions.

When participants were asked to rate the course in terms of usefulness, most of the participants though that the course was very useful/useful in their daily work. They also rated that the course would increase their willingness to train others. Less than half of the participants though that the course would increase their ability to train consultants.

The participants evaluated the group activities and they though there was enough time to complete the assignments, but not too much time was spend with the groups. When the trainer was asked to evaluate, participants thought that the best appearance was when the trainer taught technically accurate content and when the trainer handled questions and comments with calm courtesy. Participants evaluated the trainer poorest in involving the audience.

The comments regarding the whole Train the Trainer course included requests to provide participants contact list with e-mail addresses and to provide a certificate for attendance of seminar and thus giving some certain rights to train others.

1.2 Train the Trainer 13.9.2013 Bialystok, Poland

Organizer was Białystok Foundation of Professional Training.

Summary

Participants were asked to fill in the evaluation form in order to get valuable feedback about the course Train the Trainer. The evaluation form was translated into Polish, and the results were translated back into English. The evaluation was comprehensive, and almost all parts of the proposed evaluation form were in use. The results (14 responses) that were gained are presented shortly in this summary. First, participants were asked to present their satisfaction regarding the course. Participants were satisfied or very satisfied with the whole course: ration of theory and practice, structure of the programme, pace at lectures, schedule of the course day, linking previous knowledge and practices, course materials, organization support and working atmosphere.

When participants were asked to rate the course, all evaluation criteria got at least good remarks. The dispersion between good, very good and excellent was roughly quite similar in most of the criteria: 10%, 60% and 30%. Participants' rating in the sections "The aims of the Train the Trainer course were clear", "I participated active in the discussion" and "I participate actively in the group activity" dispersed slightly more, i.e. 15% good, 50% very good and 35% excellent in the first one, and 30% good, 35% very good and 35% excellent in the last two ones.

When participants were asked to rate the course in terms of usefulness, most of the participants (only one give rating somewhat useful) though that the course was useful or very useful in their daily work. They also rated that the course would increase their willingness to train others.

The evaluation question on women attitudes raised more scattered ratings. Especially in evaluation points "Entrepreneurs appreciate women's potential at the workplace" and "In BSR countries there are still present the stereotypes on women in the workplace" the answers scattered quite much. In the first one 15% tend to disagree, and

85% tend to agree or strongly agreed on the statement. In the latter one 7% tend to disagree, 23% neither agreed nor disagreed, and 70% agreed or strongly agreed. 93% agreed or strongly agreed that the way to increase professional activity of women is to promote their entrepreneurship, including setting up new firms. All respondent agreed or strongly agreed the statement that flexible forms of employment will increase the participation of women in the labor market. In 78% of the respondent's organizations the solutions to help women to combine their professional duties and family responsibilities are applied. Examples of these solutions were flexible working hours, possibility of working at home, and company's kindergarten.

The ratings to the statements related to elderly attitudes were interesting. 77% agreed or strongly agreed that the Baltic Sea Region countries are still not prepared for the economic consequences of the process of population ageing. 57% said that Entrepreneurs are aware of demographic changes, and 23% tend to disagree. 43% disagreed or strongly disagreed that entrepreneurs do appreciate the potential of workers aged 50 +, while 36% agreed or strongly agreed on that. Flexible forms of employment will increase the participation of older persons in the labor market in 64% of the responses. Similarly 64% said that the way to increase professional activity of the elderly is to promote entrepreneurship among this age group, and employees 55+ with much experience and knowledge, do not have skills to transmit their knowledge to younger workers. The latter got 23% responses where the statement was disagreed or strongly disagreed. In 71% of the answers the respondents said that in BSR countries there are still present the stereotypes on older people in the workplace. However, in 42% there are no stereotypes related to older people in their own workplace.

Participants were asked to list strengths of the course. They were pleased with interesting issues, applicable examples, exercises and group works during the training, and discussions and direct contact with the speaker. The highlights of the course were the active participation of the attendants, good contact between the speakers and the participants, clear and understandable explanations of CSR issues. The participants emphasized that raising awareness among entrepreneurs of the importance of relations between employees and good atmosphere in the working place is a thing of utmost importance.

In the section, where participants were asked to list the weaknesses, the participants complained about too small texts and figures in the presentation slides and training materials. The time reserved for discussions was too short, and the topics could only be skimmed cursorily.

When participants were asked to suggest improvements of the course, they wanted to put more emphasis on small enterprises.

Trainers also listed important things or topics they learned during the course. They raised up CSR in an enterprise, stakeholders diagnosis and seeking, and that good relations with stakeholders bring only profits to the company, importance and ways of conducting social dialogue, necessity to overcome stereotypes, noticing women's strengths and potential in business, taking care of employees and good social relations are the foundation for proper functioning of an enterprise, and possibility of implementing new strategies to develop the company and to make it perceived as a reliable and good employer.

1.3 Train the Consultant, 26.10.2012 Brest, Belarus

Summary

For the evaluation of training, the organizer 'Lithuanian University of Educational Sciences' had prepared only a comprehensive questionnaire in English. Because not all participants from Belarus spoke English, was the questionnaire translated and replied with the help of interpreters. This was very time consuming, caused confusion and finally had to be canceled. Only a few participants could at least partially fill in the answer sheet and submit.

Failing was therefore at the end of training an open discussion with questions below.

- Did the training fully fill your expectations of the participation of the training?
- Would you recommend the training to your friends?
- What was especially good at the training?

-What was rather poor and should be improved in future training?

The answers of the participants can be summarized as follows:

- “I came with modest expectations. Now I've a half book full of notes with important information”.
- “I can just support this idea, for example: winning elderly for a profession, work with young people who are passive, to encourage them. We are ready and will join the project”.
- “Representative of a Science Centre: the findings to gain social power in companies were especially good and valuable for me”.
- “We work mostly with young people. Especially valuable is the knowledge that the mix of teams is crucial for me: younger and elder - women and men”.
- “I am very grateful for the training, it has taken me further”.
- “My expectations were fulfilled 100%. It is a pity that there was so little time for the exchange of views”.
- “I did learn a lot, I will implement 80%”.
- My expectations were more than fulfilled”.
- “For me particularly positive is, that I realized, there are big differences, but also much common ground between countries and together we can solve the problems”.
- “I received many concrete instructions for options, how I can make my future work better”.
- “It was a very active group with a huge desire for discussions and questions”.
- I get many valuable information”.
- The frame, rooms, coffee, drinks, etc. were very good”.
- “Perfect organization and good preparation”.
- Lunch with plenty of time was also very positive”.
- “There was nothing wrong, I am very happy”.
- “Very positive for me were many concrete examples of promotions and mediation of international examples and experiences.”

10 participants equal said: valuable training. We want continue to work on the topic, and necessarily participate in the elaboration of a strategic programme for Belarus.

1.4 Train the Consultant 7.-8.3.2013 Gdansk, Poland

Evaluation material from the workshop “How to encourage entrepreneurs to hire women and the elderly?”

Organizer: Faculty of Management and Economics, Gdansk University of Technology

Summary

Participants were asked to evaluate the importance of workshop topics. The evaluation scale was from 1(disagree) to 5 (agree) and the answers presented in this summary are based on the average values from the participants. The poorest average values in evaluation were gained from the sections:

- “Entrepreneurs do appreciate the potential of workers aged 50 + “,
- “Entrepreneurs appreciate women’s potential at the workplace” ,
- “Employees 55+ with much experience and knowledge, do not have skills to transmit their knowledge to younger workers”,
- “In my organization there are still present the stereotypes on older people in the workplace“, and
- “In my organization there are still present the stereotypes on women in the workplace“.

To the last section participants were asked to write examples and one of the participants gave an example: “Women is a mother (1st role), who avoid additional tasks. She isn’t disposable“.

The highest average values in evaluation were gained from the sections:

- “Flexible forms of employment will increase the participation of women in the labor market”,
- “Mentoring is the key action for the preservation of organizational knowledge”,
- “Staff team in my organization is age -diverse”, and
- “In my organization, the tasks are performed by intergenerational teams”

Participants were asked to give examples to few sections. To the section “In my organization there are still present the stereotypes on older people in the workplace“ participants gave examples such as: “Older people are poorly oriented in the current situation”, and “Elders are less effective, avoid of involvement, are refractory of new technologies”. To the section “In my organization there are applied solutions to help women to combine their professional duties and family responsibilities“ participants gave

examples such as: “Women can work less (i.e. part-time) when their children are young or ill. Men has the same right in Finland”, and “We have flexible forms of employment”.

Participants evaluated also the workshop assessment and high values were gained from all the participants to all sections. Participants unanimously agreed that “Trainers were well prepared for classes”, “Workshop motivated and involved participants”, “I intend to use knowledge from the workshop at work”, and “Workshop was well-organized”.

General comments about the workshop are presented below.

- “The workshop was really interesting and rewarding.”
- “Good selection of topics of workshop, especially psychological issues, which have a big influence in the recruitment of elders or women.”
- “Preparation and conduction of workshop was professional. It is a great need of talk about these issues according to the low employers’ awareness in this field.”

1.5 Training the Consultant 19.-20.9.2013 Riga, Latvia

Evaluation material from the workshop “Innovative SMEs by Gender and Age”

Organizer: VISC, National Centre for Education

Summary

Participants were asked to fill in the evaluation form in order to get valuable feedback about the course Train the Consultant. The evaluation was comprehensive, and almost all parts of the proposed evaluation form were in use. The results (16 responses) that were gained are presented shortly in this summary. First, participants were asked to present their satisfaction regarding the course. All participants were satisfied or very satisfied with the whole course: ration of theory and practice, structure of the programme, schedule of the course day, linking previous knowledge and practices, course materials, organization support and working atmosphere. 12 participants were

satisfied or very satisfied with the pace at lectures, and four neither satisfied nor dissatisfied.

When participants were asked to rate the course, the aims of the Train the Consultant course were clear, the methods of instruction were consistent with the learning outcomes and I learned knowledge and skills which will be necessary in my professional activities got at least good remarks. The questions on “the study facilities and equipment were appropriate for learning”, “active participation in the discussions was encouraged” and “I participated actively in the group activity” were rated to be very good or excellent. The rating for the questions “I was able to reflect the content of Train the Consultant course with my previous experience” and “The training inspired me to study more of the subject” dispersed a lot, from excellent to average. However, ten participants rated these very good or excellent.

When participants were asked to rate the course in terms of usefulness, most of the participants thought that the course was useful or very useful in their daily work. They also rated that the course would increase their willingness to consult and train others.

The evaluation question on women attitudes raised more scattered ratings. 31% tend to disagree on the statement “Entrepreneurs appreciate women’s potential at the workplace” and 19% agreed, others neither disagreed nor agreed. 12% tend to disagree, 12% agreed, 12% strongly agreed and others neither disagreed nor agrees on the evaluation point “In BSR countries there are still present the stereotypes on women in the work-place”.

62% agreed or strongly agreed, and 12% disagreed that the way to increase professional activity of women is to promote their entrepreneurship, including setting up new firms. All respondent, except one, agreed or strongly agreed the statement that flexible forms of employment will increase the participation of women in the labor market. In 62% of the respondent’s organizations the solutions to help women to combine their professional duties and family responsibilities are applied. Example of the solution was that women with small babies until the age of 18 month can finish their working day one hour before official working time.

The ratings to the statements related to elderly attitudes were interesting. 88% agreed or strongly agreed that the Baltic Sea Region countries are still not prepared for the economic consequences of the process of population ageing. 69% said that Entrepreneurs are aware of demographic changes. 49% disagreed or strongly disagreed that entrepreneurs do appreciate the potential of workers aged 50 +, while 12% agreed or strongly agreed on that. Flexible forms of employment will increase the participation of older persons in the labor market in 62% of the responses. Half of the participants rated that the way to increase professional activity of the elderly is to promote entrepreneurship among this age group. 56% said that employees 55+ with much experience and knowledge do not have skills to transmit their knowledge to younger workers. All answer options were in use in the statement “In BSR countries there are still present the stereotypes on older people in the workplace”. Half of them said that they agree or strongly agree on the statement, and 25% said that they tend to disagree or strongly disagree. The age of staff is diverse in 88% of the participants work teams. However, in 38% there are no stereotypes related to older people in their own workplace.

Participants gave free comments on the course as follows:

- “Great seminar to have both theoretical and practical things, many new ideas and suggestions how to improve female and elderly situation in BSR and Latvia. This was done in a perfect way”.
- “During the seminar not only theoretical and factual knowledge was gained but also specific examples, which inspired to develop new innovations and deepened the understanding of what exactly is an innovation. Very good organization of the seminar and skillful work with the audience, also time management. A chance to meet and have a discussion with people from various fields. A feeling of support”.
- “I might have wanted to hear some more examples of life experience not only statistical information. As I am a practical person and have achieved everything in life on my own. But it was truly great to meet different and smart people, who can teach me a lot!”
- “This seminar gave me a chance to “sit down”, take a break from every day routine in work and share my thoughts, ideas and see myself from other perspective as well as see our country with more open eyes. This definitely enriches and pushes ourselves to innovations”.
- “Interesting, globalized point of view on role and place of women and seniors currently and in the future. Definition of innovations (what is the content of innovations). Interesting discussions. A chance to visit a small enterprise.

Work in groups, proposals for successful entrepreneurship. Interesting, active and very attractive event”.

- “The promoted topic in the Project „Quick Iga” is currently very important and should be operatively realized in government institutions. The developed Memorandum of Understanding is remarkable, but there should be mentioned also solutions for the problems in practice not only theoretical support. I am grateful for smoothly organized event, which offered statistical information and a chance to establish valuable contacts for future cooperation with other participants. Also thank you for creative ideas, how to give my own support for problem solutions.”
- Benefits of the seminar: “New information on demographic situation and activities of Project Quick Iga.; A chance to meet with experts of various fields; A chance to have a discussion with colleagues; Inspiration to develop innovations in my own work place”.
- “I am very happy with the practical approaches to innovations”.

2 CONCLUSIONS

Two Train the Trainer- courses and three Train the Consultant- course were organized. The evaluation of these was made by distributing the participants the feedback forms to fill in. The participants were overall pleased with the training sessions and they gave good feedback.

The duration of the training courses was:

- Train the Trainer 1 day
- Train the Consultants 1 - 2 days

This feedback report was based on the following training sessions:

- Train the Trainer
 - 20.9.2012 Vilnius, Lithuania
 - 13.9.2013 Bialystok, Poland
- Train the Consultant
 - 26.10.2012 Brest, Belarus
 - 7. - 8.3.2013 Gdansk, Poland
 - 19. - 20.09.2013 Riga, Latvia

In order to improve the feedback system, it would be important to get some constructive feedback and not only positive evaluation about everything. Specific questions

about the fails and faults could be useful. The feedback form should be translated to the participants own language. This could improve the evaluation and rating of the courses.

In the future Train the Trainer courses will be transferred to 15 Universities from 9 BSR countries (Member of Baltic Sea Academy). The Train the Consultant course will be transferred to 50 Chambers from 11 BSR countries (Members of Hanse-Parlament).

EVALUATION FEEDBACK QUICK-IGA**ANNEX****The course feedback**

	Very Dis-satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
Ratio of theory and practice					
Structure of the course programme					
Pace at lectures					
Schedule of the course day					
Linking previous knowledge and practices					
Course materials					
Organization/support during the course					
Working atmosphere					

The course rating

	Poor	Average	Good	Very Good	Excellent
The aims of the Train the Trainer course were clear					
The methods of instruction were consistent with the learning outcomes					
The execution of the course were in line with the learning outcomes					
I was able to reflect the contents of the course with my previous experience					
I learned knowledge and skills which will be necessary in the future					
The course inspired me to study more of the subject					
The study facilities and equipment were appropriate for learning					

I participated active in the discussions					
I participated actively in the group activity					

Usefulness of the different areas in the course

	Not useful at all	A little useful	Somewhat useful	Useful	Very useful
Useful in your daily work					
Increasing your willingness to train others					
Increasing your ability to train consultants					

Open questions

- a) Specific strengths of the Train the Trainer/ Train the Consultant -course
- b) Specific weaknesses of the Train the Trainer/ Train the Consultant –course
- c) Suggestions for the improvement of the Train the Trainer/Train the Consultant -course
- d) What are the three most important things or topics you learned in this course?
- e) What are the three most important things or topics you think were missing from the content?

Women attitudes

	Strongly Disagree	Tend to Disagree	Neither Disagree nor Agree	Tend to Agree	Strongly Agree
Entrepreneurs appreciate women's potential at the workplace					
Flexible forms of employment will increase the participation of women in the labor market					
The way to increase professional activity of women is to promote their entrepreneurship, including setting up new firms					
In BSR countries there are still present the stereotypes on women in the workplace					
In my organization there are applied solutions to help women to combine their professional duties and family responsibilities (Examples)					

Elderly attitudes

	Strongly Disagree	Tend to Disagree	Neither Agree nor Disagree	Tend to Agree	Strongly Agree
The Baltic Sea Region countries are still not prepared for the economic consequences of the process of population ageing					
Entrepreneurs are aware of demographic changes					
Entrepreneurs do appreciate the potential of workers aged 50 +					
Flexible forms of employment will increase the participation of older persons in the labor market					
The way to increase professional activity of the elderly is to promote entrepreneurship among this age group					
Employees 55+ with much experience and knowledge, do not have skills to transmit their knowledge to younger workers					
In BSR countries there are still present the stereotypes on older people in the workplace					
Staff team in my organization is age – diverse					
In my organization there are still present the stereotypes on older people in the workplace (Examples)					