

Mentoring training in SMEs

**Recruitment of employees of the young generation: innovative human resources management (REGROW)
organized by**

**the Chamber of Crafts in Opole (CCO) on 17.10. 2022 - 5.12. 2022,
the Wielkopolska Craft Chamber (WCC) in Poznań on 18.10.2022 – 7.12.2022**



Izba Rzemieślnicza w Opolu



**Wielkopolska Izba Rzemieślnicza
w Poznaniu**



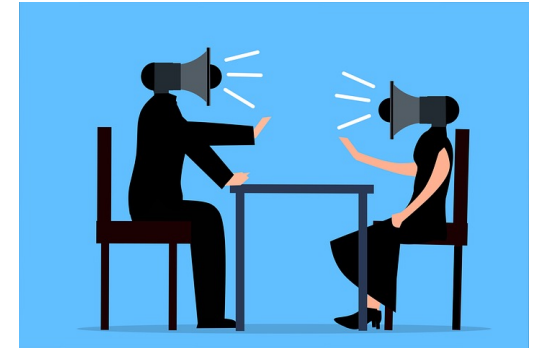
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The date and scope of the training

17-18.10.2022 CCO/ 18-19.10.2022 WCC - two days - Part 1 of this training course consisted of 4 different modules, providing knowledge about the relevant areas of mentoring:

- Module 1: Introduction
- Module 2: Perception, Active Listening, Asking Questions
- Module 3: Coaching models, feedback
- Module 4: Communication and conflict management



19.10.2022 – 4.12.2022 CCO/ 20.10.2022 – 06.12.2022 WCC - Part 2 of the training consisted of an implementation of acquired knowledge in SMEs as well as of counselling and supporting the participants in their workplace.

5.12.2022 OCC/ 6.12.2022 WCC - Part 3 is a phase of reflection, sharing experience and good practices between participants.



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Participants of the training

10 (CCO)/24 (WCC) people from companies:

- construction – carpentry
- automotive – transport
- food - bakery and confectionery
- training, consulting and IT

and also employees of guilds and craft chambers

The beginnings were not easy...

At first the employees were hesitant to implement the acquired knowledge:

1. Boss, do we have to implement this?
2. What good would that do?
3. The reality in Poland is different and it will not work for us.
4. This is only good for large companies.

However, talks, explanations and internal training/meeting brought measurable effects.



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Feedback from the training participants

Bakery and confectionery owner:

"Thanks to the training, the quality of the products have increased and the flexible change in the product range is possible, which allows for easy adaptation to the changing customer demands."



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Feedback from the training participants

Representatives of the construction industry:

- “Thanks to the implementation of the Kaizen philosophy, the improvement of work safety is significant. An increase in the efficiency and engagement of employees has also been observed.”
- "Our regular meetings with staff allowed us to create one organism working for the same purpose."
- “I noticed that my employees are more motivated to work and determined to achieve the set goals at work.”
- “Thanks to the participation in the training, communication in the company has improved. The employees can see that they have a real impact on the functioning of the company.”



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Project conclusions

Owners of the training and consulting companies:

- Participation in the project allowed me to improve my company's operations, as well as to implement a new training offer for companies from the SME sector.
- The exchange of experience with project participants on the implementation of the Kaizen philosophy was inspiring and I will definitely use it in the future.



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Project conclusions

- the purpose and assumptions of Kaizen philosophy have many advantages and create opportunities for development;
- the weakest link is the staff, i.e. a man with his tendencies to loosen discipline;
- continuous improvement processes have a significant impact on the improvement of the company's operations and its innovativeness;
- communication within the company and listening to employees' suggestions is very important;
- The Chamber of Crafts in Opole should organize such trainings for all affiliated companies.



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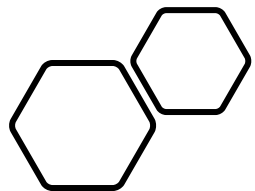
Project conclusions

- it is worth being open to new/young employees who bring a fresh perspective on a given problem, proposing various alternatives, e.g. to the current, perhaps ineffective management path,
- a mentoring programme is a very good solution, assuming that the mentor is a leader, sets an example and encourages action,
- it is important to develop a code of conduct and standards that will characterize communication in the company in order to avoid misunderstandings



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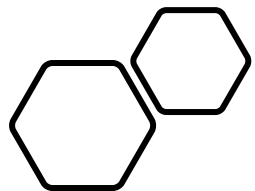




Further actions

- Due to the recommendations of the project participants, the Chamber of Crafts in Opole will organize a series of trainings combined with consulting for members associated in craft guilds.
- Training dedicated to individual industries will be held at the guilds' headquarters in the Opolskie Voivodeship.



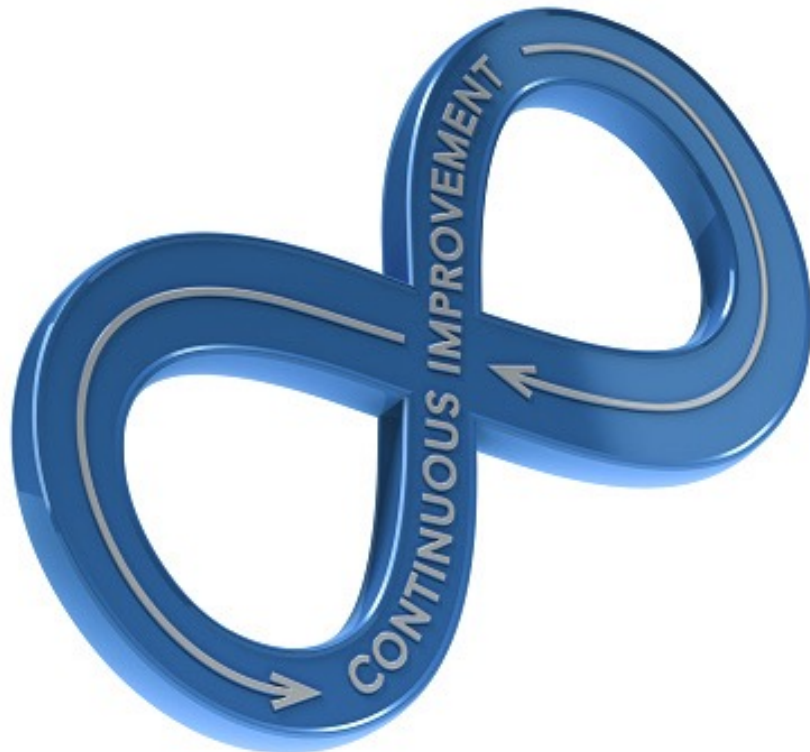


Further actions

- Wielkopolska Chamber of Craft in Poznań will make training materials available to all interested parties
- The "Effective Communication Techniques,, training will be one of the training proposals addressed to craftsmen



Thank you for your attention



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