

KNOW THE TUTORS

NEW SKILLS FOR WORKING LIFE



FOR THE READER



Hi! Are you perhaps a person whose work includes recruiting personnel? The purpose of this guide is to provide you with information about what kind of knowledge and skills you can expect from a person who has worked as a peer tutor during their studies.

The content of the guide is based on the results of the EtEne project of the Lapland University of Applied Sciences' student union ROTKO and a bachelor's thesis done for the project. However, there are several elements in peer tutoring that are independent from the location and level of education. Therefore, the central message and content of the guide are applicable to many situations.

Each peer tutor is a unique individual with different strengths. However, peer tutoring develops many kinds of skills and competences that connect tutors. You can familiarize yourself with these skills in this guide.

The percentages presented are based on the research results of the above-mentioned bachelor's thesis.

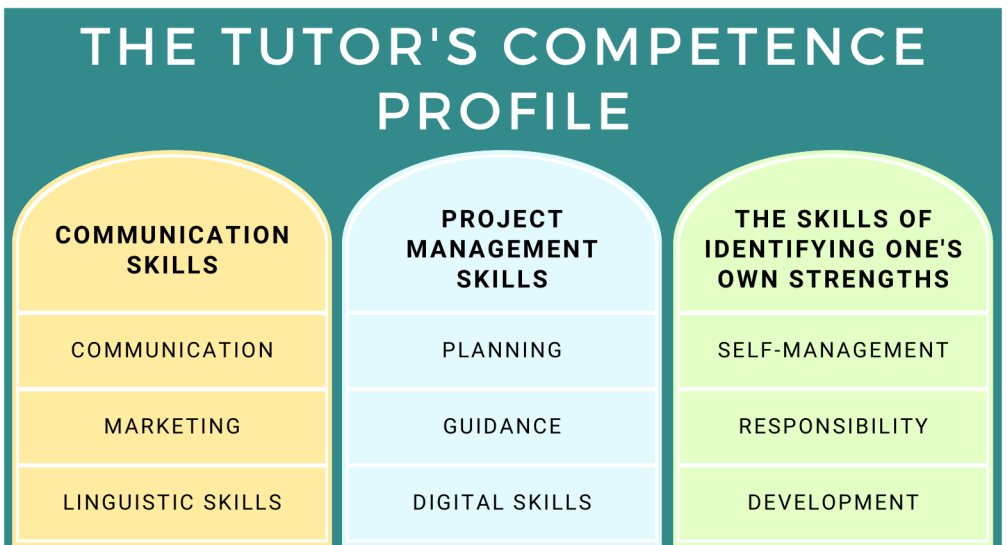
WE ENCOURAGE EMPLOYERS AND SUPERVISORS TO
APPROACH THIS GUIDE WITH AN OPEN MIND, TO
CONSIDER INCLUDING IT IN COFFEE TABLE DISCUSSIONS
AND PERSONNEL STRATEGY PLANNING.



WHY CHOOSE A TUTOR?

Tutors are multi-talents who bring many skills and knowledge needed in today's working life to the community. The experience gained during tutoring in information, counseling and guidance work, as well as repeated interactions with different people, have developed their teamwork skills and given them the ability to act rationally even in challenging situations.

By comparing the tutors' own strengths with the expectations of working life, we have identified three main categories, each of which contains three subcategories where expectations and competence meet.



The tutor's competence profile is created based on the tutors' identified strengths and expectations of working life.

COMMUNICATION SKILLS

Communication skills are one of the most useful skills in working life and are needed in almost all work fields. They help to succeed in different situations and improve professional development, whether the work includes a managerial role, teamwork or customer service.

Good communication skills support the sharing of information and the exchange of ideas in a team. They help reduce misunderstandings and ensure that everyone understands what is expected. Good communication also promotes openness and trust, which improves the working atmosphere and increases employee commitment to the organization.

The ability to express oneself clearly and convincingly helps to achieve goals and build strong professional relationships and networks.

73% have learned to communicate better in conflict situations.



92% have learned to listen to others better.



COMMUNICATION SKILLS

COMMUNICATION SKILLS

Tutoring develops communication skills. Tutors often know how to express their thoughts clearly and they also have experience in performance situations. The abilities to listen and express oneself contributes to the organization's internal and external communication. These skills make tutors valuable members of the work community in the organizations where they are employed.

MARKETING SKILLS

Tutors' experience with different communication channels and their utilization is a valuable asset in working life. They know how to search for information and understand how to best reach the target group.

WOULD THESE SKILLS
PROMOTE YOUR ORGANIZATION'S
VISIBILITY AND SUCCESS IN
THE MARKET?

The tutors have experience in planning activities, creating content, organizing various events and representing in different situations such as trade fairs, organization visits and guidance.

LINGUISTIC SKILLS

One working life skill developed by tutoring is a multi-channel and effective verbal communication. Tutors have experience in sharing instructions, informing and communicating both orally and in writing using different channels. Experiences via e-mail, telephone and other instant messaging channels have increased their skills in modern organizational communication. Some of the tutors also have experience in a work environment where communication is done in at least two languages. Oral and written communication skills developed in action bring added value in many work tasks. Tutors are multitalents in communication who can bring a competitive advantage to the organization.



PROJECT MANAGEMENT SKILLS

Project management skills are a set of skills that are essential in project planning, implementation and monitoring. These skills include the ability to schedule, manage entities, and identify and manage risks. In addition, clear communication with the project team and stakeholders and the ability to lead the team consistently helps to ensure project success and achieving the goals.

Time management, prioritization and organization skills are key working life skills that the tutors have practiced in practice. They are trained to work independently, but as part of a tutor team. Through training, tutors have developed the ability to lead a team and distribute tasks equally among team members, taking into account each individual's strengths.

In project management, it is essential to identify the strengths of each team member, so that these resources can be used optimally to achieve the best possible results.

85% felt that their time management skills had improved.



73% felt that their organizational skills had improved.



PROJECT MANAGEMENT SKILLS



PLANNING SKILLS

Tutoring develops planning skills. Tutors have experience in planning activities and events, teamwork and project management. Event planning develops their creative thinking in problem solving and generating new ideas. Tutors' ability to evaluate different options, make reasoned decisions and time management increase the project work skills they need in their working life. Project planning often consist of several different parts where management and organization are vital to ensure a smooth process.

GUIDANCE SKILLS

The core task of tutors is to provide peer support and individual and group guidance. Guidance skills have several significant benefits in project management. Timely guidance and smooth communication help the team to perform their tasks efficiently and achieve the goals of the project. Successful guidance can increase team members' motivation and commitment to the project.

WOULD THESE SKILLS SUPPORT
YOUR ORGANIZATION IN
ACHIEVING ITS GOALS?

Project management always involves risks, and guidance skills can help identify and manage these risks in collaboration with the team. Good guidance skills help in managing and preventing conflict situations. When conflicts are detected early, the escalation of situations is prevented and their negative effects can be minimized. All in all, versatile guidance skills are key element in project management, as they help to ensure team efficiency, commitment and project success.

DIGITAL SKILLS

Tutors can help the organization use digital tools more effectively. They have adopted new technologies and are able to share their knowledge for the benefit of the organization. Acting as a tutor has developed digital skills, which is valuable in project management. Digital skills improve efficiency, communication, information management and analytics. Good digital skills can automate many tasks related to project management, such as creating schedules, sharing files and communication. This saves time and resources.

THE SKILLS OF IDENTIFYING ONE'S OWN STRENGTHS

In Lapland UAS the training of tutors and the planning of tutoring have been made by utilizing the strength-based guidance (VAHTO) model developed in the Lapland University Consortium. Strengths-based thinking is an approach that focuses on an individual's strengths and positive qualities. The planning process of tutoring is based on identifying one's own strengths and utilizing them appropriately.

Tutors with experience in strength-based actions can bring significant added value to the organization. They can help other employees identify their own strengths, improve their self-knowledge and utilize their skills in different tasks. In addition, tutors can guide employees to combine their own strengths with the team's strengths, thus creating a diverse and efficient working environment.

Strength-based guidance benefits both individuals and employers. Motivated and committed employees who understand their own strengths and know how to utilize them improve the work atmosphere and promote creativity. This, in turn, contributes to the success of the organization and creates a solid foundation for a work culture based on competence.

92% have learned to see things from different perspectives.



76% have learned to take more responsibility.



THE SKILLS OF IDENTIFYING ONE'S OWN STRENGTHS



SELF CONTROL

Through strength-based tutoring, the tutors have learned to recognize and utilize their own strengths and guide their own work. In general, recognizing one's own strengths increases self-determination. People who have worked as tutors are valuable individuals for organizations, as they have the prerequisites to achieve set goals more efficiently, take responsibility for their work and decisions, and make teamwork smoother.

RESPONSIBILITY

Tutoring offers an opportunity to learn and practice responsibility in working life. It strengthens the sense of responsibility, teamwork skills and ethical behavior. Tutoring is a position of trust that provides experience in several different areas of expertise. Tutors are a key factor in the seamless operation of the organization and the achievement of common goals. Their reliability, adherence to schedules and commitment are key factors in this process. In addition, the tutoring experience strengthens their ability to bear responsibility and work effectively outside of their basic work as well.

Through tutoring, trust in the tutors grows in the community, while they themselves trust their own abilities and dare to take on more responsibility. This is crucial for successful working and efficiency in organization.

HOW WELL DOES YOUR
WORKPLACE RECOGNIZE THE
DIFFERENT STRENGTHS OF
EMPLOYEES?

DEVELOPMENT

Good work motivation is valued in working life, which often appears as a desire to develop oneself and the organization. Tutors can assist other employees in strengthening this attitude and help them understand how their own strengths can support the organization's goals. Tutors often have developed the ability to look at things from several perspectives, identify their own development areas and support others in the same process.



TIPS FOR USING THE SKILLS OF TUTORING IN THE WORKPLACE

CUSTOMER SERVICE

Customer service skills can vary in different situations, but in general they include the following three important skills: empathy, good communication skills and the ability to solve problems. Through peer guidance, tutors have often developed the ability to put themselves in another's position and look for solutions with the sensitivity required by the situation.

COMMUNICATION

In tasks that require clear communication and interaction, tutors usually have an advantage because they have experience gained during their studies in tutoring which is naturally interactive.

PARTICIPATION

People with tutoring experience have knowledge about accessibility and inclusion. They have practical experience with different people and how diversity should be taken into account in the community. They also understand the definitions of inappropriate treatment and discrimination. These skills promote inclusiveness and makes them employees who have the ability to take into account the different needs of the community when planning activities.

ORIENTATION AND EDUCATION

People who have worked as tutors usually have experience in sharing information in a way that is easily understandable to the recipients. Employers can take advantage of this skill, for example, in internal training or orientations, where experienced employees help their new colleagues familiarize themselves with the work and the company's practices.

PROBLEM SOLVING

Almost without exception, problems or conflicts sometimes arise in all working communities. Tutors often have experience on how to solve things constructively.

TEAMWORK

Tutors know how to work in a group and offer help and guidance to group members. This experience helps employees in teamwork and building cooperation with others.

INFLUENCE IN THE COMMUNITY

Tutoring experience can help employees understand and promote the company's values and culture. They can act as examples for new employees and help integrate into the organization. In addition, tutors skills could be used in the planning and implementation of work-place events, as they have experience in increasing community spirit through group activities.

MENTORING

The tutors are community experts who have experience in teamwork and supporting and advising their peers. In a work-community, the support and advice given to each other across the boundaries of tasks increases the well-being at work and the effectiveness of the work.

LEADERSHIP

Acting as a tutor can be a sign that the employee has a desire to take responsibility and the ability to manage entreties and provide work guidance.

FINALLY

Over the years, tutoring has been systematically developed into a more guidance-oriented direction, and the image of the student party thrower is already moved to the archives. The training and planning of the activities of peer tutors is increasingly being invested in universities of applied sciences, as the position of peer tutors in the community has been found to be vital.

We recommend employers and recruiters to pay attention to peer tutoring experience gained during studies. When you dive deeper than the surface and get to know tutoring in more detail, you will notice that many of the information and skills used in peer tutoring can be utilized and applied in working life as well. People with tutoring experience should be encouraged to share their expertise in the work community and to also harness their expertise as part of the organization's development.

You can read about the results of the ESF-funded EtEne project on the student unions website at lapinrotko.fi/en. There you can also find our contact information. If you want to discuss the guide or the cooperation between working life and university of applied sciences students, don't hesitate to get in touch!

If you are more interested in the themes of identifying strengths and their utilization, you should familiarize yourself with the results of the Vahto project on the website: blogi.eoppimispalvelut.fi/vahto/

On the page you can find for example printable cards regarding identification of strengths and a workbook which exercises intended for guidance can also be applied in the development of the work community.

**MAYBE THE NEXT RECREATION DAY WILL BE PLANNED
BY A TUTOR HIRED BY YOUR ORGANIZATION!**



