Staff training expert meeting
Utrecht, 23 June 2014

EuroPris and CEP jointly organised the second expert meeting on staff training on 23 June in the premises of CEP in Utrecht. Training experts from 5 European Prison and Probation Services, Avans University Netherlands and the directors of CEP and EuroPris participated in the event. The meeting focused on the evaluation of the staff training workshop that took place in December 2013, where topics such as Burn out/Resilience, Motivation, E-learning, Selection of Staff and Quality Measuring were discussed. Based on this evaluation the experts decided to organise the next CEP/EuroPris staff training workshop in 2015 on the topic of e-learning – why to develop, how to develop, what to develop and who should be involved.

Feedback session:
- o First meeting was important to get to know each other and knowing about each other's systems
- o Resilience is also an important issue – what kind of trainings are there / how to react / how to deal with this issue
- o Interaction between academics and practitioners is important
- o Format: presentation by academic, presentation by practitioner, discussion/elaboration
- o Look for the 'why' of using specific methods – should be part of the presentation on the use of certain methods
- o Motivation theme is difficult to combine: different motivations for probation and prison and different background – not fit for combined approach; not the case with ENAP and Romania; for example job rotation – are there developments are their experiences in other countries
- o Role of EPTA compared to this expert group / workshop
- o Detailed and technical content of learning that can be exchanged by the training participants
- o Competencies in European Prison and Probation rules – European valid certificates; (bachelor/master) to raise the quality of the staff throughout Europe; could be a topic for EPTA
- o Foreign Nationals; dealing with diversity; language skills
- o Important to establish links with universities / academic research institutes
- o Initial training will never provide for full professional prison / probation education – only basic topics and specialization will need to be provided by specialized training academies

Possible topics for next workshop
- *E-learning*:
  - o who/why/what; development of tools together with staff; serious gaming; exercise one of the models; present different ways of using e-learning/practical cases; how to develop; how to implement; for which topics can it be used; preparation phase; how to motivate beginners to use e-learning; how to combine it with traditional learning; what are the benefits of e-learning; ICT requirements; costs; advanced organizer/personal portfolio (personal organizer that takes you through the training-gives large responsibility to the student); how and when to promote e-learning; which persons to involve in the development of the training
- *quality assurance:*
  - o there is much difference between the countries and maybe too much to address at the workshop – risk that it is not of interest for a number of countries
- *selection and training:*
  - o personal training plan – reflective practice; combination of practical and theoretical parts and keeping the right balance; importance of follow-up courses; common standards; how to involve supervisors; how to deal with differences between prison and probation; how to mix selection and training
- *resilience:*
  - o how to train it; how to cope with burn out; how to prevent burn out
- *motivation:*
  - o universal theme; how to motivate staff to learn; keep people motivated in their job;

- other ideas:
- focus on one or two topics; focus on the issue / on organizational problems (country differences will not be so relevant then); set achievable goals; use it as practical exchange room; supervision of staff – how can that be trained; training skills are needed for whatever method is used – what profile is supposed to be a good trainer
- children of prisoners / foreigners in prison

Selected topic for next workshop
- e-learning – blended – training skills (what is the prototype of an e-learning trainer / how should feedback etc be organized)
- 3 parallel working groups with the speakers to discuss in-depth on each topic
- Examples of e-learning: invite participants to share their experiences during the workshop
- Define e-learning very broad – so every experience could be shared
- How / what / why are the main issues to be addressed by the speakers; would I recommend it to others / how to improve it / how to maintain it
- How was it developed / what kind of people are needed / how to present the content/ where does the money come from / cost benefits
- Presentations on why/what/how/future plans structure – workshops structured with a number of additional questions, moderator and smaller contributions from countries
- Concluding remarks: do's and don'ts ; each workshop gives feedback on the main learning points on the three topics –why/what/how/future
- Market place at the end of the event or end of day 1 with new tools presented by participants
- Participants profile: trainers rather than managers; responsible for developing training programmes