

Tips on How to Work with ProfilPASS

Basic Workshop for ProfilPASS Advisors

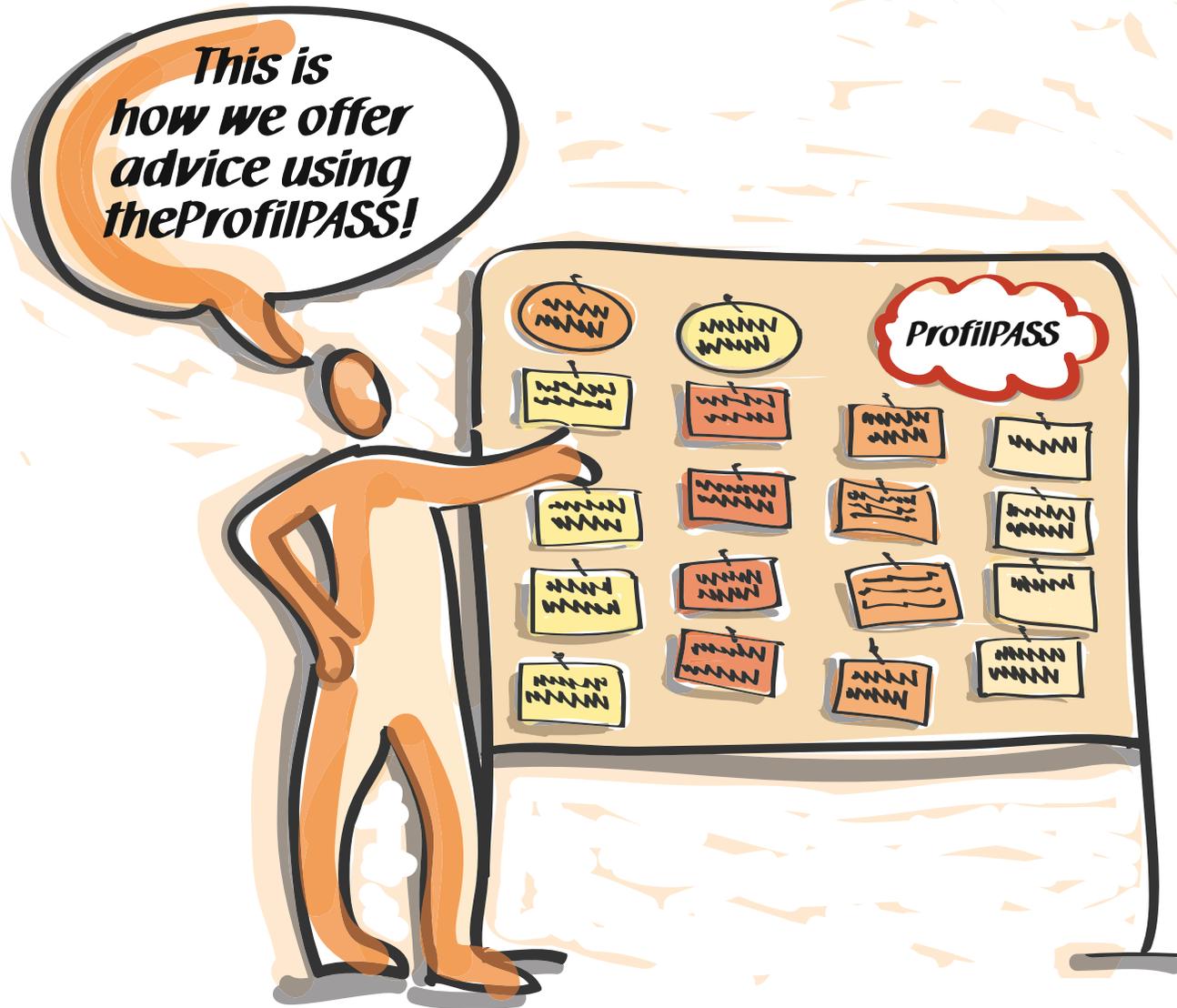
Renate Söffing

Basic Tip 1

Create your **own** presentation! Draw your **own** flip charts! They will make you appear more authentic and convincing.

Be brave! Come up with your own materials. You can find tips and suggestions in the virtual multiplier folder.

And: Discuss your ideas with your colleagues!



Basic Tip 2

Every group is different. Every group has different needs and objectives.

A 3-day workshop like this one must meet the needs of the group, but must also ensure that the core principles of the ProfilPASS system are explained and understood.

That is why there will always be similar elements in each workshop – and depending on the group – several variations of the overall theme.



Getting Acquainted

The best method for getting acquainted also depends on whether or not most workshop participants knew each other beforehand.

The **Festival of Suppositions** is well suited for groups in which most people don't know one another. The method also reminds us of how quickly we jump to conclusions about others without questioning our preconceptions.

Five minutes per person is enough for large groups.

Festival of Suppositions

→ Form groups of 2 and/or 3 people
(nobody should know the other member(s) of their group!)

→ You will have ten minutes per person to speak (5 mins.) and listen (5 mins.):
The purpose of the exercise is to air presumptions and preconceptions you may have of the other group member(s).

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Greetings

Welcome ...

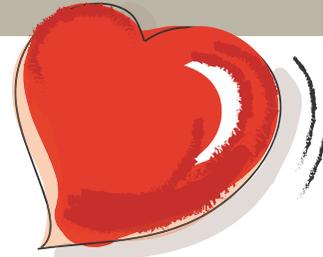
... to the
ProfilPASS advisor
seminar



Lernende Region
Netzwerk Köln

Coach
Renate Söffing

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And remember: you don't always have to say only nice things.

The names of all participants could be written on the welcome sign.

The name of the government organisation in charge (here: Learning County Network XXX) and the name of the multiplier, i.e. the name of the coach on the welcome sign will provide important information.

Organisational Issues

Will there be water provided for tea?

Are there wall sockets for charging mobile phone?

Can I leave my folder here?

Where are the toilets? What time is the lunch break? Will we be eating together, or do we go and find a cafeteria?

There will always be issues to talk about and agree on.

If you discuss all those points at the start, then heads will be free to concentrate on working with ProfilPASS.

Three Days – Three Perspectives

DAY 1

The User's Perspective

ProfilPASS for Adults

DAY 2

The Advisor's Perspective

ProfilPASS for Adults

DAY 3

The Perspectives of Advisor and Young People

ProfilPASS for Young People

A short overview of the topics of the coming three days will help participants with orientation.

Three Days – Three Perspectives

- **Day 1** The User's Perspective *ProfilPASS for Adults*
- **Day 2** The Advisor's Perspective *ProfilPASS for Adults*
- **Day 3** The Perspectives of Advisor and Young People *ProfilPASS for Young People*



I want to know what I am able to do!

What are our perspectives after we finished school?

Of course you will not become a perfect PROFILPASS-Counselor within 3 days!

Oh? Why not?

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Non-Goals for the Three Days

Non-Goals of the PP Seminar

- Become an advisor in three days
- Know everything there is to know about ProfilPASS in three days
- Be prepared for anything that could happen in a single or group session in just three days
- Discover everything the ProfilPASS has to offer in three days
- Getting to know every possible method that could supplement or support the ProfilPASS in three days.



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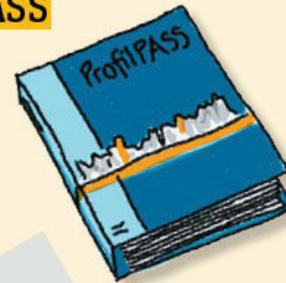
Consider your goals as well as non-goals for the three days so there will not be any unrealistic expectations (the seminar description should ideally be clear enough to eliminate any misunderstanding – but not every applicant takes the time to read the texts before attending ...)

Goals for the Three Days

Goals of the PP Seminar

➔ Getting to know ProfilPASS

- Goals
- Structure
- Content



Initial first-hand experience with PP (Applying it to own biography)

- My Life Areas
- Nominate/Describe/Extract/
Evaluate
- Advisory Session (→ small group)

➔ Developing a "Mini Concept" (→ small group or one-to-one)



Once all the non-goals have been explained, the actual goals should become clearer.

Agenda Day 1

Agenda Day 1

- Greeting/Organisational Issues 
- Getting Acquainted 
- What is the purpose of ProfilPASS? 
- Overview: Structure & Goals
- Exploring ProfilPASS 
 - My Life – An Overview
 - My Activities – A Documentation 
- Lunch Break 
- My Competences - A Review 
- My Objectives & Next Steps to Take
- Final Round: Discussion 
- Goodbyes/End of Day I 

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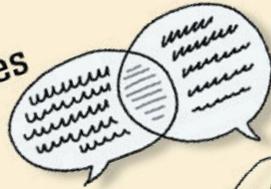
A detailed overview of the first day will offer information about the topics that will be discussed.

A red thread will help make apparent the connection between individual steps.

What is the Purpose of ProfilPASS?

What is it about?

- Examining your own life
- Recognising and organising personal experiences
 - Skills/Knowledge
 - Strengths/Competences
- Ability to communicate



Attitude and perspective of advisors

- Humanistic point of view
- Constructivism
- Openness for unforeseen results



The main **goals** of working with ProfilPASS should be touched on right at the start.

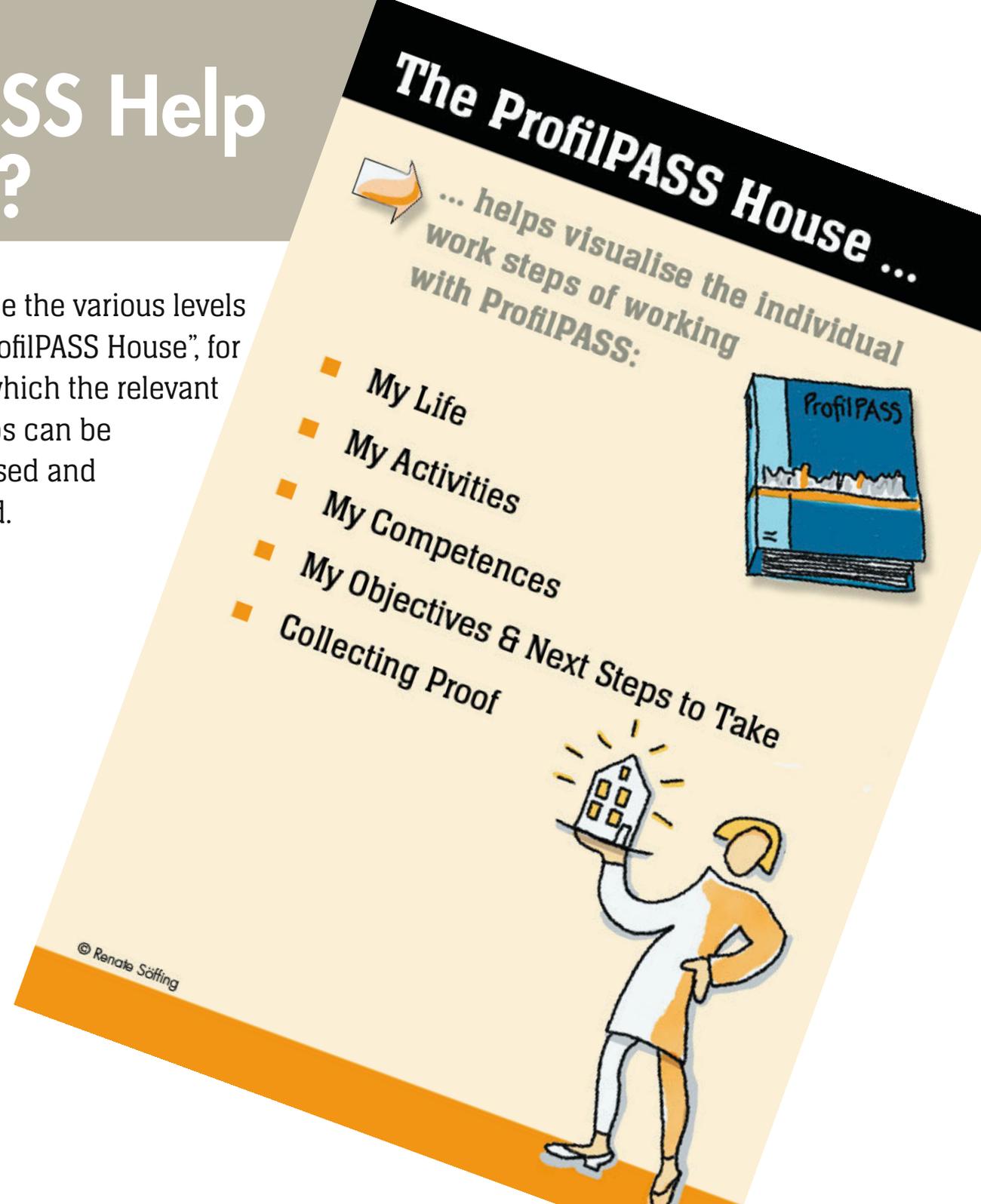
You must understand that the basic principle is not about the knowledge you can or should attain, but instead about the **attitude** that allows you to work well with others in the first place.

You will have created a solid basis for convincing and helpful advice and support if you exemplify that which is a “humanistic point of view”, “constructivism”, and “openness for unforeseen results”.

How does ProfilPASS Help Attain these Goals?

The “ProfilPASS House” analogy helps visualise the individual work steps building one on top of the other.

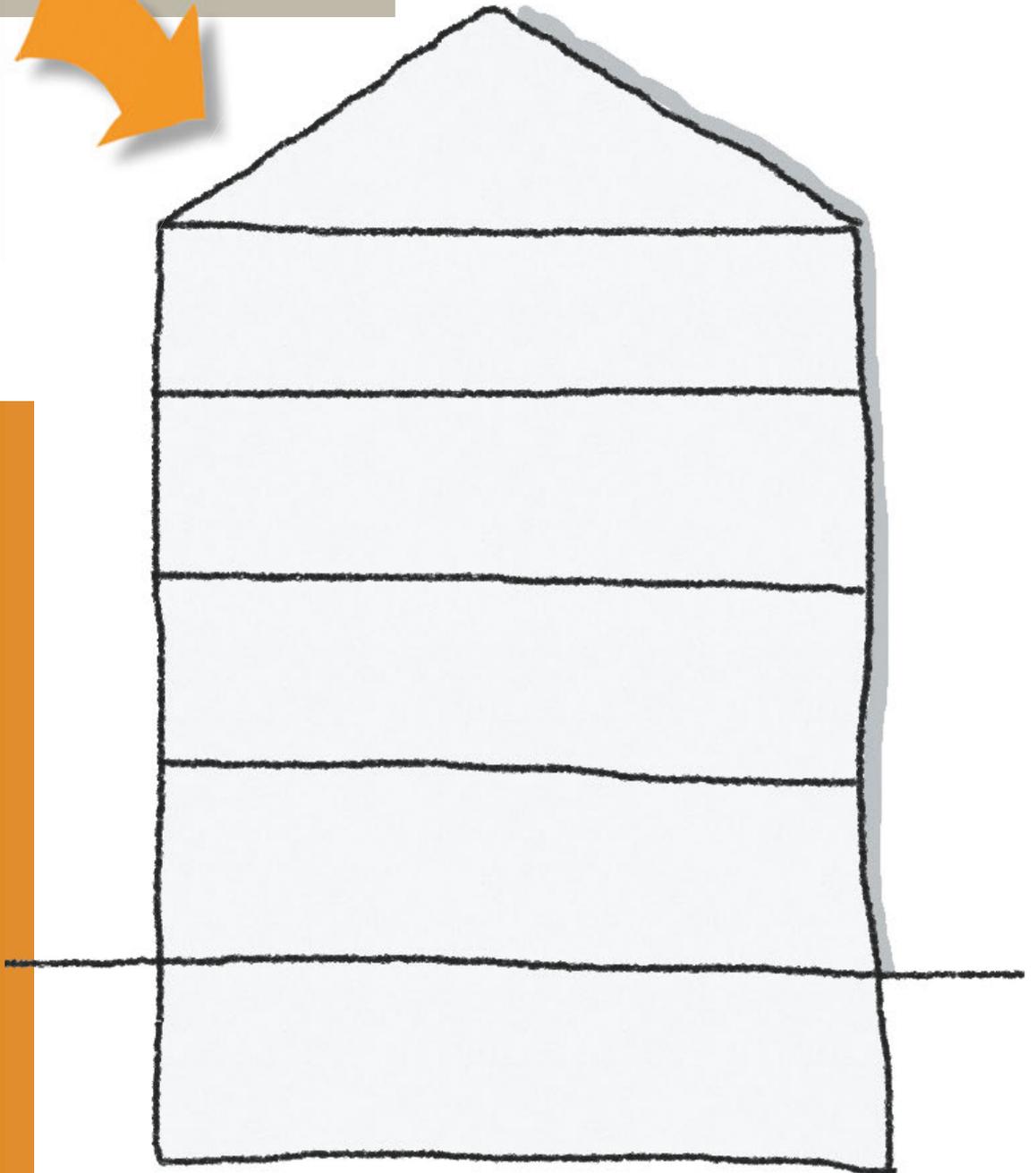
Next come the various levels of the “ProfilPASS House”, for each of which the relevant work steps can be summarised and explained.



The ProfilPASS House

Each of the floors can be understood as steps in the advice process. We will look at each of the floors one by one.

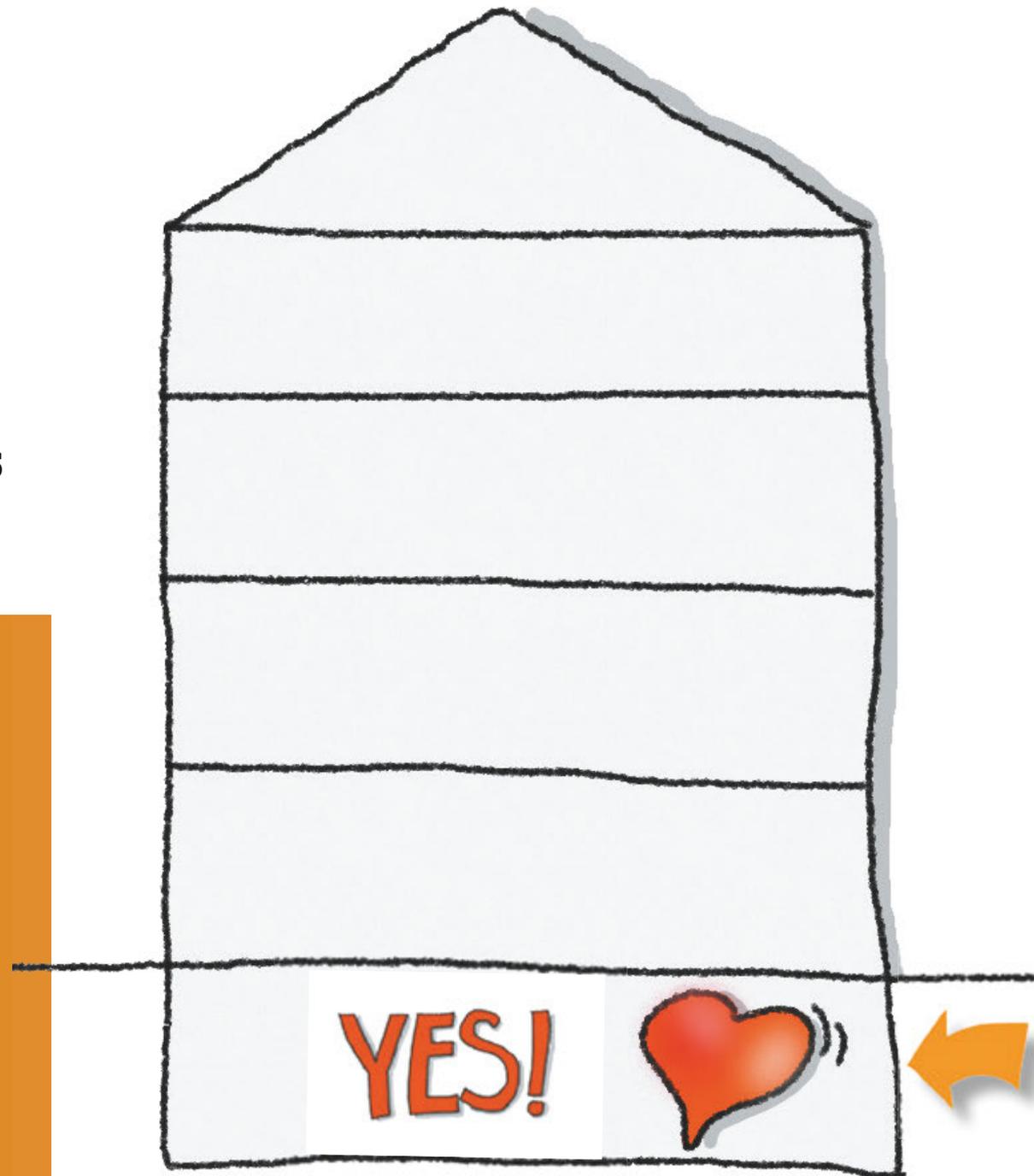
Let's start with the foundations ...



ProfilPASS House Foundations

Willingness: Anyone talked or forced into an advisory session, will be unable to bring to light all their hidden talents, abilities, and competences.

Therefore: Anyone looking for a session with a ProfilPASS advisor must be able to wholeheartedly say **YES** to the process.



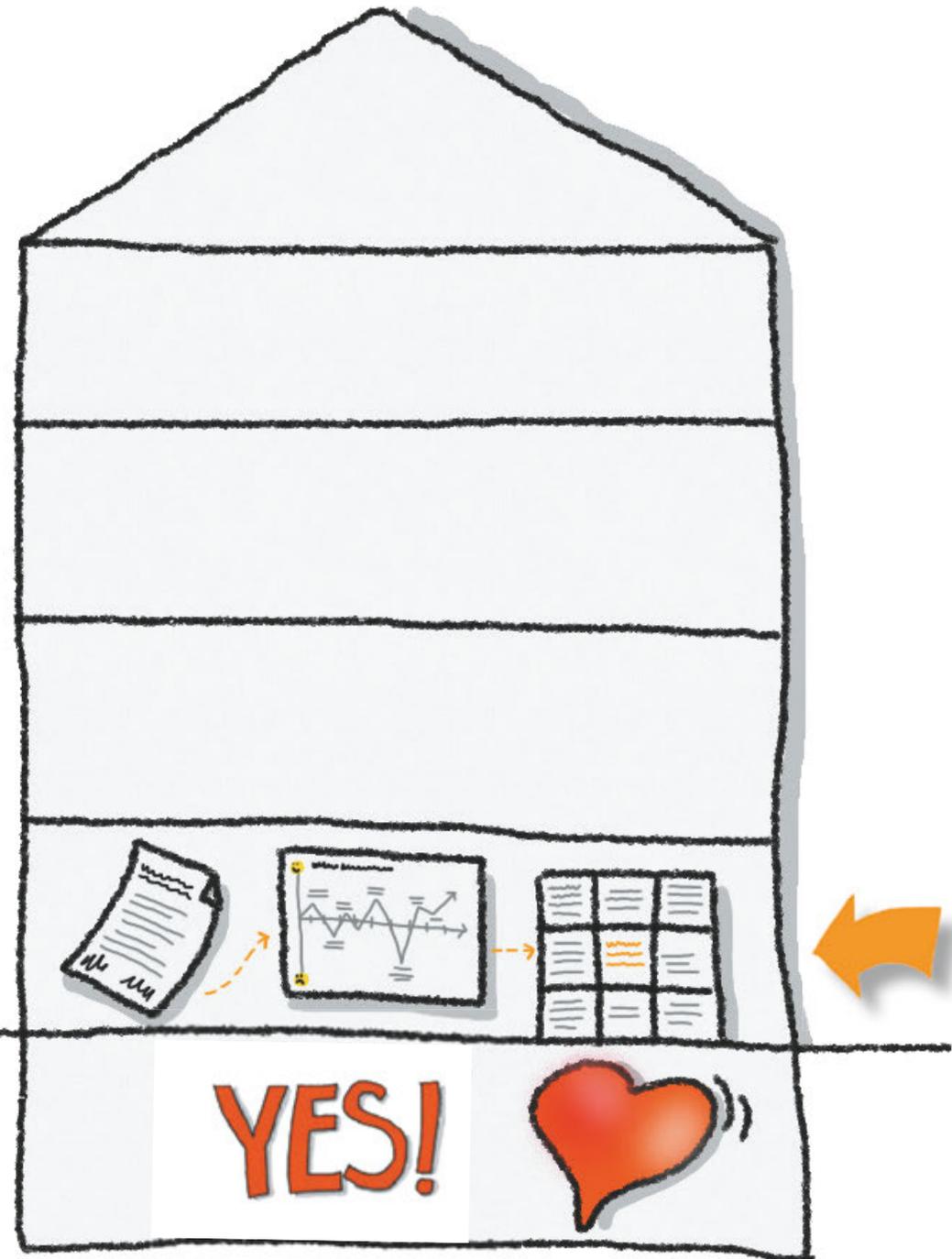
ProfilPASS House

Ground Floor

The actual advisory session begins with an **agreement**. It contains the preliminary goal of the advisory session, and describes the input to be provided by its participants.

The **Exploration of Your History** (you might draw a life line with life events) helps collecting some of the key aspects of your life to date. The **Activities** section will allow putting all the collected aspects into order.

This task could be used for summarising and ending a first advisory one-to-one session.



ProfilPASS House

First Floor

Our second session will take us up to the “first floor”. We recap what we have learned in the first session by thinking back on the individual points developed. As a next step, we elaborate on individual points of the collected aspects.

The “rooms”:

1st Room: **Nominate**

2nd Room: **Describe**

3rd Room: **Extract**

4th Room: **Evaluate (organising)**

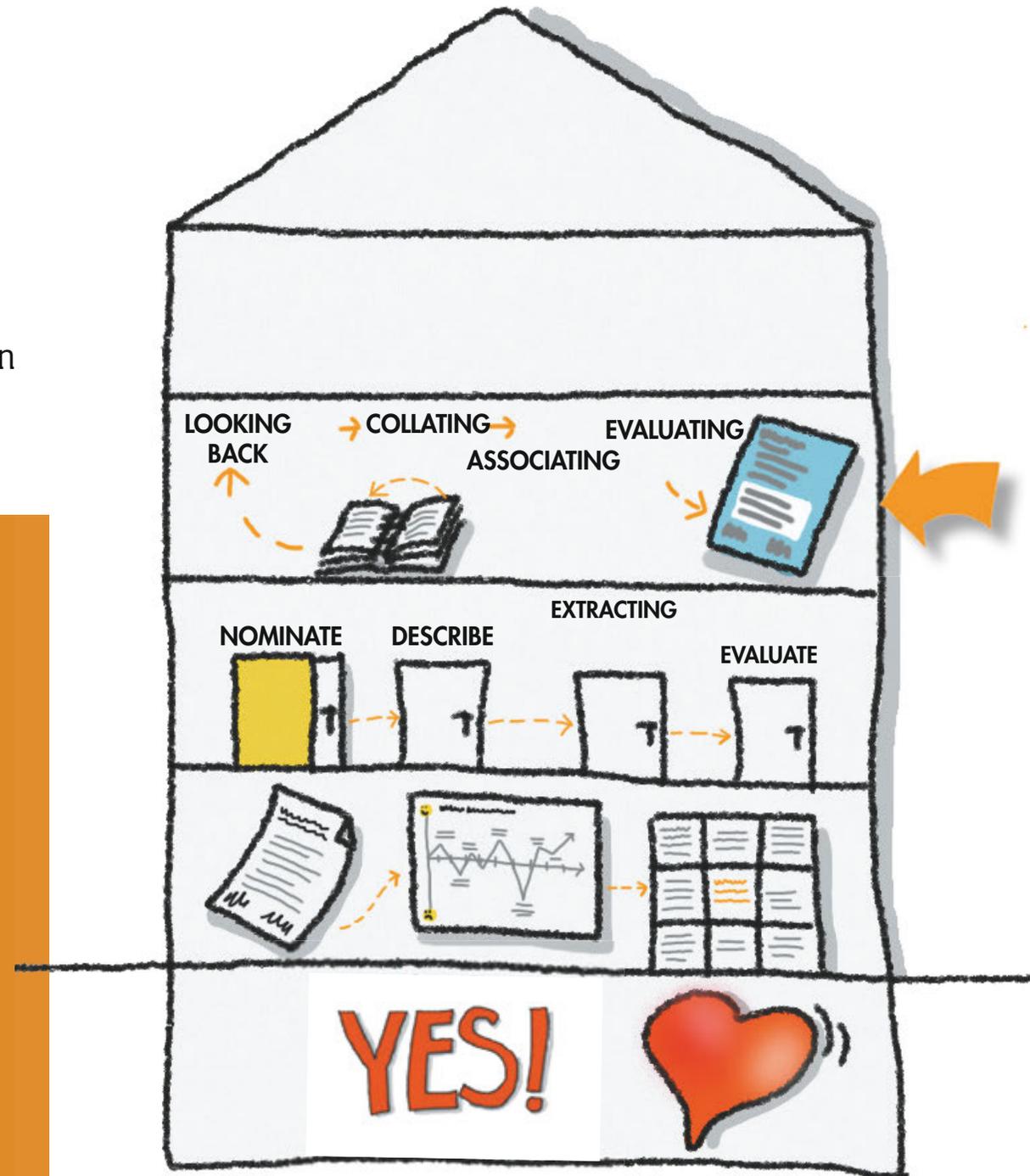
The door to the first room is now open, because we collected a number of keywords on the ground floor ...



ProfilPASS House

Second Floor

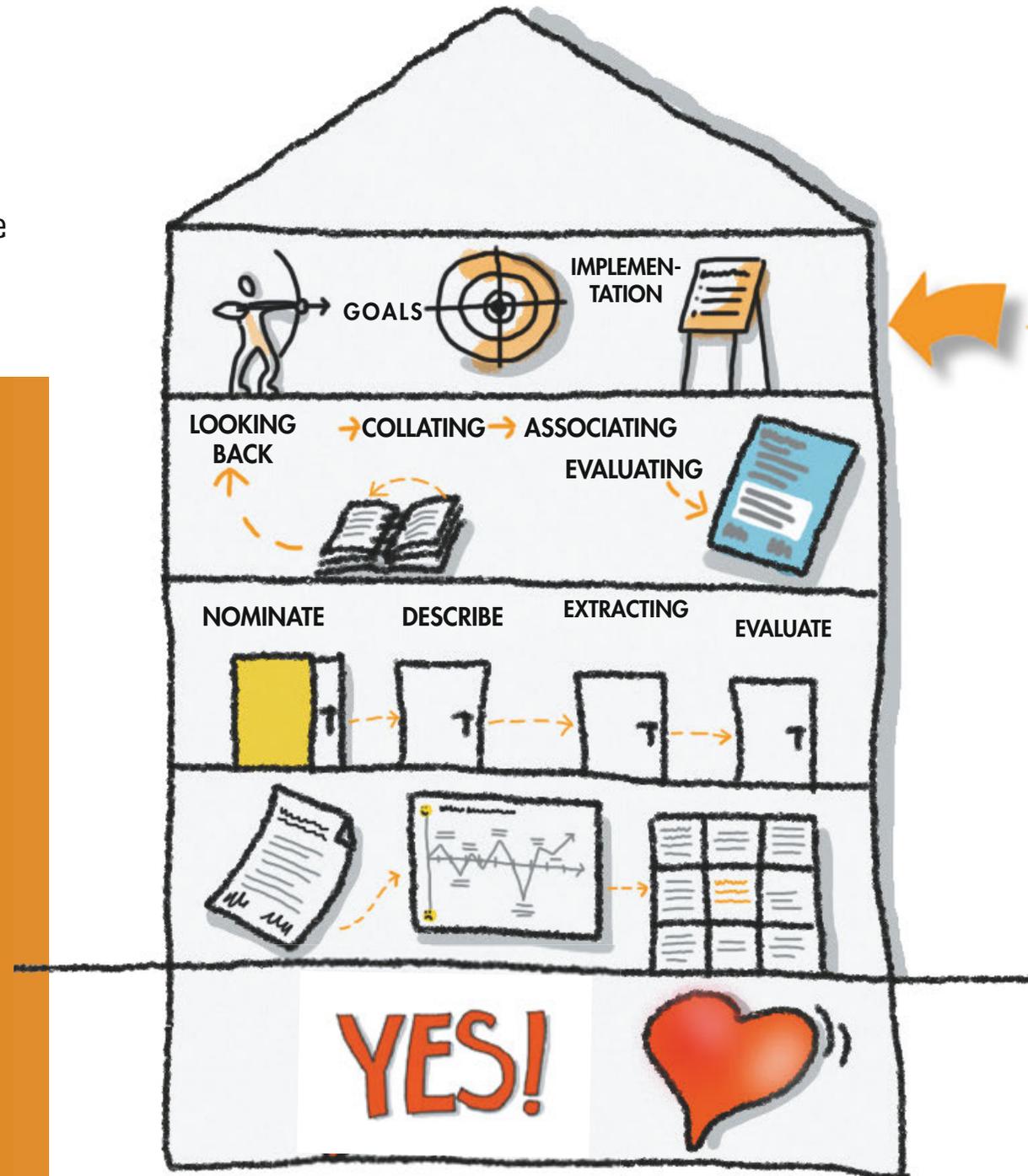
The next step will allow us to “reap what we have sown”: A little look back through the previous pages, and some collating and associating will help make connections apparent. The result will be an evaluation of the work done to date, and will open up new perspectives.



ProfilPASS House

Third Floor

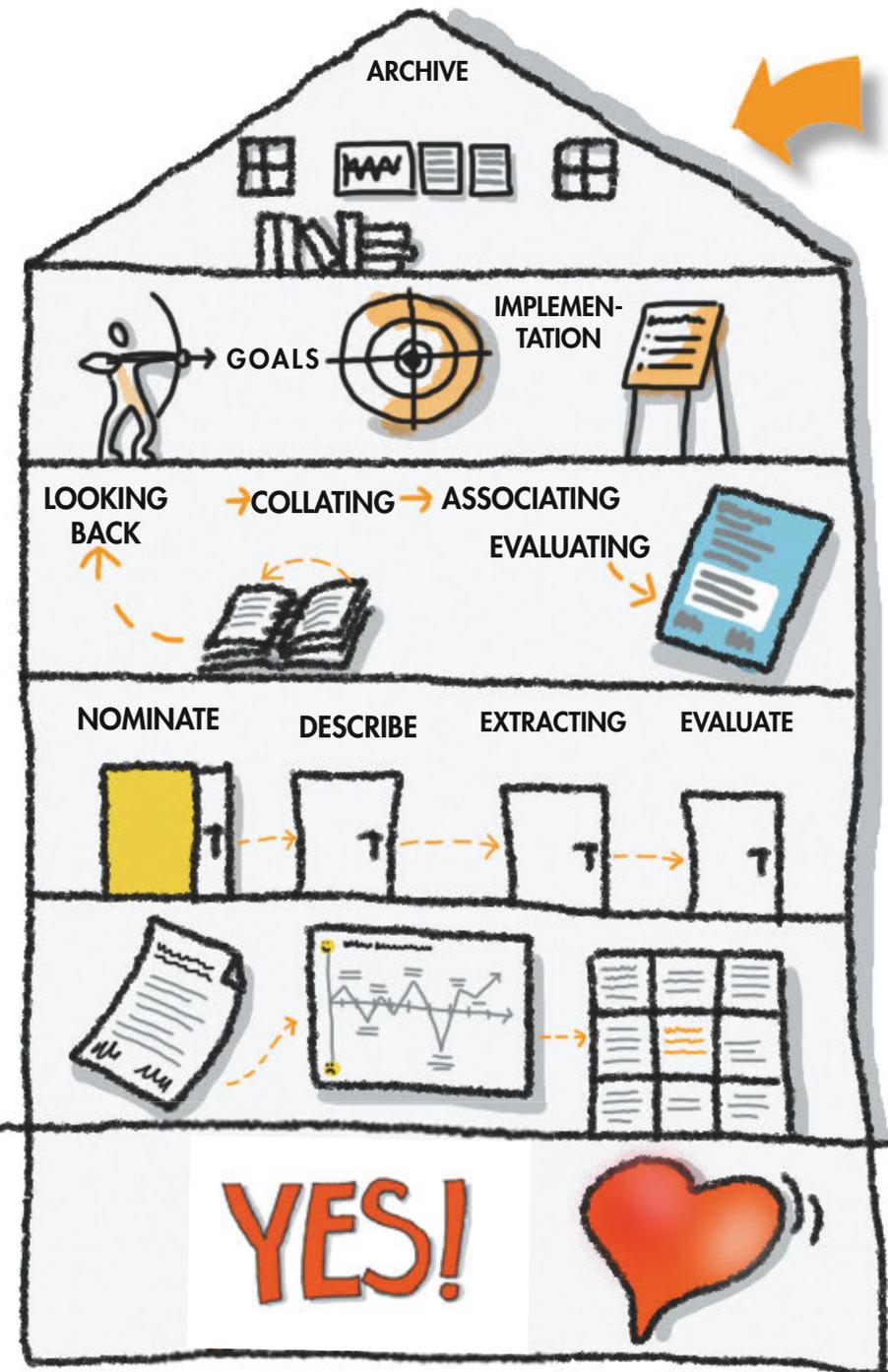
The third floor is all about the goals towards which we need to work, and how to achieve them.



ProfilPASS House

Top Floor

Every detail developed during the advisory sessions is stored in the “archive”. This archive is not some dusty and forgotten cellar space: There are two big windows for plenty of air and light. Everything we have collected so far, will stay fresh and alive ...



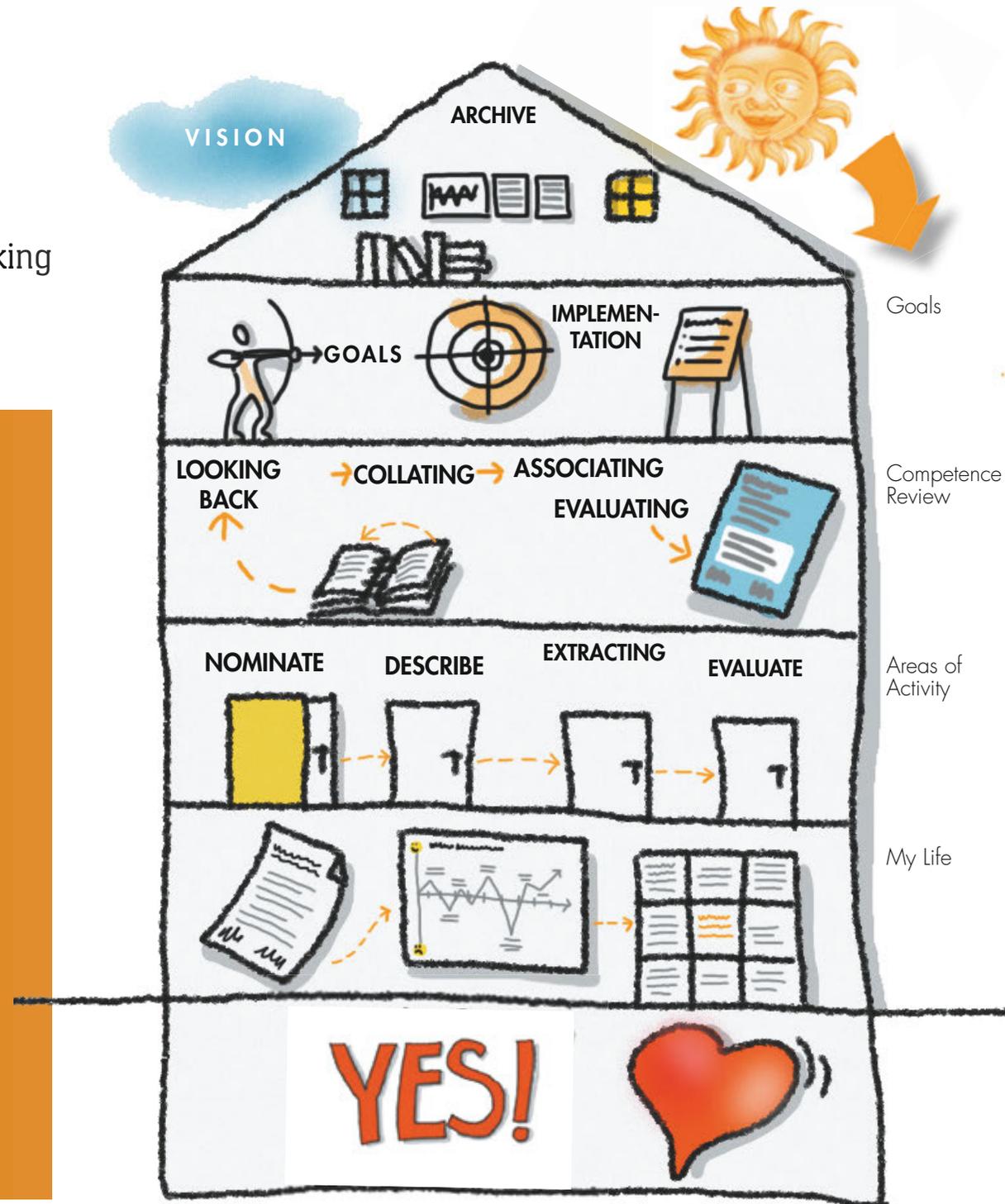
ProfilPASS House Vision & Sunlight

A ProfilPASS session is successful if our clients can go out into the world confidently, independently, and with a good understanding of their own strengths and weaknesses.



ProfilPASS House Review

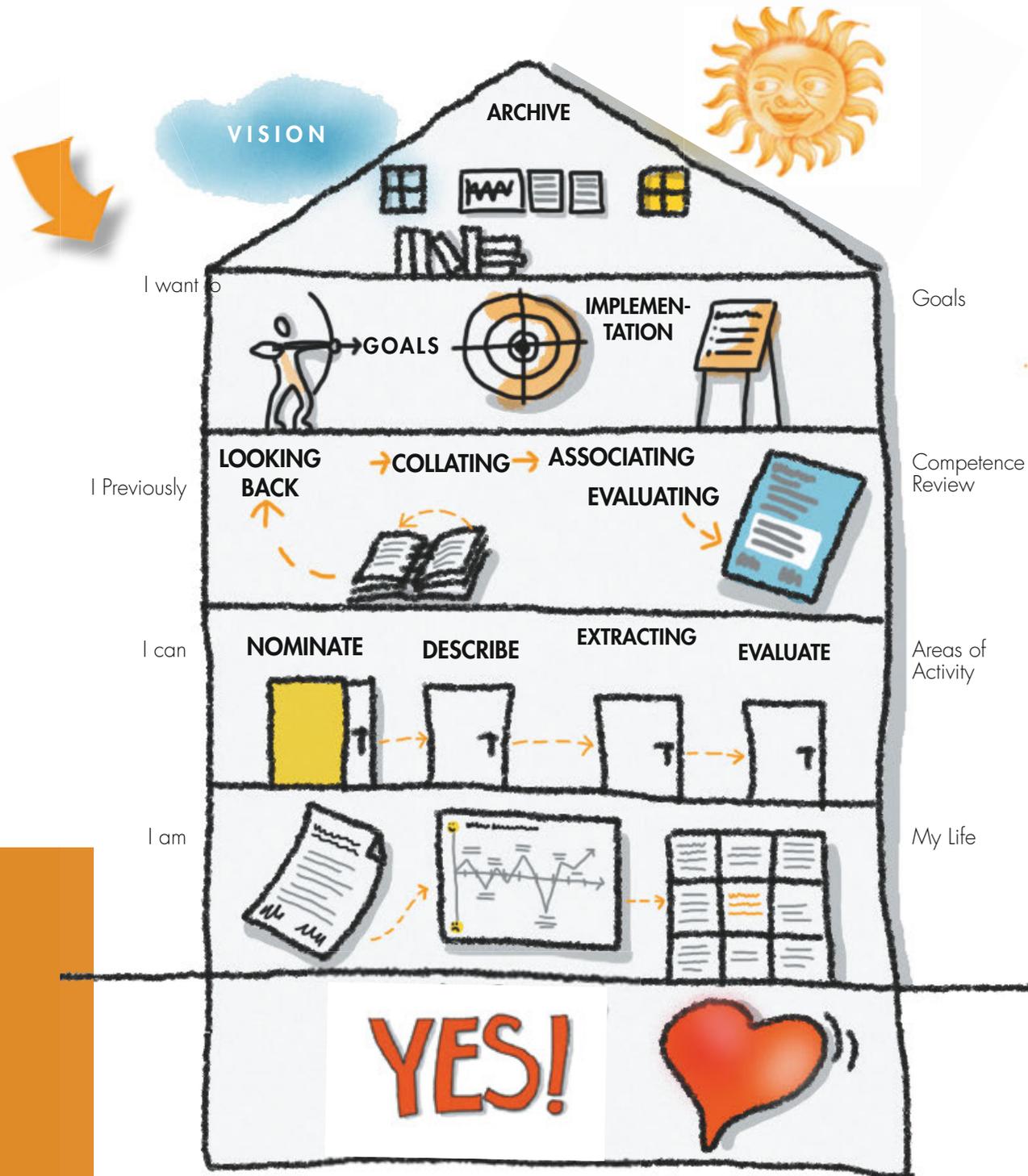
Let's have another look at the individual steps of working with ProfilPASS on the right.



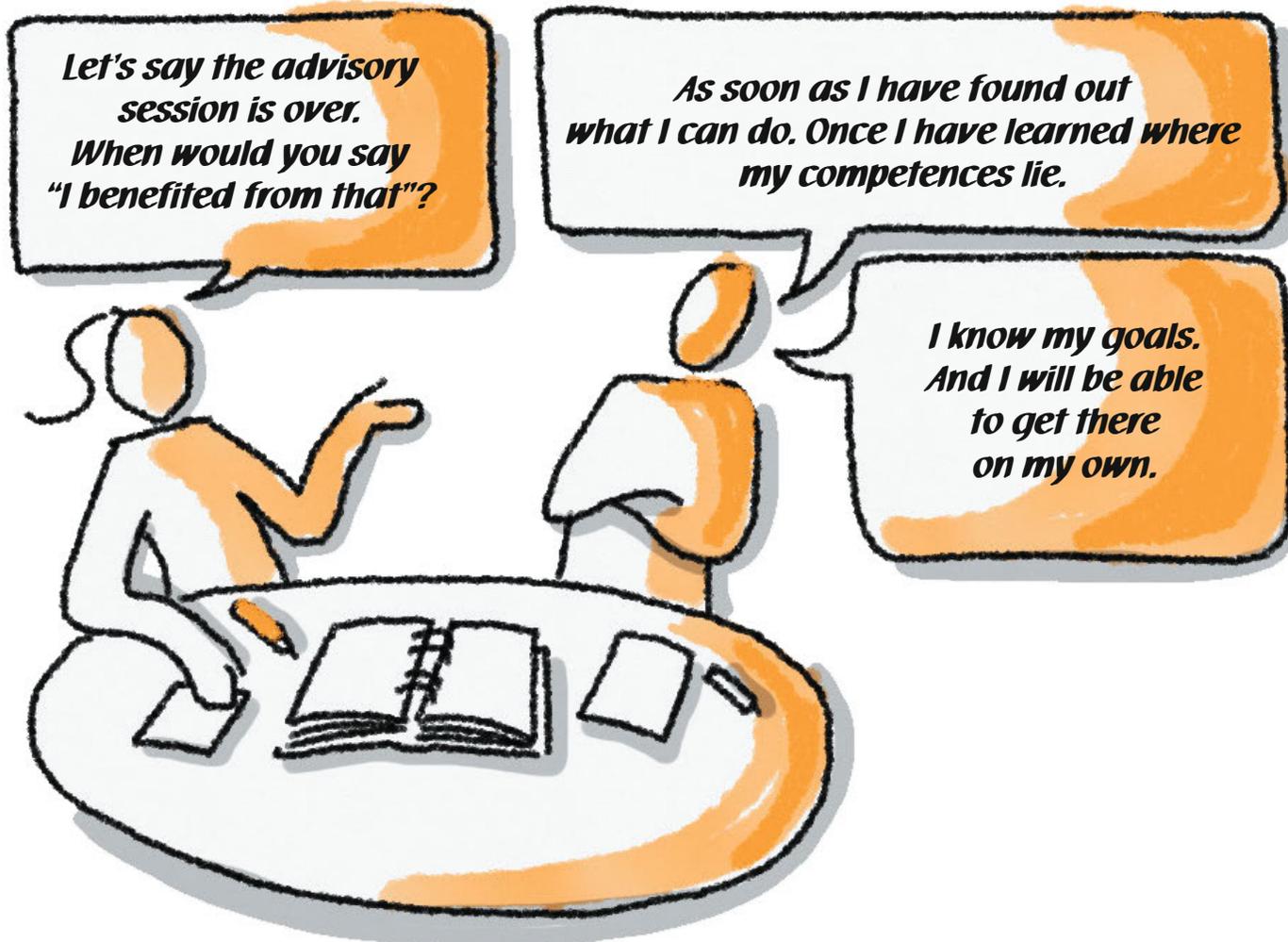
ProfilPASS House

I am ...
I previously ...
I can ...
I want to!

The statements on the left allow a glimpse of that which we call "ability to communicate": We can talk about who we are, what we have done to date, what we can do, and what our aspirations are.



All Floors?



Do you really have to include all floors in each ProfilPASS advisory session? That will take forever! Who's got that kind of time to spare?

The length of time for an advisory session firstly depends on how independently your client contributes to the work. And secondly – of course – on the goal you are trying to reach.

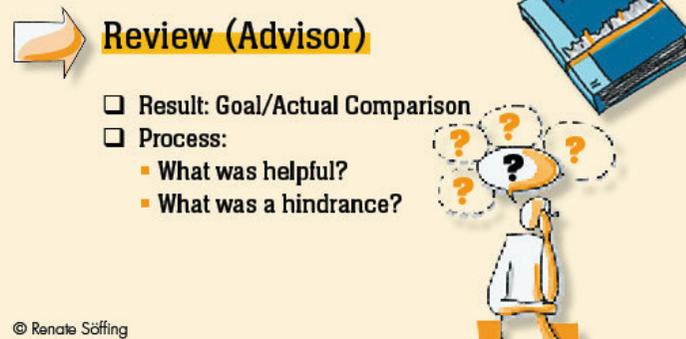
That is why it is very important to discuss perceptions and expectations in connection with the advisory session right from the start.

Getting Down to the Nitty-Gritty of ProfilPASS Work

Working With ProfilPASS



- What should the end result bring?
- What result(s) should be achieved by when?
- How will success be measured?



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This flip chart once again summarises the purpose of working with ProfilPASS in bullet points.

A joint look back at what was done is also part of it. As a final step, advisors should ask themselves to what extent the goal and actual results achieved compare.

The Individual ProfilPASS Sections

ProfilPASS Structure

- **Section 1** **My Life – An Overview**

- **Section 2** **My Activities – A Documentation**

- **Section 3** **My Competences – A Review**

- **Section 4** **My Objectives & Next Steps to Take**

- **Section 5** **Collecting Proof**

There is a lot of work to do!

1 2 3 4 5

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Seminar participants should now be familiar with the individual steps if you have applied the “ProfilPASS House” model.

You as the advisor will, of course, know all the ins and outs of the ProfilPASS (procedure and content) in detail. That will be the case if you have either experienced an advisory session yourself, or if you (at least once, better twice) have worked through the folder on your own (specifically: if you have answered all the questions relating to your own person).

My Life – An Overview

My Life – An Overview

- ➔ Identifying key **life situations** in the past and present, e.g. school, profession, family, leisure time ...
- ➔ Having a look at your own life



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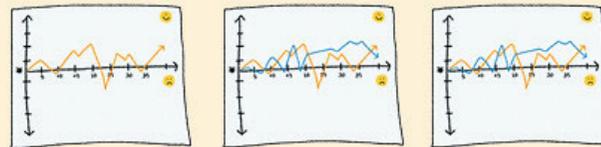
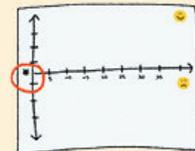
This phase initially entails only the collection of keywords for each of the fields of activity. Each of the steps should be completed slowly and in their proper sequence, before you and your client delve deeper – at least until you have gained some experience in being a ProfilPASS Advisor. The more practised you become, the better will you understand the deeper purpose of working with the ProfilPASS. “Old hands” can then simply skip and hop from one step to another – whatever makes most sense for the relevant client ...

Biography Work

My Life

Task: Visualising your life so far as a curve

- The curve begins at birth (*).



- You can create several different curves, e.g. for family, vocational training and professional life, friends, hobbies, ...



- Please add special events to the curve



Drawing a life line is a good start for looking at your life. A review of past experiences will trigger memories and foster discussion. As an advisor, you will be given an initial insight into that person, and it will be easier for you to ask supporting questions when working with each of the fields of activity.

There are a few other helpful methods you could use aside from the life line (see “Methods” in the virtual multiplier folder).

The life line is particularly useful for people, who claim not being able to draw.

Areas of Activity

My Life Areas

➔ Which areas of activity are important to me?



➔ Are “my” areas included in the folder or will I have to add some new ones?



➔ If yes – what fields?

Once all areas of activity have been found:
Add **keywords** for each area of activity



Recommendation for Advisors

Explain the concept of “Area of Activity” with suggestions. Find out if the categories and keywords suit your client. You can always change headers or add more areas of activity, experience, or life areas as needed. Here an example: Let’s say your client wishes to add a field “Friendship”, then you can simply staple on a few more pages and later work your way through the additional areas of activity and experience just like those on the printed pages.

The general idea is that the folder must match the client and not vice versa!

Exploring Areas of Activity

Exploring Areas of Activity



Do these headers for activity, experience, or life fields describe my life comprehensively?
Will I have to add or remove one (or more) of the headers?

- School 
- Vocational Training (includes academic studies)
- Home and Family 
- Military Service, Civic Service, Volunteer Work 
- Hobbies and Interests 
- Professional Life (includes Work Experience Placements, Jobs) 
- Extraordinary Circumstances 
- Political and Civic Commitment 

Page 10 and page 11

Recommendation for Advisors

You should make sure to read the introductory texts for each of the areas of activity in the folder very carefully.

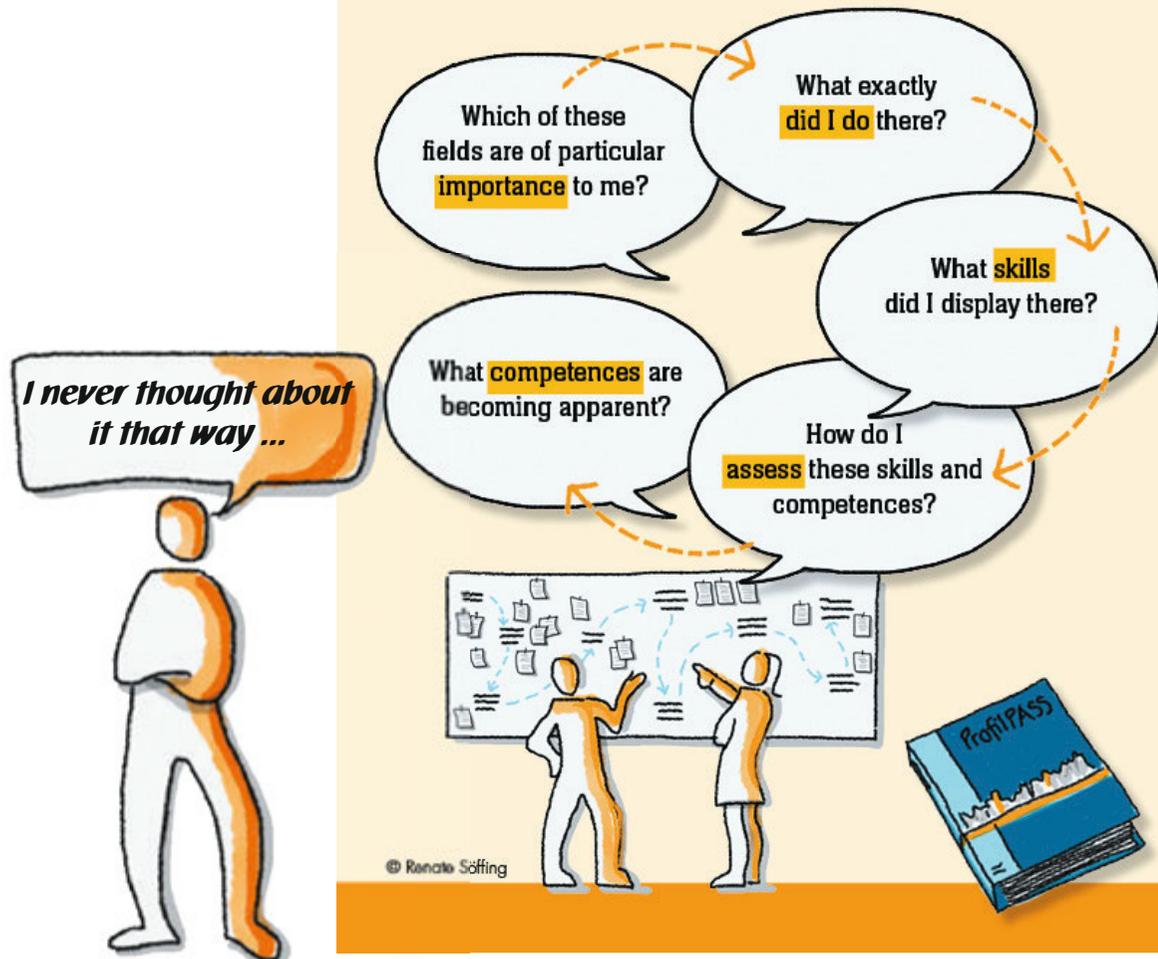
They contain a lot of helpful hints that will come in very handy when helping your clients.

*But...
I didn't do
any civic
service...!*

Working with Areas of Activity

My Areas of Activity – A Documentation

➔ In-depth study of life situations brought to light



Recommendation for Advisors

In most cases you will not be able to work your way through all areas of activity in one single session. **But:** In order for you to create a meaningful summary, you will need to work through at least two – better three – fields of activity quite intensively. As a matter of fact, the summary only really becomes interesting as the result of synergy effects, i.e. the results from combining several areas of expertise.

Working with Areas of Activity

Areas of Activity

➔ Please think about the following, once you have found the right headers or titles: What **keywords** match this header?

For example “Hobbies and Interests”

- Playing the piano
- Cultivating Bonsai trees
- Learning Spanish



For example “Political and Civic Commitment”

- Helping out in a soup kitchen for homeless people
- Volunteering for Amnesty International



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Recommendation for Advisors

Name a couple of examples of keywords for each area of activity to make sure your client understands what you are looking for. The better the examples you provide match your client, the better the task will be understood.

Four Rooms – Four Tasks

Four Steps

Nominate 1 Important stages, events, and activities from my life
+ Reasons: Why did I do that?

Describe 2 What exactly did I do?
What steps had to be taken to do it?

Extract 3 What exactly did I do?
What steps had to be taken to do it?

Evaluate 4 Are my skills at Level A, B, C1, or C2?

Derive Skills!



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Recommendation for Advisors

The ProfilPASS House model has shown you that the main work with your client is based on four steps built one on top of the other: That is the “first floor” of the ProfilPASS House. And that first floor contains four rooms.

Once you, the advisor, have completely understood the various tasks waiting for you in those four rooms, you will then be able to explain to others what is expected.

Evaluate

Evaluate



Select key skills and evaluate them as follows:

- **Level A** I can do this with the help of a second person or with written instructions.
- **Level B** I can do this without the help of a second person or written instructions, i.e. independently.
- **Level C1** I can do this independently, and apply the skill to another context.
- **Level C2** I can do this independently, and apply the skill to another context, and am able to show or explain it to others.

Stop!
Snapshot!



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Recommendation for Advisors

Find some analogies your client can understand.

How about assembling an IKEA shelf?
Or preparing a simple dish, which will have to be accompanied by rice, cous-cous, or potatoes?

Potato (Rice) Exercise

Potato (Rice) Exercise

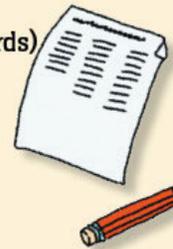
➔ We want to sit down together and eat some potatoes (rice). We want to sit down together and eat some potatoes (rice).



■ Work **individually and in silence**

■ Please take some notes (keywords)

■ **Time: 15 minutes**



Recommendation for Advisors

This method is ideal for demonstrating the amount of knowledge and the many individual decision steps hidden in “automatic” actions.

Once completed, this exercise can easily be applied to other areas of experience.

Taking Stock

My Competences – A Review

➔ **Summary** of your own skills and competences



Recommendation for Advisors

As we already stated above: In order for you to create a meaningful summary, your client will need to work through at least two – better three – areas of activity quite intensively.

You should now look back in your folder and collate items that appear more than once, and subjects or activities that are enjoyed the most ...

Strengths and ...

My Competences – A Review (I)

- Let's have a look at what we've got!
(Page 76/77)

There are some skills that pop up time and time again – those we particularly enjoy doing or those we want to improve.



➔ Let's start by collating all **A and B** Level skills
Duplicate nominations are ok as well!

➔ Then work through and mark:
! = this is what I particularly enjoy doing
x = appears more than once
o = this is what I would like to improve



Recommendation for Advisors

You should practice collating the A and B Level skills thoroughly in one (or more) examples ...

... Competences

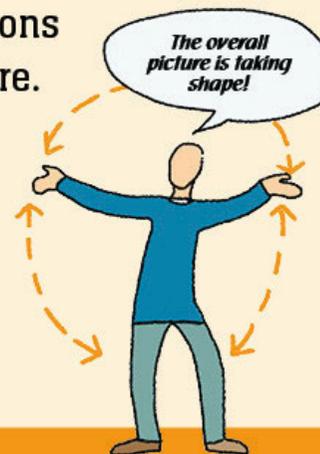
My Competences – A Review (2)

- Let's now go ahead and collate the C1 and C2 Level skills as well (page 78)

The sequence of competences and their affiliation to individual areas of activity are of no consequence here.

➔ These skills apply to a broad range of activity areas. That is why they are called **competences**.

Duplicate nominations are not required here.



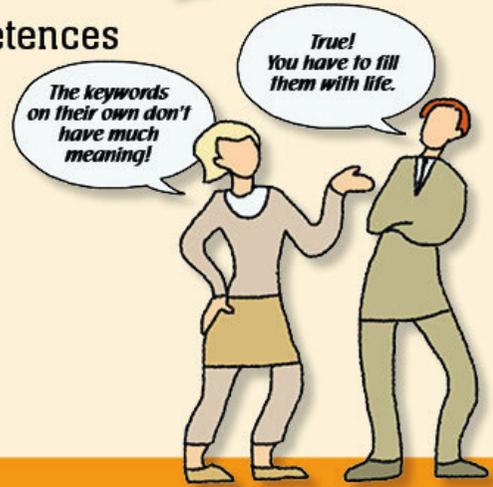
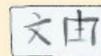
Recommendation for Advisors

... and so is the filtering of your competences.

Competences in the Folder

Competences

- Social Competences
- Organisational Competences
- Professional Competences
- Methodical Competences
- Technical Competences
- ICT Skills ICT stands for information and communication technology
- Linguistic Competences
- Artistic Competences
- Other Competences



← Page 81

Recommendation for Advisors

It will therefore make sense to reflect on the competences described in the folder as a whole.

It might help to first clarify what exactly the term “competence” means to the client.

It is very important to take into account the level of language (and the objectives) of your client!

How Do I Create a Proper Review?

Recommendation for Advisors

Once you have looked back across all pages of the folder and have all the information at your fingertips, you can then go ahead and collate the results.

Don't just talk about it – use a flip chart or a pin board, or even an A4 sheet of paper to help your clients visualise all that you have come up with together.

COMPETENCE REVIEW – EXAMPLE

INTERESTS ► Strengths and skills/competences you enjoy using ▼	FASHION	MAGAZINES	INTERNET	WHAT ELSE IS NEEDED?
DESIGN	<i>Own designs</i>	<i>Typography Photography Illustration</i>	<i>Website Design</i>	<i>Legal Knowledge</i>
GOOD WITH HANDS	<i>Designing and manufacturing of own clothing</i>		<i>Creating an online shop to sell own fashion</i>	<i>Business and legal knowledge Knowing your competitors</i>
RESEARCH AND WRITING	<i>Fashion from previous epochs</i>	<i>Writing articles</i>	<i>Founding an online magazine (fashion)</i>	<i>Journalism and legal knowledge</i>
COLLECTING EVALUATING DECIDING		<i>Searching for co-authors</i>	<i>Founding an online magazine (fashion)</i>	<i>Evaluating your market opportunities Knowing your competitors</i>

Certification of Competence

My Objectives & Next Steps to Take

- Use the results to help plan your future!

- What competences do I want to develop further?
- Which of my interests do I want to develop further?
- Which weaknesses do I have to work on?



- Continue in the folder on page 87.



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Recommendation for Advisors

Once you and your client have filled out the Mindmap on page 85, you can then start dealing with the certification of competence.

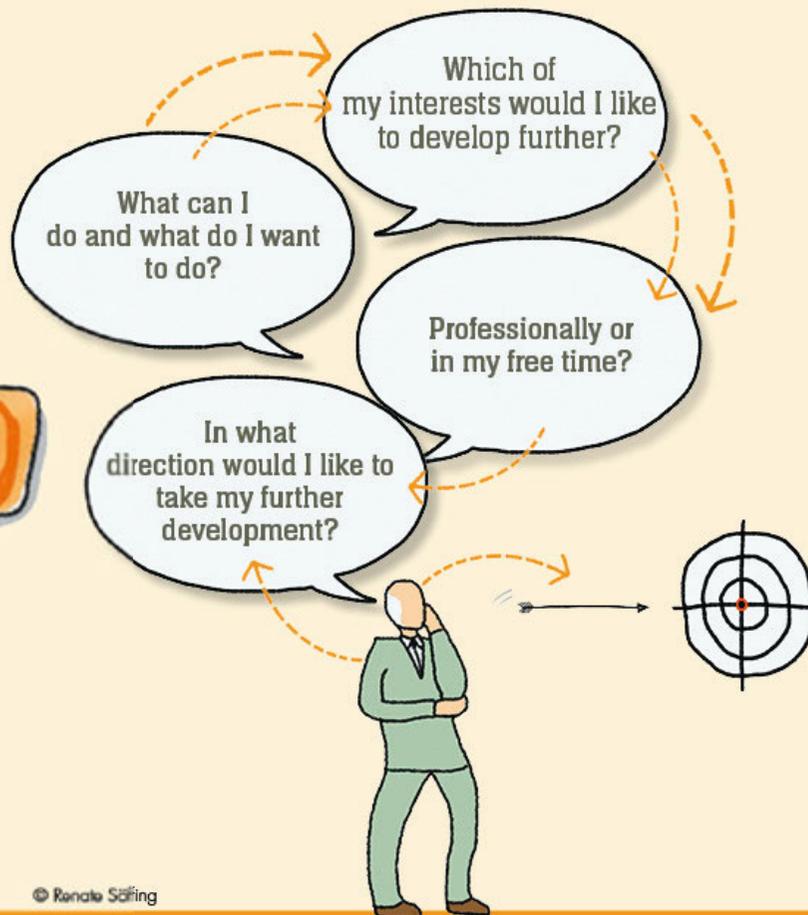
Make sure to use the language and take into account the intellectual level of your client in terms of what you write into the certificate.

You can find some sample texts in the ProfilPASS Forum.

What's Next?

My Objectives & Next Steps to Take

➔ Formulate your wishes and goals as specifically as possible.



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Recommendation for Advisors

The folder offers well-structured support on how to work with the topic “Goals”.

Tip

It will be a lot easier for users to “breathe life” into the topic “Goals” if at the start not only a life line from birth to now, but also another line with events desired in the future was created.

My Goals and ...

My Objectives & Next Steps to Take

- Use the results to help plan your future!

- What competences do I want to develop further?
- Which of my interests do I want to develop further?
- Which weaknesses do I have to work on?



- Continue in the folder on page 87.



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Recommendation for Advisors

The advisory session often ends with the compilation of competences. If your client wishes some additional support, ProfilPASS has a lot more to offer.

Help your clients develop a vision for their personal and professional future. It will then be much easier to formulate goals that match the competences you have found!

Collecting Documents

ProfilPASS Plus

➔ Handling Job Applications

➔ Collating Competences

➔ Collecting References

➔ Collecting Proof



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Recommendation for Advisors

Please remember the following if you are offering support for clients during their professional development: Some people need help in collating and collecting their personal documents.

Anyone, who doesn't have a lot of references, can apply for them in retrospect from former employees or supervisors for practical work experience placements. These documents will help bolster the job application folder.

Final Round

Final Round

Please let us have a short statement about your impressions so far ...

- This is what I will be taking on board ...
- Some criticism ...
- I would like to see/suggest ...

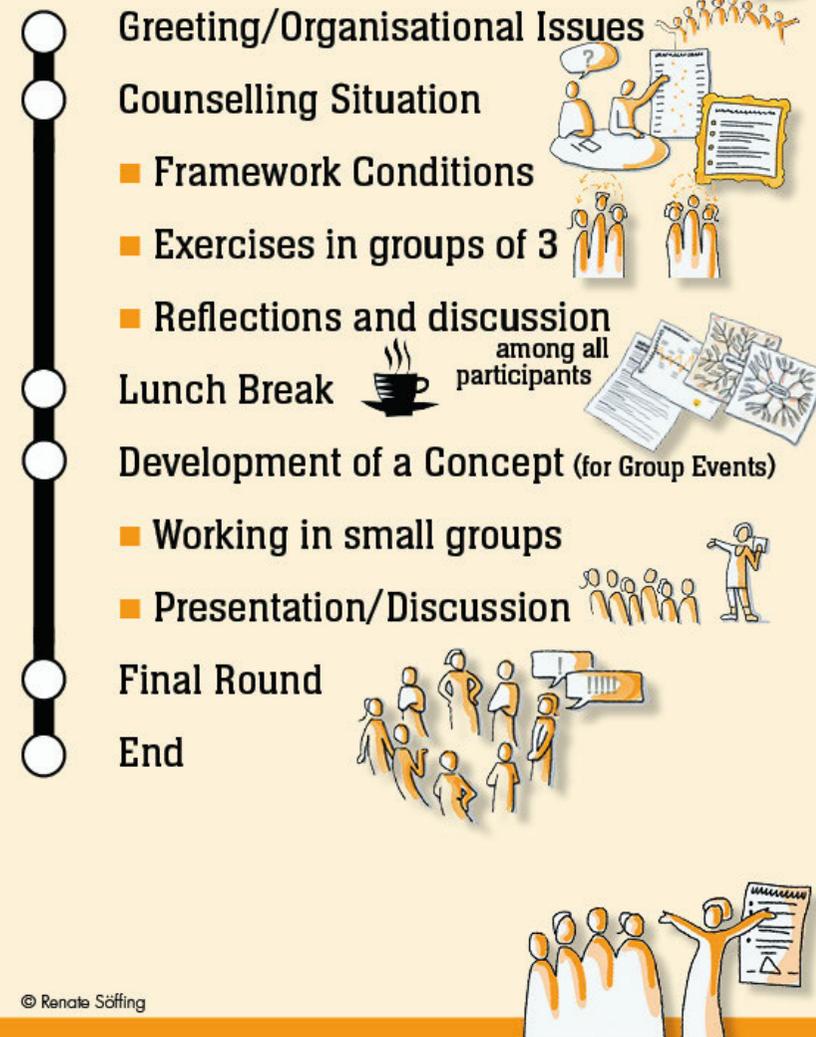


It would be a good idea to get a brief feedback from each of the seminar participants at the end of the first two days.

Make sure that the statements are really short and that the participants don't launch into another discussion.

Agenda Day 2

Agenda Day 2



Day 2 is all about **Practical Counselling**. Ideally, participants will already have some experience as a counsellor or advisor. But that will not always be the case.

Another focal point - once again to be developed in small groups - is the development of a **rough draft** of a ProfilPASS event.

The focal points of the event will depend on the relevant group.

Practising One-to-One Sessions

Session situations can be practised in groups of three (Advisor/Client/Observer) and discussed afterwards

Advisors will only observe the session, and will interfere only when asked. During the subsequent feedback session, the advisor should be the last to speak.



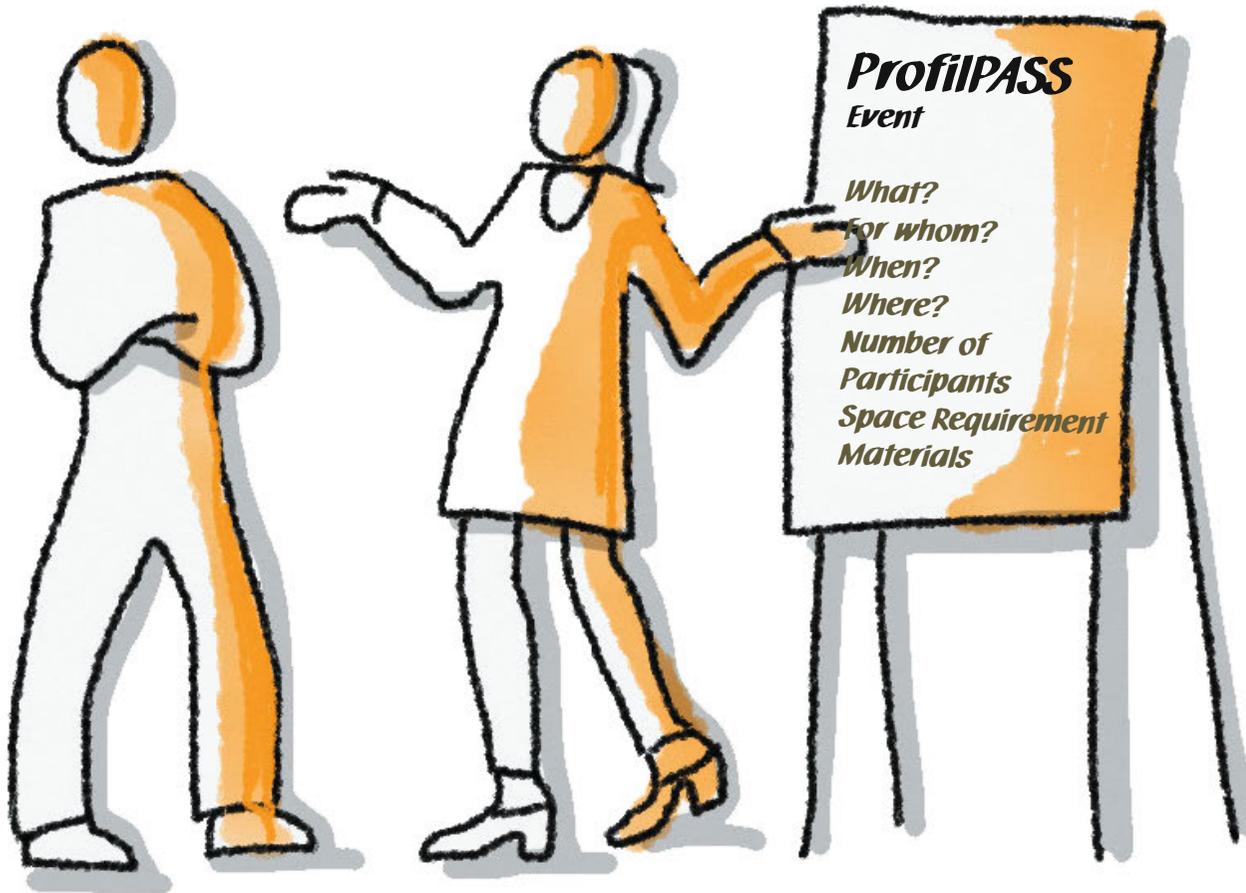
Developing a Concept

A concept can then be developed in small groups, provided there is time.

Possible Topics:

- ProfilPASS ProfilPASS Group Event
- Presentation of the ProfilPASS event idea (e.g. for the Job Centre, at company locations, for sponsors ...)

All of the concepts will then be presented to the whole group of participants and discussed.



Discussion



Questions can be used to structure the presentations and the subsequent discussion round.

- What stood out for you?
- What else did you think of?
- What did you like best?

Final Round

Final Round

Please let us have a short statement about your impressions so far ...

- This is what I will be taking on board ...
- Some criticism ...
- I would like to see/suggest ...



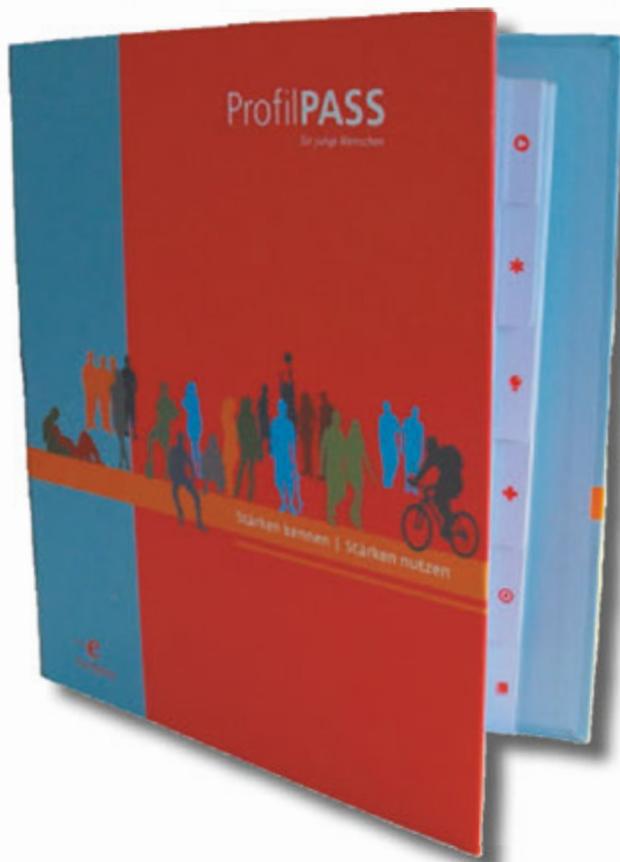
It would be a good idea to get a brief feedback from each of the seminar participants at the end of the first two days.

Make sure that the statements are **really short** and that the participants don't launch into another discussion.

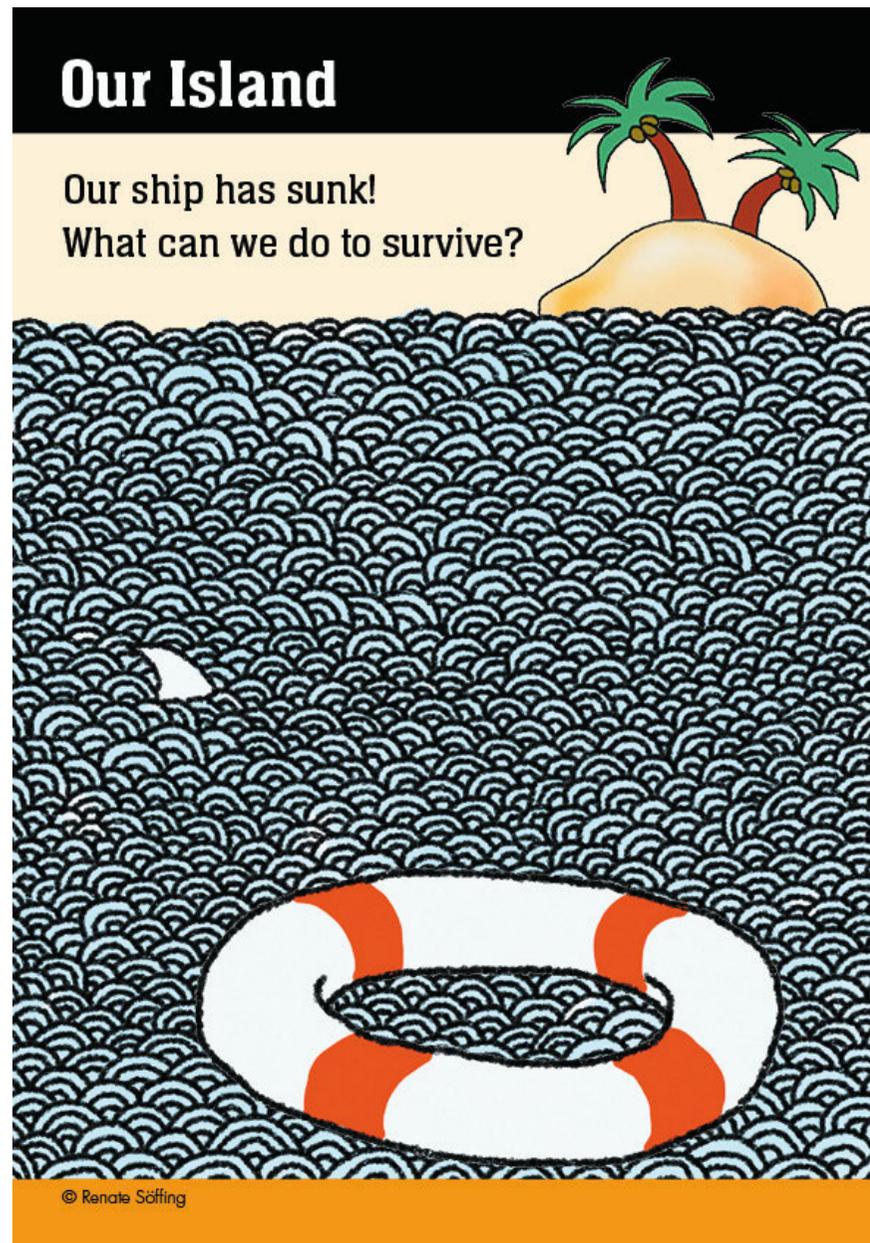
The Third Day

The third day of the seminar is dedicated to the ProfilPASS for Young People. We will start that day with an exercise that will show you how interesting you can make working with ProfilPASS for Young People, before we even take a look at the day's agenda ...

Depending on the total number of seminar participants, two or three small groups should be formed before the task at hand is explained.



The “Island” Task



Explaining the Task

The ship has sunk. The small groups land on the small island shown, but they don't have a map for orientation.

That means: The group will have no idea, whether there is drinking water available, or whether there are people or wild animals on the island.

The participants are only allowed to “use” items they had on their body or in a pocket when they abandoned the sinking ship. By the way: Swimming in the sea could be hazardous too (sharks, etc.) ...

The “Island” Task

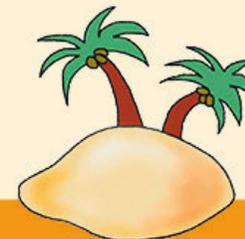
The Task: Survival

THE FACTS

-  Everything we have is wet!
-  We don't know anything about the island!
(no map!)
-  We don't know if and when we will be saved!

THE QUESTIONS

-  What do we do?
-  How do we do it?
-  With what do we do it?
-  Who will do what?



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It is important to look at all the facts: Lighters or mobile phones, for example, will be wet, and therefore most likely not functional.

The Actual Task: How will the group ensure its survival?

This exercise is suitable for everyone, not just young people ...

The “Island” Task

Evaluation: Island Experiences

1. This is what we did:
Activities



2. That is how we handled the situation:
Qualities



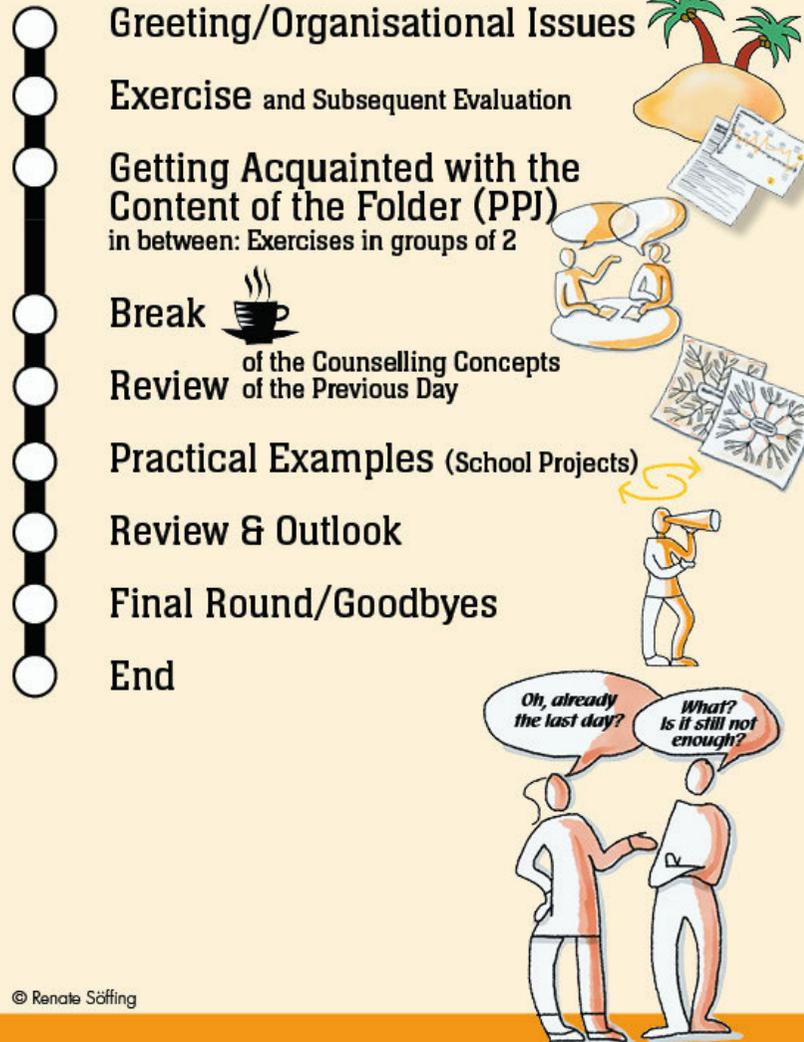
© Renate Söfing

Once all the individual small groups have reported on how they handled the situation, then all participants will come together to filter out individual actions and procedures.

From the reports, we can now deduce the skills and strengths utilised, and which of these were particularly helpful.

Agenda Day 3

Agenda Day 3



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We have now reached the third leg of our route map: Getting acquainted with the content of the folder.

The participants will generally have had no contact with the folder prior to the seminar, which is why they should be given an hour to get acquainted with its content: either in individual work sessions or in small groups.

Discussion



A discussion will be useful after everyone has spent an hour browsing the ProfilPASS for Young People. Questions can lend structure to the discussion ...

- What stood out for you?
- What else did you think of?
- What did you like best?

And last but not least:

- What is the difference between the red and the blue folder?

Practising One-to-One Sessions

It may be a good idea to simulate a few more session situations.

Where groups of three are feasible, there will be one advisor, one client, and one observer.

The Roles

A counsellor will observe the discussion, and will only interfere when asked by the advisor or the client. During the subsequent feedback session, the observer should be the last to speak. (1st Client, 2nd Advisor, 3rd Observer).



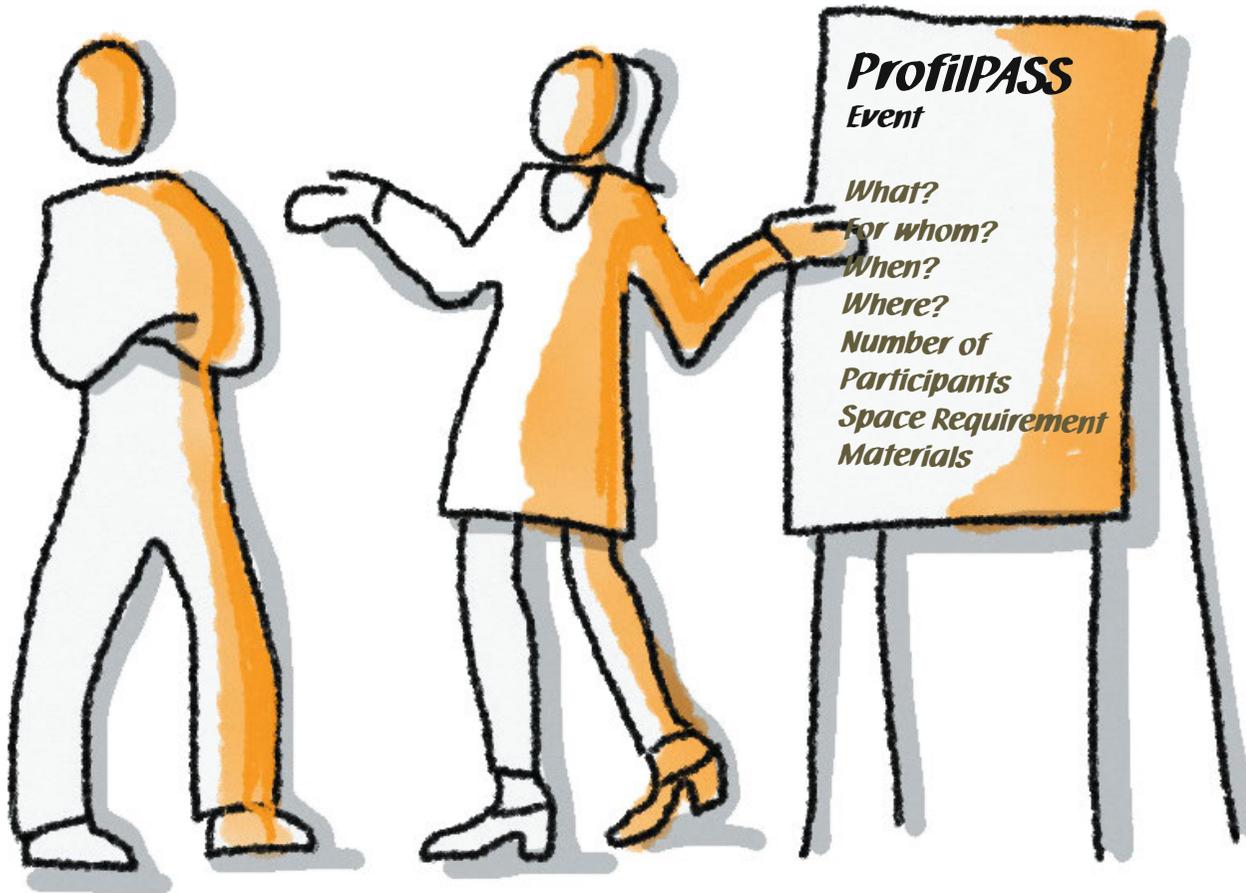
Developing a Concept

A concept can then be developed in small groups, provided there is time.

Possible Topics:

- ProfilPASS Group Event
- Presentation of the ProfilPASS event idea (Job Centre, organisations, companies, sponsors ...)

All of the concepts will then be presented to the whole group of participants and discussed.



Leave-Taking

There are a number of leave-taking options to close an event in the virtual multiplier folder.

Drawing up some final impressions will help summarise everyone's comments – about the seminar and about ProfilPASS – and can be helpful as documentation and as a memory aid.



**We wish you much success
with your own advisory
sessions and with ProfilPASS!**