



INVESTING IN PEOPLE



MINISTRY OF LABOR AND SOCIAL POLICY
**CENTRE FOR HUMAN RESOURCE DEVELOPMENT
AND REGIONAL INITIATIVES**

MARCH 2017

BULLETIN



IN FOCUS



LECTURER CLUB AND SMARTNET AS
TOOLS FOR IMPROVING
THE QUALITY OF TRAININGS



HIGH INTEREST IN
NONVERBAL COMMUNICATION



MARCH'S SCHEDULE
OF TRAININGS



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КЛУБ НА ЛЕКТОРА
WWW.LECTURERCLUB.COM



ПЛАТФОРМА ЗА
ДИСТАНЦИОННО
ОБУЧЕНИЕ



[HTTP://PDO.CHRDRI.NET](http://PDO.CHRDRI.NET)

FOCUS

IN FOCUS

In March this year, there will be held four seminars for civil servants from MLSP and SLUs to the Minister of Labour and Social Policy.

One of them is related to labour migration and labour mobility in the context of the Law on labour migration and labour mobility (effective from 05.21.2016) and implementation of Directive 2014/67 / EC. This training has been designed for employees of Executive Agency „General Labour Inspectorate“ (EA „GLI“).

The Center periodically organizes seminars on enhancing organizational, business and communication skills. Next month, civil servants will have an opportunity to expand their knowledge and skills on business communication and improve their communicative competence in a seminar on „Business skills for managing meetings and negotiations. Image and success.“



For a third consecutive year, there will be held a seminar for senior management and expert staff of „Labour office“ directorates of the Employment Agency (EA), which is aimed at more effective relationships with employers.

Employees of territorial structures of the Social Assistance Agency (SAA) will have an opportunity to acquire new knowledge about the adoption procedure, as well as on monitoring and supporting children and families in the two-year post-adoption period.

In response to an identified need for professionals in the tourism industry, in March this year the Center will organize training course for unemployed persons in part of „Tourist Guide“ profession. Other vocational training courses that will begin during the month are „Administrative Services“ and „Production of culinary and beverages.“ All these courses are organized with the financial support of the National Action Plan for Employment - 2017.



LECTURER CLUB AND SMARTNET AS TOOLS FOR IMPROVING THE QUALITY OF TRAININGS

The lecturer club <http://www.lecturerclub.com> is one of the most advanced digital products of the Centre. It was launched in mid-2010 and is an electronic product that is unmatched among educational institutions in the country.

Over the past six years, in the forum of the Club have been discussed 28 topics of methodical and resource nature. As a result of these discussions and after thorough analysis of the aggregated opinions, the Methodical unit of the Center has developed, approved and applied in training the following methods:

- Ten basic rules for successful moderating of group discussion;
- Action-oriented training;
- Coaching;
- Participatory training (Participatory approach).

Moreover, in 2013, was issued a collection of methodological materials on „Approaches and techniques in adult training“ which summarizes educational and methodological practices applied in trainings. It is result of extensive work of the Center’s methodologists and lecturers, as well as of a series of discussions in the Lecturer Club and reflects achievements in innovative forms of education that are specifically designed for the Center’s needs.

The contribution of this digital product is in creating opportunities for measuring lecturers’ attitudes to new ideas that can be deployed as methodological resources.

SMARTNET <http://smartnetbg.net> is another digital product of the Center, which is a social network of trainees. At the beginning of 2016, it was redesigned that has led to changes on functional and visual level. Organizing buttons’ content made them easily distinguishable and greatly facilitates their use even for newly registered users. This has been very important.

There was introduced a blogging content, and participation in specialized forums.

Any registered user who has been granted rights for creating blogging content may comment on existing blogs or create his/her own ones. This function is set in the „Blogroll“ button where are already ten blogs on different topics.

All these changes were made with the idea SMARTNET to be developed in direction of auxiliary or supporting functions to ongoing trainings at the Centre.

The Centre’s team intends to organize training participants in peculiar network and blogs to assist them in their need of advice, professional contacts, or simply as a place for virtual sharing of ideas and views on the workflow.

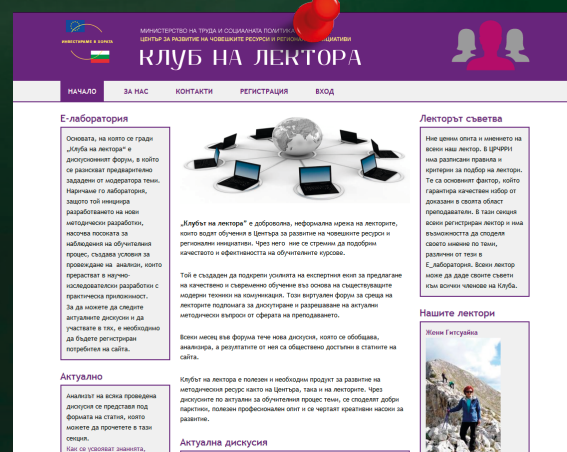
In 2017, we plan to utilize SMARTNET as part of preliminary work with participants, which will include questionnaires, solving real cases, or participating in role playing games.

The use of social networking in education or training programmes is not new, but is an innovative approach that creates a positive attitude to training and interest in the learning process.

SMARTNET will focus on creation of conditions for practical content of trainings, which was initiated by participants themselves and will be built on their immediate desires and needs shared in informal communication.



SMARTNET

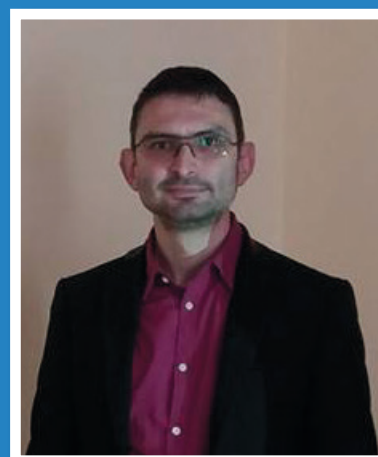


LECTURER CLUB

HIGH INTEREST IN NONVERBAL COMMUNICATION

Interview with docent Gerassim Petrinski

Docent Gerassim Petrinski is Head of „Rhetoric“ Department in Sofia University „St. Kliment Ohridsky“. His teaching activities are in the field of public speaking, communication skills, verbal and nonverbal communication. In February, he was a lecturer at the Centre, in a seminar on „Communication and presentation skills. Successful conduct before an audience.“ After the training, he agreed to a short interview for our newsletter.



docent Gerassim Petrinski

Docent Petrinski, what are your impressions of the attitudes of participants completed the training?

G. Petrinski: At the beginning of the training, the group seemed relatively weak in communicative respect, which is somewhat understandable. Ice-breakers, in which they had to participate, supposed to be shared information on profession, hobbies, circle of friends and the participants did not seem inclined to give such information and my intervention was needed to be overcome communication barriers. This shows how necessary training on the subject was. Interest specifically in non-verbal side of communication was very high. Gradually, participants were activated and overcame

the initial embarrassment, and took an active part in discussions by sharing personal experience.

What are the similarities and differences in teaching communication skills to students and in seminars for government employees?

G. Petrinski: First of all, it should be noted that education of students is significantly longer and more detailed. University education involves not so much training, as creating a fairly wide general knowledge, forming a conceptual apparatus, knowledge of historical processes and intercultural differences. On the other hand, the training in which I was invited to take part was a classical one.

Participants aim to get the most useful information for real communication techniques and situations



in a short time. That is why I avoid using standard historical parallels, information about diachronic development of communicative practices and data on cultural differences. However, for me it was a surprise that both historical examples and cultural differences provoked apparent interest. Therefore, I allowed myself to include this information and this provoked discussion. I must stress that the result was even better than the one with students' audience.

What methods and approaches are suitable for application in seminars in order to develop communication skills?

G. Petrinski: Specifically for this subject, the most suitable format is the one that combines discussions and lectures. The lecturer should present theoretical information in a relatively concise manner and ask questions. This enhances greatly the interest of the audience - I would say even more than standard communication games (case studies, role plays, monologue presentations on various topics). Unlike the communicative exercise conducted in the beginning of the training, this format caused apparent positive reactions in trainees.

Since the interest in theory is weak at groups of working adults, the training focused on practical issues. This led to the expected results.

After the training, what is your opinion about the level of communication and presentation skills of participants? What needs to be emphasized in subsequent trainings?

G. Petrinski: Participants in the training were at a relatively high level with regard to overcoming communication barriers, public speaking and dialogue. They miss theoretical knowledge that would allow them to consciously control primarily non-verbal activity. These gaps are standardly filled with intuitive „groping“ of the right tone, but intuition often deceives. Again, I would recommend a format which combines lectures and discussions. I think we need to strengthen or even make a separate course in nonverbal communication.

The Center's team highly appreciates docent Petrinski's kind cooperation!

MARCH'S SCHEDULE OF TRAININGS

LABOUR MIGRATION - ACCESS TO THE LABOUR MARKET OF THIRD COUNTRIES CITIZENS IN ACCORDANCE WITH THE LAW ON LABOUR MIGRATION AND LABOUR MOBILITY (EFFECTIVE SINCE 05.21.2016). JOB MOBILITY - POSTING IN THE EU, LEGISLATIVE CHANGES REGARDING IMPLEMENTATION OF DIRECTIVE 2014/67 / EC

SEMINAR, 9 – 10 MARCH 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDMI

The seminar is designed for employees of EA "GLI" holding supervisory functions who have experience in the issues discussed gained in carrying out inspections of employers hiring foreigners who are citizens of a third country or posted workers on the territory of another Member State.

In 2016, were adopted regulations that changed significantly the regime of hiring foreigners third-country nationals in the Republic of Bulgaria and posting in the provision of services in Member States of the European Union. With the new law on labour migration and labour mobility, the national legislation is synchronized with the one of the European Union and were introduced different modes of employment of foreigners citizens of a third country.

With the newly adopted Regulation on terms and conditions for posting and sending employees within the framework of provision of services, there are set special requirements for employers who post or send employees to other Member States.

They should negotiate and provide minimal working conditions, which are commonly applicable in the host country. On the other hand, the Ordinance places special administrative requirements to foreign employers who post or send employees to carry out work on the territory of Bulgaria.

These amendments and innovations in the Bulgarian legislation put additional requirements to the supervisory authorities, such as imposing knowledge of the modes of employment of foreigners in the Republic of Bulgaria, as well as new modes of posting within the Community.

Successful graduates will receive certificates.

WORKING WITH CANDIDATES FOR ADOPTIVE PARENTS AND ADOPTED CHILDREN - STUDY AND EVALUATION OF CANDIDATES. MONITORING AND SUPPORT OF CHILDREN AND FAMILIES IN THE TWO-YEAR POST-ADOPTION PERIOD

SEMINAR, 14 – 15 MARCH 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDMI

The seminar is designed for employees on expert positions from the territorial structures of the Social Assistance Agency. They should have experience in working with candidates for adoptive parents and adopted children and should have been involved in assessing suitability of prospective adoptive parents and post-adoption monitoring.

Adoption is regulated by the Family Code. These document and Decree RD-07-7 of October 5, 2010, which sets terms and conditions for keeping and storing records for full adoption, as well as the Rules of Procedure of the Council for adoption, constitute the legal framework of national legislation on adoption.

The changes in the legislation regarding adoption procedure discontinued the practice the decisions

in a procedure of adoption to be made solely by one person. A collective body, the Council for adoption, has been created to ensure the participation of a wider range of institutions in adoption process and to ensure also transparency of the procedure. Emphasis is placed on selecting a suitable family for each child, which can be adopted under the conditions of full adoption.

The seminar aims to improve practical skills of participants in implementing legislation concerning institution of adoption, as well as acquiring new knowledge on the support of children and adoptive parents in the post-adoption period - a report on monitoring in post-adoption period, referrals to social services.

Successful graduates will receive certificates.

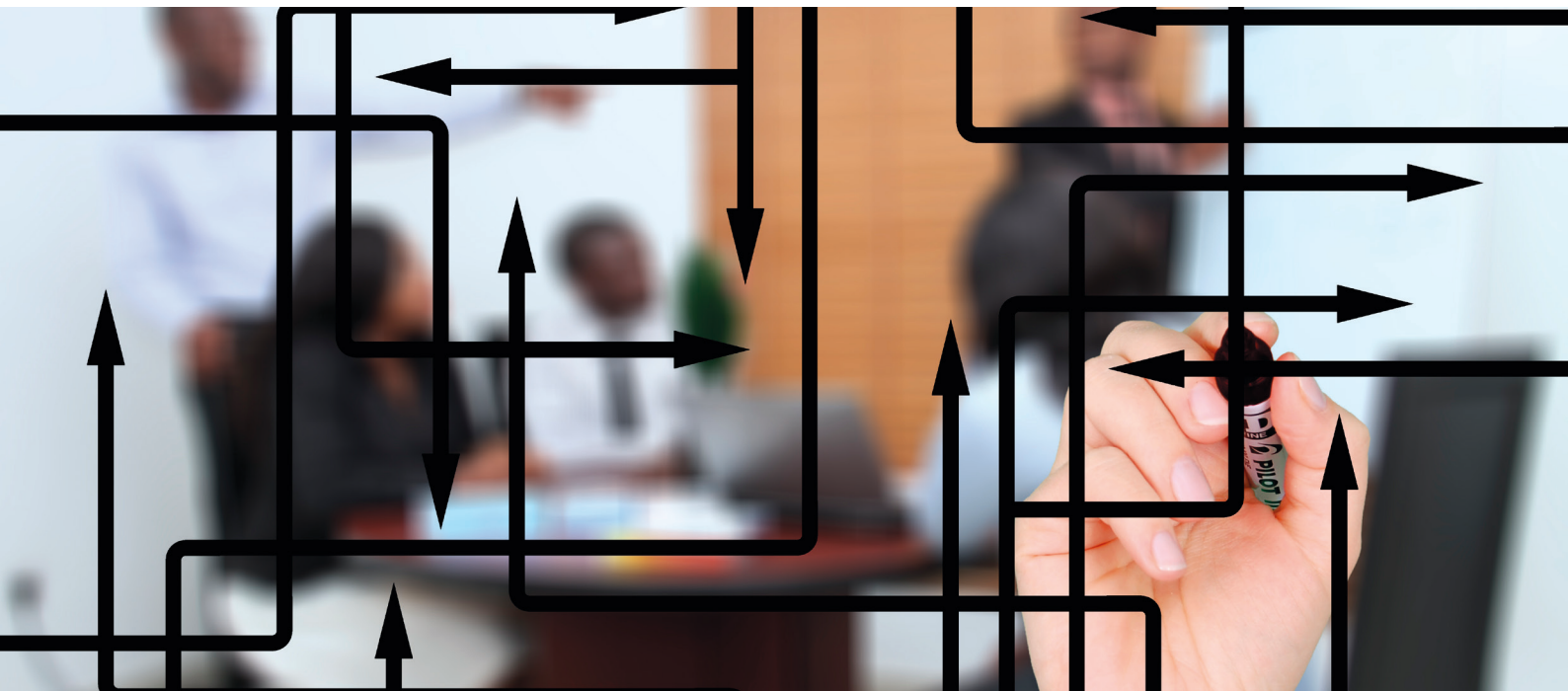


HOW TO BE SUCCESSFUL LABOUR MEDIATORS WHEN WORKING WITH EMPLOYERS

SEMINAR, 20 – 21 MARCH 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDRI



The seminar is designed for senior management and expert staff of “Labour office” directorates providing services to employers.

Increased expectations of clients and partners of the Employment Agency for obtaining effective intermediary services require continuous competence development of labour mediators.

The implementation of a proactive approach in managing relationships with employers is a key element of providing quality employment services.

The seminar will contribute to formation of a positive attitude in participants and practical skills

for effective interaction with employers. The seminar programme was developed entirely with a view to practical application of knowledge. Participants will have an opportunity to expand their knowledge and skills on analyzing the main problems and difficulties in working with employers, while also improving their ability to deal with objections. This in turn will contribute to development of more efficient techniques of negotiation.

Successful graduates will receive certificates.

BUSINESS SKILLS FOR MANAGING MEETINGS AND NEGOTIATIONS. IMAGE AND SUCCESS

SEMINAR, 23 – 24 MARCH 2017

FORM OF TRAINING: FACE TO FACE

THE SEMINAR IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC - ILO AND CHRDRI

The seminar is designed for senior management and expert staff of MLSP and SLUs to the Minister of Labour and Social Policy, and other central and local administrations whose work involves conducting or participating in business meetings and negotiations.

The focus of the training content is placed on the essence and peculiarities of business communication in conducting or participating in meetings and negotiations. During the seminar, will be clarified the relationship between business communication and administrative culture of administration officials and will be presented techniques and practices to build professional image with different means of communication.

As a result of the seminar, participants will learn specific skills for conducting business meetings, negotiations and presentations using different techniques and best practices. In parallel, they will learn techniques to build positive image as a condition for success.

Successful graduates will receive certificates.

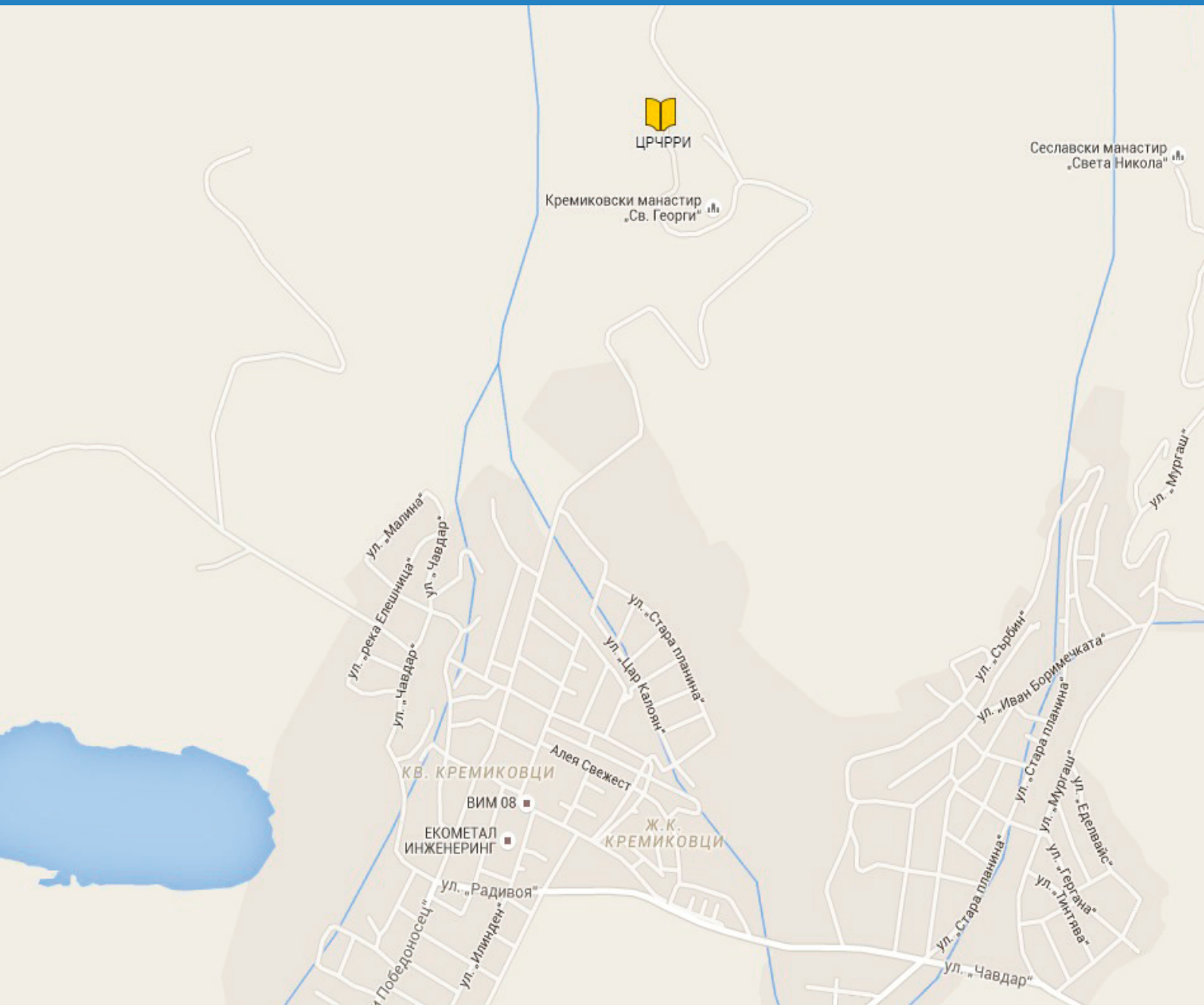


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HOW TO GET THERE

BUS 117 weekdays

Kremikovci-Iztok Autostation

5	6	7	8	9
5:44	6:04 6:24 6:43	7:01 7:19 7:37 7:56	8:16 8:36 8:56	9:16 9:41
10	11	12	13	14
10:06 10:36	11:06 11:36	12:06 12:36	13:06 13:36	14:11 14:46
15	16	17	18	19
15:21 15:57	16:32	17:07 17:36	18:02 18:28 18:54	19:20 19:47
20	21	22	23	
20:16 20:46	21:16 21:47	22:52	23:57	

Iztok Autostation-Buhovo

4	5	6	7	8
4:30 4:50	5:10 5:30 5:49	6:08 6:27 6:46	7:05 7:24 7:44	8:09 8:34
9	10	11	12	13
9:04 9:34	10:04 10:34	11:04 11:34	12:04 12:39	13:14 13:49
14	15	16	17	18
14:24 14:59	15:34	16:04 16:30 16:56	17:22 17:48	18:14 18:41
19	20	21	22	
19:10 19:40	20:15	21:20	22:30	

BUS 117 weekends

Kremikovci-Iztok Autostation

6	7	8	9	10
6:05	7:05	8:05 8:45	9:25	10:05 10:50
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11:36	12:21	13:02 13:43	14:25	15:07 15:52
16	17	18	19	20
16:37	17:22	18:07 18:47	19:27	20:07 20:52

Iztok Autostation-Buhovo

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