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From a European Idea to a Catalan Reality: The LAB

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Strategic Planning, Evaluation and Equality
Services - SOC

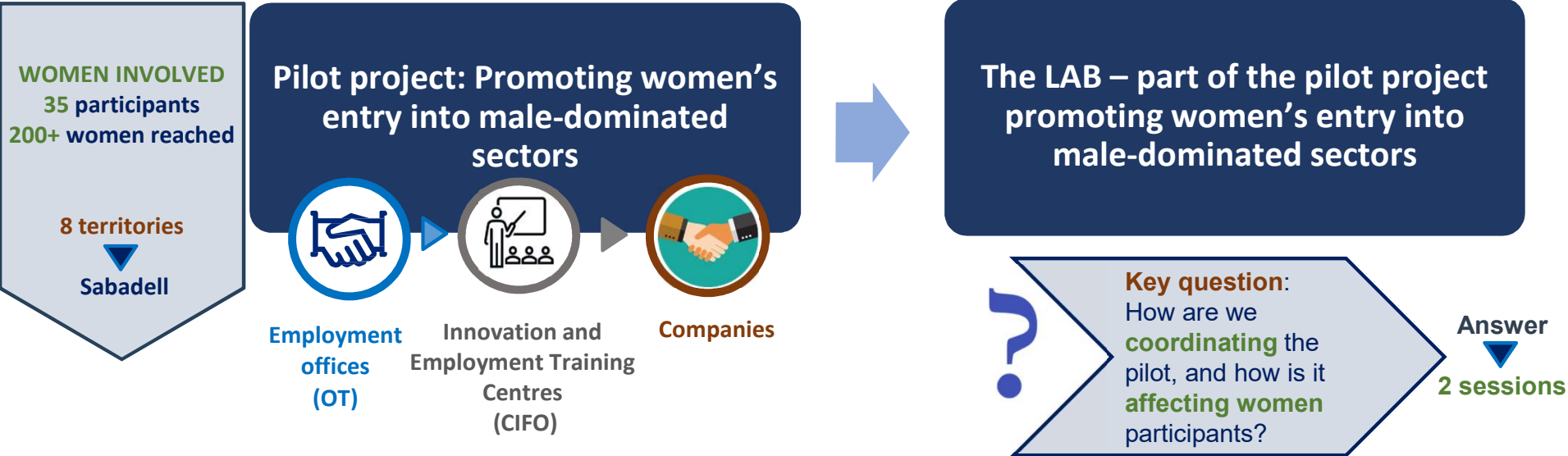
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From a European Idea to a Catalan Reality



2 sessions with...



Women participants in the pilot (users)

TECHNIQUE USED:

Traffic light method



Clarity and coherence of the information	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Clarity of professional roles	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Feeling heard	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
Response to needs	<div> <div></div> <div></div> </div>

PARTICIPANTS:

6 women

SUGGESTIONS FOR IMPROVEMENT FROM PARTICIPANTS:

- Business Fair at CIFO
- References network
- More proactive and frequent follow-up
- Assistance with administrative procedures
- Awareness-raising with businesses



SOC managers and technical staff

TECHNIQUES USED :

- **Fishbowl method** to organize the space (2 groups: service managers and technical staff)
- **Speedboat method** to identify driving forces, constraints, risks, and objective



PARTICIPANTS:

6 SOC units involved in the pilot project were invited; 4 participated.

KEY FINDINGS:

Strengths: shared goal (equality and breaking stereotypes), strong commitment from everyone involved, effective cross-functional collaboration, better understanding between units, and effective use of Teams for coordination.

Areas for improvement: more practical and consensus-based meetings, better communication and coordination (especially with CIFO), clearer next steps after training, a more horizontal way of working, and more in-person meetings.

Critical aspects: making sure there are real job placement results, better preparation of companies, clearer roles to avoid overlaps, stronger project identity, and stronger team ownership to reduce reluctance.

Conclusions

Diagnosis

	User expectations	Institutional response	Matching
1) Human factor	Users look for spaces of trust and active listening	There is a recognized need to humanize relationships and to adapt mentoring flexibly to users' personal situations	● High
2) Information and procedures	Users need technical support and clear information about scholarships, financial aid, and digital procedures	Internal challenges such as poor communication and high workload are acknowledged	● Low
3) Employment placement and internships	Users feel that 80 hours of internships is not enough to attract companies' interest. There is also a need for more female role models	Institutional focus is placed on companies, and there is a need to adapt CIFO physical spaces	● Low
4) Internal coordination	Users need to know who to contact and expect consistent responses	Internal coordination issues are recognized	● Medium
5) Suggestions for improvement	A success case network and periodic follow-up	This is recognized, but its value is not yet fully formalized	● Medium

The LAB is presented as a collaborative, creative methodology for addressing complex challenges in the design and delivery of SOC programs, with a focus on user-centered innovation



Thank you