

Session Summary 4.3

UNIT 4 SESSION 3: USING DIFFERENT METHODS OF CGC AND COACHING IN THE HR CONTEXT (ESPECIALLY WORKING WITH SME)

1. Goal of the session

Students will be able to report different concepts of CGC and coaching in the HR context of SME. They can explain reasons for the little extent of these offers in SME. Students will be able to describe concepts and methods of CGC which are offered by extern providers like e. g. chambers of commerce or handicrafts or the German public employment service. They will be able to describe examples of good and innovative practice of (intern and extern) offers of CGC in SME and they will be able to reflect on these approaches in different perspectives.

2. Preparation

For the session 4.3 no special preparation of the students is planned.

3. Content

The **description of the goal and the session** starts with recapitulating the main points of the previous session 4.2 (with reference to the knowledge evaluation form). The teacher will also shortly recapitulate the topic of session 4.1 as a starting point of the whole unit. He will show that the topic of session 4.2 can be seen as one possible perspective basing on the content of session 4.1. Session 4.3 can be seen as another different perspective looking for intersections of CGC and HRD in SME. On this basis students will undertake a brainstorming to forms of CGC within HR context of SME to activate their previous knowledge.

In the **teaching activity**, the teacher will give an overview on three to five concepts and methods of CGC offered within HR of SME or offered by extern providers. The focus however will be on examples of extern providers. Showing this helps to understand that there are a lot of different providers and approaches in this field of counselling. As a short excursion (two slides) a range of different methods of guidance, counselling and coaching is shown. This is done to help the students to identify methods of CGC within HR of SME in the subsequent step.

In the next step of **learning activity** the students get the chance to become familiar with selected counselling offers which are common in the field of counselling and HR in SME as well as with rather new and innovative approaches. To show this to the students four fact sheets are prepared containing

examples of common or innovative practice. The students work on these examples in small groups with guiding questions and prepare a presentation in the plenum. The guiding questions for the group work comprise questions on how a single approach can be characterised, which methods can be found, which demands and benefits are connected with the approaches and which problems and solutions could be found regarding counselling of SME. Especially possible intersections between CGC and HRD of SME can be identified. The students are also invited to reflect on connections between their own professional work experiences and the approaches and methods described in the fact sheet. After the presentation of the students a reflection on similarities and differences of the concepts and methods of the counselling offers is done.

The next step comprises the **closing thoughts**. The teacher summarizes the approaches of CGC for HR of SME offered by extern providers and points out the main results of the group work. This means to show similarities and differences as well as problems and solutions in a comparative way. Against this background he highlights approaches which show examples of intersections of CGC and HRD in SME as well as possible innovative practice.

In the **homework** the students get a text dealing with career guidance for unskilled workers in enterprises with the special method of offering counselling at the workplace. Together with the text they get some guiding questions. The text can be used to show intersections of CGC within the HRM of enterprises. The text is chosen for the student homework to help them to reflect about offers of counselling in enterprises to different – here vulnerable - groups. By working on this topic, the students can connect the topics of the three session of the unit 4. On the other hand, one of the guiding questions of the homework asks on possibilities how to implement offers of counselling in enterprises. This question leads to the topic of unit 5 like a transition.

4. Session conclusion

To close the session in the **evaluation level of learning** the students get a knowledge evaluation form to answer some questions to the content of the session 4.3 in the form of five multiple choice questions. The students choose the answer that they think is correct. There is only one correct answer for each question. By doing this the students get a direct feedback of what they have learned in the session.