



INVESTING IN PEOPLE



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

MAY 2017

BULLETIN



IN FOCUS



THE GOOD ADVOCATE IS
PERSISTENT AND PURPOSEFUL



MAY'S SCHEDULE
OF TRAININGS



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IN FOCUS

In May this year, training on vocational qualification programmes for employees of the Employment Agency (EA) and the Social Assistance Agency (SAA) were launched together. They will be held for a consecutive year in a blended form (face to face and distance learning ones).

Within this month, two groups of labour mediators from the Labour Office Directorates (LODs) will be set up to increase their professional qualification in a part of the profession "Labour mediator".

Social workers from the Social Assistance Directorates and Regional Social Assistance Directorates to the SAA employees will be trained in two vocational training programmes: "Social work for children and families in risk" and "Social assistance to people and families". These programmes have been successfully running



without interruption for the last eight years. A novelty in this year's trainings is a change in the target group. Until now, the programme has been developed to increase the social workers' with more than 2 years of experience qualifications. Now the content is updated and targets newly employed social workers or those who have a work experience of up to 2 years.

For greater efficiency of training in vocational programs, this year we are expanding the pre-service phase with the trainees. This will allow for a better assessment of the participants' needs for an individual approach to working with them.

There are also plans to be held two seminars for state administration employees. The first one is for experts



from the Ministry of Labour and Social Policy and Second Level Units to the Minister of Labour and Social Policy, and other central and territorial administrations, social partners, NGOs, involved or having attitude to the development and implementation of national policies and programmes for employment promotion. The second seminar is for staff of management and expert positions from the LODs, performing as mentors, who will be trained fully in distance form.

Trainings for unemployed persons under the National Action Plan for Employment (NAPE) continue. In May, will be finished the first course in “Landscaping and Floriculture” and immediately will be launched another such course. Participants in this training have an opportunity to apply the knowledge gained in practice at the green areas of the Centre.



THE GOOD ADVOCATE IS PERSISTENT AND PURPOSEFUL

Interview with Mr. Mincho Nikolov, PhD in Psychology

At the beginning of April this year, training for psychologists, Roma mediators and case managers from the Labour Office Directorates of the Ministry of Labour and Social Policy was held on the subject "Professional counselling for citizens, clients of LODs. Advocacy Skills". Lecturer was Mr. Mincho Nikolov, PhD in Psychology, a public educator and consultant in the field of counselling and one of the leading lecturers of the Centre.

The training passed with great success and positive feedback from the participants who gained professional knowledge and skills in their work.

Dr. Nikolov kindly agreed to a brief interview.



Dr. Mincho Nikolov

Mr. Nikolov, what is advocacy and how much does it apply to the work in Labour Offices?

M. Nikolov: The advocacy process is a series of targeted actions taken to support a cause or topic. Activities aim to get support for this cause and find a solution to a problem. In another direction, advocacy protects the rights and interests of a socially disadvantaged group from others. The basis for advocacy is pressure on changes in practices, government behavior, or individual institutions, which automatically answers that application of this process has a great place in work of the LODs and is a very important part of the work with jobseekers.

What qualities should the successful advocate possess?

M. Nikolov: The successful advocate must possess many skills and qualities that cannot be listed in several lines. However, some of them are related to equal and adequate communication, good self-representation, dedication to a cause, analytical skills, organization skills, leadership skills, persuasiveness, persistence and good language culture.

By what methods is effective advocacy training conducted?

M. Nikolov: In my practice, it turns out that the most successful form of training, remembering and absorbing is group work, interaction and role-playing. Of course, theoretical training is also important, but presentations should not prevail. Balance is very

important and should be in the use of practical exercises and experiences.

Can everyone become a good advocate?

M. Nikolov: Everyone can become a good advocate. It is important to be purposeful, persistent and willing to stand up for oneself, as well as for the cause he/she has embarked on. Everything can be learned and everything can be managed!

In which professional spheres are advocates needed?

M. Nikolov: There is almost no professional sphere in which there is no place and application of advocacy. Every field needs a plan, an idea, a resource, and a realization.

In this training for a second consecutive year the coaching method is applied. Where is the intersection point of advocacy and this method of teaching?

M. Nikolov: In general, coaching is a learning or development process by which a person is supported until a specific personal goal or professional outcome is achieved. This happens as a result of relationship between the coach and the guided one, the methods and the style of communication used. At the beginning, it is nice to have someone to support and encourage you. It is precisely in this direction that there is an intersection between the two processes.

What is common between counselling and advocacy?

M. Nikolov: I will answer briefly. To be a good consultant, you have to be a good advocate and vice versa. There is overlap in areas where similar qualities and skills are required.



What advice would you give to those who have already completed the training in terms of knowledge and skills acquired during the training? Can they use things learned in non-professional engagements?

M. Nikolov: The most important thing is the point of view. One must be ready to hear, see, and respect.

It is not always necessary to accept other's points of view, but they provide ideas, situations and different approaches. When one possesses knowledge and skills, he/she can apply them everywhere, especially if he/she has reflexed it in hi/hers own experience.



CHRDRI's team expresses its thanks to Mr. Nikolov for the interview!

MAY'S SCHEDULE OF TRAININGS

EUROPEAN AND NATIONAL POLICIES AND PROGRAMMES FOR PROMOTING
EMPLOYMENT (INCLUDING YOUNG EMPLOYMENT AND EMPLOYMENT OF
PEOPLE IN PREPENSION AGE).

NATIONAL LEGISLATION IN THE FIELD OF EMPLOYMENT AND LABOUR MARKET

SEMINAR,

PERIOD OF IMPLEMENTATION: 11 – 12 MAY 2017

FORM OF TRAINING: FACE TO FACE

THE TRAINING IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDR

The training is intended for experts from the Ministry of Labour and Social Policy and Second Level Units to the Minister of Labour and Social Policy, and other central and territorial administrations, social partners, NGOs involved or having attitude to the development and implementation of national policies and programmes for promoting employment.

The increase of the level of employment and development of skills of labour force is a major objective of the European Employment Strategy and of the updated Employment Strategy of the Republic of Bulgaria 2014-2020. National Action Plans for Employment are implemented annually with programs, measures and schemes for training and employment in the public sector and especially in the private one.

It is therefore necessary for a wide range of experts, who develop and implement policies to preserve and promote employment, to have detailed and up-to-date information on different initiatives, measures and programs against youth unemployment and unemployment among other disadvantaged groups implemented in other EU Member States and Bulgaria.

The training programme includes sessions that will address topical issues related to the development of the employment policy of the Republic of Bulgaria in recent years. The NAPE - 2017 will be reviewed in detail, as well as evaluation of the effectiveness and efficiency of the programs and measures in it.

Successful graduates will receive certificates.

MENTORSHIP IN THE SYSTEM OF EMPLOYMENT AGENCY

SEMINAR,

PERIOD OF IMPLEMENTATION: 12 MAY – 5 JUNE 2017

FORM OF TRAINING: DISTANCE LEARNING

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

The seminar is intended for employees of management and expert positions from the Labour Office Directorates, performing as mentors.

The Employment Agency (EA) has many years of positive practical experience in the field of mentoring, which needs to be systematized and enriched on the basis of modern trends in human resource development.

During the training through the CHRDRI's distance learning platform, the participants will have an opportunity to get acquainted with the objectives of mentoring and mechanisms and criteria for appointing mentors.

For several sessions, they will track the process and content of mentoring, while enhancing their knowledge and skills for a unified and consistent approach to supporting employee development. In the process of work, special attention will be paid to the function of mentorship and its parts, as well as to the role and responsibility of a mentor.

At the end of the training, an analysis will be made of the results of mentoring for further support, training and development of the employees. The training will finish with solving a practical task based on all the topics concerned.

Certificates will be issued to successful graduates.



QUALIFICATION PROGRAM “SOCIAL ASSISTANCE TO PEOPLE AND FAMILIES”

DATES FOR THE FACE TO FACE FORM OF TRAINING: 15-19 MAY 2017

DATES FOR THE DISTANCE LEARNING FORM OF TRAINING: 20 MAY – 20 JUNE 2017

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

The training is intended for social workers from the “Social Assistance” departments and employees of Regional social assistance departments of the Social assistance agency with experience of up to 2 years or employees without qualification in the specialty.

The emphasis in the curriculum is the acquisition of knowledge about social inclusion, social protection and integration of people with disabilities as elements of social policy, acquaintance with basic legal documents concerning social inclusion policies in the field of social protection and integration of people with disabilities, as well as acquaintance with the social assistance system in Bulgaria.

In the distance learning form, the structure and functions of the SAA and the complex administrative service will be discussed. The knowledge and skills of approaches and methods in social work that have been learned during the face to face form of training will be enhanced.

The curriculum was developed in accordance with the State Educational Requirements and Regulation № RD-07-6 of 10.10.2012 on career development of social workers in the Social Assistance Agency. The training methods are practically oriented.

The training is organized in a blended form (face to face and distance learning ones) and after successful participation in the envisaged 130 class hours, the trainees will receive vocational certificates according to Model No 4 of the Ministry of Education and Science.



QUALIFICATION PROGRAMME FOR LABOUR MEDIATORS

PERIOD OF THE FACE TO FACE FORM OF TRAINING: 15-19 MAY 2017

PERIOD OF THE DISTANCE LEARNING FORM OF TRAINING: 20 MAY – 20 JUNE 2017

THE PROGRAMME IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDR

The training is intended for employees from the Labour Offices of the Employment agency who carry out activities related to labour mediation.

The programme aims to contribute to the professional development of LOs staff, by enhancing their competencies in the field of labour mediation and by developing specific knowledge and skills in the profession.

The training will take place in blended form: 40 teaching hours in face to face one and 80 hours in distance learning form.

Upon successful completion of the training, the participants will receive certificates of vocational qualification for part of a profession according to Regulation № 4/16.04.2003 of the Ministry of Education and Science.

SPECIFIC OF WORK WITH CHILDREN, VICTIMS AND / OR WITNESSES OF CRIMES OR VICTIMS OF VIOLENCE. PREVENTION OF AGGRESSIVE BEHAVIOUR IN TEENAGERS

SEMINAR,

PERIOD OF IMPLEMENTATION: 18-19 MAY 2017

FORM OF TRAINING: FACE TO FACE

THE TRAINING IS IMPLEMENTED UNDER AGREEMENT BETWEEN ITC-ILO AND CHRDR

The seminar is intended for social workers from the Child Protection Departments of the SAA, staff of the State Agency for Child Protection and NGO experts working with children victims and / or witnesses of crime or victims of violence.

The curriculum provides revision of the existing regulatory framework covering work on cases of violence against children or witnesses or victims of crimes. Particular attention will be paid to the co-ordination mechanism for protection of children who

have suffered from domestic, sexual or other forms of violence. The emphasis on this topic is focused on building skills for adequate intervention in these cases.

In the modules, participants will have an opportunity to discuss ways to prevent and counteract aggressive behaviour and various forms of violence against children.

Successfully completed participants will receive certificates.

GARDENING AND FLORICULTURE

DURATION: 18 MAY - 14 JUNE 2017

TRAINING COURSE FOR UNEMPLOYED PERSONS UNDER THE NATIONAL ACTION PLAN ON EMPLOYMENT 2017

The course will be attended by 15 unemployed persons registered in the Labour Offices of place of residence. They will acquire knowledge of the rules for safe work according to the specifics of the profession and handling of the relevant tools and instruments; morphological features of plants, biological characteristics and life of the park plants; main types of decorative vegetation and ways of its production and cultivation; preliminary preparation of the landscaping area; rules and requirements for preparing a planned composition of park objects.

The theoretical training will be turned into practice, as a result of which the trainees will be able to recognize

main types of decorative and park vegetation; to multiply, produce and grow different plant species; they will be able to lawn terrain and plant decorative trees, shrubs and flowers according to the technological requirements of the profession. The training includes preparation of suitable park compositions, as well as ways of their maintenance.

All successful graduates will acquire certificates according to a model of the Ministry of Education and Science for a part of the profession "Worker in landscaping".



QUALIFICATION PROGRAMME “SOCIAL WORK WITH CHILDREN AND FAMILIES IN RISK”

PERIOD OF THE FACE TO FACE FORM OF TRAINING: 29 MAY – 2 JUNE 2017

PERIOD OF THE DISTANCE LEARNING FORM OF TRAINING: 3 JUNE – 30 JUNE 2017

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

The training is intended for social workers with work experience of up to 2 years or employees without qualification in the specialty.

The purpose of the programme is after the end of the training cycle participants to have mastered and apply the principles of modern social policy, to be able to apply basic normative and strategic documents in the sphere of social inclusion in the EU and the Republic of Bulgaria.

In addition, the training programme includes practical work on social services for children, as well as

application of adequate approaches and methods in social work for children and families in risk.

In the methodology of the training are included theoretical knowledge in the form of presentations, practical tasks, and discussion forms.

Upon successful completion of the face to face and distance learning forms of training, the trainees will receive certificates of vocational qualification for part of a profession.





QUALIFICATION PROGRAMME FOR LABOUR MEDIATORS

PERIOD OF THE FACE TO FACE FORM OF TRAINING: 29 MAY – 2 JUNE 2017

PERIOD OF THE DISTANCE LEARNING FORM OF TRAINING: 3 JUNE – 30 JUNE 2017

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

The training is intended for employees from the Labour Offices of the Employment agency who carry out activities related to labour mediation.

The programme aims to contribute to the professional development of LOs staff, by enhancing their competencies in the field of labour mediation and by developing specific knowledge and skills in the profession.

The training will take place in blended form: 40 teaching hours in face to face one and 80 hours in distance learning form.

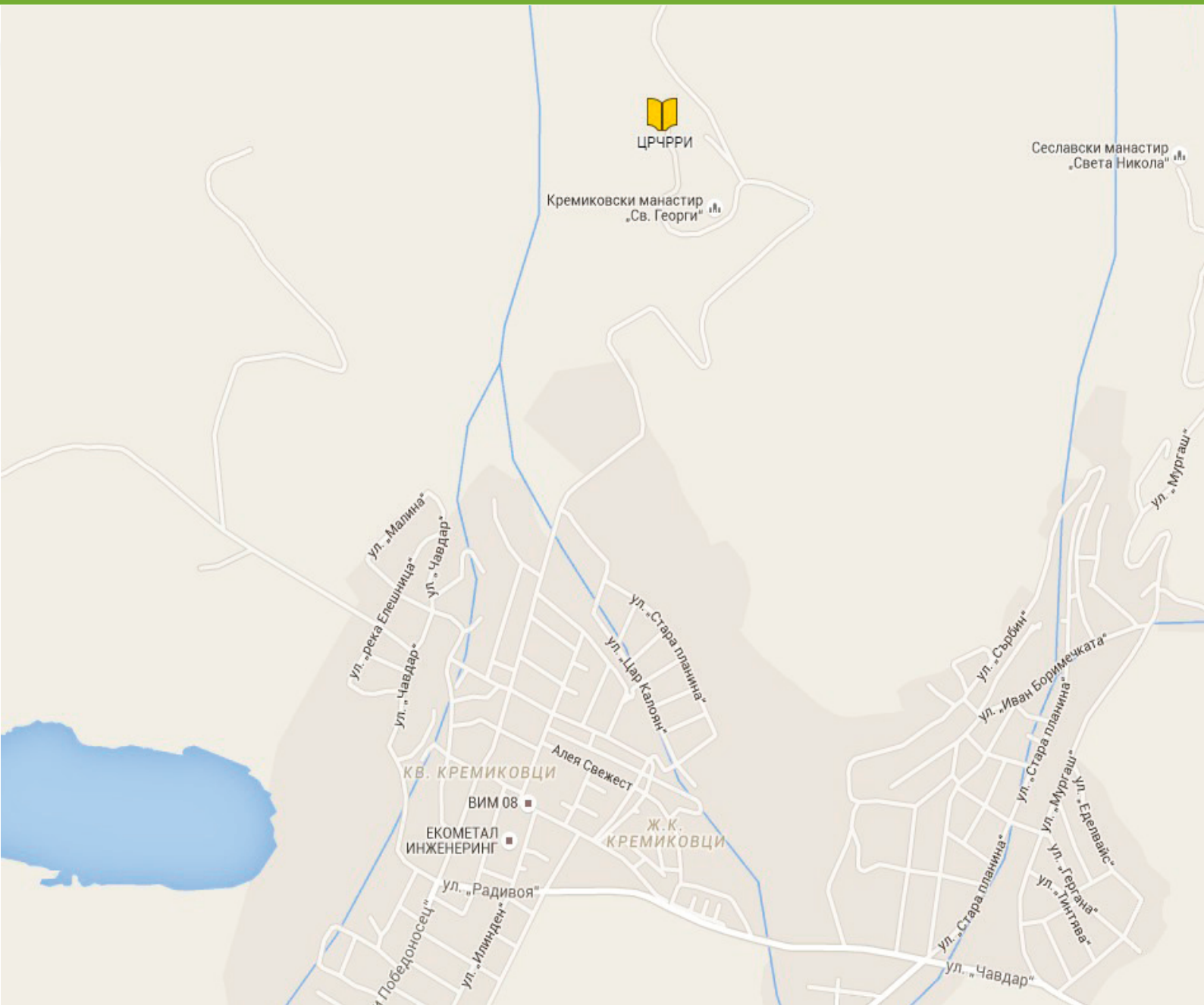
Upon successful completion of the training, the participants will receive certificates of vocational qualification for part of a profession according to Regulation No 4/16.04.2003 of the Ministry of Education and Science.



Editorial Staff:

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HOW TO GET THERE

BUS 117 weekdays

Kremikovci-Iztok Autostation

5	6	7	8	9
5:45	6:05 6:25 6:44	7:02 7:20 7:39 7:59	8:19 8:39 8:59	9:19 9:44
10	11	12	13	14
10:09 10:39	11:09 11:39	12:09 12:39	13:09 13:39	14:14 14:49
15	16	17	18	19
15:24 15:59	16:34	17:09 17:38	18:04 18:30 18:56	19:22 19:49
20	21	22	23	
20:17 20:47	21:17 21:48	22:53	23:58	

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
11	12	13	14	15
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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4:40	5:40	6:40	7:20	8:00 8:40
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19:25	20:15	21:15	22:15	