



Minutes of the First Meeting of ESCME –Grundtvig Partnership (Bratislava)

Date: 28.-31.October 2009

Place: Zvarac Hotel Pionierska 17 , 83259 Nové Mesto Bratislava

(Tel.: +421/2/49246 -600 , -761 Fax: +421/2/49246 -545

E-mail: recepacia@vuz.sk)

Participants

Country	Name	Organization
Austria	Ingeborg Luif	ÖAGG
Austria	Claudia Schröder	ÖAGG
Bulgaria	Violeta Stoycheva	Клуб на историка
Bulgaria	Vanya Ivanova	Клуб на историка
Czech Republic	Vratislav Strnad	ISZ Management Centrum
Czech Republic	Petr Kallista	ISZ Management Centrum
Estonia	Signe Vesso	Dictum Koolitus OÜ
Estonia	Kaupo Saue	Dictum Koolitus OÜ
Slovak Republic	Training&Consulting,s.r.o.	Sissi Alder – Wuerrer INC
Slovak Republic	Jana Spanikova	INC Training&Consulting,s.r.o..
Slovak Republic	Katka Vesela (Translator)	INC Training&Consulting,s.r.o.

Minutes

(Agenda was adapted in the course of the meeting)

A . Wednesday 17:00- 20:30

1. Hello and get to know:

- Personal Introduction
- Constellations "Where do I come from?" – done by Ingeborg Luif
- Expectations for yourself, your company and your clients

2. Just to remember: An overview on the plans for the partnership

Summary: Educating Supervisors and Coaches for Multicultural Europe

Supervisors and Coaches support clients in coping with the challenges of working life.

Working life in Europe is increasingly determined by migration processes and by international companies and organizations. Organizations demand that employees be able to communicate and work with and in other cultures. It is therefore necessary to qualify supervisors and coaches for work in this environment.

Responding to that challenge our partnership's aim is the incorporation of cultural awareness as an important topic in training supervisors and coaches.

To achieve this aim, the partners will

- A. meet in workshops to gather, exchange and generate knowledge, methods and experiences
 - exchange experiences and methods
 - adapt and develop methods for supervisors and coaches
 - reflect and use their own intercultural experiences
 - test, monitor and reflect on the influence of different languages on supervision
- B. develop a program of "advanced training for supervisors and coaches" and implement it for the first time with a group of students from different countries

The results of the partnership will be documented and published on a web page.
The training organizations will use the results as a basis for further training.

B. Thursday 9:00 – 18:15:

1. Welcome and introduction of Bulgarian and Czech partners including their expectations



Here is a clustering of the expectations:

Me:

- get to know interesting and sympathetic people (already)
- to have a good & rich time with group
- to enjoy contacts learn from
- allow to inspire myself & enjoy this
- to have the chance to travel in a different way
- field for multicultural learning
- awareness, competents (going up)
- to know other different cultures and people
- to become more aware of my ways to react in MC/OUR group and to develop new ways to respond
- to develop deeper understanding of multicultural (ME) opportunities for learning, for conflict, etc...
- knowledge
- more knowledge about other cultures, to feel it more personally
- to know the differences and not be afraid of them
- personal development and knowledge

- further development of my social skills
- learning from and with colleagues
- establish closer working relations
- to understand the meaning and the essence of the terms – Coaching supervision
- to experience different view (cultural) on coaching an supervision
- get to know the wide opportunities
- to create a strategy how to use what we learn in our work
- Concrete methods base for Program for multicult. Management as product and personal partnership, friendship
- ideas connections with change management

Organization:

- Multicultural themes should have more space in education of Sup. and Coaches
- To improve existing programs and develop new ones
- New seminar designs
- New seminar designs
- New program design
- New approach in education in university
- Ideas for international business (co-operation)
- USP "specialist for intercultural work"
- New clients and students for new products
- To create better work place
- To share the results of the group work ESVÜ

Clients:

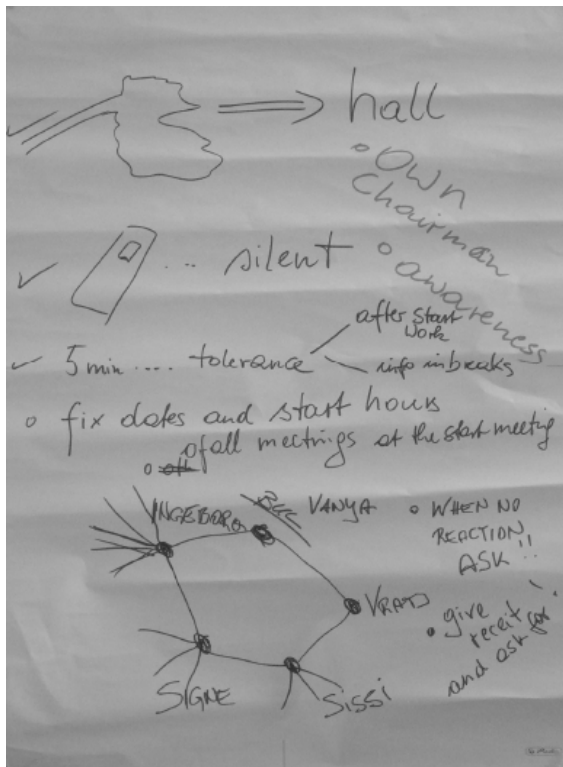
- More sensitive of special needs
- Get more awareness for the MC aspects of my clients
- Understanding for differences
- More knowledge about other cultures
- To like diversity and not to be afraid of it
- Become more and more a human being
- To understand & help more ind clients org ns or teams in another country
- Find new, faster ways together and become productive
- See common goals +I nterests (without veil)
- Solution of problems (multicult.) based on international research (based on respected authority)
- Better approach for the minority clients and socially disabled people
- To learn how to lead the client to some life change
- Different approach (than Rogerian)
- It is possible this to improve the quality of the education services

2. Introduce your country (presentation with newspapers)

Based on recent newspapers from the different countries brought to the meeting, everybody presented and discussed current themes that are covered in their country.



3. How do we work together in this meeting?



Decision:

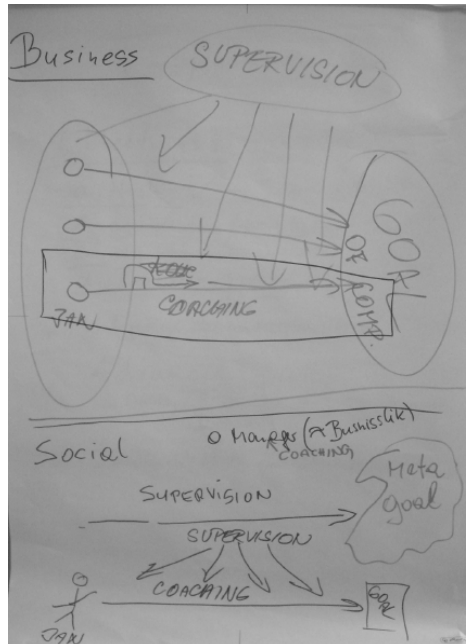
The following rules were defined and agreed:

- Smoking is only done in the hall
- Mobiles are put to "silent"
- There are 5 minutes tolerance for beginning and ending;
if somebody has not arrived then the others will start – and the missing information can be questioned in the breaks (*not during the work time delaying the process*)
- Dates and hours for the start of a meeting should be agreed in this start meeting
- Communication rules:
 - The communication to all countries runs via the basic information network consisting of : Ingeborg, Vanya, Vratja, Signe and Sissi
They inform their staff, students and guests in their country
 - When sending an email ask for an "received"
 - When you do not get a received – ask via e-mail, telephone, Skype whatever
- Attitude:
 - Everybody is his own chairman:
we all together are responsible for successful meetings and a successful partnership – tell immediately, if you want to change something
 - Awareness:
Become aware how you and the others are feeling and what you need to do good work and to feel good in the team. Speak up and question.

4. Supervision & Coaching: definitions and practice

Definitions:

There were different definitions discussed as used by different persons of the team.



For the Partnership we will use the definition as used by the Bulgarian group which is based on the definition in the Application Form for the Grundtvig partnership.

Supervision and Coaching is the main context of this partnership. Supervisors are accompanying and supporting their clients in their professional work – under which structure ever it is done. That might concern paid work as well as voluntary work. Under the guidance of the supervisor the clients reflect and resolve questions and challenges in their professional life and develop alternative future ways of action. Coaching is a special form of supervision, which mainly supports clients in fulfilling managerial tasks. It includes a higher degree topic centred support and is typically shorter and focused on the training of special skills.

Practice :

Ingeborg (SVC) and Claudia (Client) volunteered to do a “model-supervision”

Goal: decide between two options for the future

Setting: one supervisor/ one client (Einzelsupervision) – the other members of the group served as observers

Approach: Gestalt methods

Language: German

Feedback: After the Supervision the members of the group gave feedback – first the ones who do not speak German.



Result: A trained supervisor/coach is able to partly understand and give valuable feedback – even if he/she does not speak the language.

5. Schein's Culture Model and Exercise

input done by Sissi (further slides annexed)



**Culture is everything manmade –
there are 3 levels**

Artefacts - What do you see or hear?

Actions, looks, clothes, space, relations, jokes, stories, tools, rituals, structures of communication, language, rewards, punishments,.....

How do people explain things?

Values that people express, when they are asked to explain their culture.

What is the undisputed basic of thinking?

"social natural laws" basic concepts of living, which are not doubted by a member of the culture. Very often people are not aware of the fact, that there are alternative ways to think, evaluate and act. You learn about their existence, if you compare your culture to other cultures.

www.inctrainconsult.eu

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6. Checking the plan for the project as well as the dates



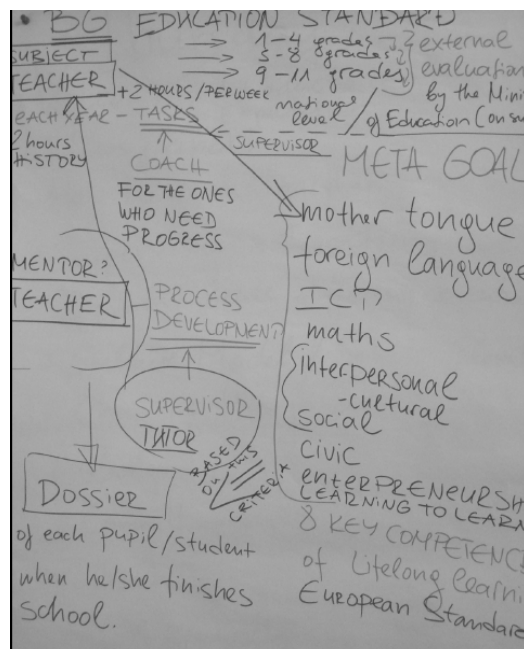
- changes were committed – see above
- the first day and the last day are always thought as travel days – there will be informal gathering – dinner at the day of arrival but **work starts at 9 a.m. in the morning of the second day**
- Ingeborg has committed the date for the Advanced Training/Seminar in **Austria 27.-30. May 2011 (slight change start one day earlier) via mail after the meeting.**

Dinner in the City-7:00 p.m. in the www.slovakpub.sk

C. Friday: 9:00 – 13:30 and 18:00- 19:00

1. Morning round

Here the Bulgarian partners presented also their first ideas about incorporating Supervision and Coaching.



2. Committing the tasks in the project

Details of the Tasks

1. Roles for the Meetings: (=workshop or advanced training)

At least one meeting per partner-country will be held.

1. Host: (This time Sissi)

For each of these meetings the partner in the country will

- host and organize the meeting
- provide premises and materials for the meeting
- help the other partners with their travel arrangements (i.e. organise reasonably priced accommodation)

2. coordinator for the meeting/facilitator

- For each workshop a *coordinator* for the meeting/facilitator, who is responsible for the process, will be appointed. This must always be done at the previous meeting. (For the first meeting, the Slovakian partner will take this role)
- He gathers in advance input, questions, proposals for exercises etc
- The coordinator ensures
 1. that an agenda is provided before the meeting takes place, and
 2. that one person is appointed as the individual responsible for documentation of the meeting.

3. Documentator

Does the documentation and send the material to the one doing the web page.

4. Provider of Content of the Workshops

All partners will contribute to the content of the workshops.

2. Web page design and update:

The Bulgarian partner will provide a web page and organise an update after each meeting. But the content has to be provided by the person responsible for the documentation of the workshop.

3. Advanced Training:

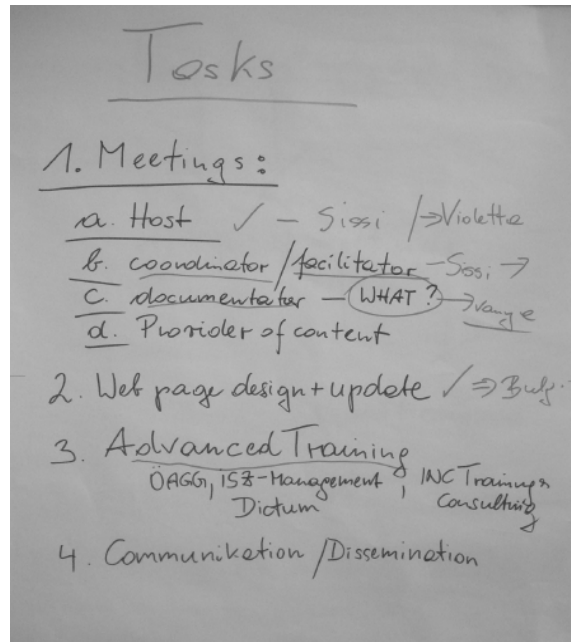
The following members will take responsibility for finalising the design of the advanced training program - ÓAGG, ISZ-Management Centrum, INC Training&Consulting. The tasks and responsibilities for the organisation of the advanced training will be presented in detail in the 5th Workshop.

4. Communication, dissemination, media (all)

All partners will organize the tasks of communication and dissemination of the ongoing results of the partnership in their countries. This might include the translation of information into the language of the country.

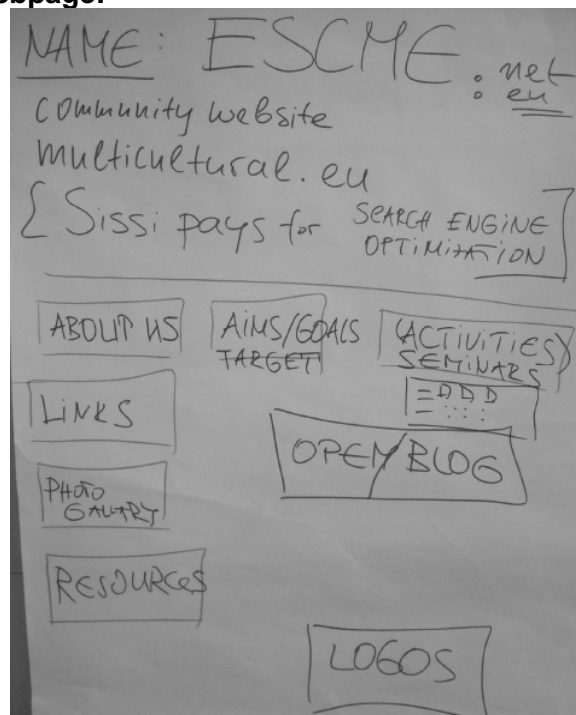
The partners will take measures to have the partnership and its results covered by the media – especially when the meeting is held in the respective country.

Decision: For the future meetings: Host, Coordinator/facilitator for the meeting and documentator should come from the hosting country.



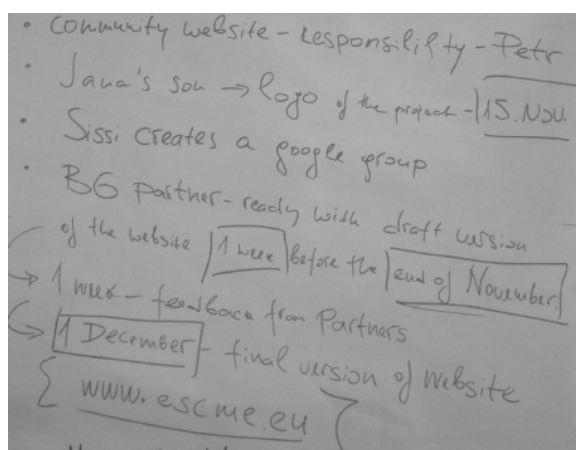
First name for 1st Meeting, second name for Bulgarian meeting
Provider of the content are all countries and persons.

3. Webpage:



Decision:

- **www. ESCME.eu**
 - A webpage will be done by the Bulgarian partners based on the above defined functionality.
 - Jana's son will design a logo for the webpage until 15th of November.
 - The draft version will be ready by the Bulgarian partner 1 week before the end of November
 - Then the partners test the webpage for one week.
 - 1. Dec. there will be the final version of the webpage on the internet.
- For discussions and disseminating of the project Petr will check the possibilities of a **community website**. (costs/benefits)
- Sissi takes care to find a **common space on the internet** for exchange and common storage of the **internal information of the group**. At the moment google.docs seems to be the best.



4. Planning Bulgarian Meeting:

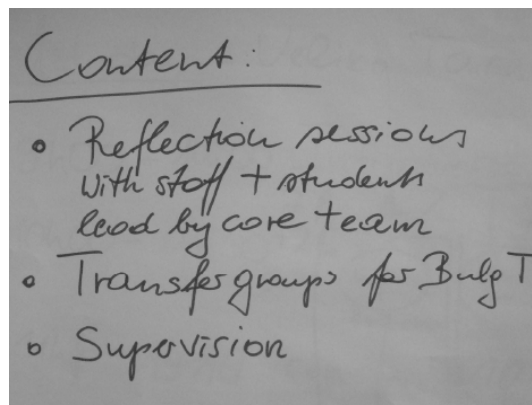
Different groups of participants:

- Core team
- Staff from partners
- Students from partners
- Guests

Handwritten diagram and table for planning the Bulgarian meeting. The diagram shows concentric circles representing the hierarchy of participants: Guest (outermost), Staff/Experts (middle), and Students (innermost). The table below details the expected number of participants from different countries.

	Core Team + Staff	Students	Σ
AUT	2-3	1-2	3-5
CZ	2	2	4
SLOVAKIA	2	1	3
ESTONIA	1	1	2
Bulg		10-15+	10-15+

For the Bulgarian students the main goal is to get more information on Coaching and Supervision – for the other participants the goal is to learn more about multicultural themes. Therefore the following content should be covered:



The partners discussed different possibilities and committed this **design for the next meeting:**

First day: with the Bulgarian Teachers

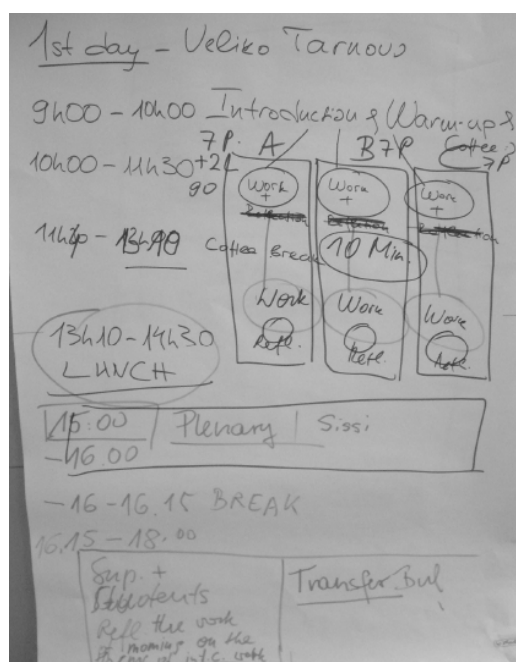
After an Introduction and warming up there will be 3 groups in which Supervision and Coaching will be provided. The responsibility for the design – work and reflection - and the doing for these 3 Blocks is with the assigned supervisors.

Ingeborg Luif plus Co – language German with translation (mothertongue of the Supervisor)
 Petr Kallista plus Co – language English with translation (mothertongue of nobody)
 Kaupo Saue plus Co – language Russian without further translation (mothertongue of nobody)

After lunch a plenary session will be done (responsibility Sissi)

After the plenary session we will split in 2 groups:

- one transfer group from the Bulgarian teachers
- on reflection on the work of the morning done by the Supervisors and Learners from other countries (important topic - Language)



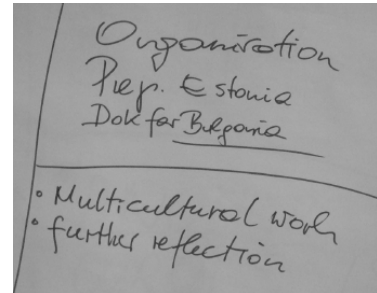
Second day: Without the Bulgarian Teachers:

Half of the day should be dedicated to

- organizational matters
- preparing the Estonian meeting
- documentation for Bulgaria

Second half of the day (not yet decided whether with or without students ??)

- Multicultural work
- Further reflection



Vanya being the facilitator of this meeting will gather further ideas and proposals for this.

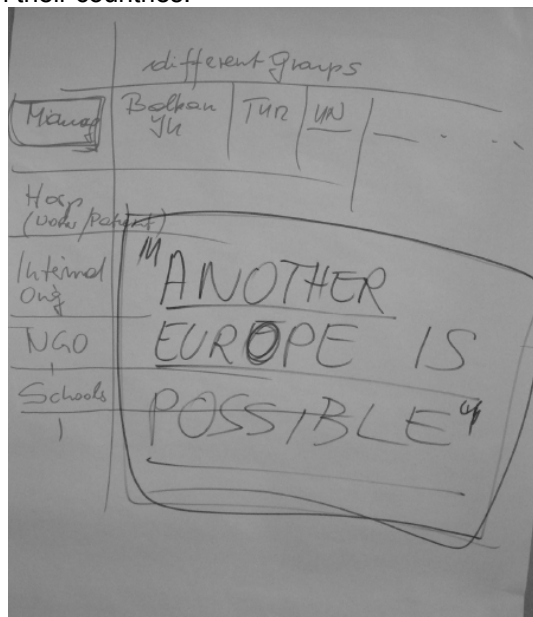
Visiting the town and lunch (13:30-18:00)

5. Dissemination of results – what are you planning

The partners gave a first overview about the measures they are planning.

6. Different needs for different countries

In a short round the partners discussed where multicultural groups/situations can be found in their countries.

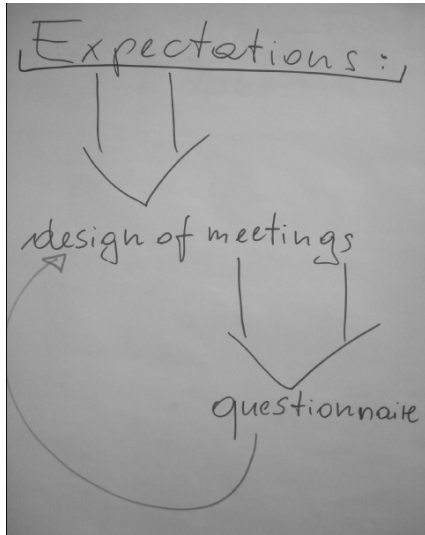


Good Night drink and informal sharing

D. Saturday: 9:00-11:00

1. Filling the Questionnaires:

The result of the questionnaires will be used for better designs of the next meeting as well as further learning process.



The analysis of the questionnaires will be provided in an extra paper.

2. Feedback :

Choose a Picture card for the future of the project and explain
Feedback on the process and the needs



3. Distribution of Certificates



4. Good bye