



INVESTING IN PEOPLE



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

MAY 2018

BULLETIN



IN FOCUS



OUR INTERVIEW



MAY'S SCHEDULE
OF TRAININGS



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IN FOCUS

During the month of May are about to finish two courses for gaining vocational qualification in part of the profession – Gardening and Floriculture and Small and Medium Business. The courses are implemented under the National Action Plan for Employment 2018.

On the distance learning platform of the Centre, within the month three trainings will be conducted. Employees from the system of the Employment Agency (EA) will be trained in vocational programmes for gaining professional qualification of labour mediators from the Labour Office Directorates in part of the profession Mediator on the Labour Market and in specialized training for employees on managerial positions in the system of the Employment Agency on topic Good Manager.

In the end of the month will launch another vocational programme for gaining professional qualification of social workers on topic Social Work with Children and Families in Risk, which will be conducted in blended form – face-to-face and distance learning.

The employees from the structure of the Agency for Social Assistance, as well as from the State Agency for Child Protection and NGO's, will have the opportunity to participate in seminars regarding working with candidates for children adoption and adoptees and working with children- victims and/ or witnesses of crimes or victims of violence.

The current issues in the development of the labour force in the context of demographic changes in the country will be discussed during a seminar, aimed at employees of the Ministry of Labour and Social Policy and the Secondary Level Units to the Minister of Labour and Social Policy, as well as other state and municipal administrations, youth mediators, social partners, NGOs, etc.

The ways of dealing with conflict in the workplace and how to improve teamwork will be the focus of a seminar, intended for employees of managerial and expert positions of the Ministry of Labour and Social Policy and Secondary Level Units to the Minister of Labour and Social Policy, as well as other state administrations.

OUR INTERVIEW: PROFESSIONAL OVERHEATING OR WHEN ARE WE FACED WITH “BURNOUT”



Sonya Kamenovska

Mrs. Sonya Kamenovska has a long experience in the field of human resources management in the state administration. She has a Master degree in Psychology and is a licensed lecturer – specialist in adult education with an internationally recognized Certificate ISO 170224, accredited by the Austrian Federal Ministry of Economics, Family and Youth. The CHRDRI has a successful partnership with Mrs. Kamenovska as a lecturer in time management training, dealing with stress, business skills, etc. After another successfully completed seminar on “Practical Skills to Deal with Stress when Working with Clients”, Mrs. Kamenovska was kind enough to give an interview to the Centre’s electronic newsletter.

Our conversation focused on the highly-commented phenomenon of “Burnout”.



Mrs. Kamenovska what exactly means “Burnout” and how it manifests itself?

Sonya Kamenovska: Stress on the workplace can be defined as a condition whereby the professional factors interact with the person by forcing him to change his emotional and mental comfort in order to perform specific tasks that have entered into the work process. These factors are so-called “stressors” - stress from self-proclamation, stress from poor evaluation, shortness of time, lack of recognition and support, etc.

Emotional comfort is disturbed when one begins to feel tired, making more and more effort to cope with tasks. The tired person feels isolated, he is not in the mood to have fun. Gradually, from tired he/she becomes exhausted and these are the first signs in which the long-term work burning, known in the specialist literature as the “Burnout”, begins to emerge.

Professional burnout also occurs when the person finds that he is beginning to run out of his energy supply, accompanied by a not always clearly perceived loss. There is lack of motivation,

frustration and discontent are becoming more and more permanent. In its turn, dissatisfaction leads to inefficiency. People who are in the "Burnout" phase do less work and the done is with less quality.

The term "Burnout" appears for the first time in the article "Burnout: The High Cost of Excellence" of the American Psychiatrist and Psychoanalyst Herbert Freudenberger in 1974, in which he described the "Burnout" of therapists who work in drug addiction clinics in the US. He denotes this term a state of exhaustion and fatigue that arises from the long and intense work with people in need of help.

In medicine, the syndrome is known as ICD-10 (International Statistical Classification of Diseases and Related Health Problems) and describes a state of mental exhaustion and inner emptiness caused by physical and / or mental stress.

How can you avoid falling into the trap of this "Burnout"?

Sonya Kamenovska: The risk factors that lead to "Burnout" in organizations are: overloading the same person with many functions and responsibilities; neglect of personal needs in the interest of administrative, financial, organizational and others needs; poor leadership; lack of ability to upgrade the qualification and support of the employees in order to build confidence in the accomplishment of the assigned tasks; lack of support from colleagues and managers.

Prevention of professional "Burnout" involves various psycho-diagnostic research or training programs of supervisors who are responsible for monitoring the status of employees and offering measures to prevent and reach the final phases of the syndrome. A very effective mechanism is the precise definition of the individual responsibility

and competence of each member of the team through inclusion, when making common solutions to resolve pressing cases. Knowing the syndrome of professional "Burnout" by managers and the implementation of strategies to prevent it from being put into practice provides many opportunities for increasing the efficiency of work.

Can a person cope with this problem by himself or does he need professional help?

Sonya Kamenovska: The American Psychology Association presents a few short and clear rules in its strategy to deal with „Burnout“:

1. *Setting new goals and tasks - the person must clearly answer for themselves the question "Whose ideals to follow - their own or some strangers"?*

2. *Help from others - sharing with friends, relatives, supporters, colleagues is extremely useful. These are the people who would help to realize the new goals.*

3. *Leisure time and favourite activities that would bring joy and satisfaction while away from business engagements.*

If work dissatisfaction persists, if there is no joy and exhaustion continues to be traumatic, professional help is needed.

From your long-standing practice, can you tell for sure what is the profile of people who are susceptible to a "Burnout"?

Sonya Kamenovska: The "Burnout" syndrome is most common in professions that suggest work

with people. These are the professional groups of doctors, teachers, social workers, educators, therapists. It is also very pronounced in professions for which are typical pressing requirements for excellence – managers and students. Another group, affected by the syndrome, are people who set high goals without being able to fulfil them. Threatened by this syndrome are people who have high expectations for their achievements, that quickly reached the limit of its capabilities or may not achieve their goals. “Burnout” affects

individuals who were particularly enthusiastic at the beginning of their career.

Personally, people who have a pronounced choleric temperament are subject to “Burnout” at work. People who are more sensitive, more demanding, quicker, more troubling can also often be affected by the syndrome.

THE TEAM OF THE CENTRE EXPRESSES ITS GRATITUDE
TO [MRS. KAMENOVSKA](#) FOR THE INTERVIEW!



MAY'S SCHEDULE OF TRAININGS

SPECIFICS OF WORK WITH CHILDREN WHO ARE VICTIMS AND/OR WITNESSES OF CRIMES OR VICTIMS OF VIOLENCE. PREVENTION OF AGGRESSIVE BEHAVIOUR IN ADOLESCENTS

SEMINAR, 10 – 11 MAY 2018

FORM OF TRAINING: FACE-TO-FACE LEARNING

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

The training is aimed at social workers from Child Protection Departments of the Agency for Social Assistance, employees on expert positions of the State Agency for Child Protection and NGO's, working with children – victims and/or witnesses of crimes or victims of violence.

The specific nature of the work of professionals in helping and resolving cases of child victims and / or witnesses of crime or victims of violence, necessitates a different approach than usual. Specialized knowledge is needed to respond adequately to the needs of children who are victims of violence or violent children and, above all, to provide effective action to support them.

The seminar aims to raise participants' awareness of cases of child abuse, especially in hidden indications of such violence, as well as developing competence for planning interventions in cases of children or children who have been victims of violence, witnesses and / or victims of crime.

As a result of the seminar, participants will be able to professionally counteract aggressive behaviours in adolescents, will have acquired the knowledge and skills to offer adequate action in other types of crimes related to children. In addition, they will have built up their competences to properly target social services and programs to support victims of child abuse and child victims and / or witnesses of crime.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDR.

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

SEMINAR, 15 - 16 MAY 2018

FORM OF TRAINING: FACE-TO-FACE LEARNING

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



The seminar is intended for employees on expert positions from the regional structures of the Agency for Social Assistance. The employees should have professional experience between one and five years of working with candidates for child adoption and adoptees and/or to have participated in evaluating of the capacity of the candidates for adoption and post-adoption monitoring.

Adoption is regulated in the Family Code. Together with Decree RD-07-7 of 5 October 2010, which sets out the conditions and procedure for keeping and storing the full adoption registers and the Adoption Council's Rules of Procedure, these documents form the legal framework of the national adoption legislation.

The training program provides both a review of the legal basis for the implementation of the adoption and a detailed examination of the procedure - a review of the general situation for

the prospective adoptive parents to be studied: motivation, attitudes, learning characteristics; will highlight the specifics of children in a specialized institution. In a separate session, the participants will learn about the specifics of consulting and informing prospective adopters in the assessment process for the profile of children entered in the full adoption register.

Upon completion of the training, the participants will have a thorough knowledge of the study and the assessment of the fitness of the prospective adoptive parents and will have acquired the necessary knowledge to prepare a monitoring report in the post-immunization period and refer to social services in support of the adoptive family and the child.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDR.

EFFECTIVE TEAM COMMUNICATION. CRISIS AND CONFLICTS MANAGEMENT ON THE WORKPLACE

SEMINAR, 17 – 18 MAY 2018

FORM OF TRAINING: FACE-TO-FACE LEARNING

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

The seminar is intended for employees of managerial and expert positions of the Ministry of Labour and Social Policy and Secondary Level Units to the Minister of Labour and Social Policy and of other central administrations, who are working in a team.

Employees in the public administration system communicate with a large number of people on a daily basis and various conflicts and crises occur in the process of their interactions. They are negative as a phenomenon but can be managed. This

requires specific knowledge, skills and habits for effective business communication within the team.

Participants in the training will learn about the psychology of the small group, the comparison between the concepts of “small group” and “team” and what the peculiarities of teamwork are. Special attention will be paid to the rules of ethical communication within the team.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDRI.



DEVELOPMENT OF THE LABOUR FORCE AND THE LABOUR MARKET IN THE CONTEXT OF DEMOGRAPHIC CHANGES

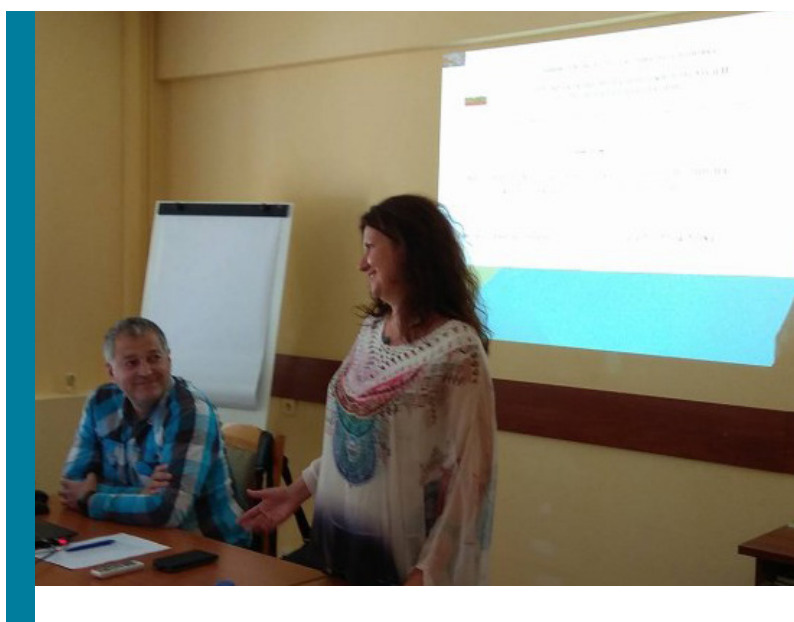
SEMINAR, 21 – 22 MAY 2018

FORM OF TRAINING: FACE-TO-FACE LEARNING

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

The seminar is intended for Ministry of Labour and Social Policy and Secondary Level Units to the Minister of Labour and Social Policy, as well as other central and territorial administrations, youth mediators to municipalities, social partners, NGOs working on shaping and implementing labour market development policies and promoting of sustainable employment.

The program of the training includes topics related to the current problems in the development of the labour force in the context of the demographic changes in our country. These issues require particular attention and should be subject to professional consideration and practical discussions, for which the seminar provides a favourable opportunity.



The aim of the seminar is to acquaint the participants with the status and characteristics of the labour force in the country in the context of demographic challenges and processes as well as to develop the knowledge and skills necessary for shaping and implementing labour market development policies and promoting sustainable employment.

Successful graduates of the seminar will be issued a certificate of participation according an established standard of CHRDRI.



VOCATIONAL PROGRAM FOR QUALIFICATION “SOCIAL WORK WITH CHILDREN AND FAMILIES IN RISK”

PERIOD OF THE FACE-TO-FACE FORM OF TRAINING: 28 MAY - 7 JUNE 2018

PERIOD OF THE DISTANCE LEARNING FORM OF TRAINING: 2 JUNE - 2 JULY 2018

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

The training will be conducted in blended form (face-to-face and distance learning) and is intended for social workers, with Bachelor degree in the profession and / or experience up to five years on the position.

The aim of the program after completion of the training cycle is the participants to have learned the mechanisms of interaction with the institutions and civic organizations and to be able to co-ordinate their work on the occasion. They will have acquired knowledge and skills on the specifics of social work with children and young people with problematic behaviour and will be able to monitor these cases in accordance with the existing legal framework. In addition, each of them will be able to identify and work on cases of Parental Alienation Syndrome as

well as cases of child abuse and trafficking while also taking measures to prevent them.

The training program is based on practical work on social services for children as well as the implementation of adequate approaches and methods in social work for children and families at risk.

In the methodology of the training are presented the theory in presentations, practically tasks, discussions.

After successful completion of the training in face-to-face and distance learning forms, trainees will receive a certificate of professional qualification for part of a profession from the Ministry of Education and Science.



Editorial Staff:

Liliya Boneva - chief expert

Milena Kyoseva, PhD - chief methodologist

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