

## Innovative Horizons

Project Code: 2024-1-IT02-KA220-ADU-000245481

### Explanatory report – Training needs and online training proposals

The document analyzes training needs in the adult education and social work sectors, comparing the three partner countries involved in the project: Italy, Romania, and Poland. The aim is to identify common areas for intervention for the development of online training modules dedicated to third sector operators.

#### Comparative analysis of training needs

The national reports highlight six main themes, common to all three countries, which represent the priority areas on which to build shared training courses:

- 1. Mental health and well-being of operators**
  - Common issues: stress, burnout, lack of psychological support.
  - Needs: stress management, self-care techniques, professional resilience.
- 2. Basic and advanced digital skills**
  - Wide digital divide, especially in Romania and Poland.
  - Needs: digital literacy, collaborative tools, online safety.
- 3. Soft skills for social workers**
  - Recurring themes: empathy, effective communication, collaborative leadership.
  - Objective: to strengthen interpersonal and teamwork skills.
- 4. Inclusive education and active methodologies**
  - Use of participatory techniques such as social theater, storytelling, workshops.
  - Goal: train educators in the use of inclusive and transformative approaches.
- 5. Promotion of diversity, empathy, and inclusion**
  - Focus on intercultural projects, support for vulnerable groups (migrants, Roma, people with disabilities).
  - Objective: to build inclusive and identity-respecting educational environments.
- 6. Empowerment and active participation**
  - Co-design strategies, experiential learning, active citizenship.
  - Purpose: to enhance individual potential and involve local communities.

#### Conclusion

The file provides a solid basis for the definition of six online training modules, one for each theme, which will be distributed among the partners for development. The proposed training aims to strengthen the skills of social workers and educators, promoting innovative and inclusive approaches in the context of working with vulnerable adults and communities.

Below are two explanatory tables: the first identifies the training needs common to all three reports, while the second organizes the themes according to the topics that will be covered in the training courses.

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### Comparison table of training needs identified in the reports

| Topic                                     | Italy                                                                                              | Romania                                                                            | Poland                                                                                                                                                                              | Training needs                                                    |
|-------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Mental health and well-being of operators | Stress, burnout, 'quiet quitting', lack of psychological supervision and recognition.              | Low investment in mental health, stigma, lack of support in the workplace.         | Stress, burnout, psychological tension and feelings of instability, anxiety, insomnia                                                                                               | Stress management, self-care techniques, professional resilience. |
| Basic and advanced digital skills         | Technological gap, skills required in the social sector (DigComp 2.1), content creation, security. | Massive digital exclusion, only 27% with basic skills, need for tools and security | Significant digital literacy deficits, only 43% of Polish adults have basic digital skills, need for basic training, learn informally                                               | Digital literacy, collaborative tools, cybersecurity.             |
| Soft skills for social workers            | Empathy, effective communication, problem solving, collaborative leadership.                       | Active listening, emotional intelligence, teamwork, intercultural competence.      | Intercultural skills, teamwork, working in multicultural environments, inclusive education, communication and active listening, emotional intelligence, problem solving, resilience | Empathetic communication, conflict management, teamwork.          |
| Inclusive education and active methods    | Theatre of the Oppressed, circle time, service learning, peer education.                           | Blended learning, practical workshops, peer learning, informal learning.           | Practical workshops, storytelling and Living Library, simulation games, design thinking, open space and world café,                                                                 | Inclusive methodologies for adult educators and social workers.   |

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|                                            |                                                                                             |                                                                                                                 |                                                                                                                 |                                                              |
|--------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
|                                            |                                                                                             |                                                                                                                 | integration tandems, education beyond walls.                                                                    |                                                              |
| Promoting diversity, empathy and inclusion | Intercultural projects, workshops with migrants and disabled people, education on diversity | Programmes for Roma people, female carers, people with disabilities; community and micro-community initiatives. | Language, educational and integration support, workshops, courses, activation programmes and support groups     | Building inclusive environments and intercultural practices. |
| Empowerment and active participation       | Empowerment pathways, local experiences of active citizenship.                              | Co-design, micro-community models, peer exchange.                                                               | Experiential approaches, collaborative learning, involvement of participants in the learning process, co-design | Community empowerment, activating users' potential           |

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### Topics for online training

| Training Topic                             | Contents                                                                            | Training Objectives                                                                         |
|--------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Mental health and well-being of operators  | Stress management, burnout prevention, psychological support, internal development. | Supporting the emotional health of operators to reduce turnover and increase effectiveness. |
| Basic and advanced digital skills          | Digital literacy, online safety, use of multimedia tools and content.               | Bridging digital divides to promote inclusion and innovation in social services.            |
| Soft skills for social workers             | Effective communication, empathy, collaborative leadership, problem solving.        | Strengthen the interpersonal and collaborative skills of operators.                         |
| Inclusive education and active methods     | Use of active techniques: social theatre, peer education, experiential learning.    | Train educators and trainers in the use of participatory and transformative methodologies.  |
| Promoting diversity, empathy and inclusion | Promoting cultural diversity, building inclusive environments, respecting identity. | Promote empathetic and inclusive attitudes in educational and social contexts.              |
| Empowerment and active participation       | Community activation, empowerment programmes, co-design and peer mentoring.         | Develop awareness and leadership among beneficiaries and local communities.                 |

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# Assignment of Training Topics

**Topic 1:** Mental health and well-being of social workers

Responsible partner: Il Brutto Anatroccolo

**Topic 2:** Basic and advanced digital skills

Responsible partner: Rzeszowska Akademia Fotografii

**Topic 3:** Soft skills for social operators

Responsible partner: Il Brutto Anatroccolo

**Topic 4:** Inclusive education and active methodologies

Responsible partner: CONIL

**Topic 5:** Promotion of diversity, empathy, and inclusion

Responsible partner: CONIL

**Topic 6:** Empowerment and active participation

Responsible partner: Rzeszowska Akademia Fotografii