

Good practice: “Büro und Verwaltung” (B&V)

Name of the project / programme	Büro und Verwaltung (Office and administration)
Name of the organisation	Pascalina Women’s Academy
Main methodology applied	<p>Specialised course for women for better qualification in office and administration. The course includes individual coaching.</p> <p>The main methodology is to strengthen women’s autonomy and self efficacy. This is not only a theory, it is the essence and determines every phase of the project. Trainers see themselves as role models and are carefully chosen and trained. At the beginning of the course, each woman makes an inventory of what they have learned and implemented in their previous life. They create an individual competence-portfolio, consisting of not only the professional competences, it includes all talents and informal competences as well. The aim of this procedure is to make the women aware of how they can put these talents and skills.</p> <p>Organisational background: Every 3-4 weeks, in a meeting, all trainers discuss the participants and their improvements, one by one, to coordinate their interventions. Responsible person is one senior-expert with a therapeutic background.</p>
Main project milestones	The phases of the course are: trial phase, competence training interlaced with soft skills, practical work, active jobseeking phase.
Players involved in implementation	Pascalina Academy, jobseeking women, Austrian Labour Office, different companies, public organisations
Resources applied to implementation	unemployment insurance, social funds
Mentoring and evaluation of results	anonymous official as well as intern feedback forms, team meetings, supervision, intervention, teambuilding seminars, processual evaluation, final evaluation, results of knowledge test are never below 90%
Implementation period	Between 2 and 5 years
Description of targets / users	jobseeking women from 20 - 55 years returners from childcare
How the users are selected	The women are pre-selected by the labour office according to their qualification. before the course they organise an info event, with the aims: to inform the women about the course that they can find out if it fits to their needs.

	to select the women according to their motivation and suitability.
Needs and situations on which the project is based	Job market related, Training needs
Specify "Other/s"	
Main objectives of project / practice	Produce changes in the targets, General transformation of the social environment / community
Main impacts on project / practices targets	better chances at the labour market better qualification Self-determination, autonomy, improved self-presentation,
Impact on methodological innovation	Many years of experience show that only a competence-training without a soft skills training is not enough facing today's labour market situation. Companies expect their employees to be able to communicate, to be resilient, motivated, flexible, able to criticise and take criticism, and much more. Only soft skills training often is humiliating for the participants, as it seems that something is not ok with them. Based on the need for strengthening the personality the mixture of competence- and soft skills-training, individual coaching and practical work experience has been found as best practice.
Impact on social, educational, economic organisations	integrating confident woman power, not as the opposite pole, but as a complement to the still male-dominated industry.
Impact on local community	improvement of status of the women in the family and society through social skills training, individual coaching and knowledge.
More information about needs and situations on which the project is based	In this region it has been usual that women stay at home with the children while their husband goes to work. Due to social and economic changes women have to earn money as well to be able to support the family. These changes are necessary, but by now not completely settled in the minds of the people, men and women. Women have to build an entrepreneur's identity and men have to give up the idea that the housewife is keeping the home and awaits them with a fresh meal in the afternoon. The course meets the need to build up a new female identity supported by self-confidence and the willingness to get involved actively in society.