

**VILNIUS TECH REPORT OF 4.5.
“FIRST STEPS OF
INSTITUTIONALIZATION OF
THE COUNSELLING TOOLBOX
AND THE SUPPORTING
TOOLBOX” NOVEMBER, 2020**

Work Package 4.5

4.5.1. Training to all intermediaries who serve SME owner-managers by HEI instructors

November 5, 2020

Feedback from participants

After the training, all intermediaries participated in training provided feedback. According to the gender, one intermediary manager was female, and four – males. All intermediaries were under 50 years old. All intermediaries indicated that they have business experience. All intermediaries agreed that the training met their expectations, nearly all agreed that met the set goals, the training topics were well chosen, the training improved their didactic competence and skills, and the training improved their knowledge. All the intermediary managers agree that they acquired skills and enough abilities to work with SME owner-managers or trainees and that the skills acquired during training would be useful in their daily work and they will implement in their home country. Talking about “how Snowman tools presented in the Toolbox Portal can assist your work with SMEs in the area of non-technological innovation?” intermediaries state that it is a good guidance what for a discussion with SMEs and helps to develop strategy. All participants evaluated the professional knowledge of teachers, their communication with the group, the proportion of practical examples in training, the theory and practice ratio, the work and learning organization, the presented material, the working environment (tools, equipment, etc.), the organization of practical exercises, available time for individual questions and the overall atmosphere of the training at the highest excellent level. Final comments specified that the participants should be more active during training.

Feedback of the training sessions

After the training, the instructor from HEI education have his feedback and agrees that the time length was appropriate for the training. He absolutely believes that participants feel confident to apply the six steps counselling and spider web tool, but there were no more suggestions regarding organization of similar training.

4.5.2. Training by HEI instructors to all relevant intermediary managers

November 19, 2020

Feedback from participants

After the training, all intermediary managers provided feedback. According to the gender, the three-fourths of the intermediary managers were female, and one fourth – male. Half of the intermediary managers were under 50 years old. Half of the intermediary managers indicated that they have business experience. All intermediary managers agreed that the training met their expectations, met the set goals, the training topics were well chosen, the training improved their didactic competence and skills, and the training improved their knowledge. All the intermediary managers indicated that they acquired enough abilities to work with SME owner-managers or trainees. During the training, the skills acquired would be useful in their daily work and implemented that training in the home country. The intermediary managers decided that the Snowman tools presented in the Toolbox Portal could assist their work with SMEs in the area of non-technological innovation and that the Toolbox Portal is

an excellent tool for consultation, the toolbox portal is organized very well, structured and clear to use, the tools are very helpful for consultants to help consultants promote non-technological innovation in SMEs. All participants evaluated the professional knowledge of teachers, the communication of the teachers with the group, the proportion of practical examples in training, the theory and practice ratio, the work and learning organization, the presented material, the working environment (tools, equipment, etc.), the organization of practical exercises, available time for individual questions and the overall atmosphere of the training at the highest excellent level. Final comments specified that everything was perfect and organized in the best way. The program was clear and brief.

Feedback of the training sessions

After the training, all HEI instructors indicated that the time length was appropriate for the training. The timeframe was sufficient, time left for elaborate questions as well and no improvements needed. All instructors believed that the participants felt confident to apply the six steps counselling; they asked questions, participate in imitated counselling situations. All HEI instructors thought that the participants felt very confident to apply the spider-web tool; they successfully tried to do it. Finally, instructors summarized that the training is very useful and could be repeated, the training well organized and valuable.

4.5.3. Training to Communication, ICT and office staff in the intermediary organizations by INT managers

November 26, 2020

Feedback from participants

The number of participants in the 26/11/2020 was – 9 (nine).

The feedback was provided by INTs in the age of < 50 years (three males, and four females), and >50 (two males from business sector).

Participants have valued that trainings met their expectations: this question gathered the highest points from the participants, only one participant marked the answer as “partly”. The trainings met the goals, which were estimated by highest grade, only one participant marked the answer as “partly”. The feedback showed that the topics for the trainings were chosen quite well: 6 participants valued as “yes”, three of them – “partly”. The training has improved participants’ didactic competence and skills very well: 6 participants valued as “yes”, three of them – “partly”. Participants give the feedback that training have improved participants’ knowledge: 8 answered that “yes”, the knowledge was improved, only one answer that “no”. The participants answered that they were acquired enough abilities to work with trainees: 6 participants valued as “yes”, three of them – “partly”. The participants answered that the skills acquired during the training were useful in their daily work: 7 participants valued as “yes”, two of them – “partly”. Training participants marked that these trainings are possible easily to implement in Lithuania, only two marked the answer as “partly”. The full program of the training surely is possible to use in Lithuania: only two marked as “partly”, but it does not

detract the overall results. Seven participants answer that the Snowman tools which are presented in the Toolbox Portal are really very helpful to plan and integrate non-technological innovations in the development of SME, from the other side, one participant answered that “no”, not helpful, and one more participant marked that “partly” helpful. Overall results for previous question are good, do the Toolbox Portal is helpful for intermediaries to plan and integrate non-technological innovations in the development of SME.

Feedback on the evaluation of teachers and the organization of the training

It was evaluated the professional knowledge of teachers as excellent, only one participant marked the value as “Fair”. The communication of the teachers with the group was very good valued: three participants valued that communication was “good”, one – “fair”, and other 5 – “excellent”. The overall results showed that proportion of practical examples in the training was quite enough: two answers as “fair”, one “good” and other 6 – “excellent”. The participants marked that theory and practice ratio was very good: three “good”, one “fair” and other five “excellent”. The participants evaluate the work and learning organization as very good: two participants evaluate as “good”, other seven “excellent”. The presented material was very good: two participants give the answer as “good”, other seven – “excellent”. The working environment (tools, equipment, etc.) was quite well evaluated: two participants valued as “good”, one - “fair”, and six – “excellent”. The organization of practical exercises was valued as very good: three participants valued as “good”, six – “excellent”. Available time for individual questions was valued as quite enough: one participant answered as “fair”, one – “good”, and seven participants answered “excellent”. The overall atmosphere of the training was very good: one participant gives the feedback as “good”, other eight – “excellent”.

More remarks

Intermediaries highlighted, that there was enough time for training; all issues were examined in detail. There were no issues met during trainings, not many improvements for trainings were suggested: more practical examples, it was recommended to spend more time on individual questions and practical exercises.

4.5.4. The intermediary representatives in the operational teams to all SME

November 26-27, 2020

Feedback from participants

Owner-managers (5 males, and 5 females) provided the feedback. Participants have valued that trainings met their expectations: this question gathered the highest points from all participants. Trainings met the goals, which were estimated by highest grade; only two participants marked the answer as “partly”. The feedback showed that the topics for the trainings were chosen quite well: 9 participants valued as “yes”, one of them – “partly”. The training has improved participants’ didactic competence and skills very well: 8 participants

valued as “yes”, two of them – “partly”. Participants give the feedback that training have improved participants’ knowledge: 8 answered that “yes”, the knowledge was improved, only two answer that “no”. The participants answered that they were acquired enough abilities to work with trainees: 8 participants valued as “yes”, two of them – “partly”. The participants answered that the skills acquired during the training were useful in their daily work: 9 participants valued as “yes”, one of them – “partly”. Training participants marked that these trainings are possible easily to implement in Lithuania, only three marked the answer as “partly”. The full program of the training surely is possible to use in Lithuania: only two marked as “partly”, but it does not detract the overall results. Six participants answered that the Snowman tools, which are presented in the Toolbox Portal, are very helpful to plan and integrate non-technological innovations in the development of SME, from the other side, four participants marked that “partly” helpful. Overall results for previous question are good, do the Toolbox Portal is helpful to plan and integrate non-technological innovations in the development of SME.

Feedback of the trainers (Lithuanian Innovation Centre trainer, Vilnius Industry and Business Association trainer)

Both of trainers explained that the training sessions were organized in appropriate manner and the length of the training session was even shorter than it was expected. The other session trainer highlighted that during the session it was enough time to finish the training a bit earlier, and also to answer to all the questions from the participants which means that the session length was appropriate and the session itself was very informative. It was also explained that the learners were familiar with the spiderweb platform and tried it out. The issues raised were discussed and examples were given. The overall atmosphere of the training was very good.

More remarks

The participation in the trainings was active. The learners of the trainings were familiar with the spider-web platform in details and tried it out in practice. The issues and questions raised during the practice work were discussed immediately, in addition, there were examined some examples to fix the practice knowledge on the using the spider-web tool.

After the trainings, the participants understood very well how to use the spider-web tool, the benefit of the tool and how to use spider-web tool and what specific solutions to propose for owner-managers to improve the activities of the SMEs through integrating non-technological innovations into the company’s processes.

