Main objective

The main research objective is decreasing the social exclusion risk by creating the new family assistantship working methods disseminated in public support institutions.

Detailed research goals:
1. Determination key family assistants issues (focus group with 40 family assistants)
2. Training methodology (4 main chapters: burnout syndrome, functional illiteracy, greater partnership/resilience and co-production)
3. Application of training methodology (40 family assistants)
4. Evaluation (8 months process)
5. E-book dissemination

Content of the training course

<table>
<thead>
<tr>
<th>Core competencies</th>
<th>Description</th>
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<tbody>
<tr>
<td>Self-Awareness</td>
<td>Be aware of self traits, feelings and behaviour</td>
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<tr>
<td>Critical Thinking</td>
<td>Actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or synthesizing information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action</td>
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<tr>
<td>Self Confidence</td>
<td>Develop and maintain inner strength based on desire to succeed</td>
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<tr>
<td>Social level</td>
<td>Be conscious of the feelings and opinions of others; maintaining a positive, open, and objective attitude toward others</td>
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<td>Human-Awareness</td>
<td>Relating to others</td>
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<td>Communication</td>
<td>Use a broad range of communication styles; choose appropriate, effective ways to communicate with others and/or to audiences in diverse situations</td>
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<td>Accurate Listening</td>
<td>Openness to others and a willingness to hear what they are saying and not what one thinks they should say, or are going to say</td>
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<tr>
<td>Relating to Others</td>
<td>Coordinate personal insights and knowledge of others into effective actions; make use of accurate interpersonal skills in interacting with others</td>
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<tr>
<td>Professional level</td>
<td>Prioritize and complete tasks in order to deliver desired outcomes within allocated time frames</td>
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<tr>
<td>Teamwork</td>
<td>Work cooperatively and collaboratively with others to achieve collective goals</td>
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<tr>
<td>Planning</td>
<td>Establishing courses of action for self and others to ensure that work is completed efficiently</td>
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Training Contents

A.1 Burnout syndrome
- Session 1: Introduction to the burnout phenomenon
- Session 2: Symptoms and prevention strategies
- Session 3: Self-care and resilience techniques

A.2 Functional illiteracy
- Session 1: Understanding functional illiteracy
- Session 2: Strategies for overcoming functional illiteracy

A.3 Social inclusion
- Session 1: Characteristics of social inclusion
- Session 2: Tools for promoting social inclusion

A.4 Partnership working
- Session 1: Principles of partnership working
- Session 2: Case studies of successful partnership working

B.1 Introduction to the problem of the attitude-functional literacy
- Session 1: Understanding the problem
- Session 2: Strategies for addressing the problem

B.2 Problem of functional illiteracy in clients’ lives
- Session 1: Identifying the problem
- Session 2: Strategies for addressing the problem

C.1 Social inclusion as a means of developing self-actualization: greater partnership and resilience
- Session 1: Understanding the concept
- Session 2: Strategies for promoting social inclusion

C.2 Co-production - Our attitude towards the client
- Session 1: Understanding the concept
- Session 2: Strategies for promoting co-production

C.3.1 Dependency
- Session 1: Understanding the concept
- Session 2: Strategies for promoting independence

C.3.2 Resilience
- Session 1: Understanding the concept
- Session 2: Strategies for promoting resilience

D.1 Self-Support
- Session 1: Understanding the concept
- Session 2: Strategies for promoting self-support

D.2 Self-Socialization
- Session 1: Understanding the concept
- Session 2: Strategies for promoting self-socialization

D.3 A.M. P. (Agency Partnerships)
- Session 1: Understanding the concept
- Session 2: Strategies for promoting A.M. P.

D.4 Community
- Session 1: Understanding the concept
- Session 2: Strategies for promoting community

D.5 Collectives
- Session 1: Understanding the concept
- Session 2: Strategies for promoting collectives

E.1.1 Reflection on the learning process
- Session 1: Understanding the concept
- Session 2: Strategies for promoting reflection

E.1.2 Feedback of the team leader
- Session 1: Understanding the concept
- Session 2: Strategies for promoting feedback

Training tools (40 innovative methods in total)

- Role-playing: Enhancing communication and cooperation among participants
- Group brainstorming: Facilitating idea generation and problem-solving
- Simulation exercises: Practicing real-life scenarios
- Video analysis: Learning from real-life situations
- Case studies: Applying theoretical knowledge to practical situations

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