



Co-funded by  
the European Union

WIN

PR2 - Workplace Innovation Manager  
Professional Profile & Training Curriculum  
**Training Curriculum of the WIN Manager**



Leading Partner

IP-International GmbH Germany





## Content

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# 1. MODULE NO. 1 – “LEARNING HOW TO LEARN” - CONTINUOUS SELF-DRIVEN LIFELONG LEARNING (LLL)

(LARCCI)

## 1.1. In this module you will:

1. Discover the importance of continuous learning.
2. Gain insights into the different types of learning.
3. Learn about the advantages of investing in lifelong learning.
4. Learn how to keep learning.
5. Learn how to overcome existing barriers.
6. Discover why you should keep learning in your personal life and in the workplace.

## 1.2. Learning Content: “Learning how to learn” Continuous self-driven lifelong learning

1. Continuous learning: Description of the topic, the importance of education and continuous learning, the definition of lifelong learning, characteristics, benefits, and advantages of investing in lifelong learning.
2. Types of learning: 3 different types of learning (formal, informal, non-formal). examples, advantages and disadvantages for each type of learning.
3. Learning methods: 4 main types (VARK Model-Visual, Auditory, Read/Write, Kinesthetic), reasons why we learn in a different way than children, factors playing an important role in adult learning, and learning strategies.
4. Ways to keep learning: how to learn more efficiently, characteristics, skills and habits of lifelong learners.
5. LLL challenges: barriers (3 main categories – situational, organisational, dispositional), reasons to keep learning, factors facilitating participation in lifelong learning activities...
6. Continuous learning at work: ways to improve training and development in the workplace, reasons to encourage employees to pursue lifelong learning.

## 1.3. Methodologies:

1. Blended learning: online learning materials and “on-the-job” exercises.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/intro to the following module.



#### 1.4. Learning materials:

1. Pdf files
2. Downloadable scripts
3. Self-assessment checklists for the exercises

#### 1.5. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

#### 1.6. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes



## 2. MODULE NO. 2 - TIME AND SELF-MANAGEMENT

(MIITR)

### 2.1. In this module you will:

1. Acquire skills and techniques for goal setting and task prioritization
2. Learn strategies to manage distractions and interruptions.
3. Get tips to work in an organised and productive way.
4. Gain factual insights about the benefits of self-awareness and self-regulation.
5. Learn how to manage stress and keep a healthy work-life balance.

### 2.2. Learning Content: “Time and Self-Management”

1. Effective time management: Description of the topic, the importance of managing time, time management techniques, timewasters, and time management tools.
2. Goal setting and prioritisation: Techniques for setting goals and prioritising tasks, SMART goals, Eisenhower matrix, and prioritisation methods.
3. Distraction and interruption management: Strategies for managing distractions and interruptions, such as the Pomodoro technique, the 80/20 rule, and time blocking.
4. Productivity and organisation: Tips for staying organised and productive, such as the GTD method, the two-minute rule, and the Eisenhower box.
5. Self-awareness and self-regulation: The benefits of self-awareness and self-regulation, such as emotional intelligence, mindfulness, and self-reflection.
6. Stress and work-life balance: How to manage stress and maintain work-life balance, such as stress management techniques, the importance of breaks, and work-life integration.

### 2.3. Methodologies:

1. Blended learning: online learning materials and “on-the-job” exercises
2. Recap and self-assessment throughout the module
3. Self-assessment checklists for the exercises
4. Final summary/intro to the following module

### 2.4. Learning materials:

1. Pdf files
2. Downloadable scripts
3. Self-assessment checklists for the exercises



## 2.5. Self-assessment during the learning process:

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

## 2.6. Final assessment:

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes



### 3. MODULE NO. 3 - COMPUTER LITERACY AND EXTENDED TECHNICAL SKILLS

(MIITR)

#### 2.7. In this module you will learn:

1. Basic computer skills, such as word processing, spreadsheets, and presentation software.
2. Advanced computer skills, such as data analysis, data visualisation and programming
3. How to use specific software and tools for workplace innovation, such as project management, collaboration, and design thinking software.
4. How to use specific software and tools for workplace management, such as IWMS, Smart Space and Workspace ONE.
5. How to use specific software and tools for Business Intelligence and Analytics, such as Tableau, Power BI and Looker.

#### 2.8. Learning Content: “Computer Literacy and Extended Technical Skills”

1. Computer literacy: Description of the topic, importance of computer literacy in the workplace, basic computer skills, and advanced computer skills.
2. Word processing and spreadsheet software: How to use word processing software (such as Microsoft Word, and Google Docs), spreadsheet software (such as Microsoft Excel, and Google Sheets), and presentation software (such as PowerPoint, and Google Slides).
3. Data analysis and visualisation: How to use data analysis software (such as R, Python, SAS), data visualisation software (such as Tableau, Power BI, Looker) and programming languages (such as Python, R, SQL)
4. Project management and collaboration tools: How to use project management software (such as Asana, Trello, and Jira) and collaboration and communication tools (such as Slack, Microsoft Teams, Zoom) for workplace innovation.
5. Workplace management software: How to use workplace management software (such as IWMS, Smart Space and Workspace ONE) to manage and optimise office space, facilities, and services.
6. Business Intelligence and Analytics tools: How to use Business Intelligence and Analytics tools (such as Tableau, Power BI, and Looker) to analyse data, identify trends, and make data-driven decisions related to workplace innovation.



## 2.9. Methodologies:

1. Blended learning: online learning materials, “on-the-job” exercises, and hands-on training.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/intro to the following module.

## 2.10. Learning materials:

1. Pdf files
2. Downloadable scripts
3. Self-assessment checklists for the exercises

## 2.11. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

## 2.12. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes





## 4. MODULE NO. 4 – HOW TO KEEP UP TO DATE WITH AVAILABLE WORKPLACE INNOVATIONS

(SSGZ)

### 2.13. In this module you will learn:

1. How to identify the areas where to keep up with trends.
2. How to recognise opportunities for improvement.
3. How to prepare a strategy to implement something new.
4. The importance of collaborating and sharing good practices.
5. How to ensure a successful implementation.

### 2.14. Learning content: “How to keep up to date with available workplace innovations”

1. Industry novelties.
2. Implementation of novelties: case studies.
3. Implementation of novelties in your company.
4. Measuring the success of strategies.
5. Fine-tuning of processes.
6. Following industry news about new technologies and innovations (news articles, joining online communities, reading industry blogs, attending workshops, conferences, etc.).
7. How to implement newly acquired knowledge to improve: 1. Step: SWOT analysis, 2. Step: develop and establish an implementation strategy (goals, KPIs, timeline).
8. Team meetings.
9. Training.
10. Monitoring the progress made when adapting to optimise the learning curve.

### 2.15. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises
2. Recap and self-assessment throughout the module
3. Final summary/intro to the following module

### 2.16. Learning materials

1. Presentations (pdf)
2. Downloadable scripts



### 2.17. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.

### 2.18. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment you need to answer 60% of the questions correctly.

Self-driven learning: 30 mins

Reading time for the introduction (a to d): 5 minutes



## 5. MODULE NO. 5 – GREEN WORKPLACE APPROACHES

(Balkan Bridge Bulgaria)

### 2.19. In this module you will:

1. Gain knowledge about sustainable practices to be introduced in daily workplace environments.
2. Learn how to develop energy efficiency strategies at work.
3. Acquire knowledge about environmental requirements and targets for European SMEs.
4. Be introduced to smart technologies driving a green workplace.

### 2.20. Learning content: “Green workplace approaches”

1. Strategies to implement environmental-friendly practices in line with the European Green Strategy for Sustainable Workplace in SMEs.
2. How to optimise energy consumption in the workplace and reduce waste of resources needed for the workflow.
3. How to create lists and checklists of objectives and requirements for "Green daily work practices" in SMEs.
4. How to create a list of energy-efficient devices/tools and how to use them in order to create a green workplace.

### 2.21. Methodologies

1. Blended learning
2. On-the-job exercises
3. Recap and self-assessment throughout the module
4. Final summary/intro to the following module

### 2.22. Learning materials

1. Pdf files
2. Downloadable scripts
3. Online sources



### 2.23. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

### 2.24. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: 30 mins

Reading time for the introduction (a-d): 5 minutes



## 6. MODULE NO. 6 - COMMUNICATION AND RESPECTFUL COMMUNICATION – AN INTRODUCTION

(LARCCI)

### 2.25. In this module you will:

1. Learn about the importance of communication in everyday life.
2. Gain knowledge of the principles of communication.
3. Discover the common barriers to effective communication.
4. Learn how to improve communication skills.
5. Learn how to communicate in the workplace.
6. Gain insights into the benefits of effective communication.

### 2.26. Learning Content: “Communication and respectful communication - an introduction”

1. Communication and respectful communication – An introduction.
2. Communication: its importance, process (5 steps: idea formation, encoding, channel selection, decoding and feedback), and principles.
3. Types of communication: 5 types – verbal, non-verbal, written, visual, listening. their description and characteristics.
4. Communication skills: examples and ways to improve them.
5. Effective communication: in daily life and at work, importance, characteristics, advantages, and existing barriers.
6. Workplace communication: causes and effects of poor communication. how to improve communication at work. how communication could affect a business.
7. Respect as a communication skill: benefits of respectful communication, how to communicate respectfully with co-workers, how to create a respectful environment in the workplace.

### 2.27. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises
2. Recap and self-assessment throughout the module
3. Self-assessment checklists for the exercises
4. Final summary/intro to the following module



## 2.28. Learning materials

1. Pdf files
2. Downloadable scripts
3. Self-assessment checklists for the exercises

## 2.29. Self-assessment during the learning process

Self-assessment tools are short summa, multiple-choice questions that are offered throughout the entire learning module, and as self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

## 2.30. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes



## 7. MODULE NO. 7 - ACTIVE LISTENING AND FEEDBACK

(IP-International)

### 2.31. In this module you will:

1. Gain factual knowledge on the different aspects of listening and feedback skills.
2. Learn about the importance of active listening.
3. Gain factual knowledge about the listening process and the channels involved.
4. Learn how to read body language.
5. Acquire the skills to become a better listener.
6. Learn about the benefits of active listening.
7. Learn how to listen actively.
8. Learn about the value of feedback.
9. Learn about the importance of constructive feedback.
10. Acquire the skills to give and ask for constructive feedback and receive feedback.

### 2.32. Learning Content: “Active Listening and Feedback”

1. Listening – Consider the value of listening.
2. Learn the listening process.
3. Open all channels: Listening occurs on all levels.
4. Understand body language.
5. Body language speaks volumes.
6. Watch body language.
7. Become a better listener.
8. Listen respectfully.
9. Overcome external and internal distractions.
10. Active listening.
11. The benefits of active listening.
12. How to listen actively.
13. Feedback – Consider the value and purpose of feedback.
14. The value of feedback in communication.
15. The value of giving, receiving and asking for feedback.
16. Constructive and respectful feedback - Basic rules.
17. How to provide constructive and respectful feedback.
18. How to receive feedback.
19. How to ask for feedback.



### 2.33. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/introduction to the next module.

### 2.34. Learning materials

1. Pdf files.
2. Downloadable scripts.
3. Self-assessment checklists for the exercises.

### 2.35. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

### 2.36. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes





## 8. MODULE NO. 8 - CONFLICT TRANSFORMATION

(ITALKAM)

### 2.37. In this module you will learn:

1. About the causes of conflict at the workplace.
2. What to do to be better equipped to manage disagreements and conflicts in the workplace.
3. To understand the causes and consequences of conflict and better identify areas of conflict before they occur.
4. Become familiar with different strategies and approaches to better manage and resolve conflict effectively.

### 2.38. Learning content: "Conflict Transformation"

1. Basic Concepts in the Conflict Transformation Field.
2. Conflict Transformation Ideas and Associated Practices.
3. Major Issues and Challenges.
4. How to initiate Conflict Transformations Debates.

### 2.39. Methodologies

1. Blended learning: online learning materials and "on-the-job" exercises.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/intro to the following module.

### 2.40. Learning materials

Pdf files, and downloadable scripts, including self-assessment checklists for the exercises.

### 2.41. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.

### 2.42. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment you need to answer 60% of the questions correctly.

Self-driven learning: 20 (min.) to 40 min. (max.)

Reading time for the introduction (a to d): 5 minutes



## 9. MODULE NO. 9 - HOW TO MOTIVATE AND PERSUADE

(INNOVATION HIVE)

### 2.43. In this module you will learn:

1. About the importance of motivation as a manager
2. Why it is important for an employer/manager to have persuasion skills
3. How motivation will positively affect companies
4. How motivation can be applied in a workplace without it being enforced
5. About the art of persuasion and how to apply it
6. How to persuade and motivate people

### 2.44. Learning content “How to motivate and persuade”

1. Motivation and how it is applied in companies
2. The art of persuasion and how to use it in companies
3. Benefits of motivation and persuasion# for employees and companies
4. Characteristics of a Good Leader (what is leadership, what makes a good leader, fundamental knowledge)
5. Why are those definitions (motivation, persuasion) important?
6. Good practices, examples from success stories

### 2.45. Methodologies

1. Blended learning.
2. Case studies.
3. Video-based training.
4. Recap and self-assessment throughout the module.
5. Final summary/intro to the following module.

### 2.46. Learning Materials

Pdf files, and downloadable scripts, including self-assessment checklists for the exercises, and sources on the internet.

### 2.47. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.



## 2.48. Final assessment

The final assessment consists of multiple-choice questions about the content of the learning modules. To pass the final assessment you need to pass 60% of the questions.

Self-driven learning: 20 (min.) to 40 min. (max.)

Reading time for the introduction (a to d): 3-5 minutes



## 10. MODULE NO. 10 - HOW TO LEAD BY EXAMPLE AND CREATE TRUSTFUL RELATIONSHIPS

(SSGZ)

### 2.49. In this module you will:

1. Learn how to Lead by example and create trustful relationships
2. Gain factual knowledge on what leading by example means and how to create trustful relationships.
3. Explore the benefits of leading by example in the workplace.
4. Learn the skills and qualities you need to lead by example.
5. Learn how to choose the most suitable strategies for the situation at hand.
6. Learn how to apply leadership principles in the workplace. How to read other people's cues to adjust your communication style.
7. How to improve teamwork and strengthen your team by embracing the different behavioural styles of communication.

### 2.50. Learning content "How to lead by example and create trustful relationships"

1. Benefits of creating trustful relationships at work.
2. Leading by example.
3. What does lead by example mean?
4. The Importance of Leading by Example.
5. What steps should managers take to lead by example?
6. Develop the qualities you want to see in your employees.
7. Understanding and living the company's values.
8. How to model the behaviour you expect from your team.
9. How to be transparent with co-workers.
10. Be open to feedback and be willing to learn from your mistakes.
11. What is it that needs to be avoided once managers set themselves as examples?

### 2.51. Methodologies

1. Blended learning.
2. Recap and self-assessment throughout the module.
3. On-the-job exercise.
4. Final summary/intro to the following module.

### 2.52. Learning materials

1. Presentation (pdf) Sources on the internet
2. Pdf files



### 2.53. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.

### 2.54. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you must answer 60% of the questions correctly.

Self-driven learning: 40 mins

Reading time for the introduction (a to d): 5 minutes



## 11. MODULE 11 - TEAM BUILDING AND TEAMWORK

(Innovation Hive)

### 2.55. In this module you will:

1. Gain factual knowledge about teamwork and team building.
2. Learn about etiquette in the workplace.
3. Learn about the importance of teamwork and a well-structured team.
4. Gain insights into healthy competition in the workplace and the team.
5. Learn what team members must know and do to optimise collaboration.
6. Learn how to build effective teams and successful teamwork.

### 2.56. Learning content “Team building and teamwork”

1. Team building and teamwork.
2. Great team behaviours and communication.
3. Strengthening working relationships.
4. The importance of healthy competition among team members.
5. Characteristics of a successful team.
6. The benefits of teamwork and how to create successful teams in your organisation.
7. Success stories

### 2.57. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises.
2. Video-based training.
3. Case studies.
4. Recap and self-assessment throughout the module.
5. Final summary/intro to the following module.

### 2.58. Learning materials

1. Pdf files
2. Downloadable scripts,
3. Self-assessment checklists for the exercises,
4. Sources in the internet

### 2.59. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.



## 2.60. Final assessment

The final assessment consists of multiple-choice questions about the content of the learning modules. To pass the final assessment you need to pass 60% of the questions.

Self-driven learning: 20 (min.) to 40 min. (max.)

Reading time for the introduction (a to d): 3-5 minutes



## 12. LEARNING MODULE NO. 12 – CROSS-CULTURAL COMPETENCIES AND DIVERSITY

(ITALCAM)

### 2.61. In this module you will:

1. Learn about different types of diversity in the workplace.
2. Get to know how practices related to diversity management work.
3. Learn about Cross-Cultural Competences.
4. Become familiar with the method of Brave Dialogues.

### 2.62. Learning content “Cross-cultural competencies and diversity”

1. Cross-Cultural Competences.
2. Fostering inclusion in the workplace.
3. Brave Dialogue.

### 2.63. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/intro to the following module.

### 2.64. Learning materials

1. Pdf files and downloadable scripts
2. including self-assessment checklists for the exercises

### 2.65. Self-assessment during the learning process

The self-assessment tools consist of short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. They have been designed to make learning easier and faster and to make sure the time invested in improving your skills is worthwhile.





## 2.66. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment you need to answer 60% of the questions correctly.

Self-driven learning: 20 (min.) to 40 min. (max.)

Reading time for the introduction (a to d): 5 minutes



## 13. MODULE NO. 13 - CRITICAL THINKING AND PROBLEM-SOLVING METHODOLOGIES

(Balkan Bridge)

### 2.67. In this module you will:

2. Learn about the benefits and pitfalls of decision-making, both individually and in the team.
3. Gain insights about how to recognise decision-making shortcuts and errors that plague poor decisions.
4. Learn how to assess information using critical thinking skills.
5. Learn how to assess potential solutions against criteria to understand the consequences and trade-offs of each choice.
6. Gain factual knowledge about how to implement decisions so that they are perceived as being fair.

### 2.68. Learning Content “Critical thinking and problem-solving methodologies”

1. Examples of decision-making strategies based on specific tools such as SWOT analysis and Descartes Square that will help assess the pros and cons of decision-making.
2. Methods to analyse causality between decisions and consequences to avoid reproducing similar business mistakes.
3. Key critical-thinking techniques such as Open-mindedness. Respecting evidence and reasoning. Considering different perspectives using cognitive flexibility. Having a “Third-position perspective”. Clarity and precision.
4. How to ask key questions to gather essential information.

### 2.69. Methodologies

1. Blended learning
2. Recap and self-assessment throughout the module
3. Final summary/intro to the following module

### 2.70. Learning materials

1. Pdf files
2. Downloadable scripts
3. Sources on the internet
4. Description of the self-assessment tools



### 2.71. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

### 2.72. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: 40 mins

Reading time for the introduction (a-d): 5 minutes



## 14. MODULE NO. 14 - HOW TO PROVIDE TRAINING, COACHING AND MENTORING BASIC TRAINING DESIGN, BASIC BEHAVIOURAL TRAINING COMPETENCIES AND COACHING/MENTORING METHODOLOGIES

(IP-International)

### 2.73. In this module you will:

1. Gain factual knowledge on training, coaching and mentoring. You will also learn to distinguish between the three approaches and the methodologies.
2. Learn how to choose between training, coaching and mentoring based on what is most suitable for the situation at hand.
3. Learn the requirements needed to provide training, coaching and mentoring.
4. Gain factual knowledge on how to design basic behavioural training sessions.
5. Acquire the necessary skills to apply the methodologies and what it takes to provide basic training, coaching or mentoring sessions.

### 2.74. Learning Content “How to provide training, coaching and mentoring”

1. Training, Coaching and Mentoring: An overview of the different methodologies.
2. Training, Coaching or Mentoring? What is best for your specific needs? How to choose the methodology that best meets your requirements.
3. What it takes to do an excellent job as Trainer, Coach or Mentor.
4. The basic professional requirements a Trainer, Coach or Mentor needs to meet to do an excellent job.
5. How to prepare a Training, Coaching or Mentoring session.
6. Simple steps for basic training design.
7. Basic rules when providing Training, Coaching or Mentoring.
8. How to evaluate Training, Coaching or Mentoring.

### 2.75. Methodologies

1. Blended learning: online learning materials and “on-the-job” exercises.
2. Recap and self-assessment throughout the module.
3. Self-assessment checklists for the exercises.
4. Final summary/intro to the following module.

### 2.76. Learning materials

1. Pdf files.
2. Downloadable scripts.
3. Self-assessment checklists for the exercises.



### 2.77. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.

### 2.78. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: from 20 minutes (min.) to 40 minutes (max.)

Reading time for the introduction (a-d): 5 minutes



## 15. MODULE NO. 15 - HOW TO ASSESS PERFORMANCES

(HBCC)

### 2.79. In this module you will learn how to:

1. Identify learning goals to develop a successful performance assessment.
2. Incorporate multiple stages of completion of a performance task and problems that use creative thinking.
3. Choose suitable engaging activities.
4. Develop criteria for the rubric (criteria)

### 2.80. Learning Content “How to assess performances”

1. Common types of assessments such as Diagnostic. Interim. Summative. Norm-referenced. Ipsative (compared to previous achievements), etc.
2. Preparing meaningful questions and critical thinking activities that will contribute to using each individual’s maximum potential while completing a performance assessment.
3. Pathways for defining and creating developmental rubrics based on the objectives of the assessment.
4. Introduction to the main components of a scoring rubric.

### 2.81. Methodologies

1. Blended learning.
2. Recap and self-assessment throughout the module.
3. Final summary/intro to the following module.

### 2.82. Learning materials

1. Pdf files.
2. PPT presentations.
3. Downloadable scripts.
4. Online sources.

### 2.83. Self-assessment during the learning process

Self-assessment tools are short summaries, multiple-choice questions that are offered throughout the entire learning module, and self-assessment checklists for specific on-the-job exercises. These tools have been designed to make learning easier and faster and to ensure that the time invested in improving your skills is worthwhile.



## 2.84. Final assessment

The final assessment consists of multiple-choice questions on the content of the modules. To pass the final assessment, you need to answer 60% of the questions correctly.

Self-driven learning: 30 minutes

Reading time for the introduction (a-d): 5 minutes



Co-funded by  
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