**Training Completion Report**

**September 2014**

**Training program**

Work Dynamics for Professional Development

**Duration:**

42 training hours

9th-18th August 2014

**Participants**

The training targeted fresh graduates from BirZeit University. However it included also participants in their senior year. The total number of participants who attended the training was (26), although the committed participants till the end of the training was (23).

**Content:**

The training program aimed at empowering the skills, knowledge and attitudes of participants to be better prepared for a work environment. This knowledge can be utilized in their job-hunting efforts and in the workplace.

Subjects that were covered during the training:

|  |  |  |
| --- | --- | --- |
|  | **Training** | **# of hours** |
| 1 | Effective communication skills | 5 |
| 2 | Time management  | 3 |
| 3 | Computer Skills | 6 |
| 4 | Coaching skills and workplace environment  | 3 |
| 5 | CV writing and interview skills | 4 |
| 6 | Business writing skills | 3 |
| 7 | Leadership | 3 |
| 8 | Presentation skills | 3 |
| 9 | Personal branding | 3 |
| 10 | The elevator pitch  | 3 |
| 11 | Business English  | 6 |

**Session briefs:**

**Computer skills:**

During the training sessions, participants learned about technology in the work environment by demonstrating the key software used in a Palestinian workplace. Training concentrated on their ability to communicate with their managers and coworkers smoothly and they will avoid the bad impact of the lack of computer skills they will face on the first few weeks at work.

***Participant’s feedback on session***

Participants felt that the part about the use of the outlook is highly informative and presented new knowledge and skills, especially that some have come across the importance of being savvy in outlook at a work environment.

**Workplace environment**

This session, addressed the rights and duties of a new employee in the workplace. It introduced the key information that an employee should learn about or ask for prior to occupying a position. It also addressed the legal documents between them and the employer. Further, it addressed parts of the proper communications with peers and supervisors.

***Participant’s feedback on session***

Participants were particularly interested in the labor law provisions and raised a discussion in this regard. They have compared between what they have learned and the actual experiences they have been through when being interviewed for potential job opportunities.

**Effective communication skills**

The communication skills session introduced interactive exercises on how to communicate. After watching short YouTube on communication, participants discussed the positive and negative outcomes impacted by communication. to detect the best practices on dealing with the surrounding work environment and how to maintain good relations and avoid conflict. They have learned about and practiced active listening in order to be good communicators while they are starting out on their career.

***Participant’s feedback on session***

One of the key aspects they enjoyed learning is about body language and how you can interpret it to learn about the messages the other person is sending.

**Time management**

The time management session aimed at introducing the techniques that assist in managing time and consequently driving efficiency at work. In particular, participants learned about setting goals, planning actions, handling time wasters and how to deal with procrastination. Participants practiced these concepts through group exercises. Each participant created their own set of goals and planned a sample list of actions.

***Participant’s feedback on session***

Participants felt proud about the goals they have set and put up on the walls of the training hall. It stayed in front of them all the time and some referred to it in later sessions.

**Personal branding**

This is a fairly new topic to be discussed among fresh graduates. Even though it was delivered in a separate session, many examples were highlighted to participants throughout the whole training. The main focus was to reflect to participants how to make sure that everything they do or react to can be utilized to serve their career.

***Participant’s feedback on session***

Some reflections were that we can promote ourselves for a work opportunity even at a social event.

**The Elevator Pitch**

This session introduced the concept of pitching and how to always think of what to say when meeting with an influencer by coincidence. Participants practiced saying 30-second statements that would immediately reveal their strengths as potential candidates for an opening.

***Participant’s feedback on session***

Participants thought it is quite difficult to be always prepared with the right thing to say for the right people. However, some practiced saying their short statements with Ritaj’s staff.

**Leadership skills**

Participants were introduced to instilling leadership qualities within all individuals of the organization and enhance their performance in becoming leaders. Through exercise and simulation, participants explored the traits of a leader, and how to incorporate leadership skills with management. Further, participants learnt about the various styles of personality and consequently how to deal with them in addition to the importance of team work.

***Participant’s feedback on session***

Participants mentioned that practice is different than theory when it comes to leadership. They practiced identifying some traits of a leader and entrepreneur.

**Resume building and interview skills**

This session addressed the key components that need to be in a resume and how to order them and what information need to be there in order to attract employers. Discussion was vital where participants enriched the discussion with some of their experiences.

As for interview skills, we discussed the do’s and don’ts when going through the interview process, the most common interview questions and how to respond, avoiding poor answers and the required preparation prior the interview. All these aspects were followed up by a role-play to observe the positives and negatives while being interviewed.

***Participant’s feedback on session***

One of the major topics that caught the participants’ attention. They requested a few extra hours to practice interview skills. They expressed their appreciation of the mock interviews conducted during the session and the immediate feedback on each interviewee whether positives or points of improvement.

**Presentation skills**

Presentation skills addressed the techniques of producing a good presentation focusing on both personal skills and technical information. Practical presentations were delivered by participants.

***Participant’s feedback on session***

The feedback on presenters was really helpful to see how difficult to apply what is discussed. It needs a lot of practice to be able to excel in this skill.

**Business English**

This session addressed the most common business terminology in a given work environment. Participants reflected particular attention to this topic as all the information was fairly new to them. They are very

***Participant’s feedback on session***

This is very important. We sometimes hear these terms from our relatives or at home. Now we see how important knowing this. Some said that they are now more comfortable to be interviewed.

**Business writing**

This topic introduced writing etiquette and some formal lines to use in their correspondence in English. The practical exercise to actually draft a business email was informative on the checklist one has to address when writing.

***Participant’s feedback on session***

I didn’t think that I can actually write in English. We like to practice more to advance our capacities.

***\* Testimonials by some participants are in Annex (I).***

**Observations**

Based on the trainer’s observations:

* Most participants reflected utmost interest in the training sessions. This reflected clearly in committing to sessions, attending on time, and rescheduling other engagements.
* Most participants where active and always came back with questions and worked on the assignments when needed.
* Topics have addressed key competencies that participants needed to employ immediately in their coming endeavors.

**Recommendations**

**For future offerings of this training, we suggest the following**

1. More time is given to CV writing and interview skills.
2. The business English session was a success. It can be delivered more in depth.
3. A follow-up technical could be of use to participants. That could be in another meeting to discuss their experience on the ground.