Evaluation of competences and impact

Nicole Modi & Barbara Borgogni
MEDEA (Italy)

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Overview of Training Modules – WP3 & WP4

WP3 – Training for Staff

Goal: Strengthen skills for supporting ageing people with intellectual disabilities (APWID)

Modules:

- Effective Communication and Collaboration Skills for Staff
- Stress Management and Internal Communication
- Supporting the Social Inclusion of APWID

WP4 – Training for APWID (Service Users)

Goal: Empower APWID to decide, express, manage stress

Single Module

WP3 – Training for Staff

Participants

40 professionals (Spain, Greece, Germany)

Key Takeaways

- Transformed theory into real tools
- Active listening, simple language, non-verbal cues = most useful
- **72%** adapted their communication style
- More confidence in autonomy support & advocacy
- Improved team culture & shared values

WP4 – Training for APWID

Participants

50 APWID (Spain, Greece, Germany)

Key Takeaways

- Autonomy = key to well-being

- Valued being heard & making choices

- Liked both group inclusion & asking for help

- Stress relief: outdoors or personalised options

- Emotional vocabulary, stories & familiar situations improved expression

Final Reflections on WP3 & WP4

✅ **Positive Impacts**

➢ Staff: stronger communication, stress handling, advocacy

➢ APWID: more confident, expressive, independent

➢ Both: more emotional awareness

⚠️ **Challenges & What's Next**

➢ Some staff need ongoing support

➢ Stress tools must be personalised

➢ Peer learning, coaching & practice are key for lasting change

Objectives of the **Impact Evaluation Questionnaire**

Understanding the Impact of the Particip.AGE Training Modules on Service Providers

Evaluate how well the training modules were received by staff

Assess the application of knowledge and tools in daily practice

Measure perceived organizational changes and improvements in service delivery

Inform future strategies to scale up and sustain impact

Key Results from Staff Responses (Quantitative Overview)

Engagement & Confidence

- 100% completed at least one module
- 80%+ felt "Confident" or "Very Confident" applying trust and autonomy concepts
- 100% familiar or very familiar with communication techniques

Application in Practice

- 100% applied new tools or knowledge
- 80%+ observed improvement in communication with APWID
- 80%+ reported using empathy, goal-setting, and assistive tools in daily work

Organizational Impact

- 60% saw formal or significant changes in their organization
- 70% say burnout prevention is now "Regularly" discussed
- 90% believe project impact will "Likely" or "Very Likely" last over time

Insights & Recommendations (Qualitative Overview)

Most Useful Aspects of the Training

➢ Communication techniques
➢ Stress and time management
➢ Team collaboration and advocacy tools

Improvement Suggestions

➢ Add more case studies and real-life examples
➢ Include more visual/video content
➢ Promote wider adoption across Europe

Recommendations

➢ Strengthen follow-up coaching and peer exchange
➢ Embed modules into national-level staff training
➢ Support long-term integration with policy incentives