



Qualitative Services at local level for Emigrants and Refugees

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Deliverable IO3

Annex I: Glossary

Contributors Drosostalida
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List of Authors

Drosostalida	SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA

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Q-SER Consortium

The Q-SER Consortium consists of:

MUNICIPALITY OF EGALEO	Greece
IOM Mezinárodní organizace pro migraci v Praze	Czech Republic
INTRACOM GMBH	Germany
MEDIA CREATIVA 2020, S.L.	Spain
SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA	Greece
ECUMENICAL PATRIARCHAT – GREEK – ORTHODOX METROPOLIS OF GERMANY – COMMUNITY THE ASCENSION IN STUTTGART	Germany
FONDO ANDALUZ DE MUNICIPIOS PARA LA SOLIDARIDAD INTERNACIONAL	Spain

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1. GLOSSARY FOR Q-SER PROJECT

Term	Definition	Additional comment
administration work	work with has to do with management tasks in a company	Sometimes employees are so busy on administration work that they forget about their customers.
checklist	list which collects important aspects referring to one or more training skills	The checklist is created at the kick-off-workshop and will be used by the trainer during the accompaniment.
closing workshop	last workshop at the end of a Q-SER project	All training participants take part. It takes approximately 2 hours.
communication skills	communication skills are abilities that facilitate people to communicate effectively with one another.	Trainers, doing a Q-SER project, need good communication skills.
contact person for the Q-SER project in the company	a person in the company with whom the trainer can arrange operating times etc.	
customer service	service and assistance provided by a company to clients who purchase or use its products	one of several suitable training fields for Q-SER project
educational institution	establishment, dedicated to educating people	
empathetic	shows mindfulness in contact with individuals and is able to comprehend	Trainers, doing a Q-SER project, need to be empathetic.
employees	individuals who work in a company	

Term	Definition	Additional comment
employer	owner of the company, managing director or responsible person in charge	
enterprise, company	business organization, also called company	The terms “enterprise” and “company” are both used interchangeably. The Q-SER project is carried out in the organisation or company.
eye-contact	to look into someone’s eyes, for example when talking to each other	
FAQs	Frequently Asked Questions	
feedback talk	describes the situation after an accompaniment The trainer tells the employee what he saw, heard and felt during the accompaniment.	In the personal feedback talk the trainer tells the employee about his impressions, always referring to the experienced situations. The employee is also asked why the work is done in that particular way, what the employee wants to improve himself etc.
final report	This final report is written by the trainer after the Q-SER project ended.	
flip chart	a kind of presentation tool to visualize ideas	
Immigrant	a person who comes to live permanently in a foreign country.	In the Q-SER project, these people are our target groups
in-house training	a training that takes place in the company	Q-SER project is a training concept that takes place in the company.
interactive training	a training which involves the participants in an active way	Q-SER project workshops should always be organized in an interactive way.

Term	Definition	Additional comment
kick-off-workshop	first workshop in the beginning of a Q-SER project	Normally all employees take part, not just the training participants. It takes approximately 2 hours. The main aim is to create a checklist and to lose hesitation against accompaniments.
learning transfer	happens when employees successfully put into practice what they have learned	
list of training participants	The training participants register for the training by writing their names on this list.	
long-term training	a training that takes place over several weeks or months	Q-SER project is a long-term training.
motivating effect	exists when action provides positive feelings and incentives	Q-SER project has a motivating effect on employees. They feel understood and personally supported.
not disturbing employees	means not interfering work situations, for example talks between employee and customer etc.	During a job shadowing activity, the trainer stays in the background, only watching instead of interfering the workflow. In the best case even, customers are totally unaware of the trainer.
not judging employees	means not simply saying something is good or bad but giving professional feedback and advice	
not scaring employees	means not raising concerns regarding a planned action	For many employees being accompanied at their workplaces will be a new experience. They are often not used to it and so quite naturally concerns will come up. The trainer has to inform them in a way that makes them overcome their worries instead of scaring them.
operating times	times, the trainer	

Term	Definition	Additional comment
	spends in the company, for example when doing accompaniments or having feedback talks	
period of training	time period for a training	Q-SER project is a short-term training. Thus, a Q-SER project might take several weeks.
personal certificates	All training participants are awarded by a certificate for their successful participation in the Q-SER project.	The training participants get their certificate at the closing workshop.
points of optimization	means for example aspects of work attitude, that employees want or should improve	During the feedback talk the employees do not only find out about their skills but also about individual points of optimization.
self-learning sequences	times at which the employees practice what they have learned without trainer	
small enterprise	an enterprise with fewer than 50 employees	
Q-SER project process	course of action, reactions and results during the Q-SER project training	
step by step	doing something step by step means doing something one thing after another	Employees concentrate on their points of optimization one after another. Due to a balanced mix of accompaniments and self-learning sequences the employees improve their skills step by step.
team, staff	employees who work together in one	The terms “team” and “staff” are used interchangeably.

Term	Definition	Additional comment
	company or one division	
to be tailored to	to be adapted for something	Q-SER project is tailored to the needs of micro and small enterprises. The terms “to be adapted” and “to be adjusted” are both used interchangeably.
to gain confidence	making employees trust the trainer and the Q-SER project concept	The term “to build up trust” is interchangeably used.
to get familiar with something	participants know the method well enough to be capable using the Q-SER project method themselves	
to talk and teach at eye-level	speaking and learning face-to-face	With Q-SER project the trainer has no higher position than the employee but wants to support and give advice on eye-level.
trainer	individual who carries out the Q-SER project and trains the employees	
training goals	results that should be achieved by a training	
training needs	describes what skills a company or an employee needs	With Q-SER project the training needs have to be cleared in the beginning.
training path	contains all important information for the training, for example the required training skills, the start of the project etc.	
training participants	individuals who take part in the Q-SER project training	The training participants take part in all workshops and get accompaniments at their workplaces.

Term	Definition	Additional comment
training skills	abilities that can be taught by trainers	The terms “training skill” and “training issue” are both used interchangeably. By training skills, we mean the different abilities of trainers and what they can individually teach employees.
work schedule	written plan of tasks and necessary action steps that have to be taken before, during and after a Q-SER project	The work schedule for a Q-SER project process consists of 20 steps and is contained in the manual.
workflow	progress or rate of progress in work being done	
workplace	means the place in the company where the employee is accompanied by the trainer	
workshop participants	individuals who take part in a workshop	for example, in the kick-off-workshop or in the closing workshop.