



Project Title: Reinforcing social and solidarity economy for the unemployed, uneducated and refugees

Project acronym: MoreThanAJob

Grant Agreement Number: 47/1347

Funding scheme: European Union under the ENI CBC Mediterranean Sea Basin Programme

Start date of the project: 4th September 2019

Duration: 36 months

Deliverable title	SSE's TOT workshops Report		
Author(s)	BCTS – PP4		
Organisation name(s)	Business Consultancy and Training Service - BCTS		
Deliverable No.			
Deliverable Type			
WP Number	WP3		
WP Leader	Activity 3.3		
Due date of delivery		Project month	12
Submission date	29/3/2021	Project month	12
Total number of pages	21		

Project co-ordinator name, title and organisation:

Dr.Imad Ibrik, An-Najah National University (ANNU)

Address: P.O. Box: 7,Rafedia Street, Nablus, Palestine

Tel: +970 (9) 2345113 Ext. 88-4353 **Mob:** +970-599-27 5292 **Fax:** +970 (9) 2345982

Email: iibrik@najah.edu

Project website: <http://www.enicbcmmed.eu/projects/morethanajob>





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EXECUTIVE SUMMARY

The MoreThanAJob project, by its objectives, wishes to bring a change in the way that Social and Solidarity Economy Actors (SSEs) and public institutions collaborate for services provision to the unemployed, focusing on vulnerable groups (uneducated and newly arrived migrants/refugees).

During the project implementation the SSE actors and public institutions will be trained in the application of a framework of best practices. In the framework of Work Package 3 (WP3) and more specifically the Activity 3.1, cross-border training workshops were organized for transferring the knowledge on the application of the best practices to trainers.

The following sections provide an overview of the training-of-trainers workshops that have been organized by Mutah University, Nablus Chamber of Commerce and Industry-NCCI, EUROTraining Educational Organization. These training workshops had a focus in issues related to Social and Solidarity Economy actors and stakeholders.

The first 3 Sessions of the organized TOT Workshops were addressed to trainers who will deliver Training/ seminars for SSE actors in the next stage in every partners' country.

These 3 TOTs were prepared and conducted successfully by MUTAH-Jordan, EuroTraining-Greece and NCCI- Palestine during December 2020 and January 2021.

Training of Trainers (TOT) was conducted on December 17 and 18,2020 by Mutah University –Jordan. The staff prepared the presentations and the practical cases for this training. The training covered 20 hours and it was held online via Zoom. (Annex 1: SSE's TOT Session 1 (MUTAH December 2020))

The second TOTs for SSEs Trainers were conducted by Eurotraining- Greece on January 4, 5 &7, 2021 through Zoom. Eurotraining prepared and conducted the Training in 20 hours for almost 15 trainers from other partners' countries. It was tackling mainly the social economy and solidarity, the best practices and more. The presentations were sent via Email to all partners/Trainers. (Annex 2: SSE's TOT Session 2 (EuroTraining January 2021))

The third Online TOTs workshop was prepared and conducted by NCCI- Palestine for almost 20 hours and addressed to all Trainers/ partners' countries on January 18, 19 and 20, 2021 with full presentations sent via Email. (Annex 3: SSE's TOT Session 3 (NCCI January 2021))

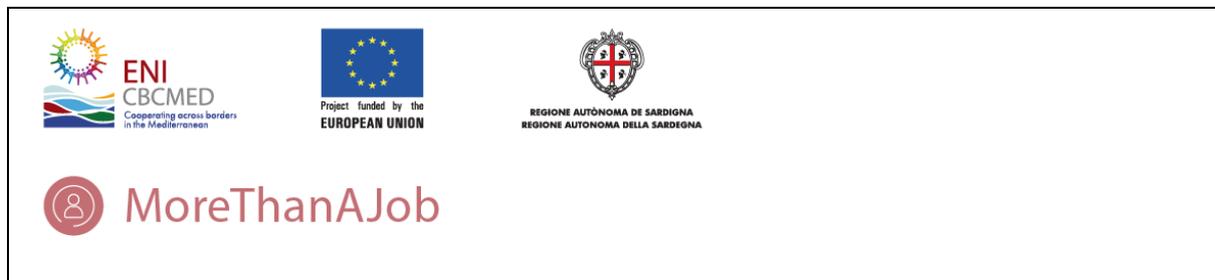


Every TOT was different and added value to all Trainers who learned a lot from the expertise of the Trainers who were delivering and conducting the sessions in a very interactive way.

Participants from all Partners' Countries (Palestine-ANNU and NNCI, Jordan–MUTAH, Lebanon- BCTS, Greece- Eurotraining, and Italy- CEISIE) were all involved and interested to attend day after day and they were eager to learn more techniques and skills.

Business Consultancy and Training Services – BCTS was responsible of the assessments and the evaluation the whole Training sessions and to present the final Report.

You can find below in details the whole report of the TOT- SSEs Training sessions.



INTRODUCTION

The “Reinforcing Social and Solidarity Economy SSE for the unemployed, uneducated and refugees” project, referred to as “MoreThanAJob” falls under European Union ENI CBC MED programme priority A.3: “Promotion of social inclusion and fight against poverty (Promote economic and social development)”. The project, which resembles to a consortium of seven partners from Palestine, Jordan, Lebanon, Italy and Greece, aims at enforcing social inclusion of vulnerable, unemployed populations by applying best practices for more effective collaboration of the SSE actors with relevant public administrations.

This project entails the following 3 main objectives:

- (i) Enhancing the access to employment and education system for vulnerable groups as, for instance, uneducated and refugees’ populations, that do not possess formal proofs of qualifications and skills;
- (ii) Designing and adopting a framework of new social pilot schemes, based on international best practices, which will assist the SSE actors working in the field of unemployment and facilitate their interaction with relevant public administration and
- (iii) Developing a virtual multilingual interactive space (portal) to enrich the interaction between these SSE actors and the Public administration.

Since MoreThanAJob objectives are interlinked, the project’s contribution to poverty reduction through social inclusion cannot be achieved without enhancing the coordination and interaction between SSE actors and public administrations (which consists of designing the virtual portal and the implementation of capacity development programmes) and therefore, 5 online “Training of Trainers” workshops were conducted concerning the implementation of “MoreThanAJob” Framework in both PA’s and SSE’s.

MoreThanAJob aims to promote economic and social development by facilitating the inclusion in the employment and educational system of some of the most vulnerable population groups. It will deliver and demonstrate a framework of best practices for inclusion of the unemployed (including refugees and uneducated) in the work and education system. The framework is based on the collaboration of SSE actors and public authorities for delivering more effectively their services. Selected SSE actors will also be directly supported through sub-grants.



The SSE actors and public institutions will be trained in the application of the framework. Pilot sub-projects applying the framework will also take place. By assisting the target population in entering the economy, we foresee at least 500 new full-time contracts. To make an impact in the long-term, training-of-trainers seminars have been planned, as well as policy recommendations. In the long-term, by applying the framework, we foresee at least 1000 new jobs in each of the target countries yearly. Long-term impact is also expected in the SSE actors' ecosystem (at least 100 new positions per year in each country).

During the training of each day several topics have been raised and discussed. Below there is an overview of the key points in each respective day of the training in each country.

ACTIVITIES DESCRIPTION / SUMMARY

Jordan- MUTAH University

The Trainers who attended are from the partners' countries with a group of up to 26 trainers. The training subjects covered the five best chosen best practices.

The training of trainer's workshop focused on the MoreThanAJob framework and the already selected best practices.

The materials including the presentations, notes, visual material and practical cases were distributed to all partners as a soft copy via email.

Different Trainers from Mutah University and outsiders delivered different subjects (Annex 4 List of Participants in the 3 TOT sessions)

Goals of TOT /Mutah

The purpose of the training of trainers programme is to build or strengthen the capacity knowledge and skills of the participants and their respective institutions in order to provide High Quality Training with a strong focus on Implementing better and more inclusive ways for the inclusion of the unemployed (including refugees and uneducated) in the work and education system in their territories (identifying challenges, opportunities and solutions). The five goals of TOT from MUTAH as follows:

1. Empowering & Strengthening the skills of SSEs and PAs in the youth
2. Recognitions of Competences acquired outside hosting country
3. Labour Market integration through language Education
4. Labour market integration through skills matching and youth empowerment



5. Enhancing social integration through community service interventions

Eurotraining-Greece

The 3-day sessions included theoretical and practical training in thematic that focused on Social and Solidarity Economy (SSE) actors and stakeholders. The workshop had a total duration of 15 hours and more than the targeted 15 trainers participated. Approximately, 24 registered participants attended the majority of the workshop sessions.

The training expert responsible for the activities was Mr Yiannis Lyeros, who has theoretical and practical expertise in issues related to social inclusion, entrepreneurship, public administrations, social economy, vulnerable social groups (e.g. migrants, refugees, unemployed) and adult education.

Main Objectives

- ❖ Explain concepts to their local actors at various levels.
- ❖ Select the appropriate tools that can be used for each specific context (inspired from case studies and informed by methods).
- ❖ Implement better and more inclusive ways for the inclusion of the unemployed (including refugees and uneducated) in the work and education system in their territories (identifying challenges, opportunities and solutions).
- ❖ Create a network of practitioners to promote peer-to-peer learning.

The training workshop lasted three days and was held online. Selected trainers from the partner Mediterranean countries (Palestine, Jordan, Lebanon, Italy and Greece) participated in the activities that had been scheduled. The training module included theoretical and practical sessions that both had a strong focus on interaction and mutual learning.

NCCI- Palestine

Four extensive training days have been conducted by Nablus Chamber of Commerce & Industry for MoreThanAJob partners in two important topics of the drawn project framework to transfer the knowledge for partners in the following:

- ❖ Labour market integration through skills matching and youth empowerment.



❖ Support Innovation and entrepreneurship.

The training was conducted with an expert trainer “Mr. Thuqan Qishawi” who has a national expertise in this field and was a continuation for two previous TOTs conducted by partners in Jordan and Greece.

This training enabled participants of having the right needed knowledge, tools and attitudes they will transfer for trained stakeholders from SSEs. Moreover, it gave the participants a new experience in practicing and experiencing the mentioned fields in both theoretical and practical sides via Zoom platform.

The main objective was met after having over than fifteen satisfied skillful participants had the training and were able to see the great impact, they’ve got in their post training exam comparing with the pre training exam they had before starting. (Annex 5: TOT Evaluation Results)

The main objectives are to empower participants in the following:

1. Gaining and practicing Key training and facilitation skills and techniques.
2. Exploring key best practices of Youth Empowerment & Engagement.
3. Analyzing Generations gap & building frame work for effective dialogue.
4. Exploring the scope of Innovation & Entrepreneurship as youth empowerment approach.
5. Developing and building their own business model.

Training Date	Location	Prepared and Delivered by:
December 17 and 18, 2020	Online – Zoom	MUTAH University – Jordan
January 4,5 and 7, 2021	Online – Zoom	EuroTraining – Greece
January 18,19,20 and 21, 2021	Online – Zoom	Nablus Chamber of Commerce – NCCI – Palestine

Table 1: TOT Schedule

RESULTS / DISCUSSION

A participatory approach was the main idea behind these ToT Workshops. Therefore, the participants had the chance to get familiar with the main theoretical concepts of the selected thematic, to be introduced in resources and material that could be used by them for designing their future training sessions and last but not least they had the chance to participate in a series of interactive activities during these training workshops.

Furthermore, the below skills and technical knowledge were improved:

- ❖ Empowering & Strengthening the skills of SSEs' Trainers
- ❖ Recognitions of Competences acquired outside hosting country
- ❖ Labor market integration through skills matching and youth empowerment
- ❖ Enhancing social integration through community service interventions
- ❖ Labor Market integration through language Education
- ❖ Preparing the Training Material Based on KSA (Knowledge, Skills and Attitude)
- ❖ Differentiating between Training and Facilitation
- ❖ Learning the ADDIE Model
- ❖ Conducting a Training Needs Analysis- TNA
- ❖ Involving Trainees in the Training (Online and Onsite)
- ❖ Evaluating the Training sessions conducted.
- ❖ Facilitating training sessions with confidence
- ❖ Mastering the basics of how adults learn
- ❖ Learning new techniques that will help trainers deliver training that sticks
- ❖ Developing activities and team learning exercises to suit your organization
- ❖ Using quick, effective ways to deal with difficult participants—and getting on with training
- ❖ Learning who to apply three learning styles, left-and-right brain theory, and types of intelligence in any platform presentations

The results are as follows:

- ❖ Trainees/Trainers were able to define tools, knowledge, techniques and attitudes needed for training.
- ❖ Trainees/Trainers explored key best practices of Youth Empowerment & Engagement.
- ❖ Analyzing Generations gap & building frame work for effective dialogue.
- ❖ Exploring the scope of Innovation & Entrepreneurship as youth empowerment approach.
- ❖ Developing and building their own business model.

To sum up, the workshops design and implementation tried to combine a theoretical and practical part. The idea has been not only to provide the highlights regarding key issues but also to inspire the participants by real life examples and best practices. During the training, the active participation and engagement of the trainers has been supported by a series of activities, discussions, and workshops. The latter is quite important for being able to promote mutual knowledge transfer, exchange of experiences and peer-to-peer learning.



CONCLUSIONS AND RECOMMENDATIONS

The overall implementation of the MoreThanAJob training-of-trainers' workshops has strengthened the project network and collaboration at a cross-border level. In general, the activities focused on building and strengthening the capacity of trainers, in terms of knowledge and skills for implementing and disseminating the MoreThanAJob framework to Social Solidarity Economy actors (SSEs). The latter has as an overall goal the inclusion of the unemployed (including refugees and uneducated) through SSE initiatives with the cooperation of public (PA) and private (SSE) stakeholders.

A participatory and inclusive approach was the main idea behind these TOTs workshops. Therefore, the participants had the chance to get familiar with the main theoretical concepts of the selected thematic, to be introduced in resources and material that could be used by them for designing their future training sessions; and last but not least they had the chance to participate in a series of interactive activities during the training workshop.

It is quite important to mention that peer-to-peer learning was encouraged. In addition, the exchange of best practices has brought forward "new knowledge" among the participants and during the discussions common challenges and ideas were shared.

Moreover, the network of trainers among the partners has been strengthened and a common channel for communication, mutual learning and support has been created. Such an outcome is crucial and beneficial especially for the later stages of the related activities that will take place in all the partners' countries.

The ONLINE TOT Workshops were challenging somehow; yet, every partner could manage to deliver the TOT in the best way to keep trainers well informed and ready to deliver the SSEs Training in each country from our consortium partners.



APPENDICES

Annex 1: SSE's TOT Session 1 (MUTAH December 2020)

Activity	Time
MUTAH	
Day 1: Thursday 17/12/2020	
Prof Omer Maaitah: Coordinator at Mutah Univerist/Jordan Opening the training	11.00-11.10
Dr. Imad Brik: The coordinator of the Project Welcome and general idea about morthanaJob project	11.10-11.30
Refugee shelters in the Middle East- Jordan as a case study Dr. Lara Shawawreh	11.30-12.30
Business plan Dr Adel Saloom	12.30 – 13.30
Interview skill and Civil Behavior Dr. Suha Dmoor	13.30-14.30
Break	14.30-15.00
Communication skill and Job Hunting Dr Saif Nawayseh	15.00-16.00
Closing	16.00-17.00
Day2: Friday18/12/2020	
Sum Up Day 1	12:30 – 13:00
Total Quality Management Dr Mohammad AlMajali	13.00 – 14.30
Unemployment in Jordan Prof Omer Maaitah	14.30-16.00
Break	16.00-16.30
Project Managment Majed Smadi	16.3:00 – 18.00
Discussion of the days two and Closing	18:00 – 20.00



Annex 2: SSE's TOT Session 2 (EuroTraining January 2021)

EUROTRAINING (Trainer: Mr. Yannis Lyeros)

04.01.2021 Day I: Sketching the Social and Solidarity Economy Canvas (Duration 5 hrs incl. 30 min break)
11.30 - 11.40: Welcome: EUROTRAINING Duration 10 min
11.40 - 12.00: Project Presentation: ANNU Duration 20 min
12.00 - 13.00: Session 1: Social and Solidarity Economy: An Overview Duration 1hr
13.00 - 14.00: Session 2: Skills for Social Entrepreneurs Duration 1hr
14.00 - 14.30: Break Duration 30 min
14.30 - 15.00: Discussion of Sessions 1 & 2 Duration 30 min
15.00 - 16.00: Thematic Workshop I: Activities for Participants Duration 1hr
15.40 - 16.00: Discussion of Workshop I & Closing Remarks Duration 30 min
05.01.2021 Day II: Creating an Entrepreneurial and Innovative Ground (Duration 5 hrs incl. 30 min break)
11.30 - 11.40: Welcome: EUROTRAINING Duration 10 min
11.40 - 12.00: Sum up of the 1 st Day: EUROTRAINING Duration 20 min
12.00 - 13.00: Session 3: Entrepreneurship and Innovation: An Introduction Duration 1hr
13.00 - 14.00: Session 4: Entrepreneurial Skills and Tools Duration 1hr
14.00 - 14.30: Break Duration 30 min
14.30 - 15.00: Discussion of Sessions 3 & 4 Duration 30 min
15.00 - 16.00: Thematic Workshop II: Activities for Participants Duration 1hr
16.00 - 16.30: Discussion of Workshop II & Closing Remarks Duration 30 min
07.01.2021 Day III: Specific Skills and Goals (Duration 5 hrs incl. 30 min break)
11.30 - 11.40: Welcome: EUROTRAINING Duration 10 min
11.40 - 12.00: Sum up of the 2 nd Day: EUROTRAINING Duration 20 min
12.00 - 13.00: Session 5: From Business Plan to Business Model: Putting Value in the Spotlight Duration 1hr
13.00 - 14.00: Session 6: Social Inclusion and Vulnerable Groups: Matching the Needs Duration 1hr
14.00 - 14.30: Break Duration 30 min
14.30 - 15.00: Discussion of Sessions 5 & 6 Duration 30 min



15.00 - 16.00: Thematic Workshop III: Activities for Participants | Duration 1hr

16.00 - 16.30: Discussion of Workshop III & Closing Remarks | Duration 30 min

Annex 3: SSE's TOT Session 3 (NCCI January 2021)

NCCI (Trainer: Thuqan Qishawi)

Time	Content	Remarks
09:00- 10:15	Opening Welcoming, Introduction, Expectations and Fears, Training objectives, training rules, training journey, pre and post and training frame work	
10:15-11:30	<ul style="list-style-type: none"> Introduction to MoreThanAJob project & framework 	
11:30-11:45	Coffee Break	
11:45-12:50	<ul style="list-style-type: none"> Key training and facilitation skills and techniques 	Interactive discussion & Groups work
12:50-13:00	<ul style="list-style-type: none"> Wrapping up Evaluation for day Two 	

Time	Content	Remarks
09:00- 09:30	Review day one Introduce day two	
09:30-10:30	Best Practices of Youth Empowerment & Engagement What to take into consideration?	
10:30-11:30	Skills matching	
11:30-11:45	Coffee Break	
11:45-12:50	<ul style="list-style-type: none"> Diversity: Understanding others – Generation's gap & building frame work for effective dialogue 	
12:50-13:00	<ul style="list-style-type: none"> Wrapping up Evaluation for day Two 	

Time	Content	Remarks
09:00- 09:30	Review day Two Introduce day Three	
09:30-10:30	Youth Empowerment scope	
10:30-11:30	Innovation & Entrepreneurship	
11:30-11:45	Coffee Break	
11:45-12:50	<ul style="list-style-type: none"> Working together: (Generating ideas, working as a team, building on our collective talents, pitching competencies) 	
12:50-13:00	<ul style="list-style-type: none"> Wrapping up Evaluation for day Three 	

Time	Content	Remarks
09:00- 09:30	Review day Three Introduce day Four	
09:30-10:30	BMC “Business Model Canvas” Framework	
10:30-11:30	Practicing BMC as a team	
11:30-11:45	Coffee Break	
11:45-12:15	Entrepreneurship Supporting Best Practices	Local, regional and global experiences
12:15-13:40	Coaching: Supporting Entrepreneurs	
12:40-13:00	<ul style="list-style-type: none"> • Wrapping up the four days • Evaluation for the whole training • What next? 	



Annex 4 List of Participants in the 3 TOT Sessions

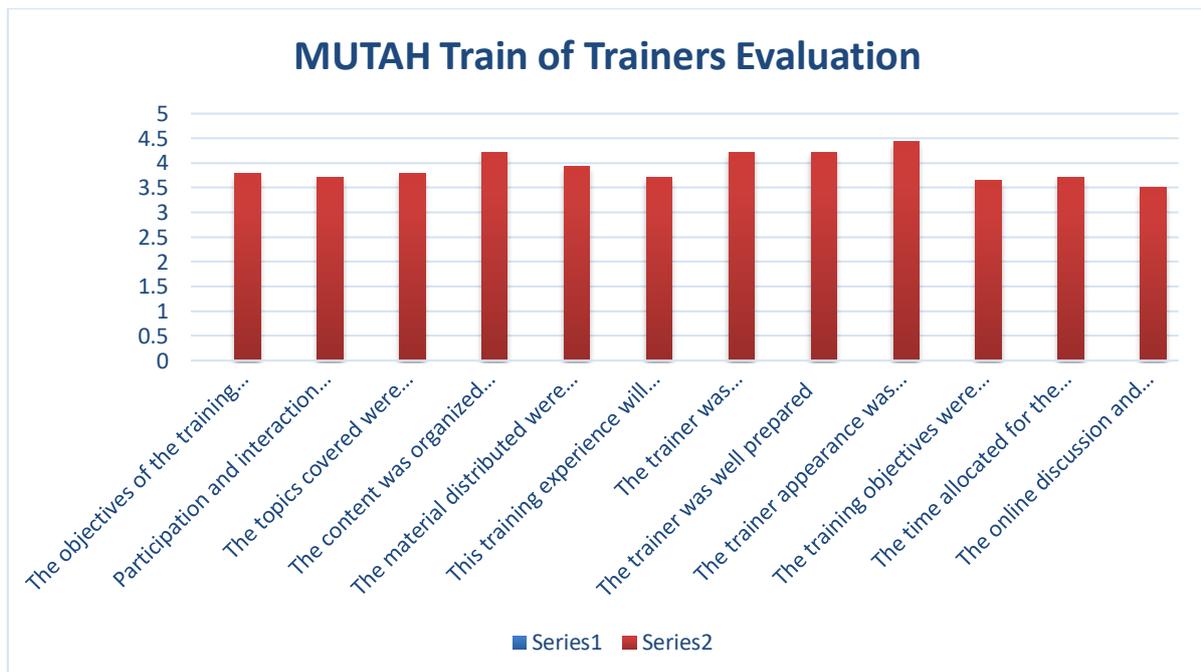
No	Name & Surname	Partner Organisation	Country
1	Dima Nasser Hilan	Nablus Chamber of Commerce and Industry	Palestine
2	Suheir Alsaleh	An-Najah National University	Palestine
3	Fadia Hashaika	An-Najah National University	Palestine
4	Imad Ibrik	An-Najah National University	Palestine
5	Baheej Nasassra	An-Najah National University	Palestine
6	Samir Naimeh	Business Consultancy and Training Services	Lebanon
7	Emilio Zaccour	Business Consultancy and Training Services	Lebanon
8	Wafaa Haidamous	Business Consultancy and Training Services	Lebanon
9	Omer Maaitah	Mutah University	Jordan
10	Rawan Al.Majali	Mutah University	Jordan
11	Suha Aldmour	Mutah University	Jordan
12	Mohammad Almajali	Mutah University	Jordan
13	Saba Alodat	Ministry of Public Works & Housing	Jordan
14	Ghaith Alnawaiseh	Ministry of Public Works & Housing	Jordan
15	Giulia Tarantino	CESIE	Italy
16	Gabriele Tusa	CESIE	Italy
17	Martina Romano	CESIE	Italy
18	Ester Maria Kalogeroudi	EUROTraining Educational Organization	Greece
19	Athanasios Lakrintis	EUROTraining Educational Organization	Greece
20	Nefeli Bantela	EUROTraining Educational Organization	Greece
21	Sokratis Vekris	EUROTraining Educational Organization	Greece

Annex 5: TOT Evaluation Results

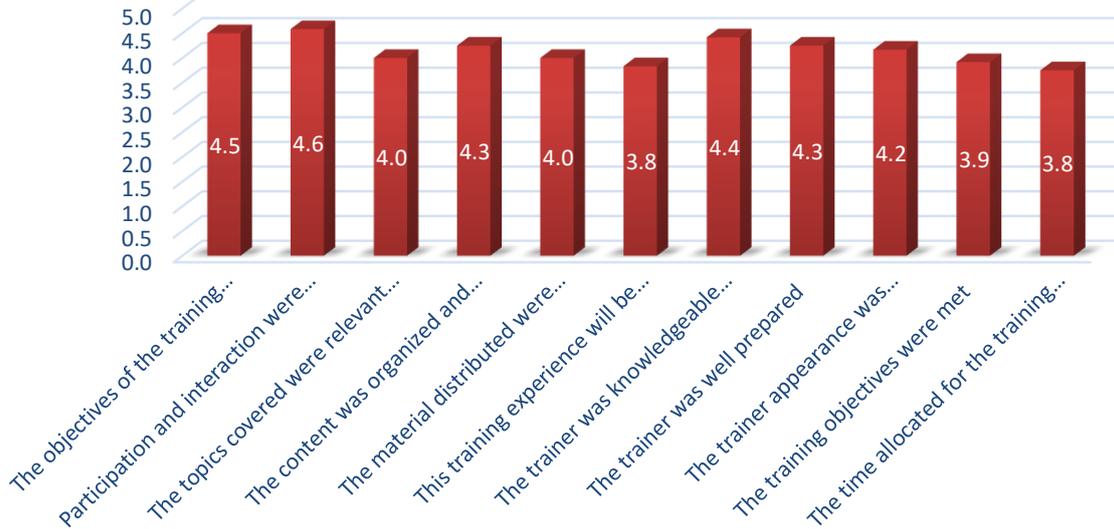
Evaluation Questions

- The objectives of the training were clearly defined
- Participation and interaction were encouraged
- The topics covered were relevant to me
- The content was organized and easy to follow
- The material distributed were helpful
- This training experience will be helpful in my field of work
- The trainer was knowledgeable about the training topic(s)
- The trainer was well prepared
- The trainer appearance was professional
- The training objectives were met
- The time allocated for the training was sufficient
- The online discussion and facilities were adequate and sufficient

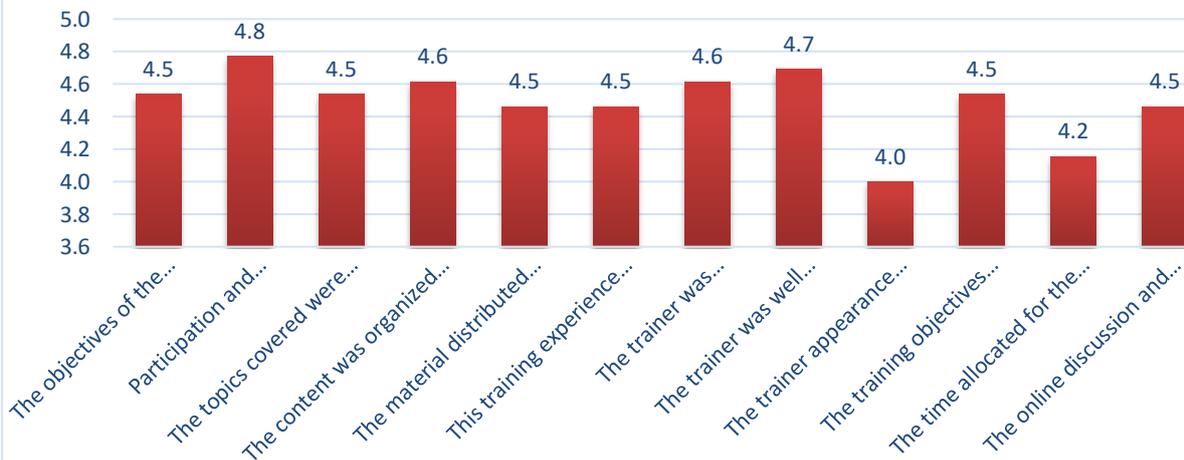
Evaluation Chart



EuroTraining Train The Trainer Evaluation

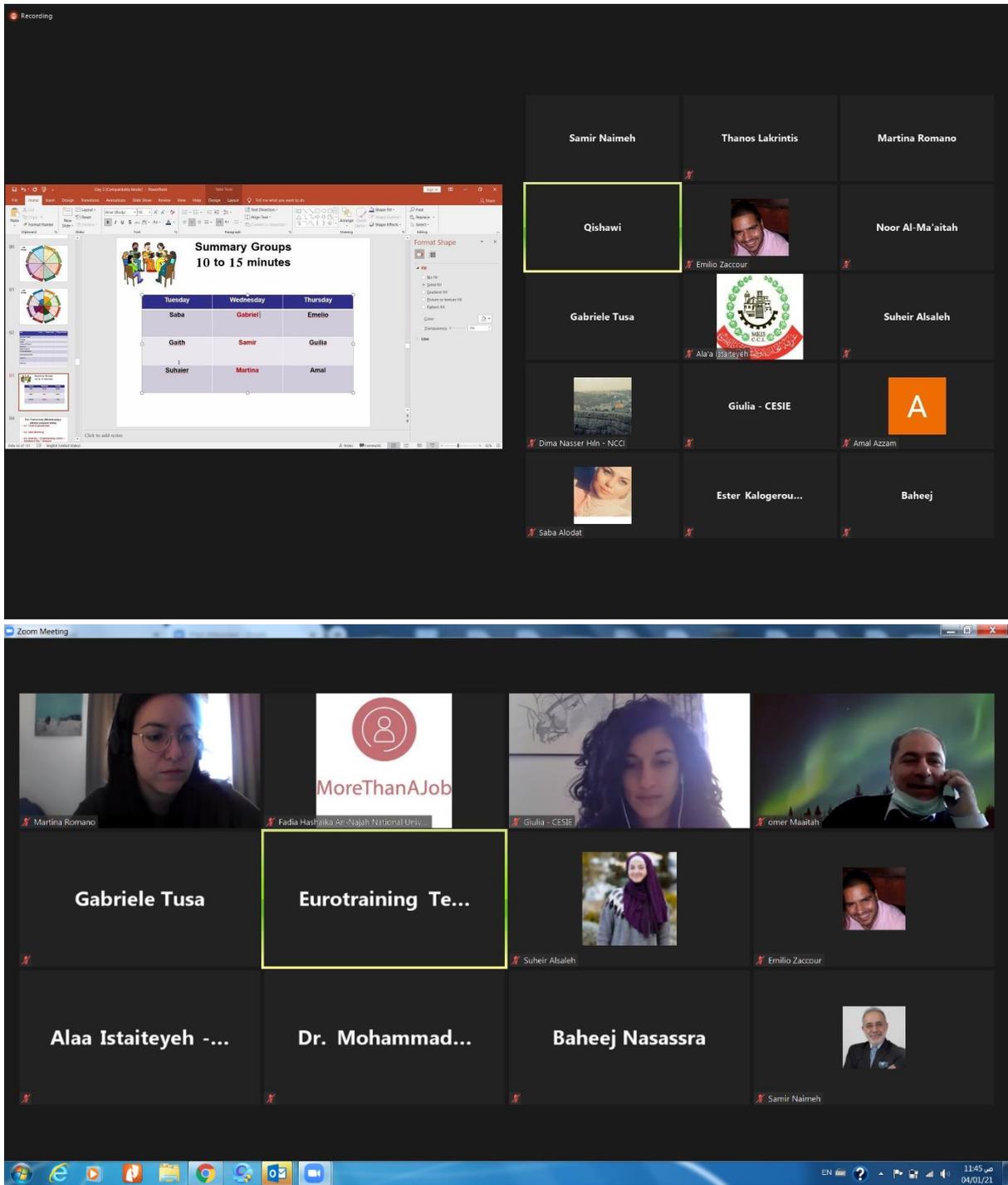


MoreThanAJob: ToT Workshop, NCCI (February 18,19,20 and 21, 2020)





Annex 6: Some Pictures from the TOTs sessions:





Zoom Meeting

Recording...

SESSION I

Day 1: Sketching the Social and Solidarity Economy Canvas
04/01/2021

**SOCIAL AND SOLIDARITY ECONOMY:
AN OVERVIEW**

euroTRAINING

ENI CBC MED Programme – MoreThanAJob Project - Reinforcing social and solidarity economy for the unemployed, uneducated and refugees

Gabriele Tusa	Eurotraining Tea...	Giulia - CESIE
Martina Rom...	Suheir Alsaleh	omer Maaifah
Alaa Istaiteyeh -...	Dr. Mohammad...	MoreThanAJob Fadia Hashai...
Samir Nalmeb	Suha T Dmour	Lara Alshawawreh
SAIF	Summerwind.YL	Wafaa Haidamous