

WOMEN4IT 2022



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JOB
SHADOWING

METHODOLOGY

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EOS Foundation Romania

The project Nr.2017-1-094 "YOUNG-ICT WOMEN: Innovative Solutions to increase the numbers of EU vulnerable girls and young women into the digital agenda" benefits from a 2.714.304 € grant from Iceland, Liechtenstein and Norway through the EEA and Norway Grants Fund for Youth Employment. The aim of the project is to increase the numbers of EU vulnerable girls and young women into the digital agenda.

Project implemented by:



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WOMEN4IT

WOMEN4IT JOB SHADOWING METHODOLOGY

Introduction

Job shadowing is the opportunity to observe an employee performing their daily work routine in their work environment. Whether it is an individual work or within a team. This activity allows exploration of specific careers and to get a realistic picture of the tasks performed for that job. At the same time, it allows one to make an informed decision about their career of choice.

In Women4IT's case, digital careers are in need of shadowing the day-to-day activities, especially for young women, freshly enrolled to IT job profile trainings, in 6 partner countries: Spain, Greece, Malta, Romania, Lithuania and Latvia. Young women engaged to finalizing the training received during the WOMEN4IT program, will also benefit from job shadowing, offered by specialists already working in the field that can give them a hands-on experience of the day-to-day tasks.

Considering the importance of knowledge sharing within a collective of IT specialists, in IT companies, where there are many departments who work closely to develop products and apps, and very often employees need to communicate and share thoughts, ideas, and results with their colleagues, EOS has developed this Job Shadowing Methodology which comes in hand for the Women4IT piloting partner organizations and nonetheless, for all Women4IT trainees and graduates, in their search for digital careers.

EOS has sketched the methodology from the point of view of an IT trainee, new to the field and in search of answers and guidance into what will become their career.

Most likely, as an aspirant to the tech field, one may go to friends or acquaintances who already work in the field. Or as a junior hire in an IT company, most likely the company will

have them sit through some job shadowing sessions, with a more experienced employee from which they can learn what are the daily tasks, what are the apps used to deliver the work, what kind of communication is used with colleagues from other departments, when they work closely for developing a product, etc.

However, as prior experience with involving employers to Women4IT has shown different results in the piloting countries, we are now going the extra mile and are including an additional path to partially involve employers again into the project through some job shadowing sessions. EOS has developed the Job shadowing methodology according to all partner organization's needs in each of the piloting countries.

Whether we will reach out to former Women4IT graduates, to experienced professionals, Seniors in their job position hired in big companies, or role models who are willing to sit through an organized session, online or face to face, to explain to this year's Women4IT trainees what a day in the work field looks like, this activity will bring added value to the learning experience of the WOMEN4IT trainees and will surely motivate them to finish the training, keeping them engaged and build up confidence in pursuing digital careers.

1. PRELIMINARY CONDITIONS

EOS is recommending following these steps below to have a successful Job Shadowing activity during this years' development of the project.

*These activities will be best applied after deciding which courses will be implemented in 2022.

- a. For the job shadowing activity, first, each piloting partner organization must identify the persons / companies that want to carry out this activity. According to the national context, each piloting partner organization will be able to choose the way the job shadowing activity will be carried out:
 - A **W4IT graduate** who now works in a digital job and can/agrees to perform the job shadowing activity for the new trainee/a group of trainees

- A **trainer from the current W4IT training course** – for example, some subcontracted training agencies hire expert/seniors professionals as their trainers, and they might be suitable to perform a job shadowing activity as well for the trainees enrolled to the training
 - A **freelance specialist/role model** with expertise in the field which can be subcontracted by the piloting partner organization
 - A **company in the tech field that wants to organize a job shadowing session** (in the form of “Open Doors” or “Info Day” event) at their headquarters.
- b. To maximize learning and for the trainee to understand the specific tasks that will be performed during the Job Shadowing activity, it is recommended to implement the actual shadowing only after each trainee has gone through at least half of the training program (50% of 160 hours of training) in which she enrolled.
- c. The job shadowing program can be carried out in both online and face to face format, depending on the specific situation of each partner country, considering COVID 19 pandemic restrictions and regulations.
- d. Although the job shadowing programs are usually carried out 1:1, and are usually more effective this way, to make this activity more efficient and to make the most out of its impact, each piloting partner organization will decide how many trainees will be assigned to the shadowing session, in each country.

2. RELEVANCE AND PURPOSE:

Job shadowing is aimed at helping W4IT students and future employees to learn about a job that they aspire to but don't have experience in. It gives the trainees a much deeper insight into the specifics of the job, into what it really entails and nonetheless, it gives the young women a hands-on experience of a day spent in a digital job.

The trainee can get a feel for the ins and outs of the job and can put themselves into the shoes of the person they're shadowing. They can empathize with them and imagine what they'd do, how they'd react, and how they'd feel in certain situations.

- Familiarize the trainee with concrete projects in the digital field
- Improves the motivation for searching for a digital job and motivates trainees to complete the training project and find a job in the digital field
- Can better connect the content of the course with practical projects in companies
- Gives the trainees the opportunity to get noticed by the mentor and / or the company in which the job shadowing activity is taking place

Although every experience will depend on the type of job profile that will be shadowed in each of the piloting countries, on the specific objectives of the training, and on other factors, the job shadowing activity normally involves following and observing a Senior or more experienced employee throughout their day-to-day work.

By offering the W4IT trainees a snapshot into the day-to-day life of a professional, job shadowing can help them decide on the pursuit of a digital career. It can also help them see the required set of hard skills and soft skills that they need to be able to do the job.

Job shadowing can also be a great way of networking within the digital and tech sector, in general. As most of the W4IT trainees in all piloting countries, have little experience, making professional connections is absolutely essential. This is another valuable benefit of job shadowing during their training, as it gives them the opportunity to enrich their digital network.

3. IMPLEMENTATION

➤ Guidelines for the person delivering the shadowing:

Because any learning experience should begin with clear communication and to which interest, ambition and devotion is added, the role of the person delivering the shadowing activity is to convey and inform the ones less experienced than them, about all the details they need. This helps the trainees step into a new area they aspire to, with greater confidence and openness, and will eventually help them to maximize the added value of the job shadowing learning experience.

Hence, we suggest that the mentor/role model/W4IT graduate will consider the following recommendations:

Keeping trainees informed

- Agreeing with the trainees the date and the environment (online / offline) in which the activity will take place
- Informing the trainees about the specific activities that will be carried out on the day of the job shadowing activity (if they are not subject to confidentiality clauses), so that the trainees can prepare and do a bit of research (if needed)
- Before the job shadowing session, the person delivering the shadowing should inform the trainees via e-mail about with a short **onboarding description** which includes the purpose of the activity, the duration, the location, contact details, job profile specifics, short description of the team they will be shadowing into, short information about the department where the team functions in, and any other information that is of interest and motivating the trainee session.
- At the beginning of the day, communicating the objectives of the day, the activities they will carry out, if and where the trainee will be able to get involved.

Attitude and behavior traits

- The person delivering the shadowing session is recommended to be open, constructive, thus creating an atmosphere suitable for the purpose of this activity.
- Communicating with the trainees, being honest, presenting both the pleasant, beautiful aspects of the job, as well as its challenges is also recommended.
- Encouraging the trainee to ask questions about the job profile, more specific activities, clients, etc.
- Allowing time, after the main activities, to make a short brief together with the trainee to clarify possible queries.

Informing about the company/job details

- Bringing into discussion elements of organizational culture: values, company mission, communication, and atmosphere between colleagues is also extremely important, as these things are what keeps employees happy.
- Presenting the most used applications, programs, and products they usually use in their day-to-day job tasks, and show them specific technical details, or how to use them, why they use them.
- Presenting the types of projects, the categories of clients in which they have been involved over time.
- Explaining what kind of interaction they have with other departments or colleagues in the company/ in the field of expertise.
- Making recommendations regarding the application to similar jobs and the labor market in the digital field

➤ Guidelines for the Women4IT trainee:

As an intern /student or employee, it is important to get the most out of a job shadowing experience.

Once the date of the activity is agreed and the trainees are informed about the specific objectives and the agenda, including the tasks on the day the job shadowing activity takes place, the trainees will get informed / prepared so they could make the most of this day in terms of learning.

We prepared are some tips to help maximize their training and learning experience overall:

Preparing and researching

- Before they arrive for the job-shadowing, it helps to make sure they are clear on the location, what time they need to arrive and how long it would take to get there, as well as the dress code. We recommend a business casual outfit is likely to be more appropriate.

- Learn a bit about the company – what they do, what services they provide, who their clients are, what their goals are. If possible, it can help to study the LinkedIn profile of the person who will be delivering the shadowing.
- Also, it is important to reflect on what they can bring to the company and what they are hoping to get out of the job shadowing experience. This might open opportunities for after they graduate the W4IT training.

Asking questions

- Asking questions is not always possible, at the exact moment they come to mind, so we suggest the trainees should write them down and ask them later. Having a personal notepad helps, in this case. However, usually, at job shadowing events, most likely the trainees will receive a give-away pack, which might include a notepad, pen, etc.

Focusing on making a good impression

- Whether the job shadowing activity happens at an Open Doors event, organized by a big company, or it is held by a Professional or a former W4IT graduate, we believe that the way the trainees interact with the people they meet will determine how much they are going to get out of the job shadowing experience. We recommend to politely introduce themselves to everyone they meet, explain why they are there, if given the context to chat a bit, smile and keep eye contact.

Being proactive

- Asking if they can help with any tasks – this might help them learn more about what skills are needed in this specific career and what to expect in this type of a job.

Taking Notes

- Sometimes, especially in a new domain, information can become overwhelming. And retaining information or records and observations might get blurry or hard to follow.
- Because of this we recommend taking notes during the shadowing and writing down whatever comments, notes, and questions that they might have.

4. REPORTING ON JOB SHADOWING ACTIVITY

At the end of the job shadowing session the trainees will be asked by the project managers from each Piloting partner organization to fill in a “Job Shadowing Activity Monitoring Form” sent out via e-mail.

It would be best if the trainees can complete the form on the spot, right after the session ended, to ease the process of collecting the data and not prolong a possible follow-up session.

The online form can be accessed [here](#) and corresponds to the one presented in Annex 1, below.

ANNEX 1
JOB SHADOWING ACTIVITY MONITORING FORM

1. WOMEN4IT contact details:

a. Name _____

b. Surname _____

c. Phone number _____

c. e-mail _____

c. Training enrolled to _____

2. Date of the activity

3. Where did the job shadowing activity take place?

(Please fill in the company name (if applicable), address and field of activity)

4. Who delivered the shadowing activity?

(Please fill in the name, phone number, email, job position (if applicable), area of expertise)

5. How did the Job shadowing activity take place?

a. online

b. face to face

6. How did you find the job shadowing?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

7. Do you think the scope of this activity has been achieved?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

8. Do you feel that the job shadowing facilitated a better understanding of the job / activity for you?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

9. In your opinion has the shadowing overall adequately facilitated the growing awareness of the role and responsibilities of the job?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

10. Did the shadowing work help increase your interest and motivation for such a job?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

11. To what extent would you recommend a job shadowing activity to other trainees?

(On a scale from 1 to 5, where 1 = total disagreement and 5 = total agreement, evaluate to what extent the job shadowing program met your expectations)

12. Any other comments or conclusions:

13. Signature & Date:

Thank you! 😊



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