



MINISTRY OF LABOUR AND SOCIAL POLICY

ИНВЕСТИРАМЕ В ХОРАТА



CENTER FOR HUMAN RESOURCE
DEVELOPMENT AND REGIONAL INITIATIVES

FEBRUARY 2018

BULETIN



ON FOCUS



THE CONTRIBUTION OF THE
DIGITAL PRODUCTS FOR THE
DEVELOPMENT OF THE METH-
ODOLOGICAL POTENTIAL OF
THE CENTRE



GOOD RESULTS FROM SELF-ASSESS-
MENT OF VOCATIONAL TRAININGS
QUALITY IN 2017




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ПЛАТФОРМА ЗА
ДИСТАНЦИОННО
ОБУЧЕНИЕ

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ON FOCUS

In February 2018 at the Centre three face-to-face seminars will be held and one distance learning seminar will be conducted. They are targeted for employees from the state administration of the Ministry of Labour and Social Policy (MLSP) and Secondary level units (SLU) to the Minister of Labour and Social Policy and are on topics as: mastering communication skills, managing aggression, harassment and violence at work, recognizing signals of risk of parental alienation and how to respond to such situations. Regarding the good results, achieved in the previous years, in 2018 two distance learning seminars for mentors in the system of the Employment Agency will be conducted, as the first of them will launch at the end of the month.

In this month, unemployed persons who are trained under the National Action Plan for Employment (NAPE) will finish their training in serving public restaurants. It is a tradition to organize a tasting exhibition of culinary products at the graduation of the students, which will be carried out this time as well. Our team of Experts began intensive work on updating the content of training programs and methods, with reference to adapt to the changed requirements of the National Agency for Vocational Education and Training (NAVET). The methods, developed and tested in recent years, will be upgraded and integrated into the trainings, focusing entirely on the trainee's role and his/hers active position in the training process.

This year, we will offer expanded portfolio of vocational training courses for unemployed persons. Processes of licensing of new specialties which the labour market demands, namely "E-commerce", "Knitter's manual art knitting", and "Classic massage and spa therapies" are on the way. Besides these, we will conduct trainings on key competences such as "Management of conflicts and crises" and "Leadership skills".

The 2018 Catalogue for trainings for the administration is now available and could be found on the external site of CHRDMI, link: www.chrdri.net button "Info center" and section "Publications".

Topics covered in it are entirely consistent with the results of the study of training needs held among employees of the structures of MLSP and SLUs to the Minister of Labour and Social Policy at the end of 2017. The new titles are thematically related to current trends in activities of MLSP and SLUs to the Minister of Labour and social policy, such as development of the labour force and the labour market in the context of the demographic changes, the current aspects in the legal framework and the gender equality policy, working on cases of children, involved in parental conflicts, methods and approaches for prevention and counteraction of corruption in social activities, and others.



THE CONTRIBUTION OF THE DIGITAL PRODUCTS FOR THE DEVELOPMENT OF THE METHODOLOGICAL POTENTIAL OF

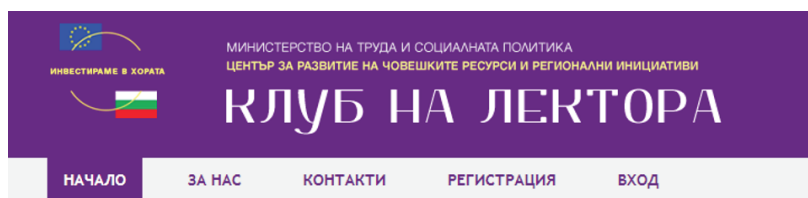
For more than eight years the CHRDR I is developing and improving its methodological and resource capacity by implementing training methods, founded on internet-based platforms. The digital products and services are widely used by the Centre.

The Lecturer's Club <http://www.lecturerclub.com/> is one of the most important products for the methodological activities of the CHRDR I. It started operating in mid-2010, as a digital product with no analogue among the training institutions in the country.

During the past seven years in the forum of the Club, 34 different topics on methodology and resource have been discussed. In result of the conducted discussions and after deep analyses of the summarized opinions of the lecturers, the methodological team of the Centre has developed, tested and implemented the following methods:

- Ten basic rules for successful moderation and discussion in a group;
- Action-oriented training;
- Couching;
- Participatory approach training.

Moreover, in 2013 a collectanea of methodological materials „Approaches and



Е-лаборатория

Основата, на която се гради „Клуба на лектора“ е дискуссионният форум, в който се разискват предварително зададени от модератора теми. Наричаме го лаборатория, защото той инициира разработването на нови методически разработки, насочва посоката за наблюдения на обучителния процес, създава условия за провеждане на анализи, които прерастат в научно-изследователски разработки с практическа приложимост.



„Клубът на лектора“ е доброволна, неформална мрежа на лекторите, които водят обучения в Центъра за развитие на човешките ресурси и регионални инициативи. Чрез него ние се стремим да подобрим качеството и ефективността на обучителните курсове.

Той е създаден да подкрепи усилията на експертния екип за предлагане на качествено и съвременно обучение въз основа на съществуващите модерни техники на комуникация. Този виртуален форум за среща на лекторите подпомага за дискутиране и разрешаване на актуални методически въпроси.

Techniques in Adult Training” that summarizes the training methods, implemented in the trainings was published. It is a result of the extensive work of the experts and lecturers of the Centre, along with a series of discussions in the Lecturer's Club and reflects the achievements in the innovative training forms, especially designed for the needs of the institution.

Since 2016 the Club has an entirely new version. It offers bigger variety of functional and visual possibilities. Along with that, the digital product was filled with content materials - articles and discussions on given topics, as well as short business cards of the lecturers who are members of it. The concept of this product is to discuss current issues related to teaching methods and approaches, achievement of higher quality education, etc. This is one of the Center's approaches to successfully generate methodological resources through exchange of experi-



ence and good practice on various topics on which lecturers can discuss, give guidance or recommendations. The main conclusions and suggestions from these discussions are taken into account and are often incorporated into methodical approaches in the trainings.

SmartNet <http://www.smartnetbg.net/> is another digital product of the Centre, which is an informal network of people, trained in the CHRDR. In 2017 the product continued to integrate the participants in the Centre's trainings by activating some new thematic forums, all of them in unison with the topics of training and the requested by the consumers interests.

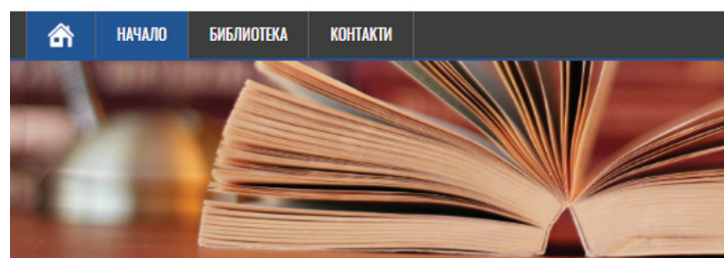
The Centre continues to actively use the Distance Learning Platform <http://www.pdo.chrdri.net/>, as a proven successful tool for conducting distance training, which offers extremely simple interface. Average for an year



Добре дошли в SmartNet – Социалната мрежа на ЦРДРИ

200 persons are trained on the Platform, mostly in vocational programmes.

The E-Bulletin is a part of the informational resources of the Centre. It provides with information regarding the trainings, their topics, aims, target groups and schedules for conducting. An important place in it take articles on methodological issues, meetings and interviews with lecturers, exchange of experience and good practice on different professional thematic in the social area. The content of the Bulletin has a well-established structure that allows a quick and easy orientation for the reader. It is distributed electronically among



Начало

Електронната библиотека на Център за развитие на човешките ресурси и регионални инициативи е специализиран програмен продукт, който поддържа база-данни от текстови материали, съхранявани в цифров вид или на носител. Тя допълва и обогатява другите програмни продукти на Центъра с разнообразни информационни материали на различна тематика.

Електронната библиотека е разработена в рамките на проект „Изграждане на институционален капацитет“, изпълняван съвместно от МТСП и МОЦ на МОТ.



Целта ѝ е да се осигури пряк достъп до многообразието от информационни източници, с които разполага Центърът, като по този начин се предоставя възможност на

the directorates in the MLSP system, the SLUs to the Minister of Labour and Social Policy and the Social Partners, as well as through the official website of the Centre.

The E-Library <http://www.e-libraryeu.com/> is a specialized software product that supports a database of text materials, stored in a digital form or on different carrier. It complements and enriches the Center's other software prod-



ucts with a variety of information materials on a different subjects. Its aim is to provide direct access to the diversity of information

sources, thus enabling social workers to raise their awareness of issues of interest. The thematic sections of the library correspond to the main directions of the Center's training activities and provide direct access to rich information on the different strands of social policies.

To all of the mentioned above products access is guaranteed from the external website <http://www.chrdri.net/>, via integrated buttons. The website has been developed according to all requirements for a corporate digital product. The interface is dynamic, modern, and the information is updated in a timely manner. There is also a button to access the Center's Facebook page.



МИНИСТЕРСТВО НА ТРУДА И СОЦИАЛНАТА ПОЛИТИКА

ЦЕНТЪР ЗА РАЗВИТИЕ НА ЧОВЕШКИТЕ РЕСУРСИ И РЕГИОНАЛНИ ИНИЦИАТИВИ

Търси

Български English

ЗА НАС

ДОКУМЕНТИ

Е-БЮЛЕТИН

ИНФО ЦЕНТЪР

ДЕМОГРАФСКИ ПРОЕКТ

ПРОГРАМИ И ПРОЕКТИ

ПРОФИЛ НА КУПУВАЧА



АКТУАЛНИ СЪБИТИЯ

GOOD RESULTS FROM SELF-ASSESSMENT OF VOCATIONAL TRAININGS QUALITY IN 2017

On the basis Decree № 2 of the Ministry of Education and Science (MES) to ensure the quality of vocational education and training (VET), the Centre for Human Resources Development and Regional Initiatives (CHRDRI) has developed and put into action an Inner system to ensure the quality of vocational training (ISE-QVT) since the beginning of 2016.

Periodic self-assessment of the effectiveness of the system as a whole and its structural elements are basic requirement of current legislation, which requires an assessment and analysis of the conducted vocational trainings for one year prior period. On this basis, best practices appear and the risks to the quality of vocational training for the next period become also clear. Summary information allows outlining potential areas for improvement of the quality and planning measures to promote more active actions of all participants in the

process of training.

The analysis of the self-assessment conducted in 2017 shows that the vocational trainings held in the Center have very good quality. More than 70% or 23 criteria (according to Appendix № 2 to art. 15 par. 2 of the above-mentioned Decree № 2 of MES) have met the maximum number of points in the methodology.

All vocational trainings, which were held at the Centre, have been developed according to State educational requirements (SER). Very important for the quality of the conducted trainings is the annual updating of the programmes, which is operated jointly with representatives of the partner institutions, who have ordered the trainings and is conformed with the legislative framework of NAVET.

For quality vocational training, there are needed proven professionals in the field of training and applying innovative and interactive ap-



proaches of training. The selection of lecturers for vocational trainings held in the Center is based on rules and criteria for selection of lecturers who are part of the internal rules and processes to organize, conduct and evaluate vocational trainings in CHRDRİ. This ensures quality of lecturing staff that can meet the expectations and requirements of trainees.

The commitment of the lecturers to the Centre is not limited solely to participation in a specific training. Each one of them has an opportunity to participate in the Lecturer's Club sharing views on topics set for the month, generate new ideas and approaches to integrate in the learning process, or share useful experience, which could be further developed as a methodological resource.

In order to provide quality educational services, the Center conducts continuous internal monitoring and control of vocational trainings, as well as control of the overall performance of CHRDRİ by longstanding evaluating of each training conducted at the Center (incl. vocational ones) under ROIT methodology and subsequent analysis which reflects the level of quality of educational services and accompanying logistics activities and additional services.

Based on this analysis, we can say that CHRDRİ has a very good performance according to the selfassessment conducted for 2017 due to the longterm strengthening of the Center on the market of training services as authoritative organization, training government officials on topics in social field and unemployed persons in the most popular professions on the labour market.

As a result of the summary of the selfassessment the following correctional measures and activities for 2018 were fixed: expanding the cooperation with the Employers' organizations, expanding the portfolio of the proposed vocational trainings in the Centre by licensing new specialties, introducing entrance examinations for the selection



of candidates for trainings, conducted under NAPE for unemployed persons with regard to achieving the homogeneity of the start-up knowledge, skills and abilities of the group, to ensure greater success for the graduates and the participants, who gained professional qualification.

The Centre's team works continuously for resource provision and gaining opportunities for expansion of vocational trainings by developing additional partnerships with public institutions, social partners, NGOs and academia.

FEBRUARY'S SCHEDULE OF TRAININGS

AGGRESSION, VIOLENCE AND HARASSMENT AT THE WORKPLACE

Seminar,

19 – 20 February 2018

Form of training: Face to Face

The seminar is implemented under the Agreement between ITC - ILO and CHRDMI

The seminar is designed for senior management and expert staff of MLSP and SLUs to the Minister of Labour and Social Policy without a specific psychological profile. During the training the psychic causes that determine conflict behaviour, interpersonal clashes and confrontation will be outlined. The focus will be on the efficient methods for studying aggressive behaviour and psychological approaches to understanding and overcoming it - how to achieve communication without aggression, how to show empathy, tolerance, and humour. Successful graduates will receive certificates.



MENTORING IN THE SYSTEM OF THE EMPLOYMENT AGENCY

Seminar

Period of implementation: 20 February – 16 March 2018

Form of training: distance learning

The training is implemented under the Agreement between ITC-ILO and CHRDMI

The seminar is intended for senior management and expert staff from the Labour Office Directorates (LODs), acting as mentors.

The Employment Agency has many years of positive practical experience in the area of mentoring, which needs systematisation and improvement, based on modern trends in human resource development. During the seminar using the Centre's distance learning platform, participants will have an opportunity to successively get acquainted with the objectives of mentoring, mechanisms and criteria for appointing mentors. For several sessions, they will follow the process and content of mentoring, while at the same time they will build on their knowledge and skills for unified and consistent approach to supporting

employee development. In the process of work, special attention will be paid to the functions of mentoring and its elements, as well as to the role and responsibility of a mentor. At the end of the training, an analysis will be made of the outcomes of mentoring for further support, further training, and employee development. The training will end with solving a practical task based on the material from all the topics concerned.

Successful graduates will be awarded certificates.

COMMUNICATION AND PRESENTATION SKILLS. SUCCESSFUL BEHAVIOR BEFORE THE AUDIENCE

Seminar, 22 – 23 February 2018

Form of training: Face to Face

The seminar is implemented under the Agreement between ITC - ILO and CHRDR

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.

The focus of the seminar will be placed on communication techniques to manage conflicts in the workplace (different dialogic and monologue forms of communication) and on creating practical skills for making presentations. Special attention will be paid to convincing communication and argumentation. Participants will be introduced to various manipulative techniques and methods to counteract manipulation.

Through interactive approaches, the participants will gain theoretical knowledge and practical skills to overcome communication problems

of different types. The seminar will contribute to proper interpretation of nonverbal behavior - clothing and accessories, facial expression, gesticulation.

The training contains a module during which will be discussed ways to define appropriate Power Point presentation as required by the environment, as well as its successful presentation to audience.

Successful graduates will receive certificates

WORKING ON CASES OF PARENTAL ALIENATION - METHODOICAL NOTE TO WORK ON CASES OF CHILDREN AT RISK OF PARENTAL ALIENATION, SOCIAL REPORTS IN CASES OF PAS, INTERACTION OF "CHILD PROTECTION" DEPARTMENT WITH INSTITUTIONS AND ORGANIZATIONS, CONCERNED WITH THESE ISSUES

Seminar, 26 – 27 February 2018

Form of training: Face to Face

The seminar is implemented under the Agreement between ITC - ILO and CHRDR

The seminar is designed for social workers from Regional Social Assistance Directorates and Social Assistance Directorate of the Social Assistance Agency, expert staff from the State Agency for Child Protection, representatives of NGOs dealing with these issues that have a need to systematize their knowledge to work on such cases.

The objective is to be acquired knowledge and skills to recognize early signs of risk of parental alienation and how to react in such a situation, mastering techniques to identify specific needs of children at risk of parental alienation, and building skills for selection of appropri-

ate methods of work and interaction with children in various stages of parental alienation.

After participating in the seminar, participants will have gained skills for timely identification of presence of main features of alienation in children at risk; they will be able to assess the risk of alienation and to recognize various stages according to approaches for prevention, care and intervention, and will also implement measures to prevent alienation of children according to the specifics of each case.

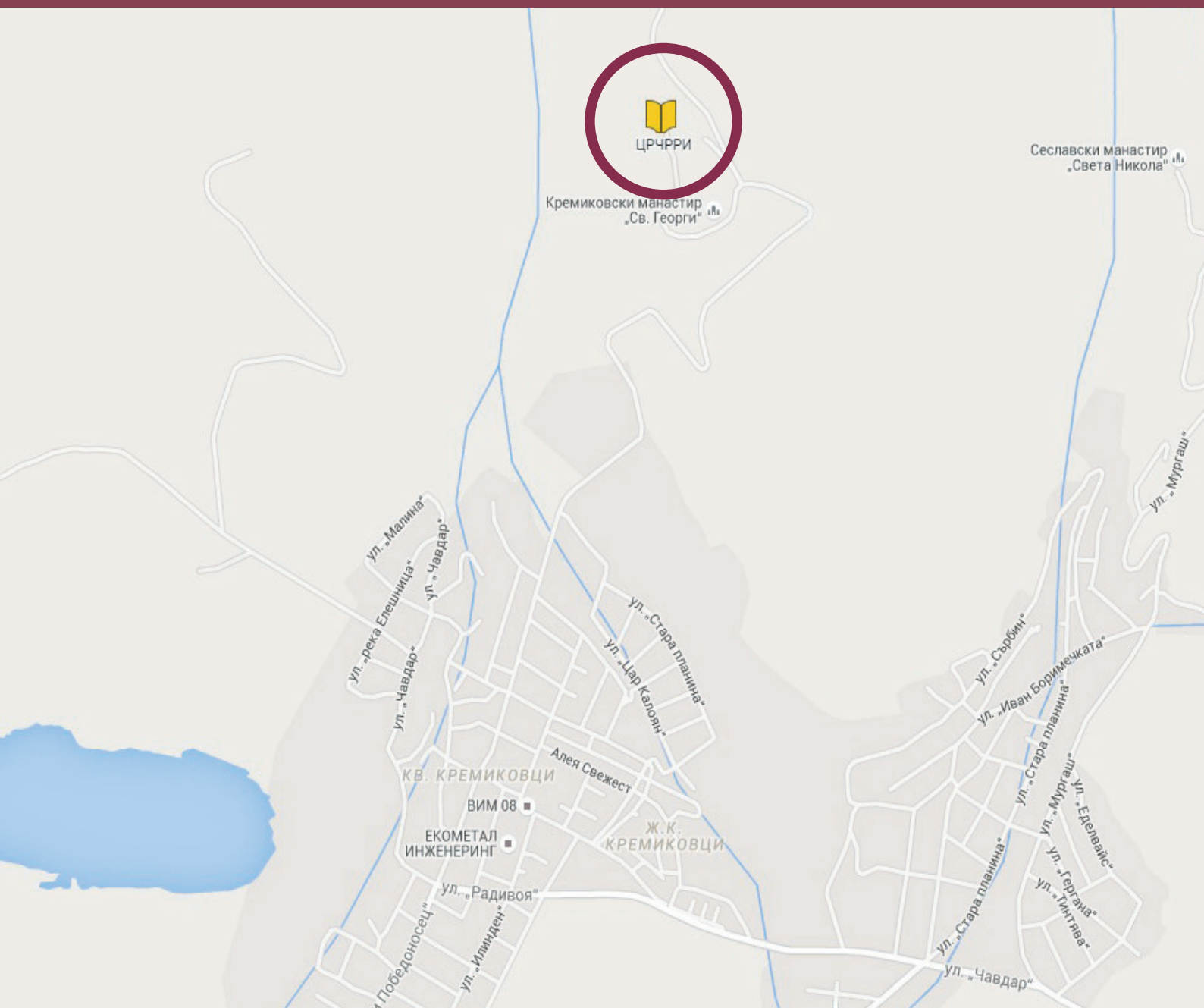
Successful graduates will receive certificates.

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