



INVESTING IN PEOPLE



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

DECEMBER 2016

BULLETIN



WE BENEFIT FROM FOREIGN EXPERIENCE IN
CORPORATE SOCIAL RESPONSIBILITY



INCREASING INTEREST IN SURVEY ON
TRAINING NEEDS OF EMPLOYEES OF MLSP
AND SECOND LEVEL SPENDING UNITS TO THE
MINISTER OF LABOUR AND SOCIAL POLICY



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WE BENEFIT FROM FOREIGN EXPERIENCE IN CORPORATE SOCIAL RESPONSIBILITY

Promoting corporate social responsibility (CSR) through sharing of good national and international practices was the focus of a two-day expert discussion meeting with international participation on „Perspectives for Development of Corporate Social Responsibility Policy in the Context of Good International practices“, which was held in CHRDRi in partnership with MLSP.

CSR policy is part of the commitment of Bulgaria to encourage the development of models and practices to assist and facilitate businesses and institutions to show social responsibility.

National Strategy on CSR for the previous period (2009 - 2013) was aimed at supporting voluntary activity of companies in the field of social responsibility. There have been a number of



initiatives that clearly outlined the need for further guidance for the development and upgrading of achievements of the country in the context of international good practices. A development of new effective strategy for the next period and discussions and exchange of expertise and sharing of good international practices and models in the field of CSR, are particularly important. This makes the topic extremely current.

At the beginning of November this year, the Center held a national seminar on the subject during which were discussed possible priorities of a new



Ms. Tsvetkova made a presentation entitled “The labour dimension of CSR. From principles to practice”, which focused on key moments in international standards on CSR and outlined specific principles that are set by world-known companies in the implementation of CSR.

The discussion meeting was attended by participants from the EC Representation in Bulgaria, the Ministry of Social Affairs and Employment of the Netherlands, the Ministry of Trade and Industry of the Czech Republic, the Netherlands Embassy, and others. The event was attended by representatives of the Education ministry, CITUB, Labour Confederation “Podkrepa”, BICA, SACP, National Federation of Employers of Disabled People, Commission for Protection against Discrimination, CCI “Dobrich”, of academia and business.

The presentation of Mr. Ladislav Prudku from the Ministry of Industry and Trade of the Czech Republic was welcomed with interest. He presented a very detailed process of updating the National Action Plan on Corporate Social Responsibility in the Czech Republic, focusing on major difficulties that the team met in the process of its preparation. He turned to the audience and especially to experts who are expected to participate in the preparation of the Bulgarian CSR strategy, with recommendations drawn from the Czech experience. Participants from the business sector were very active in presenting their corporate objectives and activities in the



national strategy on CSR, as well as a mechanism for inter-institutional (national and regional) coordination. An upgradeable discussion that will support the preparation of current operating national policies based on foreign experience was therefore necessary.

The event was attended by delegation of the International Labour Organisation (ILO), led by Mr. Antonio Graziosi, director of the Office of the International Labour Office for Central and Eastern Europe and Mrs. Yordanka Tsvetkova, Manager of program BRICS, ITC ILO.

In his welcome address to participants in the event, Mr. Graziosi stated his satisfaction with the activities of the Centre and stressed the importance of the event and the currency of the topic.

context of CSR. The discussions in various sessions outlined a number of possibilities, as well as some controversial moments of the Bulgarian reality.

The event ended with a study visit to “Overgas” JSC, where the kind hosts made a detailed presentation of corporate responsible projects that they run there.

Attendees had an opportunity to be convinced in the strength of the impact of some of these projects and were invited to participate in specific activities and role-playing games, which additionally motivated them for more extensive work in the field of corporate social responsibility. They expressed their readiness to continue the joint dialogue.

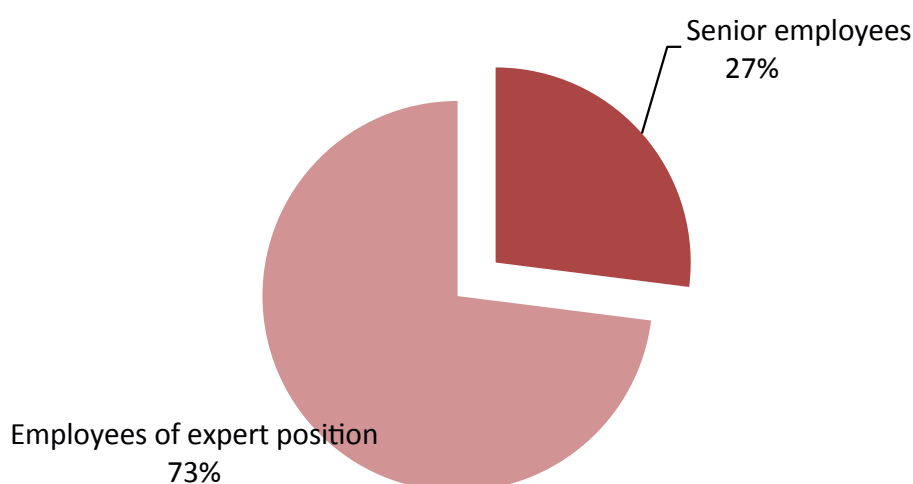


INCREASING INTEREST IN SURVEY ON TRAINING NEEDS OF EMPLOYEES OF MLSP AND SECOND LEVEL SPENDING UNITS TO THE MINISTER OF LABOUR AND SOCIAL POLICY

The study was carried out for sixth consecutive year and aims to identify training needs and vocational development of employees and to find out areas of collaboration of CHRDMI with MLSP and SLUs to the Minister of Labour and Social Policy in preparation and implementation of training programs .

The reliance generated by the Centre and based on good selection of lecturers, current topics, developed methodological resources and adequate infrastructure this year resulted in a very high number of respondents - over 1300, which represents more than 16% of the total number of employees in state administration of MLSP and SLUs to the

Minister of Labour and Social Policy. This is a representative sample since the study included officials from the administrations throughout the country. Along with the practice employees in managerial and expert positions from MLSP and SLUs to the Minister of Labour and Social Policy to take part in the survey, this year were included also employees of expert position with auxiliary functions and technical positions.

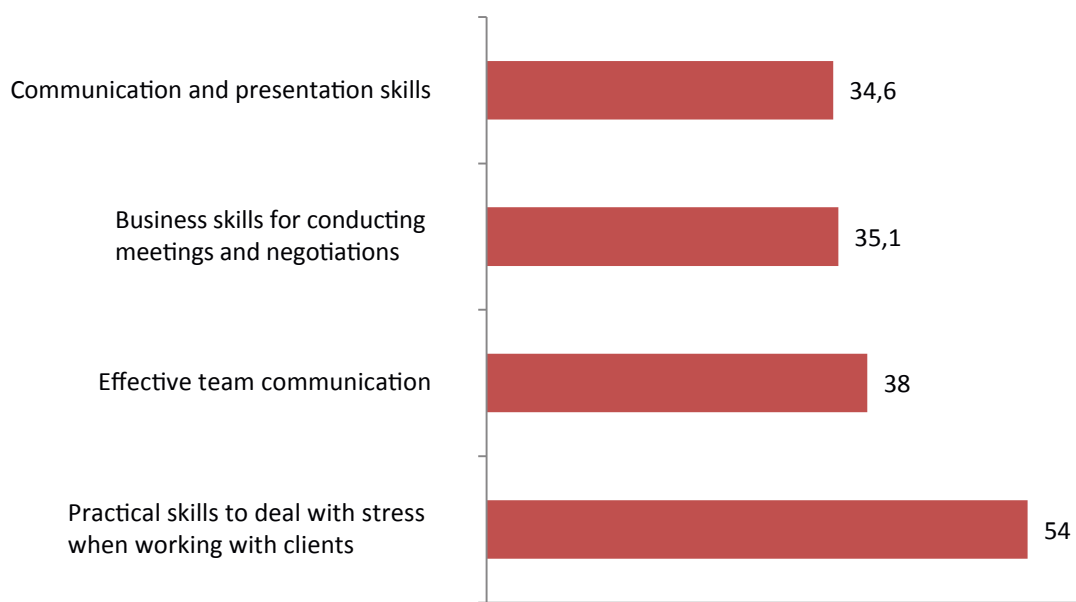


Distribution of interviewed employees, depending on the position held (in %)

Based on sociological analysis there were outlined specified thematic areas, intensity, faculty, duration and forms of training that will be included in the new catalogue for national training programs of CHRDR I for 2017. Through the survey was also obtained additional information about how employees use the offered by the Center electronic products (distance learning platform, electronic library, SMARTNET etc.).

The focus of this year's study was the high rate of preferred trainings on organization and communication themes. The thematic areas, which enjoyed popularity among employees and are desired by them in recent years are practical skills to cope with stress when working with clients, business skills for conducting meetings and negotiations, effective team communication, communication and presentation skills, successful conducting before an audience, and others. This year's survey identified new topics

in which employees from different institutions are interested and should be set out in the Operational Plan for trainings of CHRDR I for 2017. The new titles cover all relevant aspects in the social sphere, such as trainings related to labour mobility and recruitment; management of funds from the EU structural instruments - Structural Funds and Cohesion Fund (2014-2020), including certification of expenditure, financial control and project management; electronic data exchange; social work with vulnerable groups (refugee flows, children with deviant behavior, children with narcotics and drugs problems; children who are victims of crime, children victims of sexual, physical and psychological violence, homeless people, people with disabilities and mental disorders; foreign citizens seeking asylum, elderly people, etc.), and others.



The five most favorite topics for training of employees in managerial positions in the administration for 2017 (in%)

The study shows that employees in managerial positions have substantial interest to increase their professional competence, and experts have outlined professional and analytical competence as the most desirable ones.

All interviewed senior management and expert staff declared the greatest interest in training on: "Practical skills to cope with stress when working with clients".

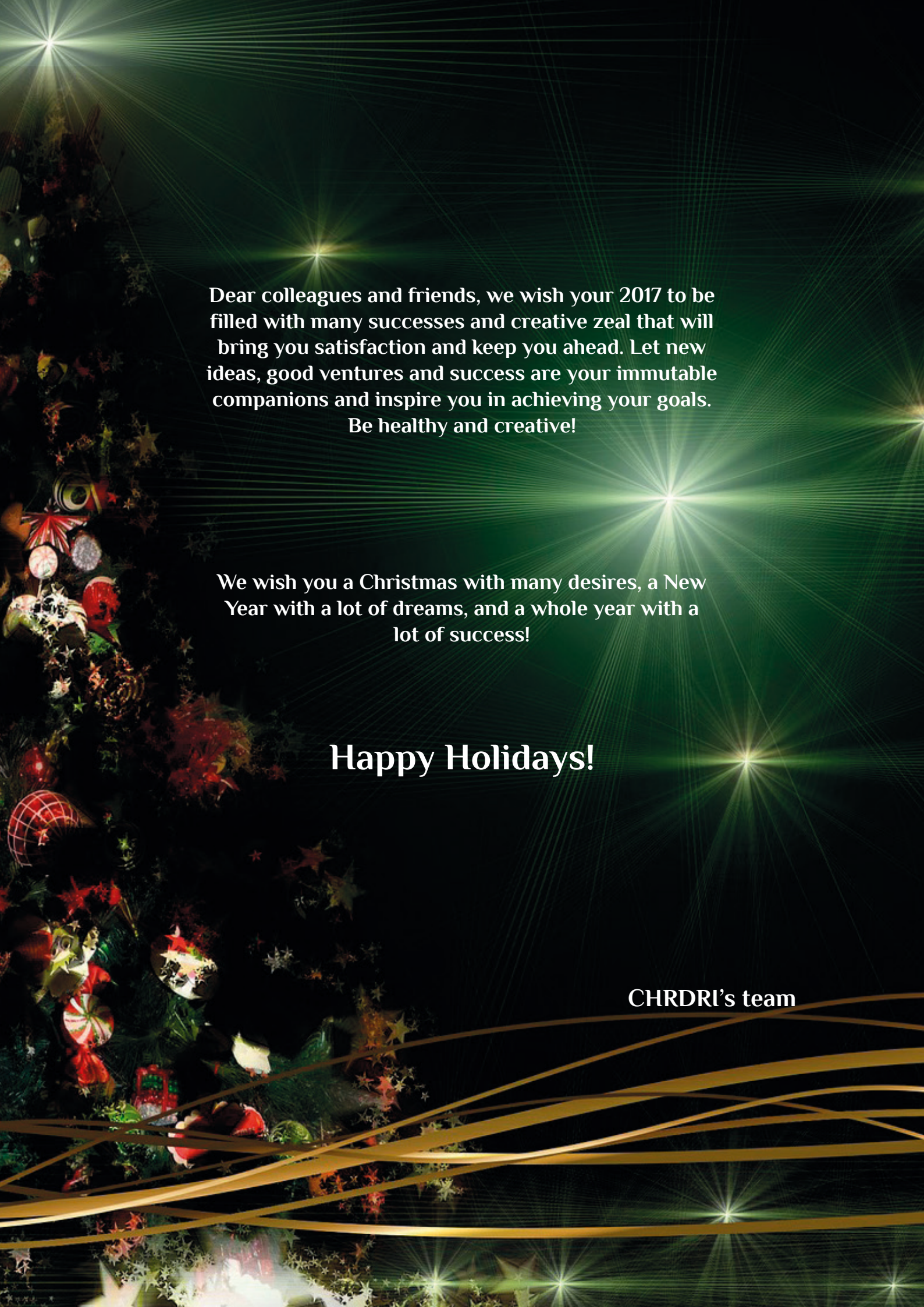
The majority of employees (75.8%) showed strong interest in participating in seminars organized near their place of residence, but unless there is a range of facilities (hotel complex with sports facilities, restaurant facilities, equipped training rooms with free internet access, information center and library), they would come to CHRDRİ's premises for taking part in this kind of initiatives.

There is a high satisfaction with the performance of CHRDRİ in organizing and conducting trainings in attendance, distance learning and blended forms. Most people with previous experience believe that their participation in these seminars will contribute to better implementation of their job commitments (65.6%).



The CHRDRİ's team has a capacity for development and implementation of national and international vocational training programs. The trainings offered by the Center are practically oriented and help to be achieved better quantitative and qualitative results in workplace. This is significant in reaching positive results from the training for vocational qualifications conducted this year. The strengths of these programs are referred to the competence of lecturers, good organization of trainings, possibility for exchanging experiences and good practices, practical application of knowledge, currency of trainings proposed, use of interactive methods, and, last but not least, comprehensive facilities, which the Center offers.





Dear colleagues and friends, we wish your 2017 to be filled with many successes and creative zeal that will bring you satisfaction and keep you ahead. Let new ideas, good ventures and success be your immutable companions and inspire you in achieving your goals.
Be healthy and creative!

We wish you a Christmas with many desires, a New Year with a lot of dreams, and a whole year with a lot of success!

Happy Holidays!

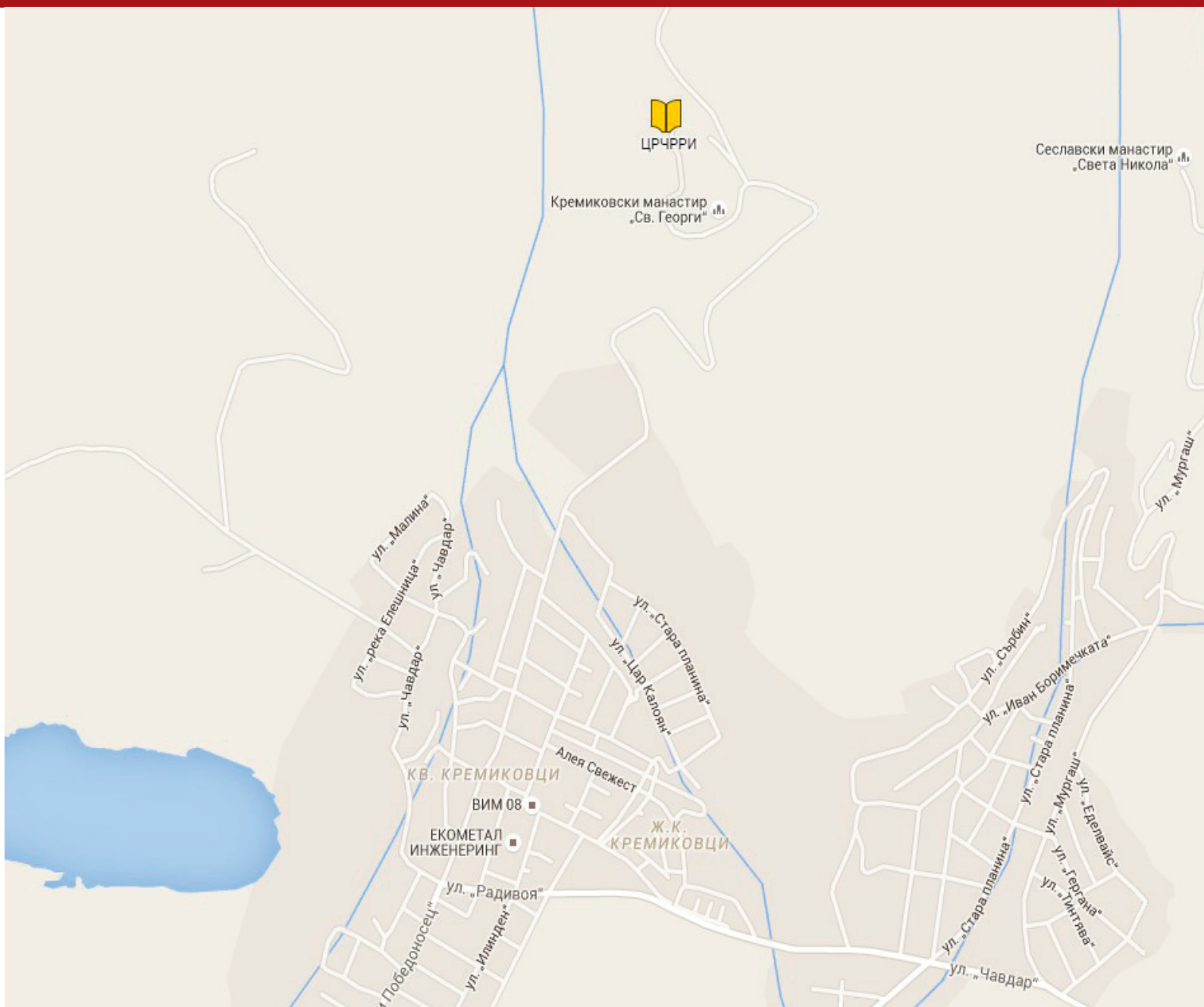
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HOW TO GET THERE

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

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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

4	5	6	7	8
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9:25	10:10 10:55	11:35	12:16 12:58	13:40
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19:25	20:15	21:15	22:15	