



Case Study Training Modules

GUIDE+ CONTINUED

PROFESSIONAL DEVELOPMENT

TRAINING FOR GUIDANCE

PRACTITIONERS

Educational and vocational guidance is an increasingly important element of lifelong learning. Over the course of their working lives, individuals will need to navigate multiple transitions. Adequately trained career guidance practitioners are a prerequisite for making high quality guidance service provision a reality for every European citizen. The challenge is therefore to identify and develop the skills and competences which guidance practitioners need in order to serve the target groups with who are further from the labour market. Training methods are required

The focus of **GOOD GUIDANCE STORIES+** was to develop and to test case study based training modules for guidance practitioners who work mainly with low skilled people. The modules are based on case studies which were especially written for the project. The case studies are targeting different competences, in order to work on the specific needs of guidance practitioners.

### **Main objectives**

- › The development of case study training modules for guidance practitioners who work with low-skilled people.
- › To ensure the regular and sustainable use of the developed case study training modules and the associated learning and teaching materials in the training systems for guidance practitioners of the participating countries (Germany, Ireland, France, Italy, Austria, United Kingdom).
- › To create an Inter-European knowledge transfer regarding the effective and real-world guidance of low-skilled people.

# The Case Study Method

A case study is a story or a scenario. They are based on actual events, which mean that they are determined by urgency or reality. Case studies are effective ways to get students to practically apply their skills, and their understanding of learned facts, to a real-world situation. They are particularly useful where situations are complex and solutions are uncertain.<sup>1</sup> To a large extent, this applies to the daily work of guidance practitioners. Guidance practitioners have to handle a lot of different activities. They enable citizens of any age, and at any point in their lives, to identify their capabilities, competencies and interests; make meaningful educational, training and occupational decisions; and manage their individual life paths in learning, work and other settings in which these capacities and competencies are learned and/or used. Guidance practitioners not only must know things. They also must be able to act effectively in their respective settings.

## The use of Case Studies in training situations

- › Engages guidance practitioners in research and reflective discussions
- › Facilitates their creative problem-solving
- › Allows them to develop realistic solutions to complex problems
- › Develops the guidance practitioners ability to identify and distinguish between critical and extraneous factors
- › Enables guidance practitioners to apply previously acquired skills
- › Creates the opportunity to learn from each other

Case studies bridge the gap between theory and practice and between the academy and the workplace.<sup>2</sup>

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<sup>1</sup> <https://teaching.unsw.edu.au/case-studies> (as consulted online on 2nd May 2016)

<sup>2</sup> Barkley, E. F, Cross, K. P. & Major, C. h. (2005:) Collaborative Learning Techniques: A handbook for College Faculty. San-Francisco: Jossey-Bass, p. 181  
ook for College Faculty. San-Francisco: jossey-Bass, S. 181

## Target Audience

Between 6–12 guidance practitioners working in the field and/or guidance practitioners in training

## The Modules

The purpose of these modules is to create a space where more competent, conscientious, considerate and reflective guidance practitioners can develop themselves and flourish, through further self-awareness and a renewed understanding of the practical application of these competencies in their daily work.

## Module 1:

### Facilitating Learning and Accessing Information

In this module the aim is to allow practitioners to reflect on facilitating the clients' entry into learning and enabling their access to information through Motivational Interviewing, Career Development techniques and engaging in Social Media.

The learner will be given a brief introduction to Motivational Interviewing, which is a technique for engaging with difficult to reach clients. This will be followed by a method for planning one's career development in the form of 'Manage your Career'. You will also learn about the benefits and potential pitfalls of social media, and some tips about how you and your client can get the most out of the variety of online platforms available. The Guide+ case studies will also be examined in order to demonstrate the necessity of the chosen competencies.

#### Competence focus

Facilitate Entry into Learning and Enable Access to Information

#### Length of the module

1 full day, with approximately 3.5 hours per competence

#### Used methods

Powerpoint presentations, Flipchart, Case study reading material, Group activities and Facilitated discussion.

## Module 2:

### Communication, Facilitation and Networking

In this module the goal is to encourage awareness of communication and facilitation techniques and the benefits of working within networks. The specific Guide+ case studies will be utilised in order to illustrate these competencies.

The practitioner will get a refresher about the importance of developing communication skills, and receive some helpful advice about the do's and don'ts of communicating with clients and colleagues alike. They will then be treated to an introduction to facilitation skills for engaging with larger groups. Following this the learner will be encouraged to develop an appreciation of working within networks, by providing an example of an active interagency network which has been a success, Equal Youth.

#### Competence focus

Communication and Facilitation Skills and Operate within Networks and Build Partnerships

#### Length of the module

1 full day, with approximately 3.5 hours per competence

#### Used methods

Powerpoint presentations, Flipchart, Case study reading material, Group activities and Facilitated discussion.

## Module 3:

### Ethics and Responding to Diverse Needs

The aim of this module is to develop an awareness around ethical practice and the ability to respond to clients' needs through self-care, appropriate referrals and a recognition of boundaries. The Guide+ case studies will be utilised to examine the need for these competencies.

The practitioner will be introduced to the concept of burnout, the causes and symptoms of burnout, but most importantly how to return from a state of burnout. They will be given a potential remedy but also a preventive measure for burnout in the form of self-care, and some useful tools and advice in this regard. There will also be a discussion around boundaries and how and when to refer clients to the appropriate sources.

#### **Competence focus**

Ethical Practice and Recognise and Respond to Clients' Diverse Needs

#### **Length of the module**

1 full day, with approximately 3.5 hours per competence

#### **Used methods**

Powerpoint presentations, Flipchart, Case study reading material, Group activities and Facilitated discussion.

## **Module 4:**

### **Updating Knowledge and Developing Capabilities and Limitations**

In this module the focus is on providing tools for practitioners to update their skills and knowledge through effective time management and continuous professional development, to understand one's own capabilities through reflective practice and recognise any personal, professional and /or organisational limitations. The case studies will be discussed to demonstrate these competencies.

The learner will be presented with a variety of tools and techniques to develop one's time management skills. There will be a discussion and group sharing in relation to CPD and its importance for the guidance profession. This will be followed by an understanding of reflective practice and how to practice it effectively. There will also be information on how to recognise any limitations, whether they are personal, professional or organisational, and how to prevent them from becoming a hindrance in one's work.

#### **Competence focus**

Update one's own Skills and Knowledge and Develop one's own Capabilities and Understand any Limitations

#### **Length of the module**

1 full day, with approximately 3.5 hours per competence

#### **Used methods**

Powerpoint presentations, Flipchart, Case study reading material, Group activities and Facilitated discussion.

IF YOU ARE INTERESTED

IN OUR CASE STUDY

TRAINING MODULES?

Please contact us for more information.

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