

ATSIV

Benchmarking of Best Practices

Advancing the Third Sector through Innovation and Variation
Benchmarking of best practices report
Part of Output 1
September 2017

Law and Internet Foundation, LIF, Bulgaria

<i>Project Title</i>	<i>Advancing the Third Sector through Innovation and Variation</i>
<i>Project Acronym</i>	<i>ATSIV</i>
<i>Reference Number</i>	<i>2016-1-EL01-KA204-023550</i>
<i>Project Duration</i>	<i>01.09.2016 – 31.08.2019</i>
<i>Project Partners</i>	<i>P1 University of Peloponnese (UoP) (Greece)</i> <i>P2 KENTRO EREVNON NOTIOANATOLIKIS EVROPIS ASTIKI MI KERDOSKOPICI ETAIREIA (SEERC) (Greece)</i> <i>P3 FUNDACJA WSPIERANIA ORGANIZACJI POZARZADOWYCH “UMBRELLA” (Poland)</i> <i>P4 NATIONAL SCHOOL OF POLITICAL STUDIES AND PUBLIC ADMINISTRATION (SNSPA) (Romania)</i> <i>P5 Higher Incubator Giving Growth & Sustainability (HIGGS) (Greece)</i> <i>P6 Law and Internet Foundation (Bulgaria)</i>

Executive summary

The following report is an integral part of Intellectual Output 1 (Training needs analysis and best practices benchmarking) of the project ATSIV and aims to showcase good practices and advice on adult training methodologies. This activity is created with the goal of identifying successful practices of Active social engagement through empowered social engagement in NGOs and Learning through gamification.

The report presents best practices through a short description of the activities, put in the context of number of participants, country and organization of origin, as well as subject of the training. The benefits of the practice are listed separately and from them, as well as the description, the takeaway for the ATSIV project and its goals are outlined.

The conclusion summarizes the takeaways from all best practices to assist the creation of more efficient and effective teaching tools for the project. The ultimate goal of this report is to facilitate the successful building on the experience and good practice of other adult educating organizations.

The document is not final and will be updated during the ATSIV project implementation, adding various good practices and analyzing further their benefits and the possible ways to increase efficiency and productivity of the ATSIV training programme and implementation.

Versions:

Version 1: September 2017

Version 2:

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Introduction

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As the ATSIV project aims to provide comprehensive, well-thought-out and useful knowledge to its ultimate beneficiaries, it is of extreme importance to understand the most modern and effective tools, utilized by professionals in the field of adult learning.

In order to improve the experience and outcomes, provided by the ATSIV project outputs, best practices from other adult learning methodologies will be implemented. The following report contains thorough expositions of successful methodologies with their positive sides and specific takeaways for ATSIV, as well as defined positive practices, proven to work with time.

Examples of best training practices for adults

Practice 1: Summer school for NGOs

Country of origin	Bulgaria
Name of conducting organization	Bulgarian Center for Non-for-profit Law
Subject taught with this methodology	Various NGO-related skills and know-how
Size of the group	27
<p><u>Short description of methodology:</u> The training was conducted at a remote location and for 5 complete days of lectures, case studies, study-games and team-building exercises. The training was with a very full programme, covering an extremely extensive pool of knowledge, which was also given to the participants as a book to take home. More than that, the training aimed to provide practical experience, which was gained through many small case studies (individual and group work), as well as through one bigger case study, prepared by several large groups throughout the summer school. Tests and discussions on the topics support the studying process throughout, as well as the constant availability of consultations with the lecturers, who switched but stayed on the premises.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Practical application of acquired knowledge (case studies, group and individual work) • Continuous and prolonged training time, in which to get immersed in the material • Opportunity to consult further one-on-one with the lecturers • Creation of a network of professionals (contacts of all participants and lecturers were included in the book) 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Create interactivity and practicality for the teaching • Find ways to engage the trainees for longer • Use individual as well as group work for solidifying knowledge 	

Practice 2: Empowering women: “I’m not afraid of storms for I’m learning to sail my ship”

Country of origin	France
Name of conducting organization	Salto Euromed
Subject taught with this methodology	Women empowerment
Size of the group	20
<p><u>Short description of methodology:</u> Lectures from experts from various parts of the world with real examples from in a 4-day seminar, aimed at youth workers and trainers, as well as researchers. Aside from the modules of lectures, panels and discussions on various themes, the participants visited a thematic NGO and other organizations, in which real problems were demonstrated, together with the offered solutions, practice, etc. Real-life examples of harmful stereotypes were discussed and played out in groups to demonstrate their effects.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Close contact to professionals in the field (similar to consultations) • Practical experience and discussions for real questions • Variety of activities to keep participants engaged 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Create variation in activities • Provide practical implications • Create interactivity and practicality for the teaching 	

Practice 3: LIF corporate trainings

Country of origin	Bulgaria
Name of conducting organization	Law and Internet Foundation
Subject taught with this methodology	Introduction to the New Data Protection Regulation
<p><u>Short description of methodology:</u> The trainings of LIF had various forms for the different target groups and different clients, however the most well-received spanned across 6 hours, containing lectures, coffee breaks and lunch. Interesting is that with adult training, the capacity-building process continues through all breaks and when possible – after the training, in informal setting. Whenever longer time is available to contact, consult with the lecturer and ask questions, it is accepted extremely positively.</p> <p>Another aspect of the trainings showed that learning groups worked better and asked more questions when they were comprised of fewer people (around 10) who know each other and thus felt more comfortable to engage with the lecturer.</p> <p>Finally, an observation is that different spheres of work (government vs business or vs NGOs) do not contribute to the training – they make parts of the training boring for the other groups.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Flexible training time and participation • Close contact with lecturers 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Informal learning is extremely important • Ensure contact with lecturers 	

Practice 4: Law and ICT Academy

Country of origin	Austria
Name of conducting organization	European Academy of Law and ICT
Subject taught with this methodology	ICT and IP Law
Size of the group	25
<p><u>Short description of methodology:</u></p> <p>The training encompassed 5 days of learning, one day being dedicated to a field visit. 3 other days were divided into learning sessions. Each learning session was led by a different lecturer with different background which gave the participants the opportunity to benefit from different teaching methods and to receive multiple points of view towards issues from the ICT and IP legal field. For example, one of the lecturers decided to conduct his session as a workshop, another one chose a more traditional approach, followed by a Q&A session.</p> <p>Prior to their arrival, participants were divided into working groups. Each group received a different case study. Upon arrival, the participants were introduced to a tutor. Each day, after the learning session were completed, the participants continued the training as each working group gathered and under the leadership of the tutor worked to find a solution to the case.</p> <p>The final day was dedicated to presentations. Each working group presented their case and solution before the lecturers. Then, the lecturers proceeded with asking questions the participants in order to assess their approach towards the case.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Engaging participants prior to their arrival on the spot. • Different lecturers to bring different points of view. • Working with a tutor. 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Engage participants in other ways besides lectures and presentations. • Provide informal guidance to the participants during the training. • Try to bring different point of views together. 	

Practice 5: TCP 2016 Forum

Country of origin	Italy
Name of conducting organization	Italian Erasmus+ National Agency and the SALTO-YOUTH Participation Resource Centre, in collaboration with the Bulgarian, Danish, Hungarian, Maltese, Spanish and UK Erasmus+ National Agencies
Subject taught with this methodology	Social Innovation and Social Entrepreneurship
Size of the group	70
<p><u>Short description of methodology:</u></p> <p>The three-day #TCP2016 Forum was structured around participatory activities, such as panel discussions, open space, presentations by national and international experts and workshops on specific topics. The event achieved collaborative construction of a conceptual baseline to address social innovation and entrepreneurship from a common understanding based on a diversity of realities and approaches. The #TCP2016 Forum was meant to provide an interactive and dynamic space for participants to enable them to interact in order to produce innovative ideas and projects. The approach was eminently practical and inclusive for the benefit of participants and targeting young people with fewer opportunities with the added value of non-formal learning and the support of the Erasmus+ Programme. The organisers reached a balance between participants' interaction and the inputs of keynote speakers and experts on the subjects. Thus, participants were offered opportunities for sharing and showcasing good practices, methods and learning moments on different levels.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Experience panels and expert presentation of local and international experiences/topics with questions afterwards in plenary. • Workshops run by the participants to test methods and tools and to present projects and policies to understand the complexities of social innovation and entrepreneurship in local and international contexts. • One2one and evening activities: breaks and evening time to meet, discuss topics and interests and build partnerships to develop new projects and strategies. 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Open space to deepen the general knowledge for project building and the creation of networks and partnerships according to areas of interest and fields of work. • Collaborative practice showcase and field visits to share experiences, good practices and ideas in order to conduct a common inquiry into the topics in different countries and contexts. 	

Practice 6: Give Power and Help – Self Identity in Youth Work and Projects

Country of origin	Poland
Name of conducting organization	Akademickie Centrum Informacji i Edukacji Europejskiej
Subject taught with this methodology	Youth Work and Project Management
Size of the group	23
<p><u>Short description of methodology:</u></p> <p>The aim of the training course was raising youth workers' awareness concerning realization of various types of initiatives. By undertaken actions the training presented the ways of proper project management - beginning with the planning phase, gaining partners and transferring plans into reality. It also put emphasis on accountancy issues and the process of project results dissemination.</p> <p>Participation in the training course enabled youth workers to develop their talent and potential. Presentation and acquirement of new methods of work - including taking advantage of individual personality strengths allowed them to implement good practices in the work with local communities and made future actions on the international level more efficient.</p> <p>The fact that the course was held in international environment positively influenced blurring cultural barriers and minimizing, often negative, stereotypes concerning other nations. It helped in developing the attitudes of tolerance and mutual respect towards other cultures.</p> <p>Thanks to the fact that the course was managed by two professionally qualified trainers served for the benefit of work, which additionally raised the quality of transmitted knowledge and competences. Considering long term benefits, implementation of openness and kindness towards other cultures was transferred to young people cooperating with youth workers, which resulted in developing desirable social attitudes.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Intercultural environment. • Getting-to-know-you activities, reflection and continuous assessment to facilitate group work and to assess learning. • Plenary sessions connected to the corresponding experiential sessions. 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Establishment of stable and reliable contact network for further promotion of the training objectives and achieved results. • Self and group reflection for evaluation of the training approach and methods, as well as for evaluation of the acquired knowledge, skills, and competences. 	

Practice 7: Balkan School of Internet Governance

Country of origin	Bosnia and Herzegovina
Name of conducting organization	Balkan School of Internet Governance
Subject taught with this methodology	Internet Governance
Size of the group	25
<p><u>Short description of methodology:</u> The Balkan School of Internet Governance (BSIG) gathered 25 participants coming from all Balkan countries in a mountain resort in Bosnia. For three days, the participants had the opportunity to meet and communicate with leading Internet Governance experts from all over Europe and beyond. The days were organized into thematic sessions, where the lecturers not only gave presentations but also arranged Q&A sections answering to the specific questions of the participants.</p> <p>It should be noted that BSIG was excellently organised from logistics point of view.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Informal stimulating environment enabling participants to freely communicate with lecturers; • Thematic sessions; • Participants coming from different communities. 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Do not underestimate the importance of good logistics; • Orchestrate possibilities for communication among participants and lecturers; • Try to bring participants with different backgrounds so the peer learning approach could be utilised. 	

Practice 8: CEE Vienna International Tax Law Summer School 2015

Country of origin	Austria
Name of conducting organization	Institute for Austrian and International Tax Law
Subject taught with this methodology	International Tax Law
Size of the group	20
<p><u>Short description of methodology:</u> For five days, the selected participants enjoyed lectures by the top experts in the field of tax law. They were presented with practical knowledge not only from the legal point of view, but from finance and economics as well.</p> <p>Furthermore, the participants were presented with a bundle of practical materials, cases, legislation, case law etc. This immensely helped the participants as they solved cases under the framework of the Summer School.</p> <p>In addition, to the educational programme, the participants had the opportunity to meet with companies and possible employees in an informal setting. Thus, the participants had the opportunity to explore options for their future careers.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Case solving backed-up with appropriate materials; • Rich social programme; • Cutting-edge learning content. 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Always prepare the right materials; • Plan good social programme; • Try to provide state-of-the-art training content. 	

Practice 9: Usage of competences development measuring for training contents improvement

Country of origin	Poland
Name of conducting organization	Social Participation Department Municipality of Wrocław
Subject taught with this methodology	Marketing tools for non profit organizations – event/lobbying
Size of the group	Max. 30
<p><u>Short description of methodology:</u> The training was held in 4 sessions, each 4 hours duration. Each session was dedicated to different topic: 1) Marketing tools and their usage in context of non profit organization aims, 2) Indicators and evaluation tools for marketing and PR, 3) Event management, 4) Lobbying as an element of non profit organizations. The methodology consisted in training composed by lectures, case studies, practical exercises concerning planning of marketing activities and evaluation tools with use of ICT support. The training was preceded by a questionnaire measuring the level of competence in single sub-topic and post-training questionnaire measuring the level of competence in single sub-topic. These questionnaires had double function: a) to adapt the content of sub-topics to the needs of participants, b) to measure the level of competences acquired after the training. This validation method permitted to issue certificates with complete description of competences acquired/developed as well as had evaluation function concerning the content usefulness for future training editions.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Practical application of acquired competences (case studies, practical exercises) • Use of methodology for validation and recognition of competences • Use of methodology for the content adaptation/improvement 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Planning and implementation of measurement and recognition of acquired competences during training implementation 	

Practice 10: Use of different training methods for interdisciplinary topics

Country of origin	Poland
Name of conducting organization	Foundation of Support of Non Profit Organisations “Umbrella”
Subject taught with this methodology	Fundraising and cooperation with profit sector
Size of the group	Max. 15
<p><u>Short description of methodology:</u> Fundraising and cooperation with profit sector training was implemented in two-days sessions for a group of 15 participants. The approach adopted consisted in use of different training methods, as lectures, exercises, group work, but mainly on simulation of real situations, because of complexity of the topic and universal knowledge application. The content of the training included: 1) Fundraising and principles of cooperation with business entities, 2) Fundraising methods and techniques, 3) Fundraising sources, 4) Best practices examples, 5) Sponsorship offer, 6) Sponsorship relations, 7) Fundraising strategies. The training was conducted with short lecture at the beginning of each session and followed by discussions and simulations, as for example, sponsorship offer was written by each participants according to the needs of their organizations and evaluated by other participants with discussion. For sponsorship relations a representative of a company (CSR department) was invited and participated in simulation of sponsorship proposal meeting.</p>	
<p><u>Benefits of the methodology:</u> By use of this methodology participants understood, that fundraising in organizations need different skills and competences, not only technical but also soft competences such as self-presentation, social competences, assertiveness, creativity.</p>	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • For interdisciplinary trainings use of training method solutions which will develop participants’ awareness of training topics’ complexity. 	

Practice 11: Usage of innovative technologies for NGOs' workers in sharing their good practices with others

Country of origin	Poland
Name of conducting organization	Fundacja Rozwoju Społeczeństwa Informacyjnego
Subject taught with this methodology	Web conferencing
Size of the group	Unlimited
<p><u>Short description of methodology:</u> The training is held online by entering specially created channel. Potential participants are informed about the exact time of training about 2 weeks before it is held. They are asked to send an email to organizers in order to receive a link with the access to the training. The training lasts for about 2 hours. It is divided to two parts – first is a lecture given by tutors, who are IT specialists dealing with the NGOs' environment. They present to the participants online possibilities for sharing good practices of NGOs to the public, mainly focusing on the tools needed for web conferencing (e.g. web platforms, applications). The second part is based on the discussion. Tutors answer the questions posted or asked by the participants online. After the training is finished, recorded web conference is posted on the Foundation's website in order to get to larger number of receivers. This method is also used for the topic-based web conferences.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • unlimited number of participants – every NGOs' worker interested in the topic can participate in it; the prior registration acts as a way to keep track of participants • possibility to access broader scope of receivers • by posting recorded web conference on the website, everybody can access it no matter where or when 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • online access to all materials needed for everybody interested in it 	

Practice 12: ERSTE Foundation NGO Academy

Country of origin	Austria
Name of conducting organization	ERSTE Foundation NGO Academy
Subject taught with this methodology	Regional Programme
Size of the group	Around 10 participants/in each workshop
<p><u>Short description of methodology:</u> The Regional Programme is a topic-centred programme. It focuses on strengthening management competencies of non-profit managers and staff members, taking into consideration their local context and needs for further development. The programme comprises of versatile and impactful workshops designed around topics like the creation of new resources, the implementation of strategies through projects and the ability of sustaining success. Within those, it strongly focuses on the individual local needs, as well as on offering insights into international perspectives on specific topics. In order to enable a good mix between local and international perspectives in those areas, as well as a fruitful exchange between experts, practitioners and academics, the Regional Programme mainly consists of two-day workshops, which are implemented by highly qualified lecturers. They are offered in six European languages and take places in various cities throughout the region of Central and South-Eastern Europe.</p>	
<p><u>Benefits of the methodology:</u></p> <ul style="list-style-type: none"> • Customized training-local focus • Brings experts, practitioners and academics together. • Workshops offered in six European languages 	
<p><u>Takeaway for ATSIV:</u></p> <ul style="list-style-type: none"> • Try to bring different stakeholders together • Multilingual character of the trainings • Attempt to meet the individual needs of the different NGOs' workers 	

Conclusion

This report showcased some of the best practises in adult education, with the goal of finding important takeaways for the implementation of the ATSIV project. As this report will be updated with new practices throughout the project, the following tables with summary and implications of the desired benefits and takeaways for ATSIV will be further improved.

Essential elements of best practices	Summary of implications
Practical application of acquired knowledge (case studies, group and individual work)	Practical application
Practical experience and discussions for real questions	
Practical application of acquired competences (case studies, practical exercises)	
Brings experts, practitioners and academics together	
Case solving backed-up with appropriate materials	
Opportunity to consult further one-on-one with the lecturers	Close contact to lecturers
Close contact to professionals in the field (similar to consultations)	
Working with a tutor	
Close contact with lecturers	
Informal stimulating environment enabling participants to freely communicate with lecturers	
Experience panels and expert presentation of local and international experiences/topics with questions afterwards in plenary	Engage participants outside the training
Creation of a network of professionals from participants	
One2one and evening activities: breaks and evening time to meet, discuss topics and interests and build partnerships to develop new projects and strategies	
Engaging participants prior to their arrival on the spot	
Getting-to-know-you activities, reflection and continuous assessment to facilitate group work and to assess learning	
Rich social programme	Variety
Variety of activities to keep participants engaged	
Different lecturers to bring different points of view	

Flexible training time and participation	Match training time with training need
Continuous and prolonged training time, in which to get immersed in the material	
Plenary sessions connected to the corresponding experiential sessions	Create a multi-faceted engaging programme
Thematic sessions	
Customized training-local focus	
Cutting-edge learning content	
Use of methodology for validation and recognition of competences	
Use of methodology for the content adaptation/improvement	
Online - possibility to access broader scope of receivers	Take advantage of intercultural activities and benefits
By posting recorded web conference on the website, everybody can access it no matter where or when	
Workshops offered in six European languages	
Workshops run by the participants to test methods and tools and to present projects and policies in local and international contexts	
Intercultural environment	
Participants coming from different communities	

The goal of this benchmarking is to ultimately craft the best, most effective possible training mechanism for NGOs in the European Union.

Takeaways for ATSIV	Summary of implications
Create interactivity and practicality for the teaching	Interactive engagement
Engage participants in other ways besides lectures and presentations	
Find ways to engage the trainees for longer	
Create interactivity and practicality for the teaching	Variation
Use individual as well as group work for solidifying knowledge	
Informal learning is extremely important	
Create variation in activities	
Always prepare the right materials	
Try to provide state-of-the-art training content	
Attempt to meet the individual needs of the different NGOs' workers	

For interdisciplinary trainings use of training method solutions which will develop participants' awareness of training topics' complexity	
Provide practical implications	
Provide informal guidance to the participants during the training	Importance of informal learning
Plan good social programme	
Try to bring different point of views together	
Establishment of stable and reliable contact network for further promotion of the training objectives and achieved results	Communication among participants and with lecturers
Orchestrate possibilities for communication among participants and lecturers	
Open space to deepen the general knowledge for project building and the creation of networks and partnerships according to areas of interest and fields of work	
Ensure contact with lecturers	
Do not underestimate the importance of good logistics	Logistics and organization
Online access to all materials needed for everybody interested in it	
Collaborative practice showcase and field visits to share experiences, good practices and ideas in order to conduct a common inquiry into the topics in different countries and contexts	Benefits of intercultural training
Try to bring participants with different backgrounds so the peer learning approach could be utilised	
Try to bring different stakeholders together	
Multilingual character of the trainings	Evaluation and reflection
Planning and implementation of measurement and recognition of acquired competences during training implementation	
Self and group reflection for evaluation of the training approach and methods, as well as for evaluation of the acquired knowledge, skills, and competences	

The implications listed in both tables are important to consider in the creation of the ATSIV training.

