

Test phase for the labour market

The event format **TASTE the Job** enables refugees to get an active insight into their dream job and supports companies in finding new employees.



iq | **GOOD PRACTICE** in a nutshell

Addressees for Transfer:

Human resource managers of companies who wish to employ refugees and immigrants into their respective firms along with educational institutions

Event format

TASTE the Job:

TASTE the Job builds bridges between companies and refugees. The format of the event helps companies to connect with refugees and to assess their suitability. Furthermore, TASTE the Job gives refugees an insight into concrete job requirements by simulating the work demands of various professions that are then to be practically implemented by the refugees. The accompanying brochure serves as a guideline to make the format useful for all interested companies.

Project:

"A Question of Attitude"

Implementing organisation:

LIFE Bildung Umwelt
Chancengleichheit e.V.

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Offer:

Please find the brochure of the format TASTE the Job under www.life-online.de/download/publication/20170308_taste_the_job_WEB.pdf for downloading. A printed copy can be ordered through gillner@life-online.de. All previously published IQ Good Practice examples can be accessed at www.netzwerk-iq.de.

Starting point/challenge

It is difficult for companies who want to employ refugees to assess the qualifications of the applicants. Companies need support in the selection process and are looking for ways to get in contact with the refugees. The accessibility of the labour market is still an issue for refugees. The obstacles they are faced with include potentially a missing formal education, professional qualifications that are not recognised, missing documents of the latter and language barriers, which makes applying all the more difficult. As the implementing organisation of the project "A Question of Attitude", the educational institution LIFE e.V. has developed a format in the IQ Network Berlin that builds bridges between refugees and companies in order to remove these obstacles.

Implementation of the event format

TASTE the Job is a six-hour event for the professional recruitment of refugees that takes place in different companies. On one hand, companies are given the possibility to get in contact with 15 to 25 refugees, who have been previously taken on by LIFE e.V. in cooperation with employment agencies and job centres, and to assess their suitability. On the other hand, refugees are getting an insight in concrete job requirements by actively getting involved. At the core of the event is the simulation of activities that are typical and realistic for certain professions. These activities are carried out in an easily accessible manner since the lack of German language skills of the participants have to be taken into account. The simulations are specifically tailored to the requirements of the working and educational environments. This being considered, LIFE e.V. conducts interviews with the responsible persons of the participating companies in advance. To make the execution of the simulation practice-oriented, professional actors are appointed. Three rounds are run per event and take place in groups with five to eight people simultaneously. They remain at one



station for 60 minutes each, then proceed to the next one. During this they are observed by human resources managers of the companies. Following this, the HR managers talk to the interested persons who are suitable for a particular traineeship or job and clarify the next steps for them. The fact that the event includes professions that traditionally appeal to women, that child care is provided during the event and that the implementing organisation cooperates with organisations that work with female refugees, ensure the presence and participation particularly of female refugees.

Conclusion

In 2016 and 2017, the event was held in five companies of different sizes in the care, hotel and restaurant industry as well as a company in event management. Up until now, approximately 110 refugees have participated. In order to accommodate the refugees high individual need for advice regarding applications or places of training and work, the participants are coached by LIFE e.V. after the event. Until now, about 20 participants could be placed into work or traineeships.

Working in teams and dealing with stress

The simulations at TASTE the Job unleash the potential of prospective candidates.

A key element of the TASTE the Job format are the simulations of work processes that are part of the daily routine in specific jobs. For instance, the participants are set the task to simulate simple but typical scenes of the everyday working life, for example taking a patient with a mobility handicap from the wheelchair to bed or explaining the menu to a customer in a restaurant. For the simulations to serve their purpose, the activities have to be easily comprehensible and manageable for everyone, including for the refugees who have little knowledge of the German language (at least language level B1). Furthermore, the simulations are expected to unleash the potential of prospective candidates, e.g. their ability to communicate in a verbal and non-verbal manner, to

deal with stress or to work in a team. Moreover, the activities have to be realistic since they are supposed to give the refugees an idea of the requirements certain tasks entail. This is not least important, since the refugees are often not familiar with the customs of



the working environment in Germany and the expectations towards certain professions differ from the ones of their home countries. In order for a TASTE the Job event to be rewarding for companies and refugees, ideally three simulations should be performed, along with having the suitable equipment and spatial possibilities e.g. the event be held in a company or a training centre, offered to both parties. When it comes to office jobs, this can be easily arranged; regarding jobs in the care sector, however, the simulation can be facilitated by certain equipment, for instance a hospital bed or a wheelchair. The role of the dialogue partner with whom the refugees interact may be taken over by actors or laymen with role-playing experience.

Three questions to Andrea Simon, manager of the project “A Question of Attitude” in the IQ Network Berlin

“Companies and refugees benefit equally”



What is innovative about TASTE the job?

The innovation of TASTE the Job lies in the fact that companies and refugees get to know each other within a short time and determine whether they are suited to each other. Within only six hours, HR managers are able to make a shortlist of the interested parties that will potentially fill training places or job vacancies. The practical simulations which the applicants have to complete form the basis for this pre-selection. The personalisation of this simulation

method to the needs of the newly-arrived refugees also underlines the projects innovation. TASTE the Job particularly supports people with little knowledge of German in dealing with the simulated job requirements and demonstrating their competences.

Can TASTE the Job be implemented elsewhere?

The format is designed to be transferable. It can be easily applied to all industries since the simulations are exactly tailored to the needs of the interested companies. In our guideline “TASTE the Job – Test phase for

the labour market”, the format is outlined in detail The chapter “TASTE the Job do-it-yourself” describes the individual steps a company is expected to follow if it wishes to carry out a TASTE the Job-event: from including staff to contacting the cooperation partners such as the employer service of the job centre – up to realisation of the event. So far, the format is tried and tested in the fields of care, gastronomy, the hotel industry and IT. Requests for the transfer of the format have been coming from Brandenburg, Bremen, North Rhine-Westphalia and Austria.

How can the format have sustainable results?

Participants who appear to be suitable and are interested, are welcome to subsequently inform themselves about companies, training and work and can then apply to the company for available training places and vacant jobs. Thus, both companies and newly-arrived refugees benefit from the event’s sustainably. The cooperation from the involved actors is also a sustainable outcome. Within the frame of preparation and execution of the event, every partner – company, educational institution, employer service of the job centre – is responsible for clearly defined tasks. This creates trust and interest in continued cooperation.

Imprint

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Network IQ

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