



ACTIVE LEARNING GROUPS ARE USED AS TOOLS TO IMPROVE THE PROFILING AND COUNSELLING COMPETENCES OF EMPLOYMENT CONSULTANTS

Active learning groups

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Active learning groups are a good method to develop work-focussed counselling skills. It needs to be a continuous practice, and therefore, in addition to the in-house trainers, the chief consultants at the regional offices are all taught to implement active learning methods at their offices.

Name of the PES

Estonian Unemployment Insurance Fund (EUIF)

Scope of measure
(a pilot project or a national reform)

Regular practice

When was the practice implemented?

Since 2014, ongoing

What was the driver for introducing the practice?
Was it internal or external?

PES in-house trainers started with active learning groups in 2014. Previous in-house training experiences showed that using classroom learning only will not ensure high-level quality work-focussed counselling. There was a need for some extra attention to be given to what the counsellors do on a daily basis. The knowledge and the skills to provide work-focussed counselling were present but counsellors needed to feel self-confident throughout the whole counselling process. Active learning groups give the necessary individual feedback and assurance to counsellors. Job counsellors choose one work-focussed counselling skill they want to develop or pay more attention to, for example, how to set specific goals together with a jobseeker. Then the in-house trainers job-shadow job counsellors and focus on this specific skill. Afterwards they give feedback and, together with the job counsellors, analyse how to improve their skills. Job counsellors get advice on what aspects they need to practice more and how to go about it. After further practice the in-house trainers and job counsellors evaluate again whether and how the counselling skills have been improved. In 2017 the in-house training system will be modified and chief consultants at the regional offices will take over the job-shadowing and active learning groups.

Which organisation was involved in its implementation?

EUIF

Which groups were targeted by the practice?

Job counsellors

What were the practice's main objectives?

The aim is to improve the profiling and counselling skills of job counsellors by giving individual feedback.

What activities were carried out?

The main steps in the learning process of active learning groups are: agreeing on the methods, goals and meetings; job shadowing a work-focussed interview; analysing the interview; agreeing on actions of what and how to improve; reviewing the progress.

What resources and other relevant organisational aspects were involved?

Active learning groups at regional offices are carried out by the PES in-house trainers.

What were the source(s) of funding?

EUIF budget

What were the outputs of the practice: people reached and products?

A number of job counsellors have participated in this sort of training method.

What outcomes have been identified?

Active learning groups have helped the job counsellors to better assess their counselling skills and more consciously use the different elements of counselling.

What are the lessons learnt and success factors?

In order for the active learning groups to be effective there has to be good cooperation between job counsellors and in-house trainers, and the training needs to be consistent.



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