

21st century skills and beyond

Understanding the future today to meet tomorrow's challenges

08 – 09 JUNE 2017
MULHOUSE, FRANCE
Programme

The 2017 Annual Conference of the European Platform for Rehabilitation will focus on future skills. Participants will be invited to explore and critically reflect on the skills needs of tomorrow and what this means for staff and management in rehabilitation services, for service users, as well as for service provision itself, both in terms of expected challenges and opportunities. How to ensure an inclusive society in the light of expected changes and needs, and how can organisations play an active role in shaping the future?

There will be a focus on innovation and creative thinking methods that can equip organisations to meet challenges and seize opportunities. Experts from different countries and from different perspectives will provide stimulating food for thought in plenary sessions and in-depth learning opportunities through workshops. Group discussions will provide space for interaction and networking amongst participants will be facilitated. A graphic recorder will gather the ideas and reflections shared over the two days.



Conference programme Thursday 8 June

08:30 Registration
Reception desk at the entrance to the CRM building

Conference room: Auditorium – Ground floor

Chairperson: Laura Jones, EPR Secretary General

Graphic Recording: Christopher Malapitan (Visuality, BE)

09:00 – 9:10 Opening & welcome address

Tom Cardoso, CEO, Centre de Réadaptation de Mulhouse, France

Frits Wichers, EPR President

Session I What does the future hold?

09:10 – 9:35 21st century skills: a provocative presentation

Patrick Werquin, Professor at Conservatoire national des arts et métiers

French Tertiary Education and Research Institution (CNAM)

09:35 – 09:55 Broadening out: Reflecting on future skills and social innovation

Jordan Junge, Social Innovation Exchange Ltd Programme and Project Manager
Social Innovation Exchange, United Kingdom

09:55 – 10:25 The employers' perspective: discussion

Jeanne Assant – Peugeot

Prevention Advisor/ Disability point person PSA Peugeot Citroën

Benoit Rolling

HR Director, BIHR France

10:25 – 11:10 Coffee Break including visit to product and project markets



Session 2 **Processing the morning's input and drawing conclusions**

11:10 – 12:00 **Discussion groups**

12:00 – 12:15 **Feedback from groups**

12:15 – 12:30 **Innovation Prize**

Award ceremony and presentation by the winner of the Prize
Evalda Bizjak, *Occupational Therapist, URI*

12:30 – 14:00 *Networking lunch including visit to product and project markets*

Session 3 **Training workshops** (Workshop description below)

14:00 – 17:00

WS1	Equal Opportunities can be learnt: skills to train employers for inclusive employment University Corvinus (HU)	GS Room 3 rd Floor
WS2	21st Century leadership skills for staff engagement REA College - Pluryn (NL)	Auditorium Ground Floor
WS3	Developing skills for effective co-production of services and outcomes: The Co-Production Star model. Governance International (UK)	Salle Cardio - 1 floor
WS4	Design thinking for services of the future Social LAB (FR)	GSA room - 1 floor
WS5	Step in to the wonderful world of eHealth: skills for using innovation REA College - Pluryn (NL)	PSA room - 1 floor

19:00 *Social Dinner in the typical Alsatian villag: Dorffhus Koetzingue*



Friday 9 June

Conference room: Auditorium – Ground floor

09:00 – 09:15 **Summarizing Day I**

Session 4 **Focus on the EPR Network**

09:15 - 10:30 **Innovative experiences and practices from EPR members**
Speed presentations.

1. Therapeutic education

Carole Deyber/ Fabienne Richard, CRM – France

2. Improved mobility competence leading to better job opportunities

Mario Polzer, Josefs-Gesellschaft – Germany

3. How to introduce (digital) health innovations in daily rehabilitation practice? Insights from the Adelante approach

Lisa Morsink, Adelante – The Netherlands

4. Ecological agriculture as part of recovery process

Pablo Sanchez, Fundación INTRAS – Spain

5. Functional capacity evaluation, bridge between medical revalidation and jobcoaching

Patrick Ruppel, GTB – Belgium

10:30 – 10:45 Hut Gathering – small discussion group reflection

10:45 – 11:10 Coffee Break

11:10 – 12:10 **What's next for EPR? Interactive session**

Laura Jones

12:10 – 12:30 **Moment of Inspiration**

Yara Al-Adib

Service & UX Design Consultant, Belgium

12:30 – 12:40 **Official Closing**

Tom Cardoso, CEO, Centre de Réadaptation de Mulhouse, France

Sabina Lobato, Vice-President EPR



Workshop abstracts

❖ **Workshop 1: Equal Opportunities can be learnt: skills to train employers for inclusive employment**

Description: The aim of the proAbility project is to increase employment opportunities of people with disabilities in the open labour market through the transfer and adaptation of best practices. The main objective was to develop teaching/training materials for both higher education programmes and company training sessions through the adaptation of Norwegian and Hungarian best practices, based on thorough research and needs assessments. Best practices have been collected, assessed and included in a handbook that discusses the most inspiring approaches in Norway and in Hungary as well.

During the workshop session, the main outcomes of the project will be presented to the participants, followed by a focus on how the teaching and training materials can be used to train employers to overcome stereotypes for inclusive employment and working environments. The workshop will then provide an opportunity to reflect together and share experiences on creating inclusive organizational cultures and how to work with resistance from employers.

Workshop leaders

Andrea Toarniczky PhD, Assistant professor at Corvinus University of Budapest, Institute of Management, Hungary

Paal Haavorsen, NHO Service – the Confederation of Norwegian Service Industries, Norway

❖ **Workshop 2: 21st Century leadership skills for staff engagement**

Description: This workshop explores the contribution of leadership skills to the culture, performance and success of the organization in the future. What style of leadership or which leadership skills can strengthen the involvement and drive of all employees? This workshop is a follow up of the 2016 Workshops for Directors, where staff engagement and motivation was identified as a key issue for EPR to work further on.

The first session will set the scene in an interactive session with participants – addressing global, organisational and leadership trends and new skills needs. It will then examine tools and theories to address these trends, such as creative result orientation, self-steering and wholeness in life. The second session will lead participants in an assessment of their own leadership characteristics. The last session, via the World Café method, will uncover universal leadership challenges and the leadership and staff skills that will add essential value to each organisation.

Workshop leaders

Herma Veltman, Director REA College Pluryn

Marian Draaisma, Director Marketing Pluryn

Angelique Wibier, Project support REA College Pluryn



❖ **Workshop 3: Developing 21st century skills through co-production of services: The STAR model**

Description: Co-production requires new skills on the part of professionals beyond professional expertise. Co-production recognises and respects service user experience. Effective front-line professionals and managers remain vital to excellent services – but their focus is now on giving guidance and support to service users, their network and wider communities as the co-producers of outcomes.

After reflecting on the potential benefits of using co-production with people with disabilities and local communities, participants will be guided through the STAR Model¹, which has been developed to assess and roll out co-production within organisations and to include the 4 “Co” principles (co-commissioning, co-design, co-delivery and co-assessment) and the 5 step service transformation model. In 2016 EPR commissioned a study and organized a public affairs event on co-production of services for people with disabilities, and this workshop will enable participants to go into depth on the topic and discover a model to facilitate the implementation of co-production in their organisations.

Workshop leader

Olivier Terrien, *Governance International Associate*

❖ **Workshop 4: Design thinking for services of the future**

Description: In this highly interactive workshop, participants will be engaged in a “cross-pollination of ideas” exercise, with the ultimate goal of reflecting together on future challenges and opportunities for service providers; investigating innovative solutions and developing new ideas in different sectors.

The session will provide a hands-on experience of the E.D.I.T (Empathy, Design, Ideate and Test) creative process, using the principles and techniques developed in the service design approach. The trainer will guide participants in identifying crucial challenges in their daily tasks and how to re-formulate these issues as design questions. By working in small groups, participants will move from the ideation and empathy phase to the prototyping moment, where they visualize possible solutions to address the initial design question. In the last part of the workshop, each group will test the “prototype” and collect feedback from the other participants.

Workshop leader

Mireille Pacquet, *LearningLab*

¹ For more information: <http://www.govint.org/our-services/co-production/achieving-change-how-to-do-co-production-of-public-services/>



❖ Workshop 5: Step in to the wonderful world of eHealth: skills for using innovation

Description: For healthcare organizations, it is important to continuously improve and innovate, today more than ever due to the exponential increase in technological developments and their potential within the sector. To anticipate these developments, an organization must continuously invest in new concepts of online and offline care, also called blended care. However, new legislation, less funding and the pressure of delivering high quality care means that the health sector is under pressure. Therefore, health care organizations must have a proactive attitude towards innovation and new technologies.

To create an innovative culture within an organization, it is important to encourage and facilitate innovation in a structured way. The Living Lab is THE place for innovation within Pluryn; a free and independent position within the organization. In our vision clients and employees are our main target group because they are the “real” innovators. This means: co-creation and client participation. Besides routine innovation, the Living Lab focuses on radical innovation.

Adopting innovations can lead to an increased workload for professionals. The workshop will show how professionals can adopt and integrate new technology in working processes and inspire participants to adapt to the new wave of innovations. Participants will also be able to experience innovations and explore the practical use of new technologies.

Workshop leaders

Sanneke Langendoen, Innovation Manager at Pluryn

Margot van der Doelen, Innovation advisor Pluryn

Plenary Speaker Biographies

Patrick Werquin, Professor at Conservatoire national des arts et métiers



As a highly regarded international consultant based in France, he has worked for the European Commission, UNESCO and several national ministries and organizations. Dr. Patrick Werquin authored *Recognition of non-formal and informal learning: Islands of Good Practice* (2009), while serving as senior economist with the Organisation for Economic Co-operation and Development (OECD), Directorate for Education and CERI (Centre for Educational Research and Innovation) from 1999 to 2010. He was a researcher at the French Centre for Research on Education, Training and Employment (Céreq, 1992-99). He has a PhD in Economics and taught Economics, Statistics and Econometrics at the Université de la Méditerranée (Aix-en-Provence and Marseilles, 1986-98) and at the École des hautes études en sciences sociales (EHESS, 1986-1998). Patrick taught Education at the University of Neuchâtel, Switzerland (2006-09) and has supervised PhD students in Canada, France and Morocco. Dr. Werquin is member of the Centre d'études sociologiques et politiques Raymon Aron, EHESS, Paris. He is also Associate Research Fellow with the Toulouse Business School,



Toulouse, France. He researches and publishes on lifelong learning, technical and vocational education and training, national qualifications systems and frameworks, literacy, adult learning, low skilled individuals/workers, adult literacy, new competences and assessment of adult skills, school-to-work transition, validation and recognition of non-formal and informal learning, credit transfer, statistical indicators for education and the labour market; in all OECD countries as well as in many countries in Africa, North and Latin America, Europe and South East Asia.

Jordan Junge, Social Innovation Exchange Ltd Programme and Project Manager



Jordan Junge is the Programmes and Projects Manager at the Social Innovation Exchange (SIX), the world's primary network for social innovation. Jordan is responsible for growing and developing the network globally, managing new programme design and delivery, and contributing to research.

Jordan is the lead for SIX's foresight work exploring the future of social innovation with our Wayfinder event series and providing strategic insight to the SIX Global Council. She also manages the SIX Funders Node, an international collective of foundations, to share best practices, tools and methods to fund social innovation.

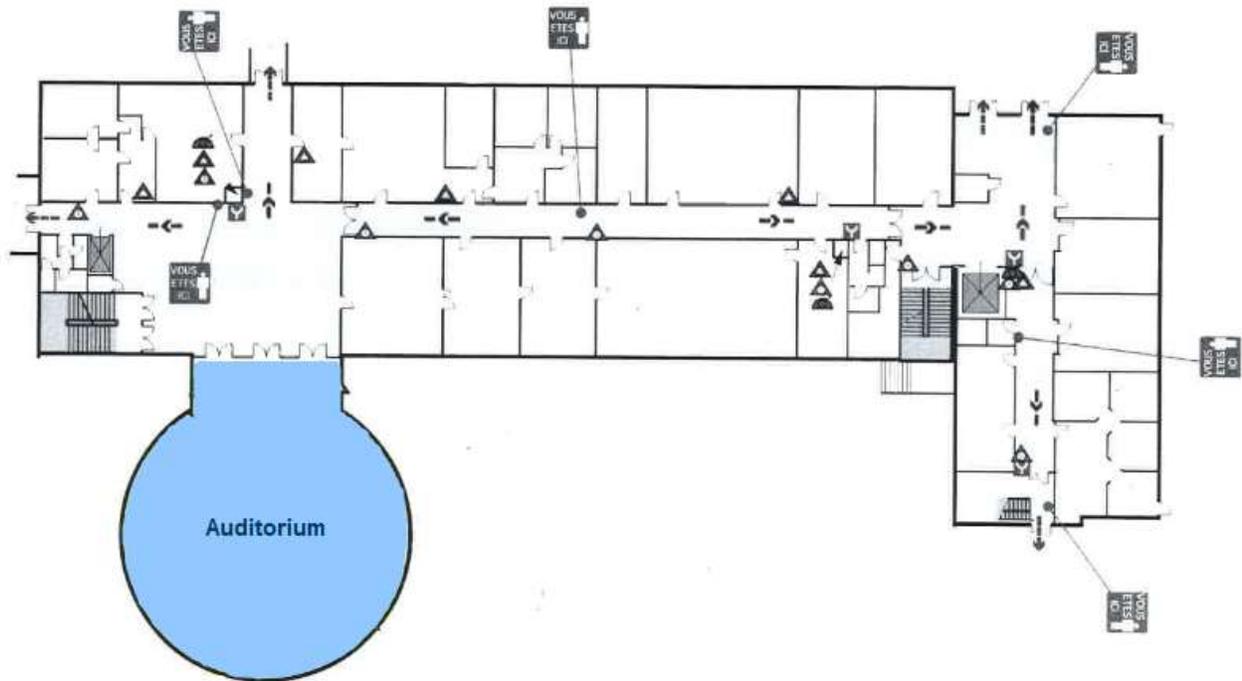
She led on SIX's work in Africa and managed the Unusual Suspects Festival for its first three years. She previously worked at Nesta in the Policy and Research Team and at the Start Network, as well as in local government in Colorado. She has a MSc in Human Rights from the London School of Economics and Political Science and a Bachelor's degree in International Politics from the Queen's University in Belfast.

Yara Al-Adib, Service & UX Design Consultant.



A hybrid design[er/ed] to create change by orchestrating social & business solutions. Besides her eclectic cultural background (Arab raised and Westerly educated), Yara acquired a mix of disciplines: communication design with service & social design. These disciplines allow her to design with empathy (HCD) keeping in mind both form and function. A mediator between the East & West both in terms of traditions and in design perspective.

GROUND FLOOR



FLOOR -I



FLOOR 3

