Project Documentation

Part II · Skype Conference on 29ᵗʰ June 2018

Short notes to the answers of the participants

Beginning of the meeting: 10:00 o'clock

Eight participants took part in the Skype conference:

I.   Experiences

After the opening of the session, the participants reported in sequence on their further experiences in their working environment when using the methods trained in the kick-off workshop. Furthermore other topics were discussed which can be dealt with in the third part of the seminar sequence (= 2. Presence workshop) on 18.07.2018 at the WAK Schleswig-Holstein in Kiel.

Participant 1 (f)

- would like to further deepen / train the roles and sets in Action Learning;
- likes the empowerment approach and has worked well with it so far.

Participant 2 (f)

- understands Action Learning and internalizes it, based on the fundamental structures, but has not worked enough with the method to feel safe;
- Her previous contact base for dissemination of small-scale projects against discrimination has so far focused more on schools, but because of holidays this had already be settled. Nevertheless, she wants to tackle several ideas and suggestions from the participants' group for broadening the contact base after the holidays;
- sees positive effects on her general work and on her work with participants and new contact persons;
- has gained in strength, especially through the role play with Mr Heckmann.
- Likes roleplays (e.g. end-user: headmaster of a school).

Participant 3 (m)

- is doing very well with the new concept;
- has exposed the concept further into the company (esp. to his team, retelling contents and methods). At the same time, he still found gaps in his implementation to practice; what in general requires further training and internal security;

- Both participants of 'DISSkriminierung' want to try out empowerment and action learning in youth projects;
- Both have received positive feedback from above; there is interest in the concept.

Participant 4 (f)

- has not had the opportunity to try out the concept at work;
- but she has internalized the concept, as she had already taken over three roles in the kick-off;
- probably cannot attend the next presence phase.

Participant 5 (f)

- noted that Action Learning (under other terms) is already applied in her area of expertise and is widely implemented in her working field.

Participant 6 (f)

- had and has few opportunities to implement the concept because she does not work with end-users /clients but has more to do with employees and senior management;
- nevertheless considers the topics to be interesting and helpful;
- accepts the challenge of achieving results and methodological or communicative hints regarding the work requirements between senior management and employees;
- The examples of the other participants and role plays have just helped her in some work situations; she has gained safety by participating.

II.   Themes for Sequence III (= Presence Workshop II)

Participant 1 (f)

- wants to strengthen the differences between Cooperative Case Advise and Action Learning; as well as differences to Supervision.

Participant 2 (f), Participant 3 (m)

- plan to actively use, prepare and execute the Action Learning methodology, empathize with the different roles and, not least, reflect on the results on clients, themselves and the institution, in order to work actively with this methodology for different target groups;
- vote for more exercises in Part III.

Participant 4 (f), Participant 5 (f), Participant 6 (f)

- Because participant 4 cannot attend the third sequence due to holidays, she receives the feedback from her colleagues;
- Participant 5's focus lies more on documentation purposes;
- Participant 6 benefits especially from the cases of the other participants.

End of the Session

- Mr. Koegst points out the focus on 'practical exercises' as well as on other methodological content such as 'practicing the logic of problem and solution tree' and Backpack for Part 3;
- duration of the online session: approx. ¾ hr.

In summary, the following state of affairs can be recorded. The experience reports and the implementation steps of the first seminar sequence in presence form from June 2018 produced:

- satisfaction with the first workshop, especially in terms of practice, exercises and role-playing games;
- some first positive implementation experiences, which will be consolidated until the next presence workshop on 18th of July 2018 in the Academy of Economics in Kiel;
- the desire - based on the first practical experience with different end users / clients - to further deepen the different roles in sets in action learning. The main moderator suggested adding some smaller units of communication training;
- the wish to further develop the structure of the documentation, resulting in a simple but complete guide for the respective documenters.

The preview of the 2nd Presence Workshop (= seminar sequence 3 // 18th July 2018) supported the following preliminary guidelines:

- deepening sets based on Action Learning; consolidation of roles, processes and documentation structure;
- deepening of an exercise on the method 'Problem Tree - Solution Tree';
- introduction of new methods: Future Workshop, Backpack Method and Card Fixation;
- short inputs to Communication Techniques, e.g. Active Listening, derivations from Transactional Analysis, and more - and, if time and need:
- a deepening of the comparison 'Cooperative Case Advise' versus 'Action Learning'.

Extract from the additional phone calls with Participant 7 (f) and Participant 8 (f),

who both could not attend the joint Skype conference on 29th June 2018.

1.   Participant 7 (2 Phone Calls on 2nd and 16th July 2018)

Participant 7 was informed by G. Koegst about the course run during the afternoon of the presence workshop on June 21, 2018 as well as the chat on June 29, 2018. Essential were:

• doing some catching up on the module 'Problem Tree - Solution Tree' with a topic of her choice as well;
• a high level of interest in the role of 'moderation' (and possibly 'documentation') in one of the two planned additional sets in Action Learning style at the attendance event on 18th July 2018.

In addition, an outlook was given that the following topics will be included in this 2nd Presence Workshop:

• sets with exercises on the clientele groups 'long-term unemployed', 'young people' and / or 'refugees';
• a comparison 'Cooperative Case Advise' and 'Sets in Action Learning', to whose active participation participant 7 was invited. Likewise, a short telephone call was made to find a topic for the method 'Problem Tree - Solution Tree' for the 16th July 2018, so that a certain content-logical preparation is possible for both, participant 7 and the main moderator. Likewise, the methods 'Card Fixation', 'Backpack' and 'Future Workshop' as well as the communication inputs on 'Transaction Analysis' and 'Active Listening' are included in the more concrete planning.

The telephone conversation with participant 7 on 16th July 2018 led to a topic definition for the method 'Problem Tree - Solution Tree' around the area 'different (divergent) perspectives of the central occupational groups in the medical center Büsum'; the topic may possibly be redefined.

2.   Participant 8 (f) (1 Phone Call on 3rd July 2018)

Participant 8 was informed about the chat on 29th June 2018 and the topics planned for the attendance workshop on 18th July 2018 in a fundamentally similar form as participant 7. She agreed with all planned topics as well as the previous experiences of the other group members or shared them. She also expressed great interest in the new topics and methods, some of which were new to her. Likewise, she put her focus on the practical exercises.