How to support newcomers working in Cafe Europe

HAND GUIDE FOR YOUTH WORKERS: IMPACT

Cafe Europe

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Table of Content

Learning aims and objectives	3
Introduction	3
Quantitative Impact Analysis	4
Qualitative Impact	5
Impact Assessment Timeline	6
Quantitative Questionnaire	7
Qualitative Questionnaire (1)	9
Qualitative Questionnaire (2)	10

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Learning aims and objectives

The aim of this chapter is to equip the participants with a toolkit to measure their own individual growth throughout the project. Instead of theoretical models, specific qualitative and quantitative methods will be used in order to streamline impact assessment and facilitate reflection.

Using the materials from this chapter you will be able to map your growth throughout this experience, while at the same time acquiring practical knowledge on how to properly assess and reflect on activities, which you can use in the future.

Introduction

In Chapter 3, we discussed reflection as a soft skill. In this chapter, we will take it one step further and utilize different tools to measure your progress through the Cafe Europe project. Impact assessment is a valuable tool both for the participants and the organisers of the project, as it allows everyone to verbalize and quantify the actual effect that the experience has had. This serves two purposes: firstly, it will allow you to identify and better understand areas that have been improved, which could have gone by unnoticed. Secondly, it will allow you to identify potential areas for improvement, as well as strategies for similar future situations.

Quantitative Impact Analysis

The first method that you will use to measure your personal outcomes for this project is through a self-directed questionnaire, which you will find at the end of this Hand Guide (Questionnaires). Please fill in your answers at the beginning of the project, halfway through the project and at the end. That way, you will be able to track your progress in each outcome and actively develop a strategy to improve on those that you feel are being left behind.

How to Use:

1. At the beginning of the project, answer the questions of the Quantitative Questionnaire, but leave space for two more answers.
2. Halfway through the project, when prompted by the organisers, fill in the second line for each question and compare it with your previous answers.
3. By using the first Qualitative Questionnaire, try to identify what has gone well and what has not. We will discuss this in more detail further below.
4. Use the comparison of the first questionnaire and the answers of the second to discuss with your teammates and supervisors what has gone well and what to improve.
5. At the end of the project, fill in the third line under each question of the first questionnaire and compare it to both your first and second answers.
6. Use the second qualitative questionnaire to identify what went well and what did not. This will be discussed in further detail below.

The quantitative questionnaire is your tool to measure progress and identify strengths and weaknesses. In order to further analyse and conceptualize these strengths and weaknesses the qualitative questionnaires, that will follow, will be used.

Qualitative Impact

Qualitative Impact Assessment is the part where you will take your results from the quantitative questionnaire and build on them. Specifically, it will allow you to identify conscious incompetence and conscious competence as discussed in Chapter 3's learning phases. Consciously understanding the presence or lack of a skill is essential in improving it or moving it to the unconscious phase.

The questions that you will find in the qualitative questionnaires are designed to be used through the Four Fs method mentioned in Chapter 3, so please refer back to it when necessary.

First Qualitative Questionnaire

You will find the first qualitative questionnaire "qualitative questionnaire 1" in this Hand Guide. The purpose of this questionnaire is to be used in conjunction with your mid-project quantitative assessment.

Using the four Fs method, you will be required to write down your experiences thus far, related to specific aspects of the project or skills, taking into account your quantitative progress.

The main purpose of this questionnaire is to chart a personal strategy until the end of the project, in order to improve on the skills that you still feel are not developed enough, as well as to consolidate the ones that you have improved on. Essentially, the first questionnaire is as much an assessment as it is a plan for the immediate future.

Second Qualitative Questionnaire

You will find the second qualitative questionnaire as "qualitative questionnaire 2" in this Hand Guide. The purpose of this questionnaire is to be used in conjunction with your end-of-project quantitative assessment.

Using the four Fs method, you will be required to write down your experiences related to specific aspects of the project or skills, as well as your overall experience in the project, all while taking into account your quantitative progress.

The main purpose of this questionnaire is to reflect on what you have done and conceptualize your progress in each skill. Additionally, this questionnaire will allow you to chart a personal strategy for future scenarios similar to this one, as well as plan on how you can further improve your identified skills outside this project.

Impact Assessment Timeline

Beginning of the project

1. At the beginning of the project, fill in the first line under every question in the quantitative questionnaire.

Halfway through the project

2. Halfway through the project, when asked by your supervisors, fill in the second line under every question in the quantitative questionnaire.
3. Compare your first and second answers in the quantitative questionnaire and identify which skills you have improved on and which you haven't yet improved.
4. Fill in the first qualitative questionnaire using the four Fs model and your answers from the quantitative questionnaire, while creating a short plan on what to improve on until the end of the project.

End of the project

5. At the end of the project, fill in the third line under every question in the quantitative questionnaire.
6. Compare your previous answers to your third ones in the quantitative questionnaire and identify which skills you have improved on and which ones you have not.
7. Fill in the second qualitative questionnaire using the four Fs model and your answers from the quantitative questionnaire.
8. At the end of the second qualitative questionnaire, chart a plan for the future outside the project on what you have learned, how you can further improve your skills and how you will use your competence moving forward.

Quantitative Questionnaire

Each question has three lines below to answer. Please answer the first one and leave the other two for later, until the supervisors will let you know it's time to complete them. This questionnaire is meant for you to assess yourself, so there is not going to be any evaluation or comparison with anyone else. Please try to answer as accurately and truthfully as possible.

Questions

For the following questions, circle any number from 0-10 based on how much you would rate your own skills.

How good are you at communicating with people of your own age in day to day scenarios?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How good are you at communicating with people of an older age in day- to- day scenarios?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident do you feel when using (Please insert partner language)?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How well can you understand what people around you are feeling and thinking?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident are you in working with other people in a team?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How well can you work under stressful situations?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident are you in your leadership skills in a team?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How well can you resolve problems and conflicts within a team?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident are you in your ability to organise your own time and tasks?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How well can you keep to a schedule and/or a programme?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident do you feel talking or presenting something to an audience?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

How confident are you in creating a presentation (such as a poster or PowerPoint)?

0 1 2 3 4 5 6 7 8 9 10 Start of the project
0 1 2 3 4 5 6 7 8 9 10 Halfway the project
0 1 2 3 4 5 6 7 8 9 10 End of the project

Qualitative Questionnaire (1)

This questionnaire is meant as a toolkit to assist you in your reflective skills, while also helping you assess how the project has affected you thus far. Use your answers in the quantitative questionnaire, as well as the reflection skills in Chapter 3, in order to answer the questions below.

Communication

- How has the project thus far helped your communication skills?
- What is the communication skill you feel like you have improved the most?
- What is the communication skill (or skills) that you feel like still need improving?
- What would be the best way to improve your communication skills further, especially those that still need improving?

Teamwork Skills

- How has the project thus far helped you to work better within a team?
- What teamwork skill do you feel like you have improved the most?
- What teamwork skill (or skills) do you feel like still need improving?
- What would be the best way to further improve your teamwork skills, especially those that still need improving?

Organisation skills

- How has the project thus far helped you to organise your time and schedule?
- What would be the best way to further improve your ability to schedule and organise your time?

Overall impact

- Do you feel like the skills that you have gained thus far will help you in your career path in the future? How?
- Write down some things that you have enjoyed so far in the project or things that you feel like have helped you improve.
- Write down things in the project that you have found difficult or that you would like to do differently moving forward.

Planning

Use your quantitative answers and the answers you have given so far and write down the steps that you will take to achieve the improvements that you identified as being needed through your reflection. For each step, associate it with a specific improvement and/or skill(s), and try to explain briefly how this step will help you further in improving your skills.

Qualitative Questionnaire (2)

This questionnaire is meant as a toolkit to assist you in your reflective skills, while also helping you assess how the project has affected you thus far. Use your answers from the quantitative questionnaire, as well as the reflection skills in Chapter 3, in order to answer the questions below.
This questionnaire is also meant to help you internalize your experience throughout this project, better analyze its impact on you and your skills, as well as consider how you can use the things you have learned moving forward.

Communication

- How has the project helped your communication skills?
- How will you use these skills moving forward after the project? How useful will these skills be in your everyday life and employment?
- What is the communication skill (or skills) that you feel like still need improving? How will you try to improve them outside the project?

Teamwork Skills

- How has the project helped you to work better within a team?
- How will your new teamwork skills help you in your everyday life and employment?
- What teamwork skills do you feel still need improvement and how will you achieve this moving forward outside the project?

Organisation skills

- How has the project helped you to organise your time and schedule?
- How will these new organisation and scheduling skills help you in your everyday life and employment?
- Having worked in a team, do you prefer working as a member or as a leader? Why?

Overall impact

- Do you feel like the skills that you have gained through this project will help you in your career path in the future? How?
- Write down the things you enjoyed the most and found the most helpful in this project.
- Write down things that you could have done differently. How will you use this experience in the future?

Planning

While the project may have come to an end, your skills will continue to improve as you gain new experiences. Useyour answers from the quantitative questionnaire and this questionnaire and write down how you plan to use the skills you have gained in your everyday life and employment, as well as how you plan to improve the skills that you feel still need improvement.

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