Piloting the CONNECT! course: Results and reflections from the Italian experience

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outline

introduction

Italian version

Piloting results

conclusion

Training programs for the CGC of the 21st century

- to strengthen the identity formation of professionals. working for example on self-efficacy beliefs for its motivational role as behavioral anticipatory;

- to invest more effort to connect theory and practice devoting time to reflective activities and open dialogue as a way to co-construct knowledge also collectively;

- to extend the focus over decision making with advanced skills;

- to drive the attention on how to work with underserved groups in a culturally sensitive perspective and addressing social justice issues;

- to networking with other stakeholders and advocating for the profession.

Bimrose at al. 2019; Pope. 2003

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MEGATRENDS ARE DISCUSSED REFERRING TO THE ITALIAN DATA

THE NOTION OF DECENT WORK HAS BEEN INTEGRATED WITH RESULTS OF ITALIAN STUDIES AND USE OF SOME TOOLS

E IN ITALIA...

Figura 3.3 Piramidi delle età della popolazione italiana e straniera al 1° gennaio. Anni 2008 e 2018 (valori percentuali)

https://www.istat.it/storage/rapporto-annuale/2019/capitolo3.pdf
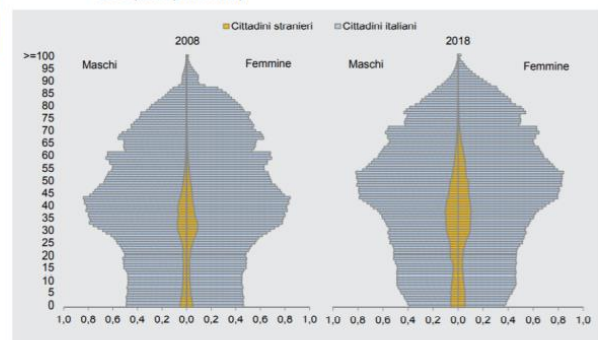
Fonte: Istat, Ricostruzione intercensuaria della popolazione residente, Popolazione residente comunale per sesso, anno di nascita e stato civile, Rilevazione della popolazione residente comunale straniera per sesso e anno di nascita

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26

● **il lavoro decente**

- Opportunitià di un lavoro che sia produtivo e consenta un redditto adeguato
- Sicurezza nel luogo di lavoro e protezione sociale per le famiglie
- Prospettive per lo sviluppo personale e l'integrazione sociale
- Libertà per le persone di esprimere le proprie preoccupazioni, organizzarsi e partecipare alle decisioni che influenzano le loro vite
- Equità di opportunità e trattamento per tutti gli uomini e le donne

What is Decent Work?

https://youtu.be/mZpyJwevPqc

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CMINAR
TEACHING CAREER COUNSELLORS OF REFUGEES

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unit 2

AN IN DEEP ANALYSIS OF CSR GOOD PRACTICES WITH SEVERAL EXAMPLES

AN ANALYSIS OF THE STATE OF THE ART ON CSR IN ITALY

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unit 3

FROM PERSONAL EXPERIENCE

Rifletto sul Sistema di Influenze sulla Mia Vita professionale

Dopo aver costruito il suo Sistema di Influenze sulla Vita professionale, è ora di riflettere su quanto ha notato.

Le domande che seguono la aiuteranno a pensare al modo in cui guardare a questo diagramma.

Qual è la cosa che emerge di più?
Quali sono le influenze di minore importanza per lei?
Cosa la sorprende a proposito del tuo Sistema di Influenze sulla Vita professionale?
Ha notato qualcosa di cui in precedenza non era consapevole?
Di cosa ha avuto conferma?
Cosa le piacerebbe cambiare?

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TO POSSIBLE CLIENTS

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DIVERSITY AND INCLUSION ISSUES EXPANDED TO INCLUDE THE DIVERSITY CHARTERS

https://ec.europa.eu/info/policies/justice-and-fundamental-rights/combatting-discrimination/tackling-discrimination/diversity-management/eu-platform-diversity-charters-turns-10_it

- **24** national Diversity Charters across the EU
- **Over 12,000** signatories (companies, public institutions, NGOs, universities, unions)
- **Over 16 million** employees represented

Examples of good practices introduced by Diversity Charters signatories:

- Flexible hours policy to allow for better work-life balance
- Increased recruitment of people with disabilities and investment in building up their skills
- Training sessions on unconscious bias put in place for recruiters and human resources professionals
- Events, workshops and lectures on mental health at the workplace
- Dedicated communities on the company intranet on the topics of gender equality, rights of people with disabilities and LGBT
- International food weeks in companies to learn about diverse cultural background of all employees

AND THE DIVERSITY AND INCLUSION INDEX

Hera la prima azienda italiana dell' D&I Index

- http://www.gruppohera.it/gruppo/lavorare_gruppohera/valorizzazione_differenze/

- Progetto generazioni
- Progetto mamma e papà al lavoro
- Politiche del buon rientro
- Da obbligo a risorsa
- Assistenza domiciliare

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unit 5

THE NUDGE THEORY WAS DISCUSSED IN DEEP

- Esempi 1 2 3

- La Teoria del Nudge ispira l'approccio "la… | Glass Catalog (it) (glass-catalog.com)

- Sito

- https://inclusion-nudges.org/blog/about-inclusion-nudges/power-of-inclusion-nudges

11

THE DIVERSITY TRAINING WAS ADDED AS A WAY TO PRODUCE CHANGES

13

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The pilots

a. Master students as future professionals

b. Professionals moving along research and practice: coaches, counselors and HRM

measures

what is your *level of knowledge* about the following topics

the megatrends in the world of work and their impact on people life
the learning organizations and the corporate social responsibility
career counseling and guidance approaches
methodologies to supporting career development of employers into organizations
innovative modalities to promote organizational development and change

what is your *level of efficacy beliefs* in performing tasks and activities related to the following topics

Likert scale: 1 to 5

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measures

EVALUATION FORM OF THE CURRICULUM

the units built upon each other and formed an integrated whole
the units were well structured
the learning materials used supported my learning progress
I was able to enhance existing and acquire new knowledge in this course
I was able to enhance and broaden my understanding of the impact of predicted changes on the world of work. better assess the validity of the predictions and explore implications for careers guidance and counselling
I have gained knowledge about new developments in human resource development. particularly regarding the

1. Quale di queste affermazioni sul clima è falsa?
   a. La transizione verso la green economy può avere un impatto psitivo sulla qualità dei lavori
   b. Solo i lavori che dipendono dai prcessi naturali sono influenzati dal cambiamento climatico
   c. I paesi più poveri sono ad alto rischio per gli effetti negative del cambiamento climatico

2. Quale affermazione rappresenta meglio l'idea di lavoro dignitoso?
   a. Un orario di lavoro che consente il diritto alla disconnessione. ad un salario adeguato e un sistema pensionistico
   b. Un sistema organizzativo che valorizza la famgilia e i valori sociali
   c. Tutte le precedenti

3. Secondo l'OECD 2030. le competenze che i lavoratori dovrebbero possedere riguardano
   a. Aspetti cognitive ed emozionali
   b. Aspetti cognitive e pratico aplicativi
   c. Aspetti cognitivi. emozionali e pratico applicative

Master students and professionals

38 university master students
15 completed the posttest

- They were attending the 42 CFU course titled 'Managing diversity in the workplace' in the master course in Social, Work and Communication Psychology at the University of Padova, Italy

- 5 weeks, 20 hours

- November and December 2021

- dual modality

9 PhD + 30 professionals
15 completed the posttest

- Researchers in training in the PhD "Contexts, environments and lifestyles for health and well-being"
- Work activities as coaches, counselors or HRM
- Intensive course in 3 sessions, 16 hours
- February and May-June 2022
- Mixed modality (face-to-face and remote)

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LEVEL OF KNOWLEDGE
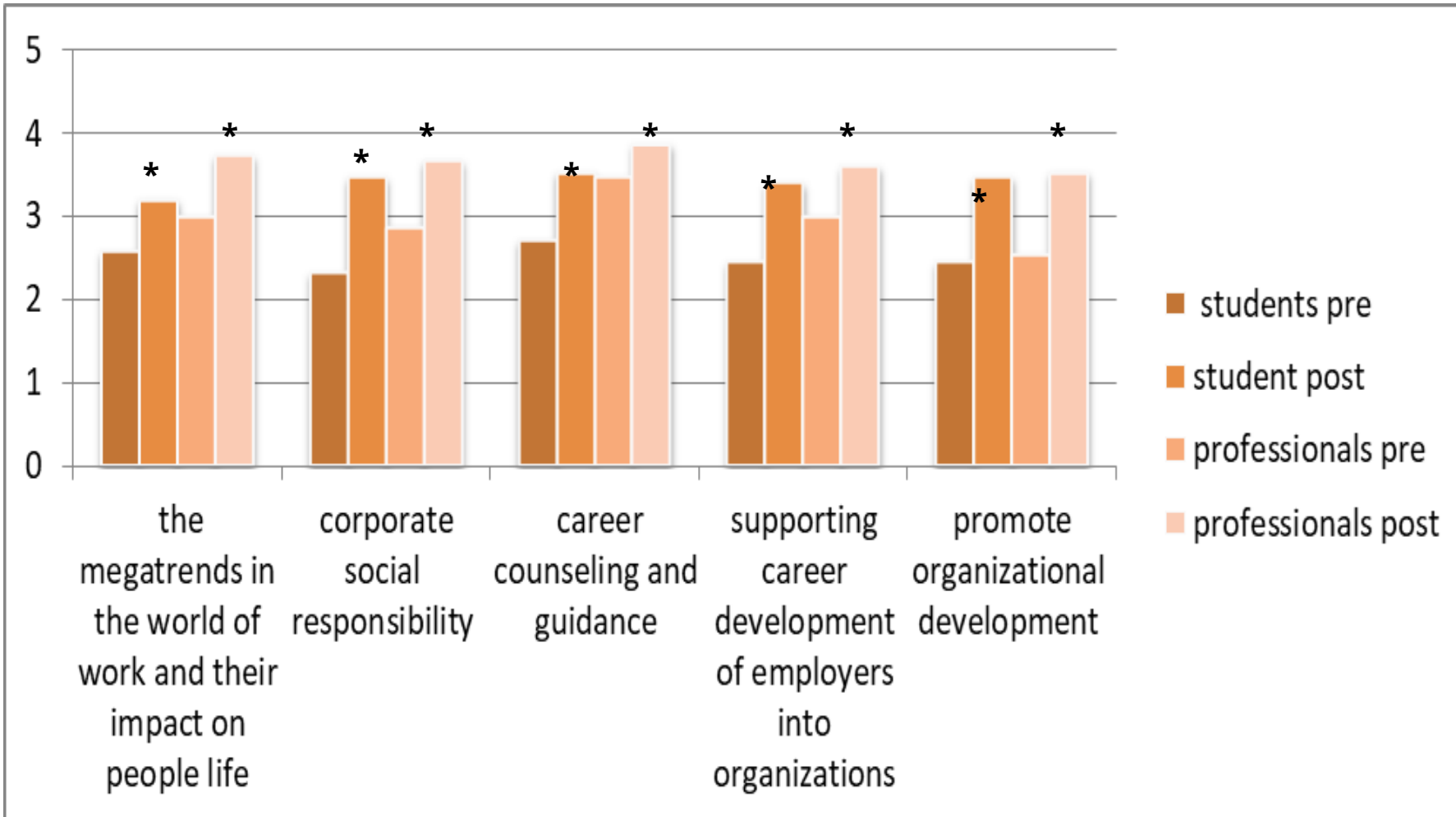
STUDENTS

% OF CORRECT ANSWERS

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EFFICACY BELIEFS
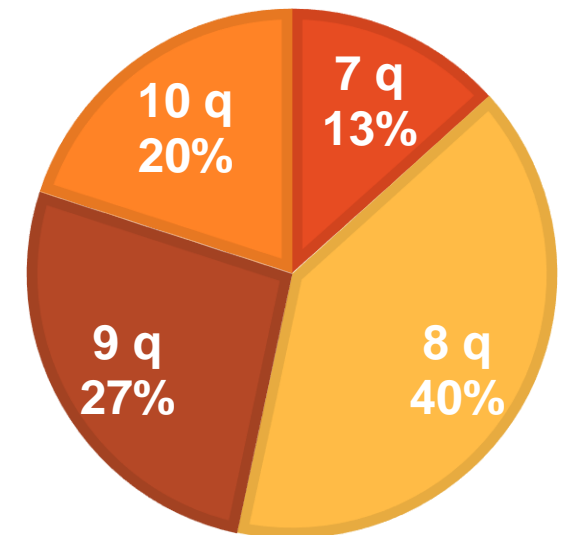
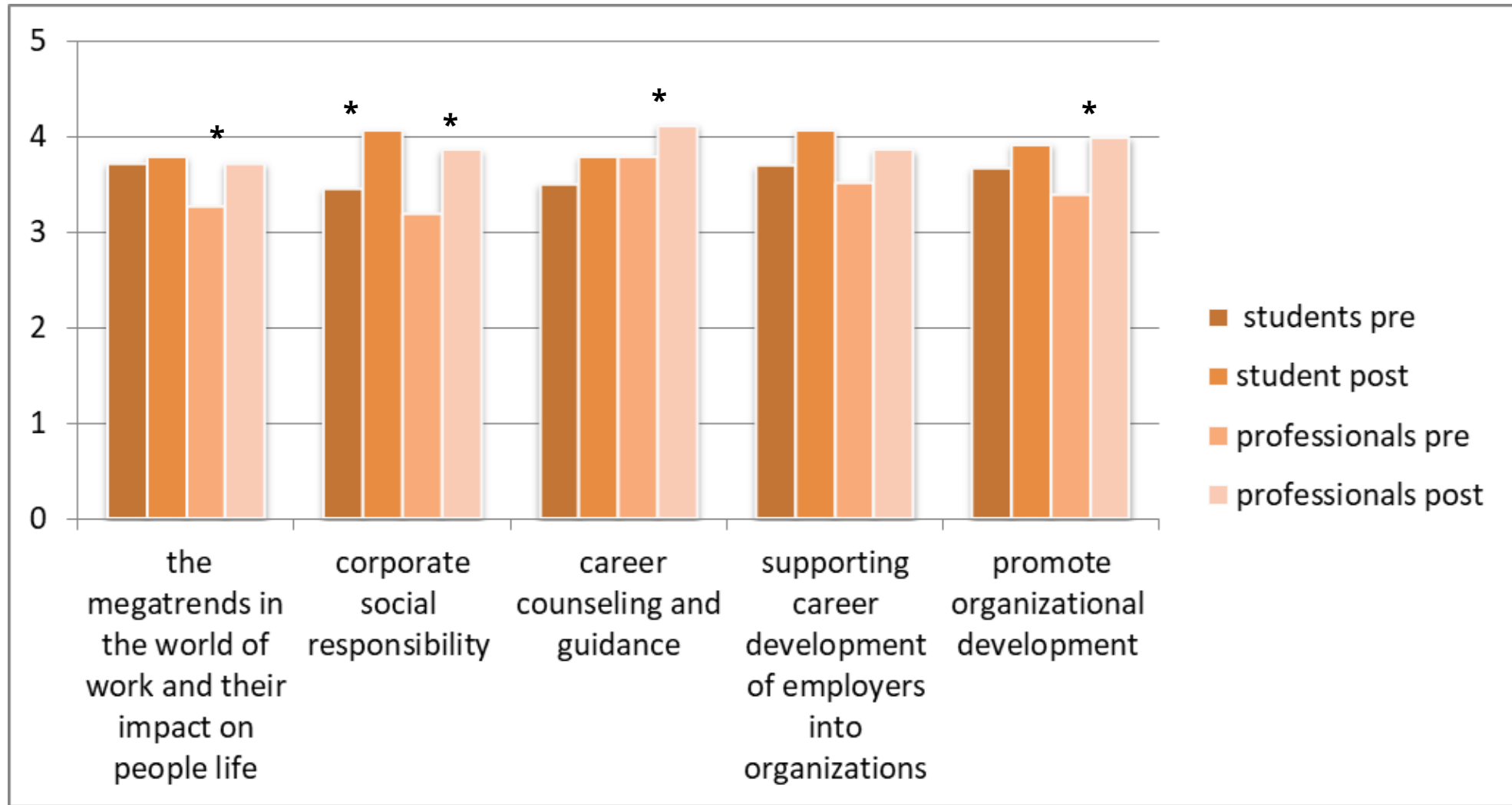| QUALITY AND STRUCTURE OF THE UNITS	students		professionals	
	M	SD	M	SD
The units built upon each other and formed an integrated whole	4.00	.612	4.46	.743
The units were well structured	3.60	.737	4.6	.828
The learning materials used supported my learning progress	4.29	.849	4.6	.632
I was able to enhance existing and acquire new knowledge in this course	4.44	.512	4.4	.736
I was able to enhance and broaden my understanding of….unt1	4.29	.772	4.66	.487
I gained knowledge about …unit2	4.44	.727	4.4	.828
I gained knowledge regarding…unit3	3.69	1.138	4.53	.743
I familiarised myself with …unit4	4.24	1.091	4.26	.703
I gained knowledge about ….unit5	4.47	.624	4.13	.915
I expect the knowledge and skills acquired in this course to be of practical use in my future professional work	4.50	.730	4.8	.414
The results of the European project Connect! have been integrated in a relevant way and made the course more interesting	4.00	.603	4.86	.351
Lecturers managed to deliver the course within the announced timeframe	4.06	.680	4.4	.736
Overall, I am happy with the course	3.94	.827	4.8	.414

MASTER STUDNETS

As concern **what they liked more**, reflections concern mainly
- the space that was given to **practice and interactive exercise** after theory (n=5)
- the unit 2 on **corporate social responsibility** (n=2)
- the attention to people with **vulnerability** for diverse reasons (n=3)

As concern the open questions, suggestions about the **improvements** refer mainly to
- make **clearer the link** among the diverse sessions (n=2)
- more space for exercises and for **LGBTQ+** issues (n=1)

- In general students were satisfied and evaluated positively the course
- knowledge about the topics increased more than self efficacy beliefs. More time and practice are probably needed
- Time is a costrain
- Need for more clear connection with the rest of the course

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PROFESSIONALS

Reflective thoughts

....the choice to alternate theoretical and practical activities

... the integration of apparently distant issues such as climate change and CSR

....enthusiastic about the activity based on the System Theory Framework that I will bring back in my work and proposing it to myself in a few years

... context-individual influences

....the possibility of adapting what I have learned not only in the future work perspective but also in the research project I am conducting

....methodological tools useful to implement change

....being able to identify the mega trends put them to the system within organizations and counseling

Themes and actions for the next future

Some themes

► Developing the personal experience of the CGCs on their own change

► Having a Vision about the future: knowing the tools to promote the development of oneself, awareness of one's responsibilities towards the community

► Knowing regional policies and work for retraining and updating skills

► Turning COVID-19 challenges into Potential: For Professional Development to Engage More Employees in Companies

Some actions

► Developing knowledge and practice on career plans, on setting progression paths and realistic goals that make clear the company's investment on the employee

► Developing knowledge of and recognition of skills in the company, a vision of talents and career paths with ad hoc training

► Work on projects carried out in companies and in training, on examples of SME effective management

► Proactively analyze possible scenarios

► Train in the use of new technologies (app, gamification).

The need to ... reCONNECT!

- *support mutual knowledge and cooperation between guidance and human resources professionals*

- *devote an increasing focus on vulnerable groups of workers*

- *develop the ability to make organizations ready to meet the challenges of the 21st century*

- *networking for support and opportunities to meet other professionals and share Best Practices*

Thank you

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