Simple

LEARNING PATHWAYS TO SOCIO-ECONOMIC INCLUSION (IO4)

1: EMPLOYABILITY SKILLS
2: SOCIAL MEDIA SPY
3: SHOWCASE YOUR SKILLS TO STAND OUT - ONLINE PORTFOLIO CREATION

INTELLECTUAL OUTPUT 4
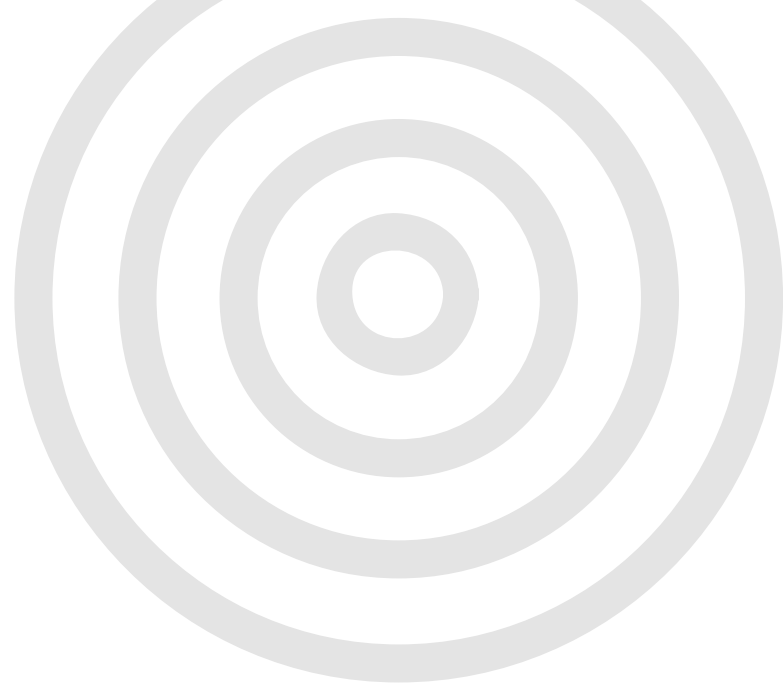
Find out more about SIMPLE (website)   **FB page**

Cover Photo: courtesy of Joel Bergner – joelartista.com, www.artolution.org

Graphic design: STEPS, Italy

Pathways to socio-economic inclusion, our goals.

"Learning pathways to socio-economic inclusion" is designed to support the participants of our training to reflect on and discuss their skills and abilities, from a perspective that allows them to show their full potential. The ultimate goal is to support them in their integration in the labour market, as well as in the society of their current host country. With this purpose in mind, we have developed three workshops of two hours each.

The first workshop is called "Employability skills". Within this two hour session we start a conversation with our participants, helping them to find the words to describe the abilities and skills they have already acquired, and assisting them in presenting their experiences in a way that makes their profile (CV, etc.) more attractive for potential employers. We work on the re-evaluation of skills that could be considered non-traditional in job applications and on the potential of the participants to rebrand themselves for the labour market of their current country of residence. We finish by encouraging the participants to create a "tagline" for themselves.

The second workshop, called "Social Media Spy" starts with a discussion about social media presence and how we portray ourselves in the online world. Through this debate we want to encourage a mindful use of social media and a reflection on the content we share and what it might say about us. Later, we start the game "social media spy", which gives name to this workshop and will be our main focus. In this game, the participants have to put themselves in the role of an employer looking for potential employees. The participants work in pairs and will have to choose four participants out of eight options based on their social media profiles. Later on, they will have to reduce their choices to two by looking at their CVs, and finally decide who their next employee will be by looking at their cover letters. This workshop gives the participants the opportunity to put themselves in the shoes of an employer, to reflect on potential mistakes they might have made as potential employees in the past, and provide them with examples of CVs and cover letters that they might use in the future as inspiration for their own.

Finally, the third workshop, called "Showcase yours skills to stand out – online portfolio creation" will focus on helping the participant create a CV based on the official Europass model. At the end of the first workshop, the participants receive a task that they have to complete at home before this last workshop. The task consists of filling in a table with their details and their professional, as well as educational, experience. The participants will also have to try to create their own profile on Europass and bring a digitalised version of a photo for their CV. If there are participants with a reduced proficiency in the use of electronic devices, we will assist them with this task at the beginning of the third workshop. The main tasks for this last day will be creating a CV with the Europass online platform, using the ideas and materials that we have used during the previous workshops. At the end of this workshop our participants will have a finished version of their CV that they can adapt to potential applications and continue filling in with their new job experiences. They will also have the opportunity to talk with the organisers of the workshops and have one on one sessions where we can attend to their particular needs.

By the end of the workshops, the participants will also get the opportunity to evaluate our methods and will receive a certificate of participation.

TABLE OF CONTENTS

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

I: WORKSHOP: EMPLOYABILITY SKILLS

This workshop is the first of a set of three workshops and will set the base for the development of the entire SIMPLE empowering pathways. In this workshop the participants will reflect on their identity, values, their transversal skills and will start collecting data and information that will be essential for the creation of their portfolio.

Warm-up activity: Movement and feeling

Purpose:

- Build a safe space for the participants by building trust.
- Share the names and feelings of the participants.

Description:

- Everyone stands in a circle.
- Each person says their name and makes a movement that represents their mood right now, while saying the mood out loud;
- Each person has to add their name, feeling and movement after repeating the ones the other participants have already said;
- At the end all the participants repeat the "mood choreography" together.

Objectives of the workshop

- We are going to talk about who we are and how we define ourselves;
- We are going to talk about our strengths and how we think about/perceive our abilities;
- We will have a chance to share our reflections;
- We are going to learn how to name our abilities and skills;
- We are going to start thinking about our CVs;
- We are going to give our personal brand a tagline.
-

1. Molecules: my complexities

The following activity might help students regain their visibility and reclaim their identity, not being reduced to external definitions such as "migrant" or "refugee". Through this activity the participants will build their self-definition in the shape of a molecule, representing each part of their identity in a branch of the molecule. This activity can also be done in the shape of a flower with each concept in a petal, if preferred.

This activity focuses on the changing character of someone's identity which changes and evolves in time. Ideally, this activity can be used as a conversation starter about who our participants really are and what they consider to be defining in their personalities and life. In this way we can distance ourselves from the labels imposed on us by society based on prejudices and external expectations. These personality traits can

Co-funded by the
Erasmus+ Programme
of the European Union

be used in our favour if we learn how to leverage them in order to grow as a person and better navigate the professional world.

The main objective of this activity is to raise participants' self-awareness – their knowledge of their personal strengths and weaknesses to build a strong sense of own worth (in this sense, this activity will build a base for the following activities in this workshop as well as in the other ones).

EXAMPLE (created by one of our participants)
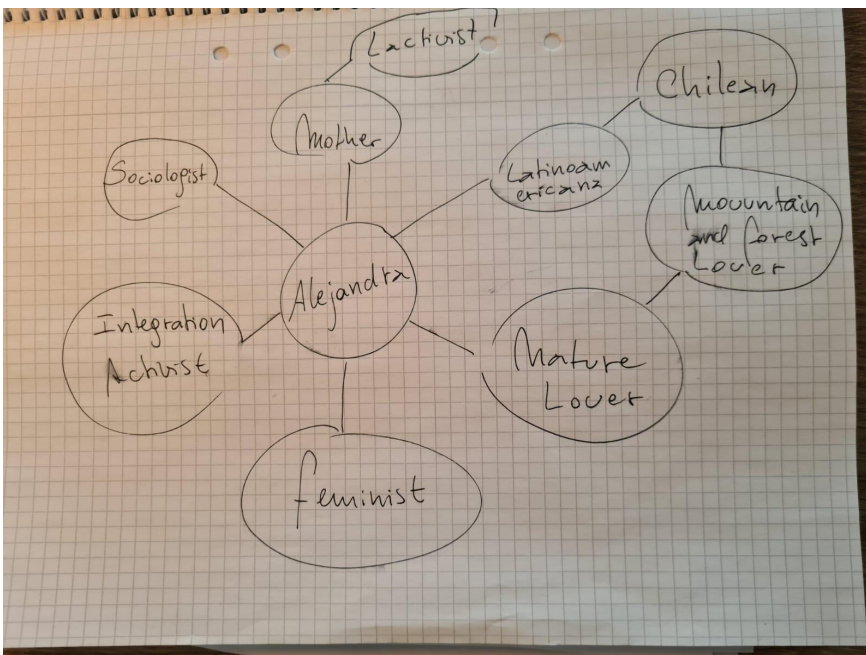
2. Questions to reflect on

In order to encourage reflection as a group and individually, and in connection to the molecule the participants have created in the previous activity, the trainer may ask some of these questions to the group:

● What activities feel effortless to you? What activities make time go by fast when you do them?
● What activities have you been doing for years?
● Do you remember what praise you have been given by people around you about an ability of yours?
● What ability of yours did you learn in your childhood or youth?
● Can you think about five activities in which you are quite quick?
● Do you remember what your wish was when you thought of your professional future as a child? Why?

In some groups there might not be a need for questions because the reflection or even a conversation about this topic might start on its own.

This moment can also be used to encourage some participants to share their molecules and explain them to the group. This, however, will be done only on a voluntary basis and no one will be forced to share with the group.

3. Listing my capacities: I can…!

In this activity the participants will name and gain awareness about the things they can do. In order to ease the process and the discussion, the conversation will start by reflecting on things that they like to do. All the participants will be given a document to work on preparing a list with some examples of abilities/skills, what they know how to do; practices, how they proved that they have this ability/skill and how they developed it; and their motivation, what they like about said activity.

This list could be done directly on a computer or on paper and will be used later in the creation of our CV.

Afterwards, the trainer will propose sharing some of the skills in the group and will discuss with the group our ability to self-evaluate.

Suggested questions to start a group discussion:

- What skills were the first ones that came to mind?
- Was it easy or difficult to name what we know?
- Why was it difficult/easy?
- After the group discussion, is there anything else you would like to add to your list?

MATERIAL FOR THE ACTIVITY

Co-funded by the
Erasmus+ Programme
of the European Union

Simple

Activity 5: I can…!

Ability/skill (this is what I know how to do)	Practice (I proved that I have that ability by doing this)	Motivation (What I like about this activity)

Co-funded by the
Erasmus+ Programme
of the European Union

4. Free movement and break

At this point in the workshop, we will have a short break. If we have a group that is participative and engaged, we might suggest having a free movement activity. In this free movement activity, the participants are asked to express the feelings left after our discussion through movement. The trainer plays light background music.

Alternatively, if the course is taught online or if the group doesn't seem ready to engage in a free movement activity, the trainer can play light background music and let the participants take a rest in the way they want.

5. Skills list

This activity focuses on the language skills of the participants in the language of the host country. In case of working with a group of participants who are native speakers of the host countries language, the activity may be refocused on learning how to properly name in their own language the abilities and skills discussed in the previous activity.

For this activity, the participants will be given a handout with a vocabulary list with the main skills and abilities that are used in CVs. They can add their own ones if the ones they need are not in the list with the assistance of the trainer. The participants will underline or mark the abilities and skills in the list that apply to themselves and they would like to include in their CVs. Ideally the list will be handed out in the native language of the participants and in the language of the host country.

MATERIAL FOR THE ACTIVITY

Co-funded by the
Erasmus+ Programme
of the European Union

COMPETENCES: list of some of the most searched personal, technical, and methodological skills and their translation

ENGLISH	GERMAN/ DEUTSCH
Adaptability	Die Anpassungsfähigkeit
Endurance	Die Ausdauer
Resilience	Die Belastbarkeit
Charisma	Das Charisma
Resourcefulness	Das Durchsetzungsvermögen
Commitment, involvement, dedication	Das Engagement und die Einsatzbereitschaft
Own initiative	Die Eigeninitiative
Empathy/empathetic	Das einfühlungsvermögen / Die Empathie
Flexibility	Die Flexibilität
Leadership capacity	Die Führungsfähigkeit
Conscientiousness	Die Gewissenhaftigkeit
Decision-Making capabilities	Die Handlungskompetenz
Intercultural competence	Die Interkulturelle Kompetenz
Communicative competences or skills	Die Kommunikationsfähigkeit
Conflict management	Die Konfliktfähigkeit
Critical thinking skills	Die Kritikfähigkeit
Customer oriented	Die Kundenorientierung
Lifelong learning	Das Lebenslange lernen
Willingness to learn and adapt	Die Lernbereitschaft
Ability to judge character	Die Menschenkenntnis
Curiosity	Die Neugierde
Open-mindedness	Die Offenheit
Organisational skills	Die Organisationsfähigkeit
Presentation skills	Die Präsentationsstärke
Self-reflection	Die Selbstbeobachtung

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Self-discipline	Die Selbstdisziplin
Self motivation	Die Selbst motivation
Self-management	Das Selbstmanagement
Ability to work independently/ self-management	Die Selbstverwaltung
Service-orientation	Die Serviceorientierung
Soft skills	Die Soziale Kompetenz
Team player/ capacity for teamwork	Die Teamfähigkeit
Discernment	Das Urteilsvermögen
Responsibility/ accountability	Die Verantwortung
Negotiation skills	Die Verhandlungskompetenz
Time-management	Das Zeitmanagement
Goal orientation	Die Zielorientierung

6. My biographic curriculum

Using the materials and discussions shared prior to this activity, the participants will write a list of their skill-gaining experiences in chronological order. This will help create organised content that will later on be used to write a CV.

It will be useful for the participants to revisit their abilities and skills list and think about when they gained the skill, in what specific situation, and how they learnt it. It might happen that our participants have difficulties placing their activities with a specific time frame. This list can be a draft that they will complete at home while completing their homework (see last activity of this workshop).

7. My ad or personal tagline

With this activity the participants should be allowed to wrap up the reflections of the day with a productive conclusion about themselves.

The participants will have to summarise what they have to offer in an ad-like piece of information, ideally in a motto that they will later on use in the description of themselves when creating their CVs. For this activity, the participants will need materials such as papers, colour pens, etc.

At the end of the activity, they will have the chance to present what they have created to the group, if they wish to do so.

8. Introducing the homework

Share the following table with your participants and ask them to reflect on all listed points and to bring a written draft to the workshop. Remember to give enough time for the preparation of this resume. The best option would be to share it with your group during the WORKSHOP 1.

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Reflections to continue home

- Do you have access to an email account?
- Do you have a picture of yourself for your CV? Is it professional enough? Do you have it in electronic format? (Please, bring it to the workshop).
- Create an Europass CV account in the following link: Create an account (europa.eu) and remember to bring your log in details to the next workshop.

Attention: *If you do not know how to do it, do not worry, we can help you during the next workshop.*

Please fill in the following table with your information:

Personal data:	1	2	3
First and Last Name			
Short description (Use the motto from the first workshop)			
Nationality			
Email address			
Phone number			
Social media (Only if it is adequate for professional use)			
Address			
Education and training: (add one per column if you want to add more than one)			
Title of qualification awarded			

Organisation providing education and training			
City			
Country			
Start and end date			
Work experience: (add one per column if you want to add more than one)			
Occupation or position held			
Employer			
City			
Country			
Start and end date			
Language skills:			
What languages do you speak?			
Native language(s)			
Other(s) (Please add your level if you know it)			
Other questions:			
Do you have a driving licence? What type?			
Digital skills: what programs can you use with confidence?			

Have you done volunteer work?			
Would you like to add hobbies and interests? Are they appropriate for a CV?			

Take a look at the "create new section" part of your profile and decide if any of the other sections would be useful for you.

IO4 Workshop 1 plan Employability skills					
Activity	**Goal**	**Description**	**Methodology/tools**	**Time**	Number of People
1. Warm-up activity: Movement and feeling	Warming up for the upcoming activities.	Everyone stands in a circle. In order, each participant says their name and makes a movement that represents their mood for today (saying their mood at loud). After each participant, the group repeats their name, their mood, and their movement. At the end we try to repeat the "mood choreography".	Body movement and awareness.	10	Group activity (10 people)
2. Molecules: my complexities	Being visible again, not being reduced to (external) definitions such as "migrant" "refugee." Building your own self-definition as an identity molecule.	Writing your name in the middle and then building the branches of the molecules. At the end of each branch, I write one thing that defines me. By the end of the exercise, I will have a representation of how I define myself and what I consider my identity.	Copies of the molecule model. Papers and pens.	5 minutes of individual work	Individual work

2.1 Questions to reflect on	Encouraging participants to focus on their strengths	The person conducting the workshop will pose questions at the participants to encourage the reflection.[1]	Self-reflection	5 Minutes of individual work	Individual work
2.2. Voluntary presentation of our molecules to the other participants	Each participant gets to look at the product of the other participants' reflection and work	Sharing my molecule by hanging it up in the classroom	Observing and learning from the other participants	10 minutes to look at the other participants molecules	10
3. Listing my capacities I can…!	Naming and gaining awareness about the things I can do (To ease the process, reflect on the things I like to do).	The participants work on the lists and reflect on the abilities and how they have acquired them.[2]	Prepared list or table for the participants to work on with the following content: **Ability/skill** (this is what I know how to do) **Practice** (I proved that I have that ability by doing this)	20 minutes	Individual work

---

[1] A list of questions to support this activity is provided. Please look at the additional materials.

[2] A table to fill in by the participants in this activity is provided. Please look at the additional materials.

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

			Motivation (What I like about this activity) This could be done in paper or in computers, to use later in the potential creation of a CV.		
3.1 Exchange of skills in the group Empowerment vs. internalisation of deficits	Group reflection on our ability to self-evaluate.	The participants discuss: Was it easy or difficult to name what we know? Sharing with the group, understanding why this happens.	Group reflection	10 minutes	10
4. Free movement and Break	Self-analysis and short break	Expressing the feelings left after our discussions through movement. (Light background music)	Room space	5 minutes	10

5. Skill list, working on language skills	Learning, improving, and reinforcing vocabulary (in the host country's language) about our abilities and skills.	Underlining my own abilities and skills out of a vocabulary list[3]	A prepared list of terms in the host country's language, two other columns (optional) for an English and native translation to the language of the participant	5 minutes	Individual work
6. My biographic curriculum	Putting our skill-gaining experiences in a chronological order that will help create organised content of a CV.	When have I used this skill? In what specific situation? How did I learn it? Creating an individual list with chronological phases	The list created in activity number three will be used for this activity.	15 minutes	Individual work
7. My add or my motto/personal tagline	Wrapping up the reflections of the day with a productive conclusion about myself.	Summarising what I have to offer in an add like piece of information, in a motto.	Materials, papers, colour pens, other objects.	10 minutes	10
	Presenting the result.		As an option: taking pictures or video of the results.	10 minutes	10

---

[3] A vocabulary list of skills and abilities in different languages to support this activity is provided. Please look at the additional materials.

8. Introducing the homework	Having the participant fill in a questionnaire and table at home (due on the last session) that will help them fill in the Curriculum interface in Europass.	Each participant takes a table home that they will need to fill in before the last session (3rd workshop)	Written individual work at home	10 minutes of explanation at home Individual work at home	10
				Total time: 120 Minutes	

Co-funded by the
Erasmus+ Programme
of the European Union

II: WORKSHOP: SOCIAL MEDIA SPY

This workshop focuses on letting participants take the role of an employer, helping them change perspectives and giving them the chance to take a critical look at job application materials of other people. At the same time, the workshop sheds light on the importance of being aware of one's own social media presence, and what it might portrait to the people searching for us online. All of this will be achieved through a game called "Social Media Spy" and will continue to set the base for the final workshop, in which the participants will create their own applications.

Icebreaker: People bingo.

Purpose:

- Build a safe space for the participants by building trust.
- Refreshing/getting to know each other's names and interesting details.

Description:

- Everyone needs to be given a printed copy of the people bingo.
- Everyone walks around the room asking people some of the questions in the bingo table and writes the name of a person next to the question if they said yes (i.e. if the question relates to them). If they answer no, continue looking for someone who says yes.
- Continue until you have five people in a row, then shout "Bingo"!
- The winner tells about the given answers and who stated them.
- If the activity took too little time you can invite other people to share some of their findings about the other participants.

Objectives of the workshop

- We are going to play a game;
- We are going to put ourselves in the shoes of a potential employer;
- We are going to reflect on social media presence;
- We are going to look at social media profiles and CVs;
- We are going to select candidates for a job opening.

1. Explanation of the Social Media Spy game

The main activity in this workshop will be a game called "Social Media Spy". With this game we want to encourage our participants to put themselves in the shoes of an employer who is looking for candidates for a position. Also, we are going to take a look at examples of social media profiles of the candidates, asking the candidates to look at them critically and search for potential problematic profiles. We will use this part of the activity to discuss the social media presence of the participants, encourage awareness about the kind of content we post online, and its potential consequences. Finally, we will take a look at candidates' CVs and to select the ideal person for the job opening. This activity will offer our participants the chance to take a critical look at the application materials of other people and see examples of CVs written with Europass, the tool they will be using to create their own CV in the third and last workshop.

This first part of the game offers us the chance to explain the game to the participants and make sure they have understood the activity:

- First, we will divide the group in pairs, each pair will work together during the selection process and will have to choose one candidate by the end of the game.
- Second, we will read the job opening and make sure that everyone has understood it.
- Third, each pair will take a look at the printed Facebook profiles of the eight candidates and will choose four. Afterwards, all the participants will discuss their choices and what they based their decisions on. The trainer will use this opportunity to open the discussion to the participants own social media presence.
- Later on, the participants will go back to working in pairs and will select one candidate, out of the four candidates they had chosen based on the Facebook profiles, for the job opening by looking at the CVs. After the decision is made, the group will have a discussion again, and the different pairs will be able to compare their selection and their reasons. Let's play the game!

2. Game: Part 1 the job opening

To start the game, all participants will read the job opening and make sure they understand the text they are reading, and what they are looking for.

MATERIALS:

Hotel Manager Job Description:

We are seeking a professional, customer-focused Hotel Manager to oversee our hotel operations. In this position, you will direct the day-to-day operations and activities at your allocated hotel location. Your duties will include managing personnel, collecting payments, monitoring budgets, and evaluating hotel performance.

To excel in this role, you must be approachable and detailed-oriented, with proven hospitality or management work experience. Our ideal candidate will also demonstrate excellent communication and interpersonal skills.

Responsibilities:

Oversee personnel including receptionists, kitchen staff, and office employees.
Monitor employee performance and conduct regular evaluations to help improve customer service.
Collect payments and maintain records of budgets, funds, and expenses.
Welcome and register guests once they arrive.
Resolve issues regarding hotel services, amenities, and policies.
Organise activities and assign responsibilities to employees to ensure productivity.
Create and apply a marketing strategy to promote the hotel's services and amenities.
Coordinate with external parties including suppliers, travel agencies, and conference planners.

Evaluate hotel performance and ensure compliance with health and safety rules.

Partake in financial activities including establishing room rates, setting budgets, and assigning funds to departments.

Requirements:

Bachelor's degree in Hospitality, Business Administration, or relevant field.

A minimum of 3 years' experience in hotel management or similar role.

Strong understanding of hotel management best practices and data entry software.

Outstanding interpersonal communication and customer service skills.

Excellent numerical, verbal, and written communication skills

Exceptional leadership abilities with great attention to detail.

Knowledge of foreign languages can be an advantage.

Excellent problem-solving skills.

Location: Hanga Roa Easter Island (Rapa Nui)

Simple

★★★ Co-funded by the
Erasmus+ Programme
of the European Union

Candidate Evaluation Table – CV SCREENING

	Requirements	Does the candidate meet the requirements? (You can assign 1 point for each condition fulfilled)	Explain why (if needed)
1.	Degree in Business Administration, Hotel/Hospitality Management or relevant field		
2.	Proven experience as Hotel Manager or relevant role		
3.	Experience studying/working overseas		
4.	Foreign language(s) knowledge		
5.	Understanding of hotel management best practices, relevant laws, guidelines, and business mind-set		
6.	Leadership skills		
7.	Customer service skills		
8.	Problem-solving skills		
9.	Communication skills		
10.	Intercultural skills/demonstration of cultural sensitivity		
	NAME OF THE CANDIDATE AND SCORE:		

Co-funded by the
Erasmus+ Programme
of the European Union

3. Game: Part 2 looking at the Facebook profiles

After we have made sure that the job opening has been understood, we hand out eight printed Facebook profiles per pair of participants. They will have to read them and discuss in pairs which four they will choose to go to the next round.

After the pairs have made their decision, we will go back to a group discussion about the choices they have made and the reasons behind them. The trainers will use this opportunity to discuss the social media presence of the participants. Are they aware of what people could find when they google their names?

Here are some questions to help the group discussion:

- How will employers look at their profiles, and what do they look for?
- Were there bad examples? Which ones? Why were they bad?
- Do you recognise habits that you have in social media?
- Would you change your social media?
- Have you ever googled yourself? Give it a try! (let people in the group google each other if they want)

MATERIALS:

Co-funded by the
Erasmus+ Programme
of the European Union

Simple

Mohammad Bitar

Posts   About   Friends   Photos   Videos   More ▾   👤 Add Friend 💬 🔍 ⋯

Intro

💼 Manager Assistant in a Hotel inToulouse

💼 Manager Assistant in different Hostels in Europe

🎓 Master in Business Adminstration (MBA) at Business School Berlin

🎓 BA of Tourism Hospitality Management at Damascus University

📍 From **Damascus, Syria**

Photos   See All Photos

Friends   See All Friends
(2450)

Posts   ⚏ Filters

Mohammad Bitar
25 m · 🌐

https://travelexperta.com/family-friendly-summer-holiday.../

TRAVELEXPERTA.COM
Family Travel Tips - My Top Summer Holiday Activities
Summer Holiday Activities - Take a look at this list of my favorite th...

👍 Like   💬 Comment   ➦ Share

Write a comment... 😊 📷 GIF 😀

Mohammad Bitar
24 March 2021 · 🌐

https://youtu.be/KJthUQurEQ4

HOW TO stay at a HOSTEL

YOUTUBE.COM
Everything you need to know about STAYING AT A HOSTEL
Overview of staying at a hostel, including sleeping in dorms, how t...

👍 Like   💬 Comment   ➦ Share

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Phoebe Ojiambo

Posts   About   Friends   Photos   Videos   More ▾   👤 Add Friend   💬   🔍   •••

Intro

- 💼 Assistant Manager - Hotel Novotel in Marseile Vieux Port
- 💼 Operations Manager - Hostellng International in Málaga
- 🎓 Bachelor in Hotel and Turism Administration - École Supérieure de Tourisme Paris
- 📍 From **Nairobi, Kenya**

Photos   See All Photos

Friends   See All Friends
(780)

Posts   ⚙ Filters

Phoebe Ojiambo
20 March 2021 · 🌐   •••

https://youtu.be/o5cELP06Mik

YOUTUBE.COM
Buena Vista Social Club - Chan Chan (Official Audio)
Click here to subscribe to World Circuit - https://WorldCircuit.lnk.to...

👍 Like   💬 Comment   ↪ Share

Write a comment...   🙂 📷 🔤 🎁

Phoebe Ojiambo
25 February 2021 · 🌐   •••

https://www.youtube.com/watch?v=k76Bglb89-s

vevo
YOUTUBE.COM
Los Ángeles Azules - Nunca Es Suficiente ft. Natalia Lafourcade (Live)

👍 Like   💬 Comment   ↪ Share

24

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Ailuida Ucsegnalah

Posts   About   Friends   Photos   Videos   More ▾   👤 Add Friend   💬   🔍   ⋯

Intro

💼 Assistant Manager - Hello Hotel, Hamburg

💼 Front Desk Receptionist - Yoga SPA, London

🎓 Yoga Teacher, A.P.C.Veerabahu Matriculation Higher Secondary School

📍 From **Madurai, India**

Photos   See All Photos

Friends   See All Friends
(410)

Posts   ⚙ Filters

Ailuida Ucsegnalah
7 April 2021 · 🌐

The 12 best tips for turning a new hotel into a success!

https://businessblog.trivago.com/best-tips-for-a-new.../...

BUSINESSBLOG.TRIVAGO.COM
The 12 Best Tips for Turning a New Hotel into a Big Success
A hotel insider's on-point advice and best tips for a new hotel busi...

👍 Like   💬 Comment   ↪ Share

Write a comment...   😊 📷 GIF 🎴

Ailuida Ucsegnalah
5 April 2021 · 🌐

YOUTUBE.COM
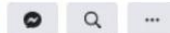**Service Isn't Same As Hospitality | Anna Dolce Dolce | TEDxBend**

👍 Like   💬 Comment   ↪ Share

Maria Vlad

Posts · About · Friends · Photos · Videos · More ▾

👤 Add Friend

Intro

💼 Manager Assistant in Hotel Milano Castello

🎓 Master's in Business Administration at Milan Business School

🎓 Bachelor's Tourism Managment at Bucharest University of Economic Studies

📍 From **Bucharest, Romania**

Photos
See All Photos

Friends
(1456)
See All Friends

Posts
⚏ Filters

Maria Vlad
10 March 2021 · 🌐

20 new beach reads to add to your summer list

GOODHOUSEKEEPING.COM
20 New Beach Reads to Add to Your Summer List
We're going to tear through all of these beach reads by Labor Day.

👍 Like   💬 Comment   ↪ Share

Write a comment...   😊 📷 GIF 🎟

Maria Vlad
4 January 2021 · 🌐

The Great Barrier Reef is one of more than 1,000 places on Unesco's World Heritage List of precious environmental and cultural sites.

BBC.COM
What is the World Heritage In Danger List?
What is Unesco's World Heritage In Danger List and why should we...

👍 Like   💬 Comment   ↪ Share

Co-funded by the
Erasmus+ Programme
of the European Union

Simple

Brad Smith

Posts   About   Friends   Photos   Videos   More ▾   Add Friend   💬   🔍   ⋯

Intro

💼 General Manager - Sands Harbor Resort & Marina, Pompano Beach-Florida

💼 Assistant Manager - Hotel Californian, Santa Barbara

🎓 Tourism & Hospitality - Anderson School of Management UCLA

📍 From **San Francisco, USA**

Photos   See All Photos

Friends   See All Friends
(1056)

Posts   Filters

Liam Johnson ▶ **Brad Smith**
4 April 2021 · 🌐   ⋯

This photo appeared to my profile as a memory. How drunk we were haha? I can't wait for this year...

👍❤️   3 comments

👍 Like   💬 Comment

Well, this year I'm also planning an even bigger party, and a lot of alcohol of course. Who's the boss my friend? haha

View 2 more comments

Write a comment...   ☺ 📷 GIF 🎁

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Xichun Chen

Posts   About   Friends   Photos   Videos   More ▾   👤 Add Friend   💬   🔍   ⋯

Intro

💼 Sales Assistant - Municipal Fish Market

🎓 High School of YCIS

📍 From **Shanghai, China**

Photos

See All Photos

Friends

See All Friends

(569)

Posts

🎛 Filters

Xichun Chen
12 March 2021 · 🌐
⋯

Partyyyyyy

TOURRADAR.COM
Asia's Best Islands for Party Lovers - Days to Come
Asia has it all: adventure, culture and a killer nightlife! But with over...

👍 Like   💬 Comment   ↪ Share

Write a comment...   😊 📷 GIF 🎴

Xichun Chen
12 January 2021 · 🌐
⋯

https://www.chinahighlights.com/shanghai/nightlife.htm

CHINAHIGHLIGHTS.COM
Shanghai Nightlife — 12 of the Best Night Clubs and Bars
A selection of 12 of the best clubs and bars in Shanghai for a night ...

👍 Like   💬 Comment   ↪ Share

Co-funded by the
Erasmus+ Programme
of the European Union

Simple

Olof Norgberget

Posts | About | Friends | Photos | Videos | More ▼ | 👤 Add Friend | 💬 | 🔍 | ...

Intro

💼 Administrative Assistant - Miraflores House in Lima

💼 Assistant Hotel Manager - Rado Boutique Hotel in Santiago

💼 Receptionist - Discovery Hotel in Rio de Janeiro

🎓 Antropologia Social at Universidad de Buenos Aires

🎓 Batchelor's of Social Antropology at Oslo University

📍 From **Oslo, Norway**

Photos   See All Photos

Friends   See All Friends
(210)

Posts   ⚙ Filters

Olof Norgberget
12 March 2021 · 🌐

The best museums in Latin America.

THECULTURETRIP.COM
The Best Museums Across Latin America
Join us on a virtual tour of the very best museums and exhibits fro...

👍 Like | 💬 Comment | ↪ Share

Write a comment... | 😊 📷 GIF 🙂

Olof Norgberget
5 January 2021 · 🌐

https://youtu.be/0oPa3GJJDDA

YOUTUBE.COM
EPIC WORLD ADVENTURE
Make sure you subscribe for DAILY VIDEOS!http://www.youtube.co...

👍 Like | 💬 Comment | ↪ Share

Federico McGourty

Posts　　About　　Friends　　Photos　　Videos　　More ▼　　　　👤 Add Friend　　●　　🔍　　…

Intro

💼 General Manager - Hyatt Centric Montevideo

💼 Team Manager - Hyatt Regency Trinidad

💼 Assistant Manager Junior - Gran Hyatt Rio de Janeiro

💼 Assistant Manager - Hyatt Regency Cartagena

🎓 Bachelor's in Tourism & Hotel Management - University Autònoma de Barcelona

📍 From **Montevideo, Uruguay**

Photos　　　See All Photos
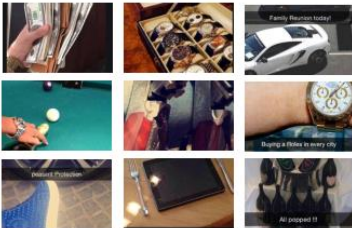
Friends　　　See All Friends
(1589)

Posts　　　⚙ Filters

Federico McGourty
11 March 2021 · 🌐　　　…

Crowds-tourists are ruining popular destinations!

THEATLANTIC.COM
Too Many People Want to Travel
Massive crowds are causing environmental degradation, dangerous...

👍 Like　　💬 Comment　　↪ Share

Write a comment...　　😊 📷 GIF 🎨

Federico McGourty
1 February 202· · 🌐　　　…

https://www.youtube.com/watch?v=RzhgxAtKYNw

WORTH $600 MILLION

YOUTUBE.COM
10 Most Expensive Private Jets In The World
Here are the top 10 most expensive private jets.Twitter: https://twit...

👍 Like　　💬 Comment　　↪ Share

30

![Simple logo]

Co-funded by the
Erasmus+ Programme
of the European Union

4. Break

Give a 10-minute break.

5. Game: Part 3 looking at the CVs

In this part of the game the participants go back to working in pairs. They will receive the four CVs of the four candidates that they chose in the second part of the game based on their Facebook profiles. They will have to read the CVs very carefully and decide which candidate will be the one they hire for the position. This will encourage them to put themselves in the shoes of an employer looking to hire someone and will give them a change in perspective that will be useful when they write their own CVs during the third workshop. At the same time, they will have the chance to look at examples of CVs created with the Europass online tool, the same one we will be using in the third workshop.

After the pairs have made their decision, we will go back to a group discussion about the choice they have made and the reasons behind it. The trainer will facilitate the conversation and will conclude with a summary of the outcomes.

MATERIALS:

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Mohammad
Bitar

DATE OF BIRTH:
1994

CONTACT

Nationality: Syrian

Gender: Male

✉ mohammad.bitar@hotmail.com

ABOUT ME

I dream to have the opportunity to know the world as it is. I have strong understanding of hotel management best practices and data entry software; outstanding interpersonal communication and customer service skills and excellent problem solving skills.

EDUCATION AND TRAINING

2011 – 2015

Bachelor's degree in Hospitality, Business Administration
Damascus University

2016 – 2017

Master's Degree in Business Administration
Business School Berlin

WORK EXPERIENCE

2017 – 2019 – Berlin

Assistant in Hostel
Sun Hostels

■ Oversee personnel including receptionists, kitchen staff, and office employees

■ If required, welcome and register guests once they arrive.

■ If required, resolve issues regarding hotel services, amenities, and policies.

2019 – 2020 – Amsterdam

Assistant in Hostel
Sun Hostels

■ Oversee personnel including receptionists, kitchen staff, and office employees

■ If required, welcome and register guests once they arrive.

■ If required, resolve issues regarding hotel services, amenities, and policies.

2020 – 2021

Hotel Manager
Toulose Dream Spa

o   Collect payments and maintain records of budgets, funds, and expenses.

o   Organize activities and assign responsibilities to employees to ensure productivity.

o   Monitor employee performance and conduct regular evaluations to help improve customer service.

o   Partake in financial activities including establishing room rates, setting budgets, and assigning funds to departments.

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Phoebe
Ojiambo

DATE OF BIRTH:
23/07/1996

CONTACT

Nationality: Kenyan

Gender: Female

✉ phoebe.ojiambo@gmail.com

Facebook: facebook.com/
phoebe.ojiambo/

ABOUT ME

I dream with liveing in Latin-America and impregnate from its variate cultural heritage. I have a Bachelor's degree in Hotel and Turism Administration with 6 years' experience in hotel management or similar role. Outstanding interpersonal communication and customer service skills. Excellent problem solving skills.

EDUCATION AND TRAINING

15/08/2014 – 20/06/2017

Bachelor degree in Hotel and Turism Administration
École Supérieure de Tourisme Paris

https://ecole-pstc.fr/formations/?gclid=Cj0KCQjwsLWDBhCmARIsAPSL3_30qespP16s3rSgz6aHCWODeCS4uPrwBukkFlztnzmm_7P79w6S6zUaAn5TEALw_wcB

WORK EXPERIENCE

07/01/2017 – 31/12/2019 – Marseille, France

Assistant manager
Hotel Novotel Marseille Vieux Port

Oversee personnel including receptionists, kitchen staff, and office employees.

Asissting in the monitoring of employee performance and conduct regular evaluations to help improve customer service.

Collect payments and maintain records of budgets, funds, and expenses.

Evaluate hotel performance and ensure compliance with health and safety rules.

01/01/2020 – CURRENT – Málaga, Spain

Operations manager
Hostelling International Málaga

Oversee personnel including receptionists, kitchen staff, and office employees.

See that there is a monitoring of employee performance and conduct regular evaluations to help improve customer service.

Collect payments and maintain records of budgets, funds, and expenses.

Resolve issues regarding hotel services, amenities, and policies.

Organize activities and assign responsibilities to employees to ensure productivity.

Coordinate with external parties including suppliers, travel agencies, and conference planners.

Evaluate hotel performance and ensure compliance with health and safety rules.

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Ucsegnalah
Ailuida

DATE OF BIRTH:
07/07/1996

CONTACT

Nationality: Indian

Gender: Female

✉ ucsegnalah.ailuida@gmail.com

ABOUT ME

To develop in personal life as much as in my career, while managing to be successful in the tourism bussines, as my grandparents when they owned a SPA in London.

WORK EXPERIENCE

01/08/2014 – 30/11/2018 – Lodan, United Kingdom

Front desk receiptionist

Yoga SPA London

Collect payments

Welcome and register guests once they arrive.

Resolve issues regarding hotel services with not satisfied customers

01/09/2018 – 31/07/2021 – Hamburg, Germany

Asistant Manager

Hello Hotel

- Oversee personnel including receptionists, kitchen staff, and office employees.
- Monitor employee performance and conduct regular evaluations to help improve customer service.
- Collect payments and maintain records of budgets, funds, and expenses.
- Welcome and register guests once they arrive.
- Organize activities and assign responsibilities to employees to ensure productivity.
- Create and apply a marketing strategy to promote the hotel's services and amenities.
- Coordinate with external parties including suppliers, travel agencies, and conference planners.
- Asist the process for hotel performance and ensure compliance with health and safety rules.
- Asisting the financial activities including establishing room rates, setting budgets, and assigning funds to departments.
- Mediate with the help of the higher manager the issues regarding hotel services, amenities, and policies.

EDUCATION AND TRAINING

01/09/2010 – 31/07/2014 – Madurai, India

Yoga Teacher

A.P.C.Veerabahu Matriculation Higher Secondary School

Maria
Vlad

DATE OF BIRTH:
1984

CONTACT

Nationality: Romanian

Gender: Female

✉ mariavlad@gmail.com

ABOUT ME

My dream is to have an impact in my work environment and learn from different cultures.I have over 3 years of experience as assistant hotel manager. I have strong understanding of hotel management best practices and data entry software. I am excellent at numerical, verbal and written communication skills. In addition, I do have exceptional leadership abilities with great attention to detail. Excellent problem solving skills.

WORK EXPERIENCE

2018 – 2021

Manager Assistant

Hotel Milano Castello

Monitor employee performance and conduct regular evaluations to help improve customer service.

Collect payments and maintain records of budgets, funds, and expenses.

When the relevant staff member is on leave, welcome and register guests once they arrive.

Resolve issues regarding hotel services, amenities, and policies.

Until the Marketing Department is formed, created and applied a marketing strategy to promote the hotel's services and amenities.

Coordinate with external parties including suppliers, travel agencies, and conference planners.

Partake in financial activities including establishing room rates, setting budgets, and assigning funds to departments.

LANGUAGE SKILLS

MOTHER TONGUE(S): Romanian

OTHER LANGUAGE(S):

Italian

Listening	Reading	Spoken production	Spoken interaction	Writing
C1	C1	B2	B2	C1

English

Listening	Reading	Spoken production	Spoken interaction	Writing
C2	C2	C2	C2	C2

Spanish

Listening	Reading	Spoken production	Spoken interaction	Writing
B2	B2	B2	B2	B2

EDUCATION AND TRAINING

2004 – 2008

Bachelor's Tourism Management

Bucharest University of Economic Studies

2008 – 2008

Master's in Business Administration

Milan Business School

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Brad
Smith

DATE OF BIRTH:
03/10/1986

CONTACT

Nationality: American

Gender: Male

✉ brad.smith@gmail.com

Facebook: facebook.com/
brad.smith/

ABOUT ME

I want to have my own hotel one day, for that I work hard and learn as much as possible from every place I work, finding solutions to problems that will benefit the hotel in itself. I have a Bachelor's degree in Hospitality, with 10 years' experience in hotel management or similar role. During this time I have developed a strong understanding of hotel management best practices and data entry software. I have an outstanding interpersonal communication and customer service skills. Besides excellent numerical, verbal and written communication skills All my years of experience have lead me to grow into a person with exceptional leadership abilities with great attention to detail and excellent problem solving skills.

EDUCATION AND TRAINING

01/09/2000 – 30/06/2004

Tourism & Hotel Management
Universitat Autònoma de Barcelona

https://www.uab.cat/web/uab-school-for-tourism-hotel-management-eutdh-1345712139065.html

WORK EXPERIENCE

01/01/2008 – 30/12/2013 – Santa Barbara, United States

Assistant manager
Hotel Californian

Oversee personnel including receptionists, kitchen staff, and office employees.

Monitor employee performance and conduct regular evaluations to help improve customer service.

Welcome and register guests once they arrive.

Organize activities and assign responsibilities to employees to ensure productivity.

Create and apply a marketing strategy to promote the hotel's services and amenities.

Coordinate with external parties including suppliers, travel agencies, and conference planners.

Evaluate hotel performance and ensure compliance with health and safety rules.

01/02/2014 – CURRENT – Pompano Beach, Florida , United States

General manager
Sands Harbor Resort & Marina

Oversee personnel including receptionists, kitchen staff, and office employees.

Monitor employee performance and conduct regular evaluations to help improve customer service.

Collect payments and maintain records of budgets, funds, and expenses.

Welcome and register guests once they arrive.

Resolve issues regarding hotel services, amenities, and policies.

Organize activities and assign responsibilities to employees to ensure productivity.

Create and apply a marketing strategy to promote the hotel's services and amenities.

Coordinate with external parties including suppliers, travel agencies, and conference planners.

Evaluate hotel performance and ensure compliance with health and safety rules.

Co-funded by the
Erasmus+ Programme
of the European Union

Simple

Xichun
Chen

DATE OF BIRTH:
1986

CONTACT

Nationality: Chinese

Gender: Female

✉ xichunthepartygirl@gmail.com

ABOUT ME

I aim to live the best of life while having fun in the hotel and parties with tourists I speak some languagezzz :) Love fishes, so I worked in the fish market in Shangai, I love to go fishing my spare time as well;)

EDUCATION AND TRAINING

2000 – 2004

Languages
High school of YCIS

LANGUAGE SKILLS

MOTHER TONGUE(S): Shanghainese

OTHER LANGUAGE(S):

Mandarin

Listening	Reading	Spoken production	Spoken interaction	Writing
C2	C2	C1	C2	C2

English

Listening	Reading	Spoken production	Spoken interaction	Writing
B2	B2	B2	B2	B2

German

Listening	Reading	Spoken production	Spoken interaction	Writing
A2	A2	A2	A2	A1

WORK EXPERIENCE

2017 – 2019

Sales assistant
Municipal Fish Market

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Olof
Norgberget

DATE OF BIRTH:
1981

CONTACT

Nationality: Norwegian

Gender: Male

✉ olofnorgberget@hotmail.com

ABOUT ME

I would like to keep developing in the career by having the opportunity to work in new exciting hotels in other parts of Latin America. Strong understanding of hotel management best practices and data entry software. Excellent numerical, verbal and written communication skills Exceptional leadership abilities with great attention to detail. Excellent problem solving skills.

EDUCATION AND TRAINING

2001 – 2005

Bachelor's of Social Antropology
Oslo University

2007 – 2009

Antropologia Social
Universidad de Buenos Aires

WORK EXPERIENCE

03/2010 – 06/2010 – Rio de Janeiro

Receptionist
Discovery Hostel

Oversee personnel including receptionists, kitchen staff, and office employees.

Collect payments and maintain records of budgets, funds, and expenses.

Resolve issues regarding hotel services, amenities, and policies.

When it is necessary, coordinate with external parties including suppliers, travel agencies, and conference planners.

09/2010 – 10/2010 – Santiago

Assistant Hotel Manager
Rado Boutique Hotel

When required, coordinate with external parties including suppliers, travel agencies, and conference planners.

When there is no relevant staff, evaluate hotel performance and ensure compliance with health and safety rules.

Partake in financial activities including establishing room rates, setting budgets, and assigning funds to departments.

04/2011 – 09/2011 – Lima, Peru

Administrative assistant
Miraflores House

Oversee personnel including receptionists, kitchen staff, and office employees.

Collect payments and maintain records of budgets, funds, and expenses.

Resolve issues regarding hotel services, amenities, and policies.

Simple

Co-funded by the
Erasmus+ Programme
of the European Union

Federico
McGourty

DATE OF BIRTH:
03/03/1980

CONTACT

Nationality: Uruguayan

Gender: Male

✉ federico.mcgourty@gmail.com

Facebook: facebook.com/
federico.mcgourty/

ABOUT ME

I grow up in the Hotesl and Turism bussines and I dream with keep developing it thoroughout Latin-America. Bachelor's degree in Hospitality, Business Administration or relevant field. I have had the luck of working in the Hyatt chain for 13 years, moving from one hotel to other in Latinamerica and the Caribe. Since my father is the representative for the region I have a very strong understanding of hotel management and data entry software. I am, of course, outstanding with interpersonal communication and customer service skills.

EDUCATION AND TRAINING

01/09/2000 – 30/06/2004

Tourism & Hotel Management
Universitat Autònoma de Barcelona

https://www.uab.cat/web/uab-school-for-tourism-hotel-management-eutdh-1345712139065.html

WORK EXPERIENCE

01/01/2008 – 30/06/2008 – Cartagena, Colombia

Assistant manager
Hyatt Regency Cartagena

Oversee personnel including receptionists, kitchen staff, and office employees.

Monitor employee performance and conduct regular evaluations to help improve customer service.

15/03/2009 – 15/12/2012 – Rio de Janeiro, Brazil

Assistant Manager junior
Gran Hyatt Rio de Janeiro

Resolve issues regarding hotel services, amenities, and policies.

Organize activities and assign responsibilities to employees to ensure productivity.

Coordinate with external parties including suppliers, travel agencies, and conference planners.

01/01/2015 – 22/09/2017 – Port of Spain, Trinidad and Tobago

Team manager
Hyatt Regency Trinidad

Oversee personnel including receptionists, kitchen staff, and office employees.

Monitor employee performance and conduct regular evaluations to help improve customer service.

Organize activities and assign responsibilities to employees to ensure productivity.

05/05/2019 – 29/11/2020 – Montevideo, Uruguay

General manager
Hyatt Centric Montevideo

Oversee personnel including receptionists, kitchen staff, and office employees.

Monitor employee performance and conduct regular evaluations to help improve customer service.

Resolve issues regarding hotel services, amenities, and policies.

Organize activities and assign responsibilities to employees to ensure productivity.

6. Final discussion

In this closing activity the trainer will guide a discussion about what the participants have learnt during this workshop, and more specifically, during the Social Media Spy game. The trainer may hand out copies of the CVs that we have seen in the game for the participants to use as examples.

Here are some questions to help the group discussion:

- Did you enjoy being in the position of the employer? Had you been in this position before?
- What was important in decision making?
- Would you change something about how you present yourself in social media? What?
- Would you change something in your CV or the way you apply to a position?

Please before the participants leave, remind them of the homework from the first workshop, which they will need to have finished for the next and final workshop.

	IO4 Workshop 2 plan Social Media Spy				
Activity	**Goal**	**Description**	**Methodology/tools**	**Time**	
Icebreaker: People Bingo	Warming up for the upcoming activities. Having a chance to know the other participants better and establish an atmosphere of trust.	STEP1: Everybody gets a printed version of the People Bingo STEP 2: Walk around and ask the people the questions written on the paper. If they say yes, write the name of that person in the box. If no, bad luck! Go to the next person and ask a question. STEP 3: Continue until you have 5 on a row and then shout BINGO!	Printed version of the People Bingo[4]	10 minutes	Group activity

---

[4] A printable version of the people bingo for this activity is provided. Please look at the additional materials.

		STEP 4: The winner talks about the given answers: the questions and answers and who said them.			
1. Explanation of the Social Media Spy game	Getting the participants to understand our main activity today	Explain the rules and goals of the game. Divide the class in pairs and hand out the materials: eight Facebook profiles, eight CVs and one job opening description[5].	Round table discussion with facilitator	10 min	10 persons
2. Game: Part 1 reading the job opening	Making sure that all the participants understand the job opening description.	Let the participants read individually and make sure everyone has understood what they are looking for.	Individual reading and asking questions	10 min	
3.1. Game: Part 2 looking at the Facebook profiles	Choosing four out of the eight profiles. Raising awareness about how to present yourself on social media and how other people look at your social media (employers)	Each pair of participants takes a look at the eight Facebook profiles of potential employees and discards the ones that might be problematic or not suitable for the job. This works as a first unofficial filter for some employers.	Discussions in the small groups and choosing the four profiles.	20 min	Working in pairs

---

[5] A printable version of the eight profiles, the eight CVs and the job opening for this activity are provided. Please look at the additional materials

![Simple logo]

Co-funded by the
Erasmus+ Programme
of the European Union

3.2. Group discussion about the part 2 of the game	Awareness of the impact of social media	Return to the group and share what profiles you have chosen based on the social media presence. Questions for the discussion: How will employers look at their profiles, and what do they look for? Were there bad examples? Which ones? Why were they bad? Do you recognise habits that you have in social media? Would you change your social media? Have you ever googled yourself? Give it a try!	The trainer facilitates the conversation.	15 min	10 persons
4. Let's take a break				10 min	
5.1. Game: Part 3 looking at the CVs	Looking at examples of CVs, evaluating candidates from the perspective of the potential employer	Read the CVs of your chosen four. Looking at the CVs of the four candidates that you have chosen, discuss with your partner who would be the ideal candidate for the position.	Discussions in the small groups.	15 min	Working in pairs

Co-funded by the
Erasmus+ Programme
of the European Union

5.2. Group discussion about the part 3 of the game	Presenting the participants with examples of CVs, discussing potential candidates critically.	Each pair can introduce to the group which candidate they have chosen and why.	The trainer facilitates the conversation and sums up the outcomes.	15 min	10 persons
6. Final discussion	Final discussion on the game and what we have learnt.	The participants sum up the insights they have gained in the training. Questions for discussion: Did you enjoy being in the position of the employer? Had you been in this position before? What was important in decision making? Would you change something about how you present yourself in social media? What? Would you change something in your CV or the way you apply to a position? What?	The trainer facilitates the conversation and reflects on the whole training session.	15 min	10 persons
					Total time: 120 minutes

III. WORKSHOP: SHOWCASE YOUR SKILLS TO STAND OUT - ONLINE PORTFOLIO CREATION

Self-Assessment for Skills Identification and Self-Reflection:

"Homework" activities for participants to be-carried out before the last workshop. Share the following activities with ALL workshop participants during workshop I/workshop II/ or during "individual guidance sessions". Be sure that all participants understand and can carry out this activity, reassure your availability for any questions they might have regarding the "homework". The fulfilment of the last workshops depends on their commitment and data collected beforehand. Keep your participants motivated. 😌

Warm-up activity: Conversation Café
Purpose:

- Build trust and reduce fear.
- Build a shared understanding of how people develop different perspectives and ideas.

Description:

- Invite all the participants to listen to one another's thoughts and reflect together on a shared topic;
- Everyone is included, everyone has an equal opportunity to contribute.
- State the theme of the conversation, usually in the form of a question, e.g. "What does your breakfast look like?"
- Each person shares what he or she is thinking, feeling, or doing about the theme or topic.
- Each person shares thoughts and feelings after having listened to everybody at the table.
- Each member shares "takeaways".

Tips:

- Host the dialogue like a dinner party, encouraging everyone to contribute while keeping the conversation open-ended and spontaneous.
- Encourage people to speak their mind.
- Encourage quiet people to talk.
- Suspend judgment as best you can.
- Demonstrate respect through deep listening and thoughtful response.
- Seek to understand rather than persuade
- Invite and honor the diverse range of opinions and experiences shared.

Objectives of the workshop
- We are going to talk about our challenges faced during the "homework activity" regarding skills identification and self-reflection on past working experience.
- We are going to access our Europass profile and create personal portfolio.
- We are going to create individually tailored CVs.
- We are going to reflect on the whole training undertaken as part of the SIMPLE project.

1. Skills Identification

The following activity might help students to explore their personality traits and learn how to leverage them to grow as a person, and to navigate the professional world better.

The main objective of this activity is to raise participants' self-awareness – their knowledge about emotions, personal strengths, and weaknesses, to build a strong sense of worth (in this sense, this activity will be a continuation of the process started in the FIRST WORKSHOP). Before the CV creation, encourage all participants to think of some examples from everyday life to show what type of skills they can bring to the workplace. Remember them that they will have a lot of experience from school and hobbies they can draw from, e.g. being an active member of a club/association can show commitment, etc.

TOOL PROPOSAL 1. 16 Personalities

Facilitator can propose a self-assessment for the awareness of skills to the participants as a follow-up activity in-between the sessions. This can be also a subject for further discussion during "individual guidance sessions" proposed to each participant.
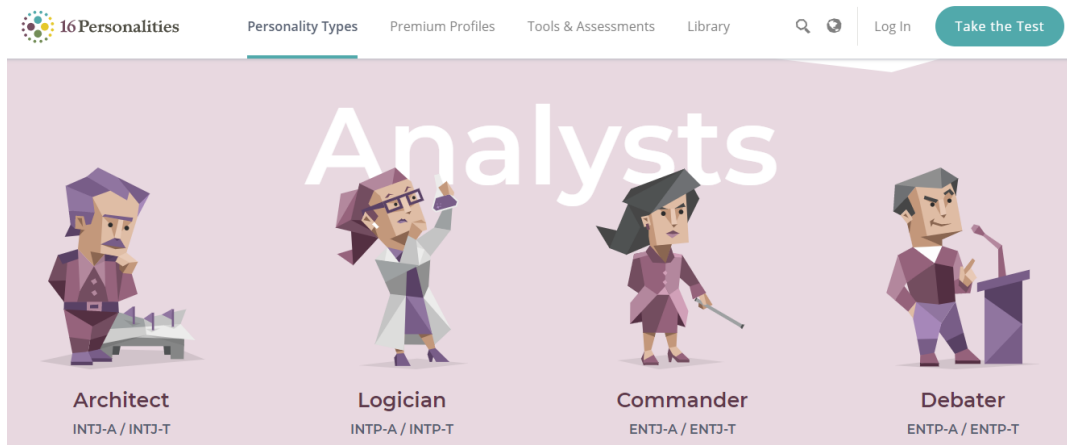
(Free access, no registration needed).

TOOL PROPOSAL 2. EU Skills Profile Tool for Third Country Nationals

The multilingual EU Skills Profile Tool for Third Country Nationals is intended for use by organisations aiding Third Country Nationals. This tool for third country nationals, which helps to supports early profiling of the skills of refugees, migrants and citizens of non-EU countries who are staying in the EU, aims to give personalised advice on further steps, e.g., a referral to recognition of diplomas, skills validation, further training, or employment support services.

The tool was developed by the European Commission. To use the tool, all users should register and create a personal profile. A video tutorial is available on the website.

Simple

Personal information *

Expectations

Skills identification

Languages

Education and Training

Literacy skills

Numeracy Skills

Digital skills

Professional skills

Skills acquired outside the workplace

Other basic and transversal skills

Driving Skills

★ ★ ★ ★

Creating, editing, formatting and printing spreadsheets

★ ★ ★ ★

Creating, editing and formatting presentations

2. Self-reflection on professional experience

Share the following table with your participants and ask them to reflect on all listed points and to bring a written draft to the workshop. Remember to give enough time for the preparation of this resume. The best option would be to share it with your group during the WORKSHOP 1.

Questions to consider:

- Do you have access to an email account?
- Do you have a picture of yourself for your CV? Is it professional enough? Do you have it in electronic format? (Please, bring it to the workshop).
- Create a Europass CV account in the following link: Create an account (europa.eu) and remember to bring your log in details to the next workshop.

Attention: *If you do not know how to do it, do not worry, we can help you during the next workshop.*

Personal data:	1	2	3
First and last name			
Short description (You can use the motto from the first workshop)			
Nationality			
Email address			
Phone number			
Social media (Only if it is adequate for professional use)			

Address			
Education and training: (add one per column if you want to add more than one)			
Title of qualification(s) awarded			
Organisation providing education and training			
City			
Country			
Start and end			
Work experience: (add one per column if you want to add more than one)			
Occupation or position held			
Employer			
City			
Country			
Start and end			
Language skills:			
What languages do you speak?			
Native language(s)			
Other(s) (Please add your level if you know it)			
Other questions:			
Do you have a driving licence? What type?			
Digital skills: what programs can you use with confidence?			
Have you done any volunteering work?			
Would you like to add hobbies and interests? Are they appropriate for a CV?			

Take a look at the "create new section" part of your profile and decide if any of the other sections would be useful for you.

PORTFOLIO CREATION

Once your students clarified their ideas about own skills and abilities, carried out self-assessment and self-reflection activities regarding professional experience we can start with the compilation of the personal portfolio.
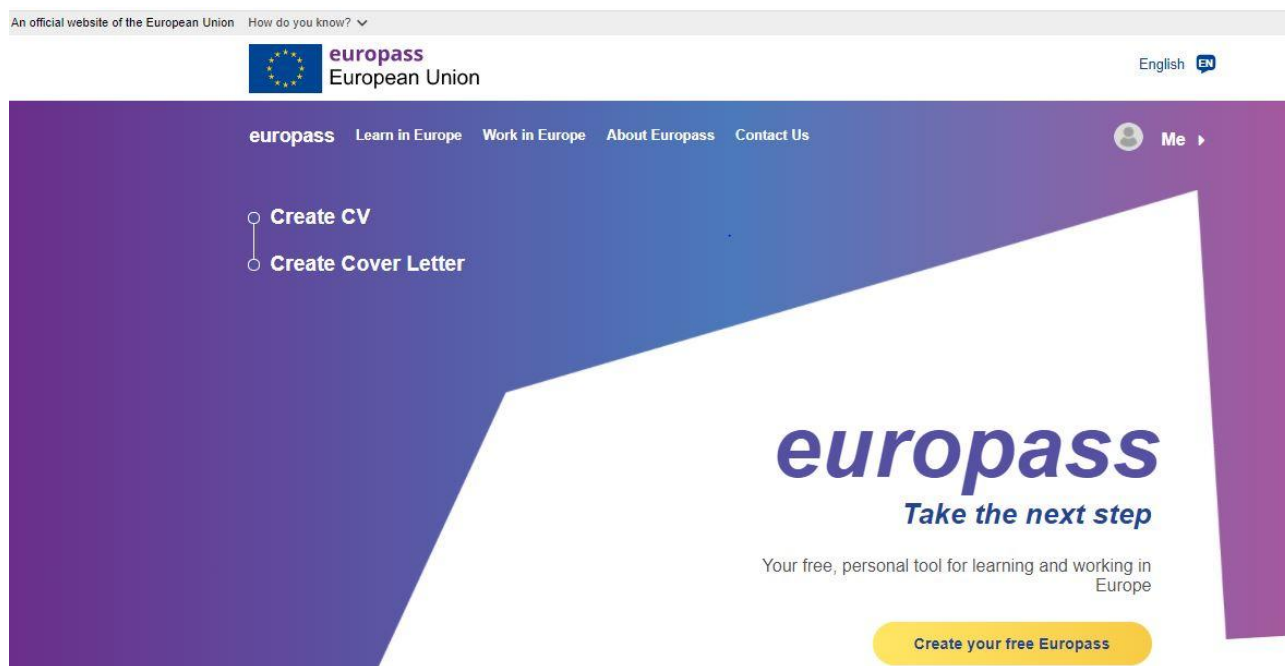
For the SIMPLE Workshops we propose to use the EUROPASS PORTFOLIO TOOL for the presentation of skills, educational background, and professional career.

Europass was established in 2004 to help learners capture and communicate their learning experiences. In 2020, the European Commission is launching a new version of the Europass, making it fit for the digital age. The new Europass offers open, accessible, multi-lingual, web-based tools that **support documentation and communication of information on skills and qualifications.**

Explain to the group the reasons to choose Europass, and what make this tool different from other tools?

- ▪ Standard format used in many countries;
- ▪ The new Europass is a user-friendly tool;
- ▪ Permits to create easily tailored CVs for different jobs (you create your profile and then decide which experience is suitable for the job position you are going to apply for);
- ▪ Easy to present skills in a transparent way;
- ▪ Once you are registered, you can save your docs in a "library", so the risk of losing your CV is reduced;
- ▪ Available in 29 languages;
- ▪ Possibility to add profile in more languages (e.g. English and Italian);
- ▪ Possible to generate a link to your profile and share;
- ▪ No worries about styling/editing (it's automatic);
- ▪ Visually attractive presentation of language skills.

ACTIVITY PROPOSAL: Share with your students how the new Europass e-portfolio and CV helps Saskia to record her education, work experience and journey. Duration: 1 minute 33 seconds.

Saskia tells us about her education in Germany and the United Kingdom. After completing her Masters degree, Saskia gained work experience in New York and eventually met Nobel Laureate Muhammad Yunus, with whom she cofounded Yunus Social Business.

Europass and You

ACTIVITY PROPOSAL: before you start to create a Europass portfolio with your students, share with the group an introductory video – a tutorial on how it works. Duration of the video: 2 minutes, 6 seconds.

You will find subtitles in 29 languages.

Quick Europass tutorial: create your CVs

Starając się o przyjęcie na kurs lub o nową pracę, Europass daje Ci dwie możliwości:
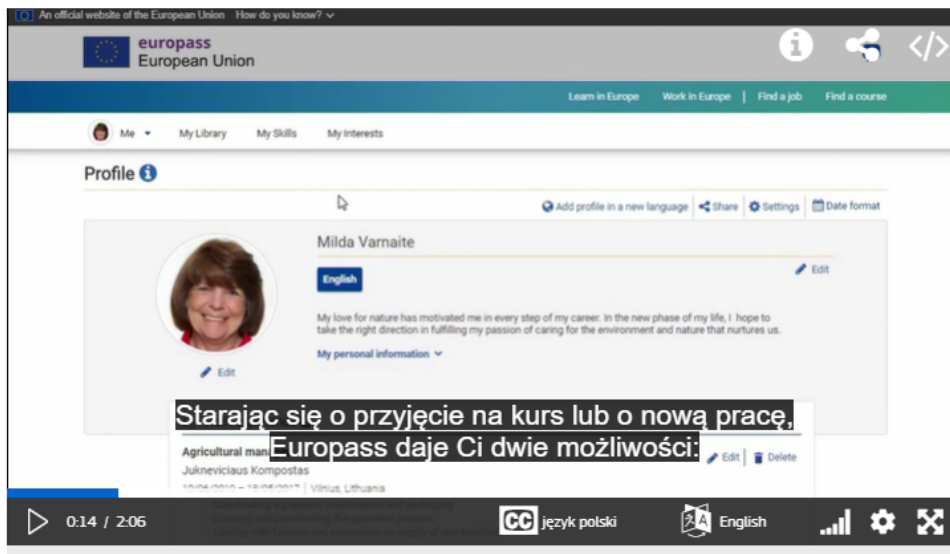
EUROPASS STEP-BY-STEP INSTRUCTION

STEP 1: Go the Europass website: https://europa.eu/europass/eportfolio/screen/cv-editor?lang=en

and START from THE CREATION OF YOUR PROFILE
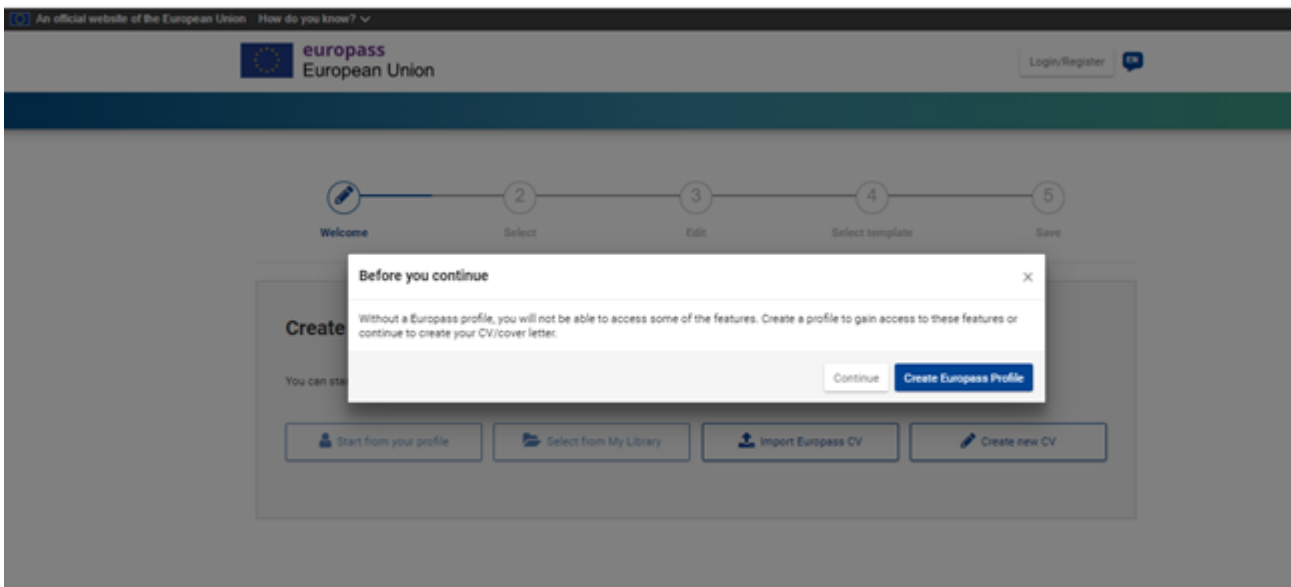
STEP 2: After you have successfully logged in proceed with your PORTFOLIO CREATION. It is the moment to explain the differences between a CV and a Europass Personal Portfolio.

There is no need to keep your Personal Portfolio short. A profile is not a CV; it describes all your learning and professional achievements. When applying for a job or training at a later stage, you will be able to select the relevant information to create a CV. **When creating your Europass profile, fill in all the sections** (personal information, education and training, work experience, skills and competences, etc.) to give a comprehensive picture of yourself. **You can complete your profile in several steps and modify it at any time.**

STEP 3: Once your profile is completed you can create a CV. Thanks to the portfolio you can just select the most adapted training, working experienced and skills to prepare in a few click a CV which will better meet job vacancy requirements.

STEP 4: Select a TEMPLATE you want to use for your CV from the available Europass templates.

STEP 5: Select FORMAT, SAVE YOUR CV (in europass library), download or directly SHARE your CV.

Save your document on the Europass Library and have access to your most recent CV(s) whenever you need and from any place. 😊

Once your CV is ready, you can print the document or send it directly to your future employer.

As the facilitator of the workshop, reassure that all participants successfully save the result of today's work. The "individual guidance" session(s) might be very useful for all the additional questions your students have after this workshop or for proofreading of their CV (if they ask for your support).

EVALUATION OF THE WORHSHOP
Closing session – collect feedback about the workshop. It will help you to revise and improve the workshop content and its organisation.

Evaluation questions:

1. Was the workshop easy to follow? Yes/No
2. Do you think the contents of the workshop are appropriate? Yes/No
3. Rate the workshop (1 to 5 – Excellent; Good; Fair; Poor; Very Poor)
4. Would you recommend this workshop to others? Yes/No
5. Do you have suggestions to improve the workshop? (Open question)
6. How can you apply what you have learnt?
7. Do you agree for us to send information about the SIMPLE project to your email? Yes/No

Modality of evaluation sessions:
1. Paper forms to be filled in at the end of the workshop OR
2. Online form can be developed with Google Forms or Survey Monkey. Advantage: if you use an online Google Form, you can become the editor and check the answers. You can see how answers are progressing and download them as Google Sheets. All data will be automatically collected in one file.

If you are working with piloting participants **with limited language proficiency**, you can use just **2 indicators**: applying what has been learnt and the level of satisfaction.

The rating scale per workshop:

- APPLYING WHAT HAS BEEN LEARNT: Will you use what you have learnt? Definitely – Probably – Unsure - Probably Not – Not at all
- SATISFACTION: Please share with us your satisfaction regarding the workshop: Highly satisfied – Somewhat satisfied – Neutral – Somewhat satisfied – Not satisfied at all

1. If the workshops are carried out face to face, you can use a table, give participants stickers or post-it notes. Then, ask them to place the answers in the following table:

Definitely	Probably	Possibly/neutral	Probably Not	Not at all

2. If the workshops are carried out online, issue 2 polls using ZOOM, take screenshots and write your results.

CERTIFICATE OF ATTENDANCE FOR PARTICIPANTS

Annex: WORKSHOP PLAN

IO4 Workshop 3 Plan CV and Job Application Materials					
Activity	**Goal**	**Description**	**Methodology/tools**	**Time**	Number of People
Warm-up activity: Conversation Café	Warming up for the upcoming activities.	State the theme of the conversation, usually in the form of a question, e.g. "What does your breakfast look like?"	Conversation: invite all the participants to listen to one another's thoughts and reflect together.	10	Group activity (10 people)
Challenges with the work done at home?	Identifying which participants might need more assistance than others and discuss who has managed to create a profile on their own.	We ask what problems participants have encountered during the "homework activity" of filling the self-assessment of skills, the self-reflection table on their past working experience and creating their Europass profile. How confident are they about their skills on the computer? Who was able to create a profile on their own?	Guided group discussion	15	Group activity (10 people)

Introduction to the EUROPASS ONLINE PORTFOLIO	Explain the reasons to choose EUROPASS and what make this tool different from others to the group.	Share how the new Europass e-portfolio and CV has helped Saskia to record her education and work experience.	Video-presentation about Saskia	10 minutes	Group activity (10 people)
Step-by Step instruction to EUROPASS	Explain main steps in Europass portfolio creation.	Share an instruction and a short video tutorial on CV creation.	Instructions Video-presentation	10 minutes	Group activity (10 people)
Working on our Europass Online (I)	Making sure everyone can start working on their profiles. Creating a Europass CVs.	At the beginning, the organisers go from computer to computer checking that everyone can log in. The organisers go around the room to help those who do not have a log in or are having difficulties. Working individually on a computer to fill in the information from the table brought from home into the Europass system.	Individual work with assistance from the organisers	15 minutes	Individual work Support of the facilitator
Break	Short break			10 minutes	

Working on our Europass Online

(II) | Creating Europass CVs. | Working individually in a computer to fill in the information from the table brought from home into the Europass system.

The organisers of the workshop work around the room assisting the participants who might need it. | Individual work with assistance of the organisers | 40 minutes | Individual work |
| Conclusion | Finishing up the Europass CVs and printing copies for the participants | The participants that have finished their CVs can have them printed by the organisers. For those who have not been able to finish there could be an individual session offered on another day.

Ideally, the participants leave with either a working Europass profile and a finished CV, or a couple of copies of a finished CV for those who may not be able to access a computer later. | Individual work with assistance of the organisers | 10 minutes | Individual work |
| Evaluation of the workshop

and certificates for participants | Closing remarks about what we have learnt and achieved in the workshops.

Each participant receives a certificate. | | | 10 minutes | Group activity |
| | | | | **Total time:** 120 Minutes | |