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DESSA

Development of Soft Skills through Apprenticeships

2019-1-NL01-KA202-060482

SEMINARS

February 2021

The DESSA logo, consisting of the word "DESSA" in a bold, black, serif font, centered within a white square. This square is overlaid by three more squares of different colors: a yellow one in the foreground, a blue one in the middle, and a green one in the background, all slightly offset from each other.

DESSA

Agenda

09.00 – 09.15	Welcome of participants and presentation of participants
09.15 – 09.45	Introduction to DESSA project: presentation of the apprenticeship scheme and Trainers' Guide
09.45 – 10.15	Methodology for the assessment of the learning outcomes <ul style="list-style-type: none">– Writing learning outcomes– Monitoring
10.15 – 10.30	Coffee break
10.30 – 11.00	Methodology to use natural mentoring <ul style="list-style-type: none">– Background– Scope– Examples
11.00 – 11.30	Methodology to incorporate game-based elements <ul style="list-style-type: none">– Gamification elements– Examples
11.30 – 11.45	Coffee break
11.45 – 12.15	Tips and tricks for trainers for guiding the students
12.15 – 12.45	Presentation of the results from the short pilot in partner countries
12.45 – 13.00	Open discussion and sharing of experiences
13.00 – 13.15	Closing and evaluation of seminar

PARTNERS



FRIESLAND COLLEGE
The Netherlands



UNIVERSITY OF HUMANITIES
AND ECONOMICS IN LODZ

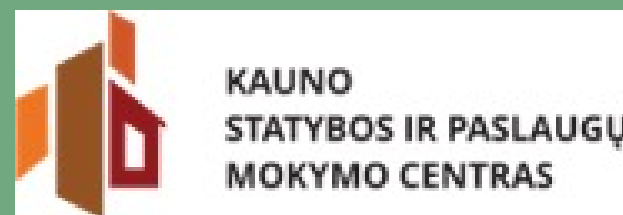
Poland



IDEC
Greece



IIEK DELTA
Greece



KAUNAS CONSTRUCTION
AND SERVICES CENTRE
Lithuania

POLITEKNIKA
IKASTEGIA TXORIERRI
Spain





Introduction

Part 1



Background

Overview of the project

DESSA project aims at developing an apprenticeship scheme for the acquisition of soft skills by students in upper secondary and Higher Vocational Education and Training with the help of a natural mentor.

Start: 01.10.2019

End: 30.09.2021

Project Reference: 2019-1-NL01-KA202-060482

Erasmus+Key Action: Cooperation for innovation and the exchange of good practices
Action Type: Strategic Partnerships for vocational education and training





Soft Skills



Definition

- There is no universally accepted definition
- Combination of people skills, social skills, communication skills, character traits, attitudes, career attributes, social intelligence and emotional intelligence



Importance

- They enable people to: navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills
- It is possible to promote the acquisition, development and consolidation of soft skills in training programmes



Results from surveys

12 most important soft skills

- Communication skills
- Cooperation/Teamwork
- Conflict resolution
- Problem-solving
- Creativity/innovation
- Adaptability to change
- Motivation skills
- Willingness for personal development
- Time management skills
- Negotiation skills
- Leadership
- Confidence



Objectives

Intellectual

Outputs

O1 APPRENTICESHIP SCHEME

O2 TRAINERS' GUIDE

O3 SELF-ASSESSMENT TOOL



Apprenticeship Scheme

Apprenticeship Scheme

Preparation

- **Companies:** express interest to participate;
- **VET providers:** make an offer for students and companies to participate in apprenticeship;
- **Students:** express interest to participate;

Before the apprenticeship

- **VET providers:** do the matching between students and companies;
- **Companies:** appoint possible mentors;
- **Students:** select a mentor by themselves, do the self-assessment of soft skills;
- **VET providers + Companies:** prepare an apprenticeship plan with specific learning outcomes (hard skills + soft skills) and a time plan. Set the objectives of the apprenticeship;

During the apprenticeship

- **VET providers:** introduce apprenticeship program with main and supporting DESSA apprenticeship scheme elements and tools, give training sessions and seminars for selected mentors and apprentices pairs, monitor the progress;
- **Companies:** follow apprenticeship program, applies natural mentoring and gamification elements during apprenticeship by using DESSA supporting apprenticeship scheme elements and tools, design/adapt activities for the development of apprentices soft skills, monitor the progress;
- **Students:** follow the apprenticeship program, use DESSA apprenticeship scheme supporting elements and tools by applying activities at workplace;

After the apprenticeship

- **VET providers:** issue the final evaluation of students' skills (hard skills + soft skills), reporting;
- **Companies:** do the final assessment;
- **Students:** do the final evaluation of hard skills and self-assessment of soft skills;

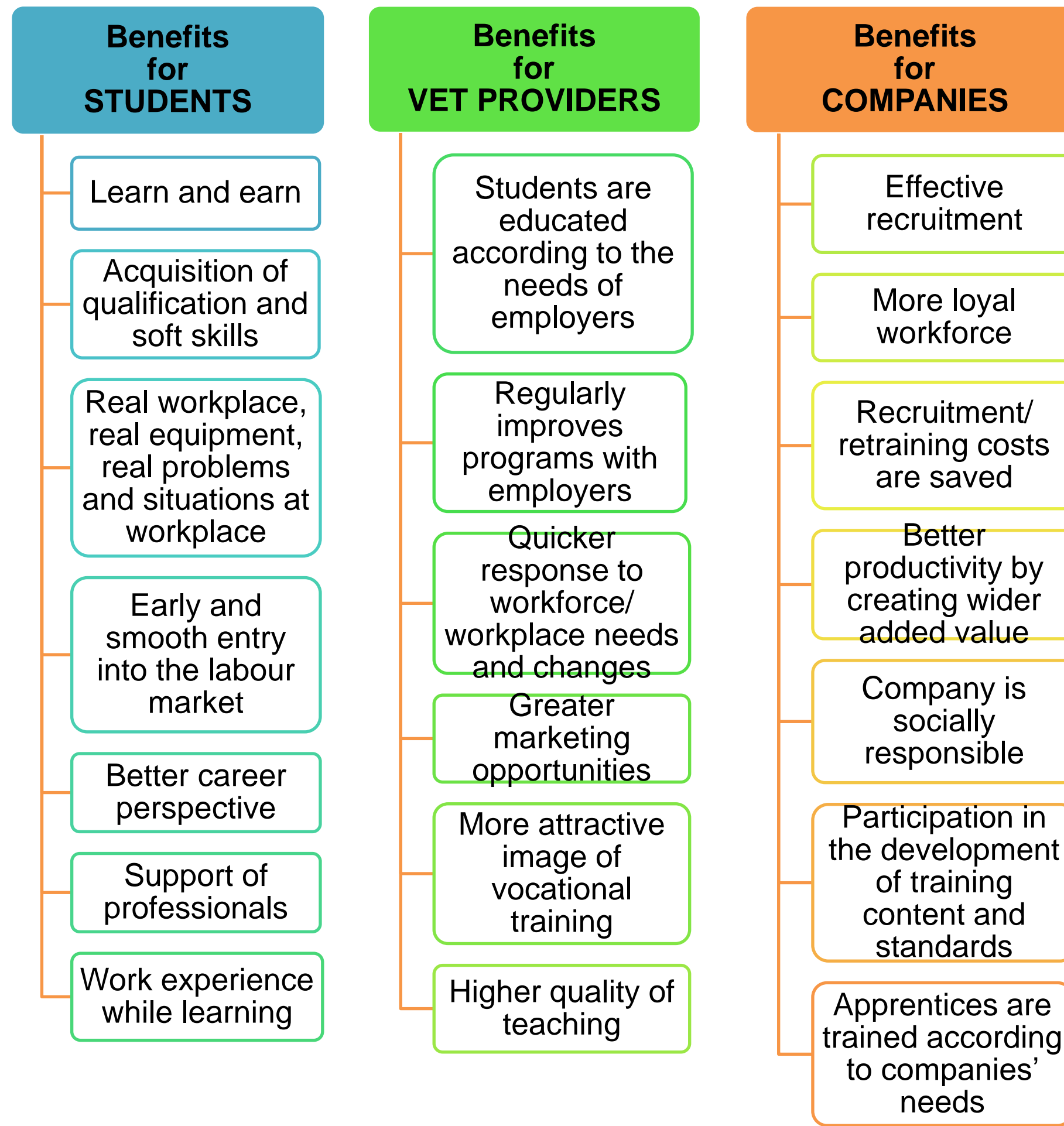
Apprenticeship scheme main elements



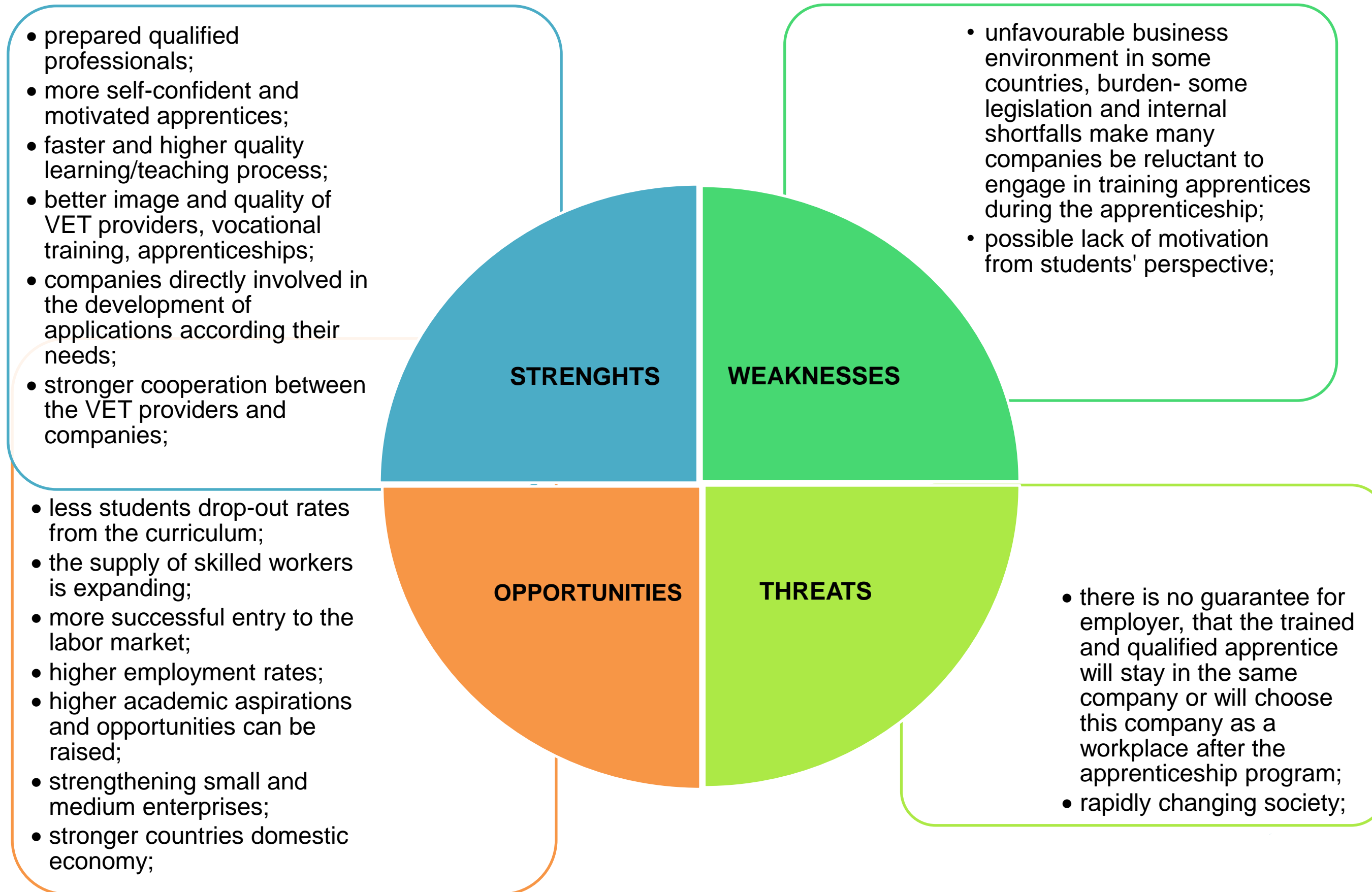
Apprenticeship scheme supporting elements and tools



Benefits of the apprenticeship scheme for stakeholders



SWOT analysis of the apprenticeship scheme



Apprenticeship scheme relevance

This apprenticeship scheme, developed of DESSA project, purpose is to ensure understandable, adaptable and more effective apprenticeships in every country, to guide DESSA project target groups members to a better quality apprenticeship with clear vision, direction and action plan on how to train apprentices in soft skills during the apprenticeships by using main and supporting apprenticeship scheme elements and tools.

This apprenticeship scheme is adaptable for every country and can help achieve better goals in every country's apprenticeships by preparing high qualified employees with a wide range of skills.

Dessa apprenticeship schemes are designed around the real needs of the labour market and it contribute to the increased productivity and competitiveness of enterprises, which fosters job creation and supports youth employment.

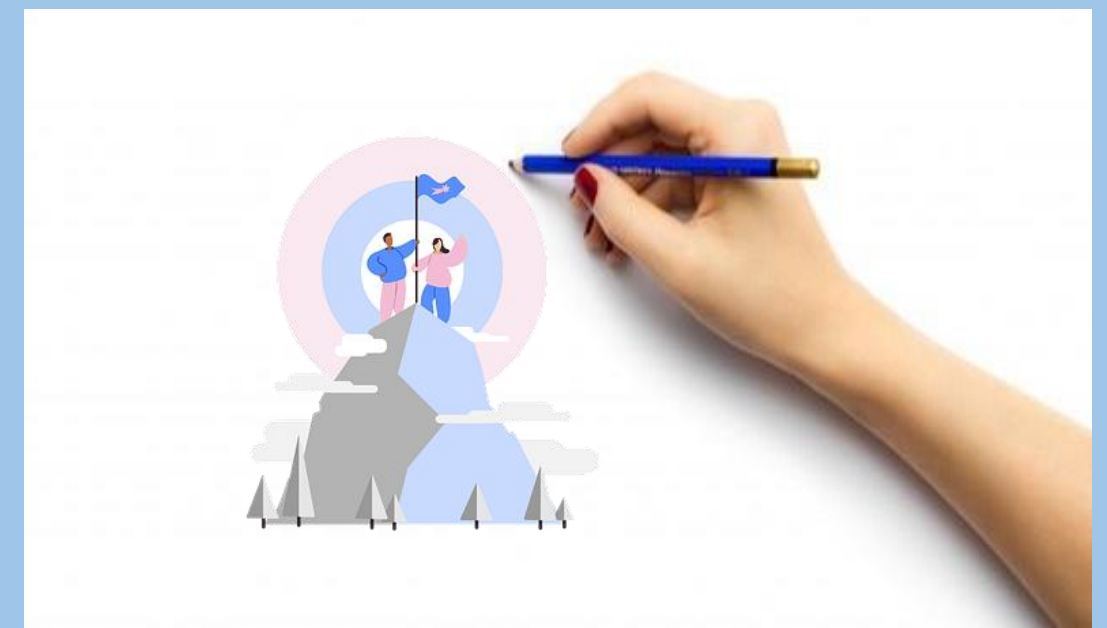
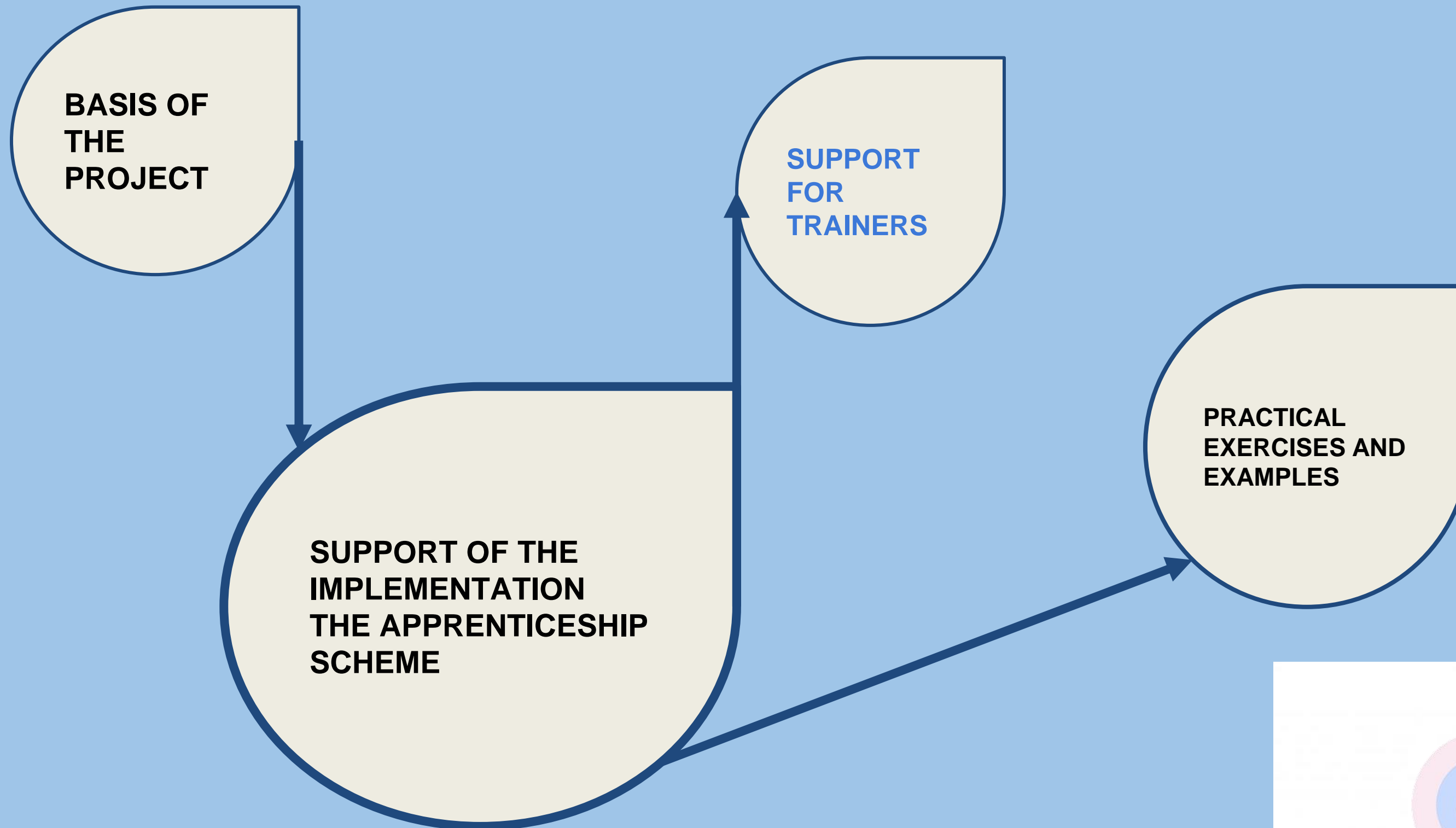


Trainers' Guide Part 02



OBJECTIVES OF THE GUIDE

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TARGET GROUP OF THE GUIDE

Co-funded by the
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of the European Union



TRAINERS IN
VET SCHOOLS
AND COMPANIES





CONTENT OF THE GUIDE

INTRODUCTION

**1. RESULTS OF
THE
RESEARCH**

**2. WHAT ARE
SOFT SKILLS**

**3. APPRENTICE
SCHEME**

**4. NATURAL
MENTORING**

5. GAMIFICATION

6. MONITORING

**7. PRACTICAL
EXERCISES AND
TIPS**

ANNEXES



1) Assessment of the Learning Outcomes



— 09

What are learning outcomes?

They describe the **knowledge or skills** students should acquire **by the end of a particular** assignment, class, course, or program.

Focus: on the context and potential applications of knowledge and skills.

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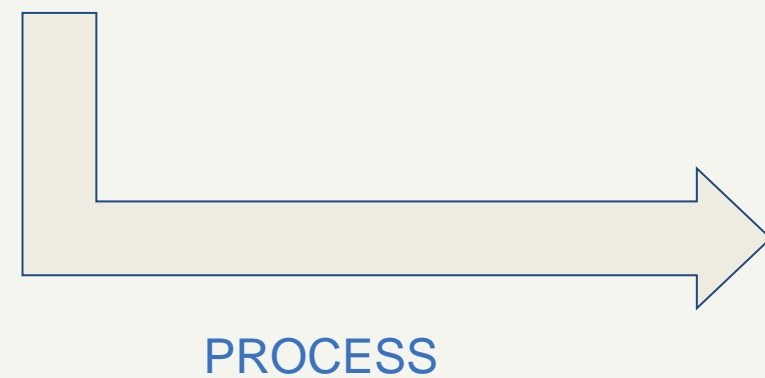
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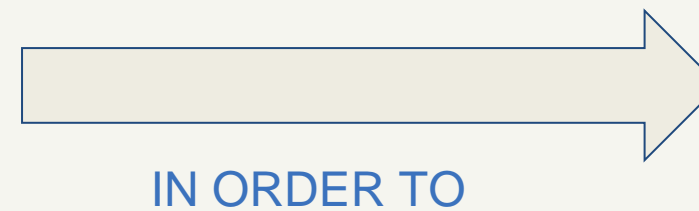
Assessment

1. Identify/establish the Learning Outcomes
2. Evaluation criteria



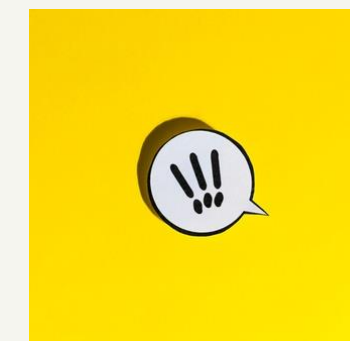
Information is

- observed
- collected
- analyzed

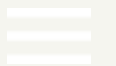


- reflect
- make value judgments
- decisions

DIRECT METHODS	INDIRECT METHODS
papers, projects, presentations, tests	surveys, interviews, focus groups



DESSA
Natural mentoring





Monitoring

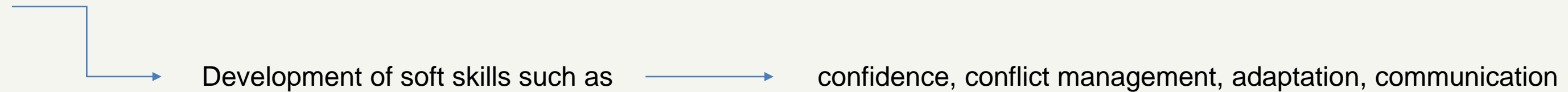
HELPS communication and cooperation between centres, companies, apprentices and tutors.

It is essential → face difficulties when carrying out new tasks

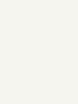
Tutors → Natural Mentor → Family members

From the beginning to the end

Tracking at different stages



DO NOT INTERRUPT THIS PROCESS



iLearn tool (<https://www.ilearn-tool.eu/>)

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Learning Units Tree

- Interpretación Gráfica
- Programación de sistemas automáticos de fabricación mecánica
- Fabricación asistida por ordenador (CAM)
- Definición de procesos de mecanizado, conformado y montaje
- Ejecución de procesos de fabricación
- Mecanizado por Control Numérico
- Programación de la Producción

Manage Tasks

Show 10 rows

Search:

Main Info

Other Info

State

Actions

Goal: Determina la forma y...
Description: jahdjakhdjak

Place: COMPANY

Self Assessment: TO DO
Company Tutor Evaluation: PENDING SELF-ASSESSMENT

Showing 1 su 1 rows

Previous 1 Next

+ Add Apprenticeship Programme

Event Dates

Start 21/01/2021

End 20/02/2021

General Info

Apprentice*

Select an Apprentice...

Professional Profile*

Select a professional Profile...

Selecting a Professional Profile will import all corresponding Learning Units in this Apprenticeship Programme

☒ Full-Time ☐ Part-Time ☐ Erasmus

Apprenticeship Programmes

APPRENTICESHIPS / PROGRAMMES

TABLE VIEW

CALENDAR VIEW

ATTENDANCES

januari 2021

ma.	di.	wo.	do.	vr.	za.	zo.
	28	29	30	31	1	2
	4	5	6	7	8	9
	11	12	13	14	15	16
Pello Burón Sarria (Student) in Novia Salcedo from 11-01-2021 to 10-02-2021						
	18	19	20	21	22	23
Pello Burón Sarria (Student) in Novia Salcedo from 11-01-2021 to 10-02-2021						
					29	30
						31



Available Chat Users

Select a User from the List below to start chatting

● Active less than 5 minutes ago ● Active today ● Active more than 1 day ago



Pello Burón Sarria (Student)
Apprentice



2) Natural Mentoring

*“Identifying rolemodels in your own surroundings
and reaching out to them for guidance, reflection
and advice”*

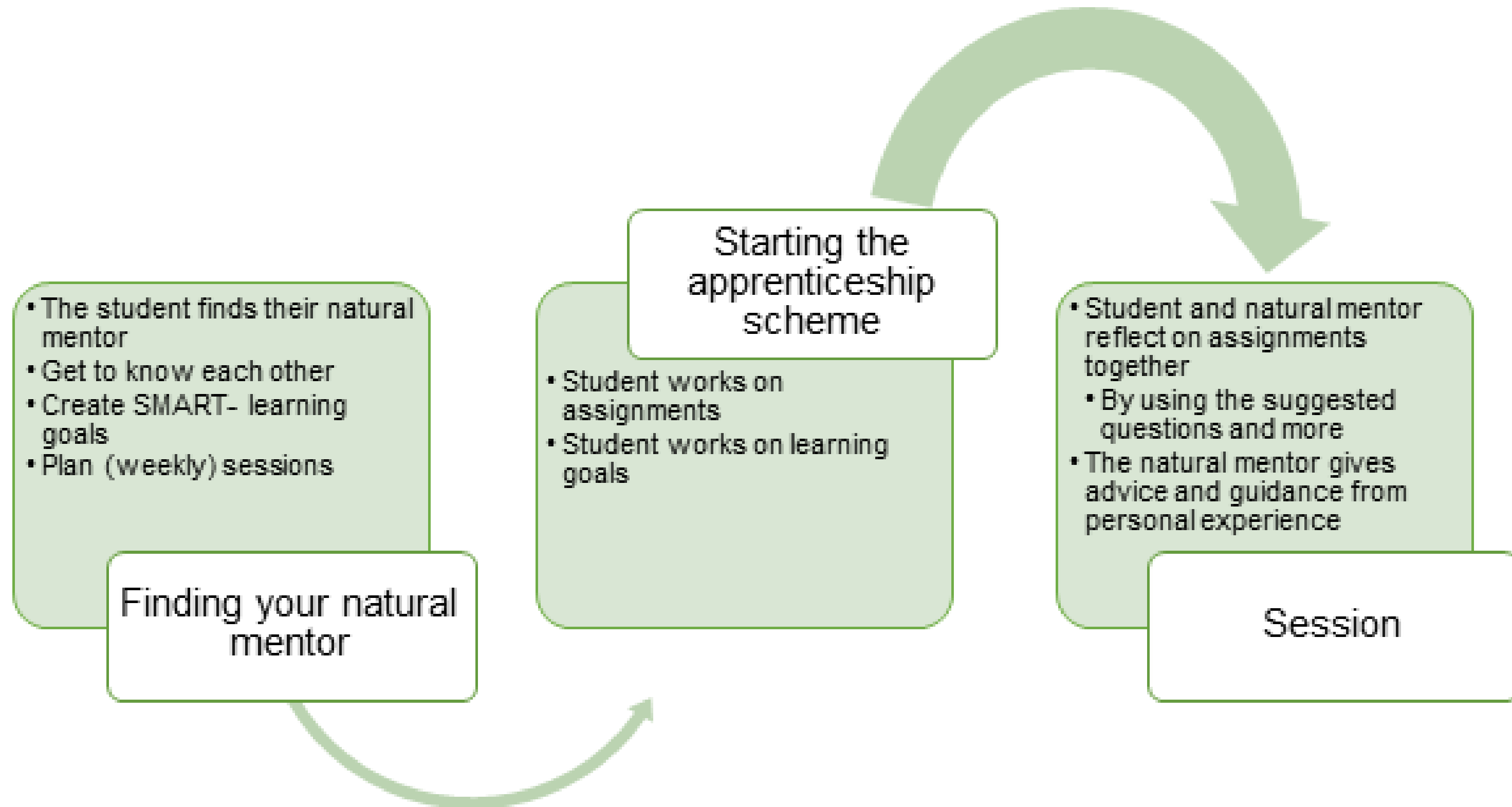
What is a natural mentor?

A natural mentor is a rolemodel, somebody who...

- *A student can look up to*
- *In the environment of the student who knows the drill*
- *Is able to share knowledge and inspiration*
- *Is invested in the student*
- *Gives a different perspective, an outsiders view*



How to work with a natural mentor?



Reflecting with the student

Reflectional questions after each assignment

- Example questions:

- *Describe the things that went well. Also ask what exactly went well in this situation.*
- *Can you describe things that went not as well, and why did they not go as planned?*
- *Describe a positive aspect on how you worked on the presentation.*
 - *What did you do to work your way towards your goal?*
- *Are there things you could do different the next time? And what are these things?*
 - *Who or what did you helped to reach your goal?*

Assignment 5 | Negotiation on the work floor

You have been working for a little while in this company, take a moment to reflect! You already learned so much, but what exactly did you learn?

Today we are working on the next task! We are going to learn how to negotiate with your colleagues. Take a moment to think do you already have some experience with negotiation? Maybe in your private life? It can be as small as negotiating with your parents about going to that fun party and doing your homework another time! In the business life you need to negotiate to come not only closer to each other, but also to find certain midways in a situation.

Your assignment is to negotiate with your supervisor.

Try to find a situation where you made a double appointment, for example you must go to the doctor or you have to work on your school assignments during working time. How can you compensate for these situations, when will you fill these hours in another time?

A professional attitude gives more freedom. Be polite, respectful and smart about how you ask these questions.

Reflect this assignment with your mentor. You can use the questions listed below:

- ❖ Describe the things that went well. Also ask what exactly went well in this situation.
- ❖ Can you describe things that went not as well, and why did they not go as planned?
- ❖ Describe a positive aspect on how you worked on the presentation.
- ❖ What did you do to work your way towards your goal?
- ❖ Are there things you could do different the next time? And what are these things?
- ❖ Who or what did you helped to reach your goal?

The soft skills you will use in this assignment are:

Communication, Negotiation

What is the difference between a mentor and supervisor?

Natural mentor	Supervisor
<ul style="list-style-type: none">- Picked by the student- Outside source of information- Reflecting on assignments- No influence on passing the internship- Support and advice- Focussed on personal goals	<ul style="list-style-type: none">- Matched through school/organisation- Inside source of information- Reflecting on work-specific tasks<ul style="list-style-type: none">- Grades the student- Support and advice- Focussed on professional/educational goals

ACTIVITY

link to the videoclip followed by probably a discussion

3) Gamification Benefits

**WHAT IS
GAMIFICATION**



Increases
motivation

Strengthens
communicati
on

Increases
engagement
and
commitment

Increases
satisfaction
and
performance

Improves
knowledge
absorption
and retention



3) Gamification Elements

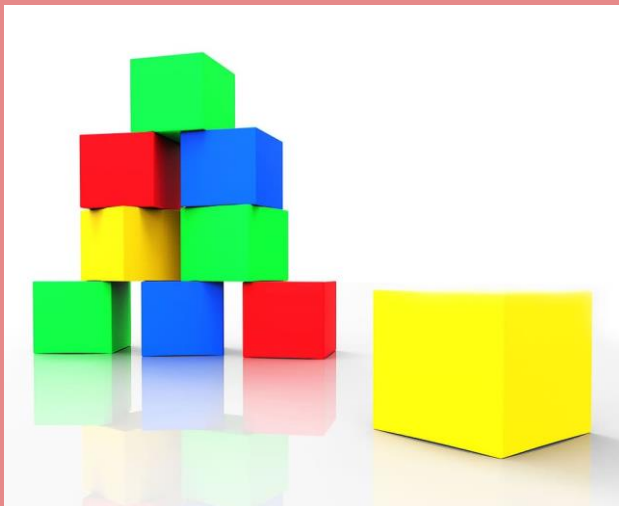


- 1 Achievements
- 02 Rewards
- 03 Storytelling
- 04 Time
- 05 Feedback
- 06 Personalisation

3) Gamification Steps



3) Gamification Examples



Design a
game-learning
path

Apply a point
system



Apply time
constraints



ACTIVITY

THE GIFT

Soft skills developed: Communication, Self motivation, Creativity, Time management, Negotiation

- 1) What do you think is inside the gift?
- 2) Who wants to win the gift?
- 3) Speeches
- 4) Voting



BUSINESS PLAN

- 1) Business Idea
- 2) Create a poster
- 3) Voting





ACTIVITY

The Apple

Soft skills developed: Communication, Cooperation, Creativity Innovation, time management, Negotiation, Conflict resolution, leadership

Each group represents an organic food company under the name "The apple". Customers love you for your friendly staff and good service. You regularly upload photos of delicious food and fruit to social media. But now you want to try something different. You want to make a promotional video because you feel like you are losing customers and you want to persuade them to buy your organic food.

- 1) Create an advertisement
- 2) Voting





ACTIVITY





Tips and Tricks Communication

Tip 1

Focus on listening when others talk

Tip 2

Try not to have prefixed ideas about
other individuals

Tip 3

Be informed about the other person's
interests, hobbies, studies

Tip 4

Deal with working from distance, as if
you actually are in a specific
professional setting

Tip 5

Interact with people even in unexpected
places

Tip 6

Participate in amateur drama classes

Can you think of activities that will help you develop your communication skills?



Tips and Tricks

Cooperation/Teamwork

Tip 1

Be acceptive

Tip 2

Set your ego aside

Tip 3

Believe in yourself

Tip 4

Try to socialise with your colleagues, be
friends with them

Tip 5

Use and cultivate your sense of “right
timing”

Tip 6

Give credit to others

Tip 7

Know your place in hierarchy and follow
the rules

Tip 8

Have a specific goal that your co-
workers and you want to achieve

Tip 9

Be understanding and patient with
others

Can you think of activities that will help you develop your Cooperation/Teamwork skills?



Tips and Tricks

Self-Motivation

Tip 1

Clean your room and make your bed

Tip 2

Do things that make you happy

Tip 3

Set realistic, everyday goals

Tip 4

Take care of your dietary habits

Tip 5

Try to not procrastinate

Tip 6

Exercise in moderation

Tip 7

Stop comparing yourself to others

Tip 8

Work on solving unresolved issues

Tip 9

Find something out of ordinary you
aspire to do

Can you think of activities that will help you develop your Self-Motivation skills?



Tips and Tricks

Creativity/Innovation

Tip 1

Mindfulness

Tip 2

Live life to the fullest

Tip 3

Brainstorm with your colleagues

Tip 4

Be consistent

Tip 5

Try to do something new every day

Tip 6

Commit to a creative activity

Tip 7

Go out or travel alone

Tip 8

Meditate and exercise

Tip 9

Read books

Can you think of activities that will help you develop your Creativity/Innovation skills?



Tips and Tricks

Problem Solving

Tip 1

Pinpoint the problem

Tip 2

Accept responsibility in case you made
a mistake

Tip 3

Snap out of disappointment quickly

Tip 4

Find the best doable solution

Tip 5

Be informed about everything

Tip 6

Make a plan of action

Tip 7

Pay attention to everyone's opinion and
feelings

Tip 8

Address conflicted interests

Tip 9

Take a step back

Can you think of activities that will help you develop your Problem Solving skills?



Tips and Tricks

Adaptability to change

Tip 1

Accept the fact that old ways might fail
you

Tip 2

Dismiss fear

Tip 3

Try to not lose any time

Tip 4

Stop seeing obstacles everywhere

Tip 5

Keep your critical thinking

Tip 6

Keep your mind and body energised

Tip 7

Ask questions

Tip 8

Work with others

Tip 9

Travel as much as you can

Can you think of activities that will help you develop your Adaptability to change skills?



Tips and Tricks

Willingness for personal development

Tip 1

Set a clear goal

Tip 2

Make a list of all the things you want to
do

Tip 3

Don't be afraid to change

Tip 4

Consciously break disruptive habits

Tip 5

Create meaningful relationships

Tip 6

Take care of yourself

Tip 7

Take on responsibilities

Tip 8

Be productive in everyday life

Tip 9

Live your life fully and mindfully

Can you think of activities that will help you develop your Willingness for personal development skills?



Tips and Tricks

Time management

Tip 1

Be realistic

Tip 2

Keep your room clean and tidy

Tip 3

Find your own personalised way

Tip 4

Find the balance

Tip 5

Pick your battles

Tip 6

Try to not overindulge

Tip 7

Check public transport timetables

Tip 8

Work seriously on ditching
procrastination

Tip 9

Eliminate distractions

Can you think of activities that will help you develop your Time management skills?



Tips and Tricks

Negotiation

Tip 1

Be flexible

Tip 2

Communicate

Tip 3

Listen carefully

Tip 4

Set a clear goal and also your red line

Tip 5

Plan your strategy

Tip 6

Cooperate

Tip 7

Maintain your coolness

Tip 8

Be informed about the negotiator

Tip 9

Accept compromise

Can you think of activities that will help you develop your Negotiation skills?



Tips and Tricks

Conflict Resolution

Tip 1

Listen carefully

Tip 2

Take care of your relationships

Tip 3

Know your weaknesses

Tip 4

Your ego is less important than the
general welfare

Tip 5

Take the first step

Tip 6

Don't be offensive for any reason

Tip 7

Try not to let your personal feelings get
in the way

Tip 8

Don't hold any grudges

Tip 9

Don't be harsh and judgmental

Can you think of activities that will help you develop your Conflict Resolution skills?



Tips and Tricks

Confidence

Tip 1

Do not compare yourself to anyone else

Tip 2

Take good care of yourself as a whole

Tip 3

Be honest to yourself

Tip 4

Mindfully visualise yourself succeeding

Tip 5

Practice on the things you feel more
insecure about

Tip 6

Accept yourself

Tip 7

Control negative thoughts

Tip 8

Own your mistakes

Tip 9

Stay active and live mindfully

Can you think of activities that will help you develop your Confidence skills?



Tips and Tricks

Leadership

Tip 1

Don't be afraid to take on
responsibilities

Tip 2

Embrace your uniqueness

Tip 3

Enhance your creativity

Tip 4

Lead by example

Tip 5

Communicate

Tip 6

Be rewarding and generous

Tip 7

Keep motivating yourself and others

Tip 8

Take calculated risks

Can you think of activities that will help you develop your Leadership skills?



Open Discussion and Sharing of Experiences Part 03



Closing and Evaluation

Part 04

NL:

<https://forms.gle/vdadwjjFFZFshAC16>

GR:

<https://forms.gle/WErfkMT6fdugmpVz8>

LT:

<https://forms.gle/SuT48tV7XF7FKrnh9>

PL:

<https://forms.gle/ZZvRavhpBVMyeAZy7>

ES:

<https://forms.gle/ty2ebVTXCNb76rZg9>