



EMPLOYID IS AN IT-BASED TOOL TO DEVELOP STAFF COMPETENCES BY SUPPORTING THE LEARNING PROCESS OF PES PRACTITIONERS AND MANAGERS IN THEIR PROFESSIONAL IDENTITY DEVELOPMENT.

## PROMISING PES PRACTICE<sup>1</sup>

# EmployID – an IT-based tool to develop staff competences and identity development of PES practitioners

Publication date: June 2018

## CROATIA AND SLOVENIA

EmployID is an EU-funded project that aims at supporting PES staff to develop appropriate competences. It supports the learning process of PES practitioners and managers through the provision of advanced coaching, reflection, networking and learning support services.

Name of the PES	Croatian Employment Service (CES) and Employment Service of Slovenia (ESS)
Scope of measure	National
When was the practice implemented?	2016 - on-going
What was the driver for introducing the practice? Was it internal or external?	Internally recognised need to promote staff in developing appropriate competences
Which organisation was involved in its implementation?	The Croatian and Slovenian PES in cooperation with partners from academia and private business
What is the practice / change / reform trying to achieve?	<ul style="list-style-type: none"> <li>▶ Supporting the learning process of Croatian and Slovenian PES practitioners and managers in their professional identity development</li> <li>▶ Supporting the efficient use of technologies</li> <li>▶ Provision of advanced coaching, reflection, networking and learning support services</li> </ul>
What activities are planned to deliver this?	<p>Each PES developed and implemented different contextualised solutions for supporting learning and collaboration of PES practitioners and managers by picking from a pool of methods and tools. EmployID offers the following:</p> <ul style="list-style-type: none"> <li>▶ New concepts for learning and knowledge exchange, e-coaching, reflection and facilitation, specifically targeting drivers and barriers for learning amongst PES practitioners and managers;</li> <li>▶ Access to innovative tools for networked learning adapted to the different PES contexts;</li> <li>▶ Access to the analysis of practitioner-orientated and academic research findings, including challenges and innovative practices across European labour markets; and</li> <li>▶ Mutual knowledge exchange and participation in selected project activities, such as workshops, training, etc.</li> </ul>
What resources and other relevant organisational aspects were involved?	EmployID is a European research project funded under the Seventh Framework Programme for Research and Development.

<sup>1</sup> Practices referring to promising changes/reforms/approaches.

What are the early observations and achievements?

*Croatian PES*

Results of the evaluation for peer coaching activities conducted in the Croatian PES indicates higher individual work by PES practitioners and more collaborative reflection among colleagues working across the country. Practitioners report also that peer coaching skills are relevant and supportive in their direct work with their clients. The CES incorporated peer coaching skills into regular trainings for all PES staff and plans additional activities to further improve usage of peer coaching skills and methods in different processes.

*Slovenian PES*

Experiences of the Slovenian PES:

- ▶ Although participation is voluntary, the number of participants is growing constantly.
- ▶ Participants show a growing reflection on their daily work.
- ▶ Participants are predominantly “readers” and are less inclined to publish own posts as it was expected.
- ▶ Therefore, good moderation of online discussions is essential.

Most promising practices in the Slovenian PES:

- ▶ Online peer coaching course
- ▶ Interviews with experts from help professions, counsellors have opportunity to put additional questions to experts
- ▶ Online manual as a tool to help implement changed legislation regarding the Slovenian PES



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