

# **Training paths: the one to one techniques**

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**«Developing Capabilities for the Future»**  
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*Poster session - Best practices in capabilities development*

## The focus

- In 2015 the Italian Institute of Statistics organized two sessions of a training path to enhance 'one to one' training skills.

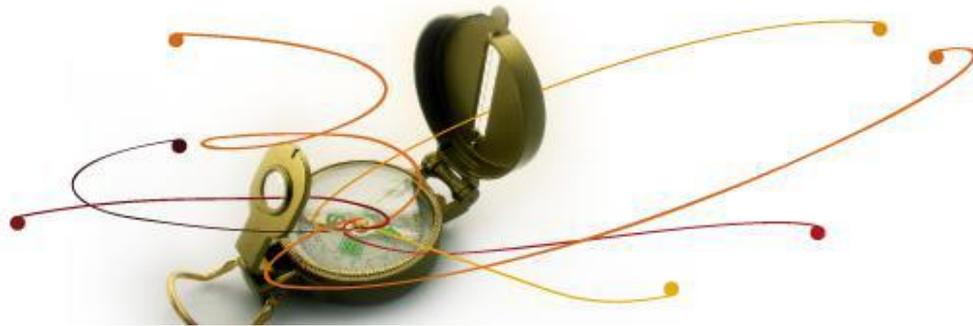


The focus is on the techniques to promote development processes that engage two people in a learning partnership.

# The goals

The training project is intended to:

- improve human resources management and professional development by new techniques;
- facilitate training opportunities outside the traditional context of the classroom;
- support the modernization process now underway in the Institute and the new organizational framework.



# The targets

- The training path is not addressed to the training staff only but also to the secretariat and the human resources staff. These people are used to manage human resources and to promote activities of organizational learning, mobility and integration of new employees.

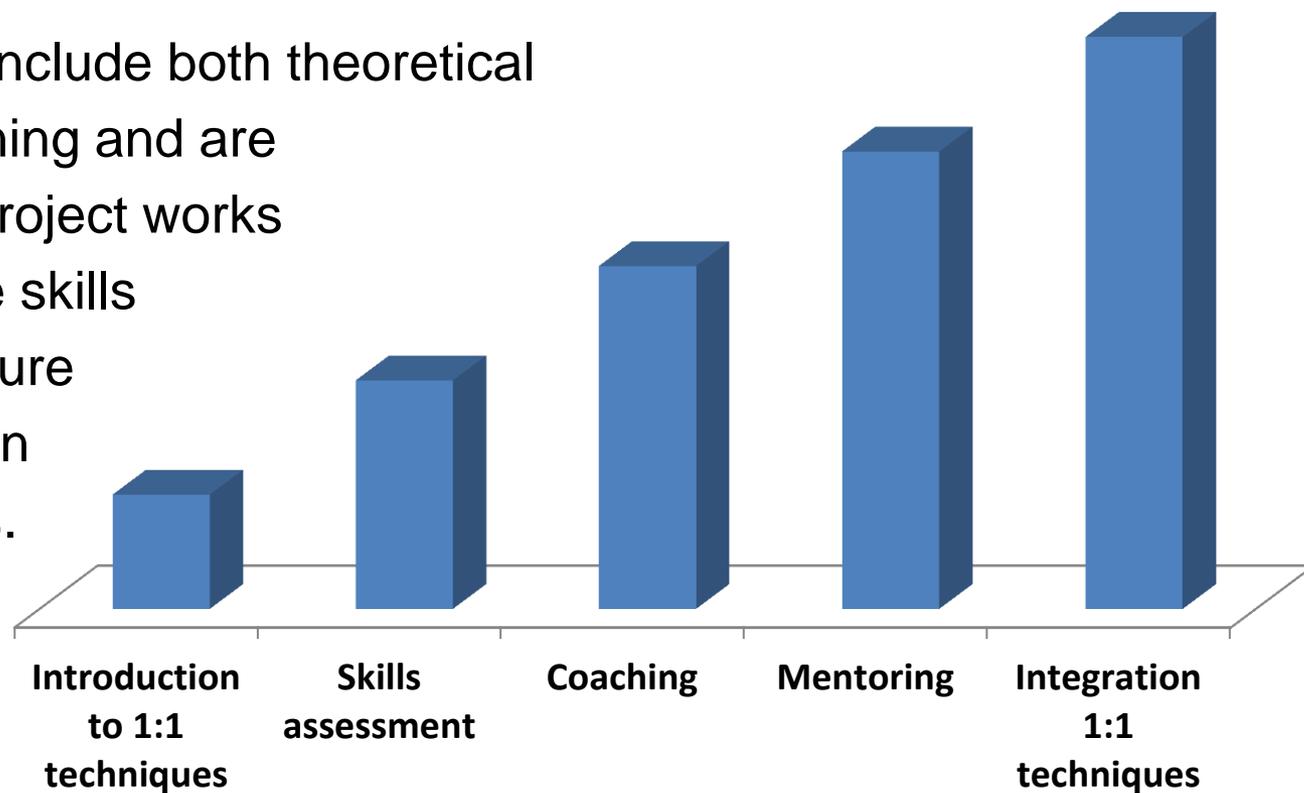


Heterogeneous groups are ideal learning environments; heterogeneity ensures:

- ✓ enriched debate;
- ✓ sharing experience in different working processes with similar goals.

# The framework

- The training path, arranged in five modules, focuses on skill assessment, coaching and mentoring techniques.
- The modules include both theoretical and practical training and are associated with project works to consolidate the skills acquired and ensure continuity between the various topics.



# The skills

- One to one techniques are based on a lot of strategic soft skills...

*Asking the right questions*

*Promoting awareness of one's own abilities*

*Active listening*

***1:1 techniques***

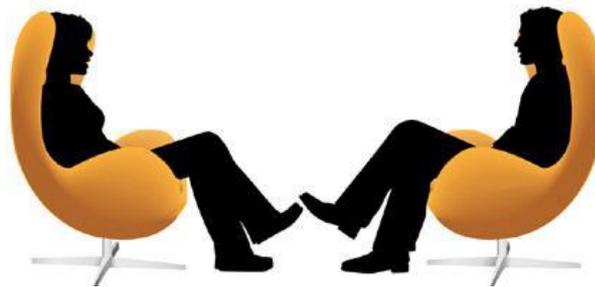
*Ability to give feedback*

*Going beyond communication barriers*

*Assessment*

# The added value

- The knowledge of one to one techniques reinforces soft skills that are prerequisites to establish effective and constructive working relations.



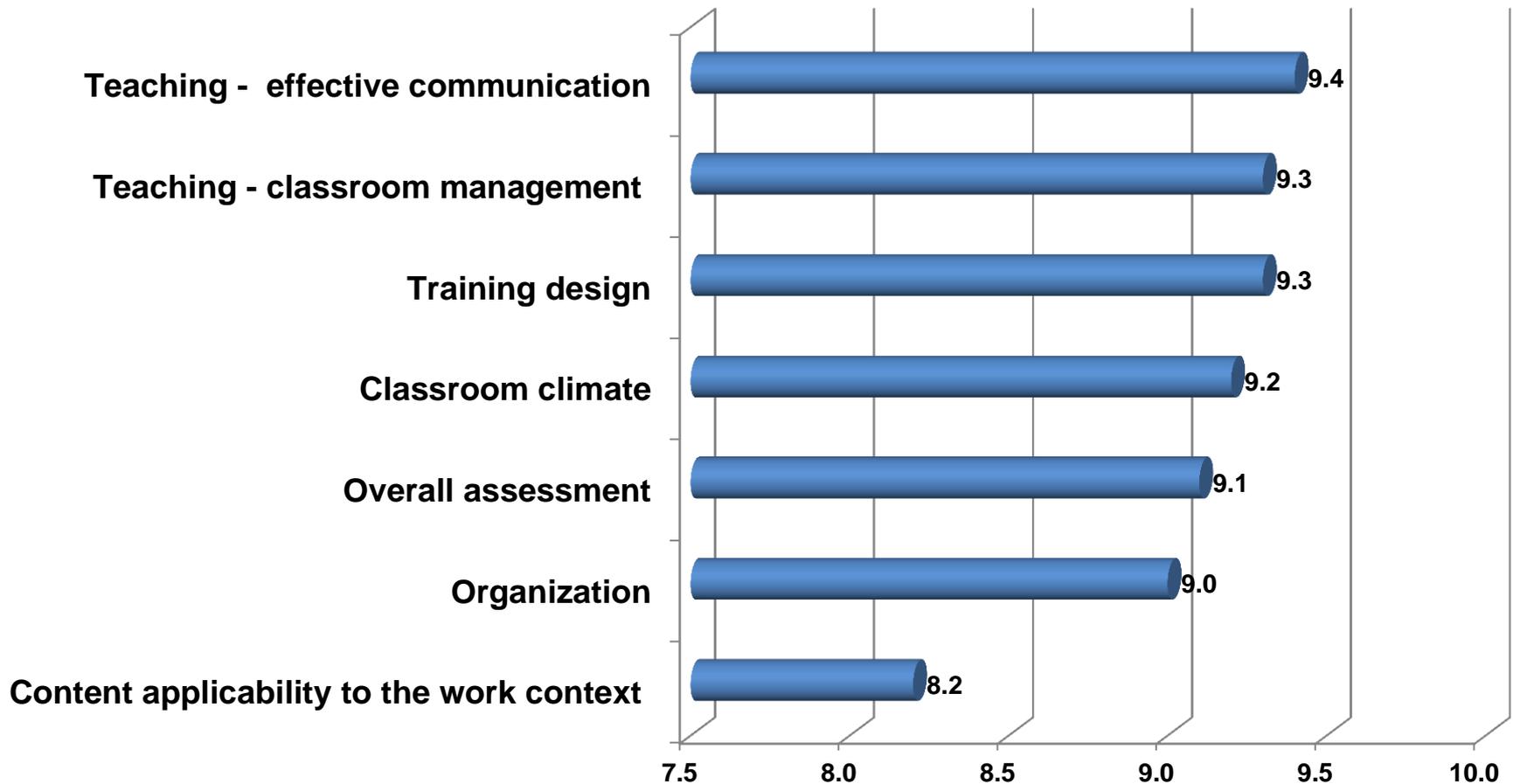
- Advantages of one to one techniques in training:
  - fitting individual training needs;
  - reflecting real working dynamics;
  - integrating one-to-one dialogue and training contents;
  - extreme organizational flexibility.

# The assessment

- Entry form;
- Individual module evaluation questionnaire;
- Training path final evaluation questionnaire;
- Follow up.



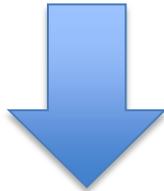
# The final evaluation questionnaire



\* Scale from 1 (totally unsatisfactory) to 10 (totally satisfactory) - Average scores

# The future

- The modernization process, now underway in Istat, will provide new opportunities to test one to one techniques. In particular...



## **Skill assessment**

*for the best allocation  
of staff in the new  
organizational  
structure*



## **Mentoring**

*for knowledge sharing  
between the old and  
the new operational  
units*