

# OUTPUT FACT SHEET

## Coaching

Version 2

Project index number and acronym	CE 1345 SIV
Output number and title	O.T3.3 Coaching Concept
Responsible partner (PP name and number)	Centire s.r.o. (PP 11)
Project website	<a href="https://www.interreg-central.eu/Content.Node/SIV-.html">https://www.interreg-central.eu/Content.Node/SIV-.html</a>
Delivery date	28/2/2023
Summary description of the implemented training measure(s), explaining the specific goal(s), target groups and transnational added value	

Coaching was one of the supporting activities in the project, which contributed to the creation of jobs and the employment of people from disadvantaged groups on the labor market. Coaching had several formats and its main goal was to make job seekers (1) the job search process and (2) the process of adaptation to a new work environment more efficient, and for employers (3) to facilitate the employment of new employees from disadvantaged groups, considering their background and needs. Coaching was primarily based on the document D.T1.2.6 Coaching Concept, which framed coaching support for target groups within the project.

As this key document also states, coaching in the project did not correspond to the generally used concept of coaching. In the project, we understood coaching as support for target groups in looking for work and in employment itself - basic skills for work performance. As with other activities, each partner had the right to adapt coaching activities to their voucher model. More importantly, all coaching support was tailored to the needs of the target group in the country. Coaching was also very flexible in terms of time allowance for individual participants, form (online/offline/hybrid), format (individual/group) as well as content. At the same time, coaching was more flexible from a project point of view, when its activities were not linked to the distribution of vouchers, which were financed from collected funding (as was the case with trainings). Coaching could be financed from the project budget, but also from the funding of individual partners. Coaching could be provided separately, or as part or extension of trainings.

The flexibility of the coaching concept was also reflected in the approach of individual countries and partners:

**Germany (LP, PP9):**

Coaching was provided to all participants of the voucher model - job seekers who were involved in the program. Each participant received a basic coaching package - primarily support in finding a job, as well as in adapting to employment (basic instructions, interview preparation, etc.). The format and length of coaching support differed from the needs of individual job seekers - from half an hour to several hours of support. Coaching support was provided online/offline/hybrid format. Due to the high number of coaching participants, all forms of coaching support were used.

Number of job seekers with provided coaching support in Germany: LP - 249 person + PP9 - 288 = 537 persons

**Slovenia (PP3):**

In the Slovenian model, coaching was provided in cooperation with Prizma, with which the Slovenian partner also cooperated on training and employment of applicants. The main topic of support was preparation for a job interview. The target group was job seekers. Coaching support was around 5 hours.

Number of job seekers with provided coaching support in Slovenia: 3

**Austria (PP5):**

In Austria, the model was primarily based on a several-month training program implemented in cooperation with Everyone Codes. For applicants who did not manage to find a job, the partners also provided coaching and mentoring support. It was a build-up/follow-up after training. The goal of coaching (and mentoring) support was to help applicants find employment. Coaching was provided hybridly in the range of 6-8 hours per applicant.

Number of job seekers with provided coaching support in Austria: 13

**Poland (PP7, PP8):**

PP7 organized coaching for female job seekers trying to get back on the labor market in the field of job search process and starting the employment. Each job seeker got a support of 3 hours. Coaching was provided in-person and online (based on the preference of the job seeker).

In the case of PP8 they provided jobseekers with coaching in the basic digital area, focused both on reaching potential employers / investors and presenting them with the best candidates supported by coaching and mentoring. During the coaching sessions, jobseekers acquired, refreshed or supplemented various digital skills depending on the needs of the job. Coaching sessions were held online only. These have been documented as session screenshots. Each of the jobseekers participated in 10 hours of individual sessions.

Number of job seekers with coaching support in Poland: PP7 - 30, PP8 - 4 = 34 persons

**Slovakia (PP11):**

In Slovakia, coaching was provided in two formats:

(1) Online and offline workshops for future graduates from vocational high schools (as a disadvantage group on the labor market). Workshops lasted 2 or 4 hours. The aim of the workshops was to prepare future job seekers for the labor market - coaching was provided on topics such as how to prepare for an interview, how and where to look for a job, etc.

(2) Individual coaching support for applicants from disadvantaged groups who registered on the matching tool and were subsequently to be placed with employers. The main support consisted in preparing for the interview. Coaching associates worked with job seekers mainly before the job interview. In the case of success, he continued coaching by providing information and preparing for work. The support varied from the applicant's needs - from half an hour to 4-5 hours. Coaching support was provided online and offline (in person or by phone).

Number of job seekers with provided coaching support in Slovakia: 298

In total, **885 people** were trained in the project through coaching.

Other partners did not provide coaching support, for the following reasons:

**Croatia:** the specificity of the model, when they did not directly cooperate with the target groups in the model, but created conditions for the employment of disadvantaged job seekers.

**Hungary:** in their model they focused on recruitment and matching.

**Czech Republic:** due to the specifics of their model and focus primarily on starting a business, they did not provide coaching.

Transnational added value mainly consisted of inspiration when setting up individual coaching support. Although each involved country had a different target group, procedures and processes were shared within the joint meetings. The partners shared their lessons learned, which other partners could also apply.

## NUTS region(s) where training(s) have been conducted (relevant NUTS level)

The coaching activities were held in following NUTS 2 regions:

Germany: Baden-Württemberg

Slovenia: Eastern Slovenia, Western Slovenia

Austria: Vienna

Poland: whole Poland

Slovakia: Bratislava region, Western Slovakia, Central Slovakia, Eastern Slovakia

## Expected impact and benefits of the trainings for the concerned territories and target groups

Thanks to coaching, job seekers (or even employers) have acquired the necessary skills that lead to employment. In addition, they had an effect on project partners who conducted coaching. As a result, they organized the entire process, gained experience and developed materials that are usable in the long term. Secondary beneficiaries of coaching are also employers, who have gained better prepared candidates as a result.

Thanks to the organization of coaching, the project partners also increased their institutional capacity.

In addition, the coaching confirmed that one of the added value of the SIV project (and, for example, the difference from state-supported initiatives) was the individual approach. It was the opportunity to dedicate a few hours to job seekers as part of coaching that significantly increased their chances of employment. Another benefit of coaching was the testing of the approach and materials, which can be applied in the future especially for disadvantaged groups.

## Sustainability of the training(s) and developed training material(s) and their transferability to other territories and stakeholders

The Social Impact Voucher project pilot tested the settings of voucher programs, including the organization and provision of coaching. Thanks to the project, the project partners gained valuable experience in:

- Analysis of the needs of target groups,
- Coaching content preparation process,
- Coaching organization for target groups,
- Evaluation of coaching as well as evaluation of the impact of coaching on target groups.

All project partners will continue their voucher programs, including provided coaching. The experience from the SIV project will allow them to set up coaching even more effectively. The project created curricula, coaching materials that can be used for other activities in the field of sustainability. The coaching concept was also presented within the Stakeholders briefing, therefore all relevant stakeholders have knowledge of their existence. The concept of coaching is inspiring for a number of stakeholders who will implement activities to help employ any disadvantaged groups (for example, for high schools / universities, employment offices, non-profit organizations, etc.).

The main lessons learned, on which all project partners agree, is that the most effective is a combination of group training and individual coaching.

Coaching materials differed by model in individual countries:

Germany: individual support - interview and instructions for starting a job (consultation for job search and starting work)

Slovenia: Internal Prizma documentation

Austria: mentee Guidebook 2022 - everyone codes & Microsoft Mentoring Programme.pdf;

Mentor Guidebook 2022 - everyone codes & Microsoft Mentoring Programme.pdf, other documentation available at Everyone Codes

Poland: coaching cards, candidate competence profile sheet, tests

Slovakia: PPT presentations (available at PP11 on request), job seeker protocols for individual coaching, tests (CA method - online tool)

At the same time, partners have protocols from coaching, but they contain confidential information about job seekers and are therefore not available without their consent.

**References to relevant deliverables and web-links**  
If applicable, pictures or images to be provided as annex

This output is related to following deliverables (available in eMS):

- D.T1.2.6 Coaching Concept
- D.T3.1.2 Voucher Process
- D.T3.2.1 Improved Voucher Process

Web-links on project/coaching activities:

Austria: <https://next-access.org/program/caritas-vienna-everyone-codes/>

Slovakia: <https://www.pracavkocke.sk/> (matching tool via which also individual coaching was organized)

Poland: All documents on request are available at RARR headquarters of the Rzeszow Regional Development Agency and at COFUND, electronic version - cloud and paper version as well

Slovenia: <https://www.facebook.com/Sklad05/>

Germany: <https://www.diakonie-wuerttemberg.de/suche/erweiterte-suche?id=154&L=0&q=social+impact+vouchers>

Pics are available from the group coaching sessions (Slovakia, Austria).