# REGROW-Mentoring Training

# Implementation of the KAIN method

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# Knowledge Acquisition according to Individual Needs – KAIN

A striking obstacle faced by SME is lack of time and permanent overburdening of their owners as well as their impossibility to release employees from work for a longer scope of time to engage them in advanced trainings. There is also particular interest in ensuring that, as far as possible, qualifications offered should match individual skills needs of the employees and, at the same time, address specific SME issues. In response to such demands, a structural concept will be applied in the project, consisting of the following items:

- 2-3 learning phases with classroom teaching, delivered on two days per week, possibly Fridays and Saturdays. Half-teaching days are also possible and especially for online courses recommended (e.g. 4x4h).

- In between, longer on-the-job teaching periods at the trainees' workplace with simultaneous realisation of innovative development projects in SMEs, covering six to eight weeks.

- Proposal for teaching periods at the trainee's workplace:
  a. coaching by same trainers that are also delivering classroom teaching,
  b. optional and customised e-learning options,
  c. implementation of a specific development project within the company, in the topic area of the respective advanced training, involving as many employees as possible, thus, ensuring joint team learning.

The successfully tested and implemented methodological framework (training method) KAIN

- creates a common knowledge base for participants with different backgrounds in training and consulting processes,
- takes particular account of the individual experience of participants,
- shows possibilities to change/improve the situation of the participants on site for the pursuit of project goals and change measures,
- sharpens the knowledge of possible needs for change,
- enables those involved participants to design the right measures and implement them correctly, and
- combines qualifications with the implementation of innovative development projects in companies.

KAIN describes the tasks of trainers / consultants to carry out qualifications within the framework of continuing vocational training, to accompany the implementation of company-specific development projects and to enable company employees to carry out change processes under the supervision of external consultants.

The qualification and consulting process is composed of three phases:

1. classroom teaching
2. self-study with external support
3. report and reflection.

The overall aim of the training is to ensure that all participants have sufficient information and knowledge on how the basic training idea can be implemented and pursued under the individual (quite different) framework conditions on site. Hopefully they will gain confidence in the feasibility of change processes.

## Part 1: Classroom Teaching (approx. 2 days)

**Key objective: imparting knowledge - forming a common ground within the group.**

This training module basically consists of a 2-day workshop / 4 half-days' workshop, during which participants learn about (usually science-based) models and (conceptually) apply instruments of project-related research for structuring and solving problems. This is intended to form a common conceptual ground for further training steps. The presented models and instruments (recommended for practical application) ideally form a common framework, mainly to better integrate existing experience of course participants in pursuing their training goals. The participants` experience may complement or modify the research proposals on structuring and solving problems. Such approach enables a desired (conceptual) adaptation of the proposed models and instruments to the individual participants` needs and specificities (given the diversity of their situations) at an early stage of the training.

Observance of the participants` individual needs and specificities in classroom training requires a high degree of expertise and experience by trainers, including their ability to use interactive and participant-oriented didactic methods.

Another addressed focus in the first part of the training is communicating to the trainees' relevant issues with regard to planning, implementation as well as to (critical) assessment of their own

projects that are processed in the second part of the training. Thus, another key objective of this part of the training is to equip the trainee with critical impulses for processing the presented models and instruments in his individual project. In a sense, application and implementation of the presented models and instruments by trainees at their work constitutes the primary focus of the second part of the training concept.

**Tasks of the trainers/consultants:**

This consideration of the individual needs and particularities of the participants on site in a face-to face training requires a high degree of knowledge and experience with the use of interactive and participant-centred didactic methods on the part of the trainers.

A further focus of the first part of the training is to introduce the participants with the planning, implementation and also (critical) evaluation of their own project, which is to be dealt with in the second part of the training. Thus, another central goal of this part of the training is to give the participants important impulses for the implementation of the presented models and instruments in their own project. The application and implementation of the presented models and instruments by the participants "at home" is, so to speak, the focus of the second part of the training concept.

# Part 2: Self-study in own company/organization with the support of trainers (approx. 6 – 8 weeks)

**Key objective: transfer and practical application of acquired knowledge in the trainees` individual job practice; special role of the trainer as consultant and coach.**

In the second part of the training, trainees are tasked to apply skills and knowledge acquired in the first part of the training with respect to their individual job practice at their company/organization, in line with the training idea. For a sustainable learning effect, it is crucial that trainees plan, implement, evaluate, document and critically reflect on their own project or their own activities with regard to improving their individual situation, basically under their respective "here-and-now" conditions.

This course phase is accompanied and assisted by trainers and their technical advice and support. Basically, trainees are on their own with respect to applying and implementing knowledge acquired in Part 1. As a rule, however, advice and support are usually required in order to properly enjoy the benefits of adaptive process of newly acquired knowledge from the training Part 1, now under real-

life conditions, and to turn the project into success. Support by trainers may vary, from a rather simple general advice in the sense of passing on relevant information up to an in-depth assistance-like coaching. Normally, it is advisable to decide on case-by-case basis which type of support is best suited to enable each trainee achieving individual project goals.

At this stage, it is certainly possible, if not uncommon, that in processing the models and tools presented in Phase 1, the trainees` projects may differ from their initial concepts and plans. In such case, trainers may lend a helping hand in bringing back on track "real" project goals.

The second part of the training has a particularly welcome didactic attribute, allowing for fine-tuning improvements on the job / in one´s own company, thus, ensuring high learning motivation. As a rule, this type of learning, embedded in real job conditions, involves committed personal involvement of company management and other employees, and, by joint team learning, delivers expressive multiplier training effects.

Further advantages are straight implementation of the acquired new knowledge in daily job operations; project-related innovations are in the interest of corporate management; they become quickly tangible, and managers feel encouraged to continue with advanced trainings for their employees, turning them into a strategic instrument of corporate management. Apart from this, this training approach meets particular needs of SMEs, which biggest barrier to good training is their lack of time. **Under KAIN training method, lost working hours and work absences are almost entirely avoided.**

In the second part, the participants have the task of applying the knowledge acquired in the first part and the knowledge of how to shape their own practice in the sense of the training idea in their companies/organizations. For a sustainable (learning) effect it is necessary that they plan, implement, evaluate, critically reflect and document their own project or activities to improve a situation on site under their individual framework conditions in the "here and now".

This phase with the duration of approx. 6 – 8 weeks is accompanied and supported by professional advice and support from the trainers/consultants.

**Tasks of the trainers/consultants:**

At the beginning of the longer phase of learning on the job, the innovative development project to be realized is defined and prepared in the company. The trainer accompanies the work to realize the development project in the company and involves other consultants and experts as needed.

The support of the trainers can range from a rather simple general consultation in the sense of passing on relevant information to an intensive accompaniment in the sense of coaching. In individual cases, it is usually necessary to consider what kind of support is needed to enable the individual participant to pursue his or her individual project goals.

In this phase it is quite possible and not uncommon that when applying the models and instruments presented in phase 1 in practice, the individual project proceeds differently than initially thought and planned by the participant. Even in such situations, the trainers of the project team can provide valuable support in pursuing the "actual" project goals.

This second part of the training enables in particular the very welcome didactic aspect of working on concrete improvements in one's own company / at one's own workplace, which is associated with a high motivation to learn. In this learning process, the company management and other employees are usually intensively involved in what is actually done at the workplace, thus achieving joint learning and strong multiplication effects in the training.

Further advantages are that what has been learnt is directly implemented in everyday business life, that the innovations associated with project work are in the interest of company's management, quickly become visible and motivate managers to promote further training for the workforce and to use it as a strategic instrument of company management. It also responds to the particular needs of small and medium-sized enterprises, which are constantly suffering from a lack of time as the biggest obstacle to training. The KAIN Training Method generally almost completely eliminates absenteeism.

## Part 3: Individual project presentation and reflection (approx. 1 day)

In the third part of the training, experience and insight gained will be presented and exchanged at a joint event, in emphasis on presentation of individual participants` projects. Both, the trainees and the trainers, will be tasked to review and reflect on projects presented by the participants and to analyse answers with respect to a possible contribution to sustainable training target tracking. Moreover, a further key goal may help identifying major barriers to "not-yet-a-success" and fix them in the future.

The exchange of information amongst participants may provide valuable information on how to improve their own projects to be even more successful.

**Tasks of the trainers/consultants:**

- enable constructive exchange between the participants,
- focus on the common basis for the pursuit of (general) training objectives, and
- moderate an instructional discussion on the identification of supportive,
- ideas on struggle-free implementation solutions for trainees` projects, and
- obstructive conditions of change processes and present contributions for a possible reduction of resistance in the tracking of individual projects.

Of course, upon completing the third part, subsequent longer self-study phase may follow, combined with on-the-job implementation, followed again by classroom-teaching in form of a third workshop, etc.

At the end of the training, all participants should have sufficient information and idea on how to implement and pursue the basic training idea, mostly under different real-life conditions.

# Time-organisational setup and competencies of participants

For sure, a truism that in a large-scale transnational project, participants from different countries would never be able to match their time frames to enjoy joint meetings and events. Yet, planning and delivery of training to a specified target group and their participants, requires that

- participants of Part 1 are in, any case, also participating in training Part 3. Where appropriate, couples or small teams should be made available as representatives of a project team with respect to these training parts,
- participants are experienced in presenting content or in using interactive training design methods, or they are trained to meet required demands,
- participants are to a certain degree involved in decision-making or co-determination in their company/organisation with respect to pushing through their projects and receiving appropriate support from senior management.

# Instructions for trainers/consultants on planning and using KAIN

The selection of companies/persons for the training and consultations depends on the interests of the companies. In an active approach, a pre-selection can be made on the basis of individual criteria,

e.g. sector, company size, state of technology use, quality of personnel policy, innovation orientation, ..., i.e./with other words the maturity level of the organization.

The size of the group should not exceed more than twelve and not be less than three or four different companies. Enterprises may be allowed to send more than one person (project group).

The persons from the companies should have the right to make decisions or have a say in their organizations in order to be able to decisively advance the pursuit of their individual projects.

The participants should decide at the end of part 1 to carry on with parts 2 and 3. Otherwise resources will be wasted. If there is a fear that problems will arise in part 2, it will be better to do a small project for testing rather than too many or too large projects. And: Even from failed projects something can be learned.

The companies can exchange their ideas and experiences during the development phase, e.g. develop measures together.

The trainers should encourage connecting the participants through e.g. a WhatsApp group or Facebook chat from the beginning of the course. The trainer should be part of this group chat as well. Questions regarding contents from Part 1 or difficulties arising in Part 2 can be clarified openly in this group chat, so that all participants benefit equally.

## Requirements for trainers/consultants

At various points in the brief description of the training method it became clear that the trainers have a special role to play in the use of this method, which is underlined here again.

In general, the trainers/consultants should have experience in presenting content and using interactive methods to design training.

Against the background of an overview knowledge covering all relevant subject areas the trainers are not only representatives for a variety of project topics and contents, but also –from a didactic-methodical point of view – moderators, learning (process) facilitators, coaches, sometimes co-managers, consultants, and even learners.

In individual cases, they must also decide in what form the involvement of experts and specialists on a (detailed) topic is necessary for highly specialized topics. This requires a good network.

A special challenge for the trainers is when they are in the role of a coach, who may also have to provide individual support for the learning processes of individual participants in the pursuit of a project on site.

Within the framework of a Train the Trainer program for teachers to conduct further training, teachers are familiarized with the KAIN method and taught skills for its application.