



**3 trainer workshops taking place in Vienna June, Dec. 2017 + March 2018:**

**What were the workshops all about?**

The Austrian partner organisation ABIF organised and held three one-day lasting QUALITOOLS trainer workshops in Vienna, the first one on June 16, 2017, the second one on December 12, 2017 and the third one on March 5, 2018. Altogether 65 trainers participated in the workshops and got to know the online QUALITOOLS methods database (see: [www.qualitools.net](http://www.qualitools.net)) and the QUALITOOLS handbook. Moreover, several methods were tried out with the groups.

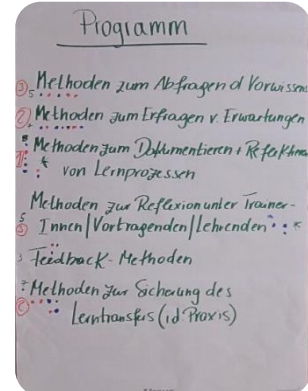


**What did we specifically do in the workshop?**

By applying a sociogram with all participants all of them got to know the professional backgrounds of each other and the



general expectations. After a presentation of the QUALITOOLS handbook and the database the participants were asked about their more specific interest in the different quality areas using the method „interest rating”. Moreover, the following methods were presented, discussed and in some cases tried out:



- 1,2 or 3 – The participants’ current state of knowledge (tried out!)

- *Traffic light questionnaire (tried out!)*

- Learning goals agreement
- Development portfolio
- Collective minutes
- Evaluating learning processes in a group
- *Living questionnaire (tried out!)*
- Evaluation target
- *Walk and Talk (tried out!)*
- Peer observation
- *Peer guidance: two options for intervision (tried out!)*
- Portfolio on ICT skills
- Learning for life / for the job (Knowledge transfer)
- *Knowledge Café (tried out!)*
- The end of a seminar: 4 to 6 corners
- E-portfolio
- Learning diary
- Stop, start, continue



### How was the feedback?

Within the first workshop some participants expected to receive more information on QM and quality in general instead of getting to know quality methods for the training itself. However, some participants were quite satisfied with the QUALITOOLS and found them quite applicable for their everyday work. In the second workshop the main interest in the QUALITOOLS was to get methods to secure the learning transfer.

However, the methods described in the QUALITOOLS handbook and the database focussing on learning transfer were designed for people with good language skills and a higher educational background (upper secondary level) but not for people with little education. This evoked some dissatisfaction among the participants. However, the group climate during the workshops was quite good and some participants appreciated the training offer and the QUALITOOLS handbook as the methods are ready-to-use in the everyday training practice.

