



VIP: Vocational training in Prison  
2012-1IT2-GRU06-37734-5

## Training Path Report Austria

### Organiser:

#### Center for Health and Migration in cooperation with Invivo unlimited

The Center for Health and Migration (CHM) is the research department of the Trummer & Novak-Zezula OG, a SME that works on the interface of applied research and policy/organisational development. Invivo unlimited as counselling department develops and organizes workshops for health and social care workers as well as trainers and teachers.

The course “**Managing Challenges in Work in Prison**” is aimed at developing innovative strategies for managing challenging situations in everyday work in the prison, refugee camps and detention centers.

### Content

The course will be divided in three section:

#### First section: Managing Diversity

Health and social care workers, guards, trainers and teachers increasingly have to work with an ethno-cultural diverse clientele. New ways of communicating and understanding are needed to better manage diversity. An innovative way opens up when diversity is taken as a resource and working ground instead of keeping on a useless fight for conformity.

Duration: 6 hours

- Practice oriented concepts and tools for managing ethno-cultural diversity
- Reflecting the own culture and individual/collective images
- Development if creative strategies to manage diversity

#### Second section: Managing Paradox

Balancing conflicting demands, disappointing one partner to meet the other partner's expectations, being in the awkward position not to please everybody ... Such situations are part of the professional and lives of health and social care workers, guards, trainers and teachers.

Duration: 6 hours

- Concepts and methods on how to manage paradox situations
- Development of strategies for creatively dealing with conflicting demands

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### **Third section: Topic open to participants**

Duration: 4 hours

- Analysis of challenging situations reported by participants
- Development of strategies for creatively dealing with these challenges

### **Documentation of Training:**

Date: 20.-22.05.2014

Place: C-HM, Vienna, Palmgasse 10

Trainers: Sonja Novak-Zezula, Ursula Trummer

Participants: 5 (social workers, trainers)

### **Experiences made:**

Content and format of the workshop showed to be very adequate for participants, duration of training should have been longer both from trainer's and participant's perspective. Participants were highly motivated and active. One factor of success was that participants could share their experiences and discuss their strategies.

Some of the participants had to be available on phone for colleagues. It was difficult to guarantee continuity of participation, three day absence from the job is difficult.