

## TRAINING FOR COACHES, TRAINERS, INSTRUCTORS (E QUALITY CAREER TIME)

E Quality Career Time was a Flemish DP that believed that the traditional caring or helping approaches found in education and training, employment and job coaching initiatives and basic employment services tended to perpetuate dependency and that the staff of these agencies needed to acquire new skills and competences.

The DP embarked on three main lines of action that were all geared towards empowering people with disabilities in the management of their careers:

- It provided coaching and training for coaches, trainers, instructors and teachers that increased empowerment awareness and enabled them to work in a empowering way and to increase the self-management of their clients towards fulfilling careers;
- It introduced the concept of career self-management;
- It involved staff members from integration/careers counselling/mediation services in the creation of a toolbox to promote career self-management amongst clients.

Much of this involved continuing, mutual learning. Members of staff agreed to have their way of working with clients observed, mixed groups of coaches, trainers and teachers were established to provide feedback and coach-the-coach working groups used an e-learning module.

All of this activity produced a number of positive outcomes. The concept of career self-management was not only the focus of attention of individual members of staff but also of team meetings and "intervision" groups, where the impact of the relevant actions was evaluated. A version of the toolbox was produced in Belgium and was tested, refined and produced at transnational level, in November 2004.

The DP's products were produced for people with disabilities, but two major organisations, KOPA (the Vocational Training and Guidance Services of the Socialist Trade Union in Flanders) and the regional office of the public employment service, had been active in the project right from the beginning. They helped to transfer the outcomes to other groupings that are disadvantaged on the labour market or to other individuals experiencing difficulties in their career development.

As part of its mainstreaming policy, the regional office of the public employment service also agreed to review its working methods in order to improve self-management capacities and to implement the project's results.

In addition, the local Individual Pathways Approach network of the province of Flemish-Brabant and Brussels (ATB) reviewed its planning and assessment procedures and the format of the client files so as to increase career self-management by its clients by developing an individual career plan rather than a job-oriented pathway.

### Contact

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