



MINISTRY OF LABOR AND SOCIAL POLICY

INVESTING IN PEOPLE

CENTRE FOR HUMAN RESSOURCES DEVELOPMENT AND REGIONAL INITIATIVES



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BULLETIN



ON FOCUS

THE AGGRESSIVE VIOLENCE AT THE
WORKPLACE MAY BE SUCCESSFULLY
LIMITED BY FOLLOWING UNIVERSAL PRINCIPLES



MARCH'S SCHEDULE OF TRAININGS




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ON FOCUS

In March this year at the CHRDR four seminars for employees of the administration of the Ministry of Labour and Social Policy (MLSP) and Secondary level units (SLU) to the Minister of Labour and Social Policy will be conducted.

Traditionally, at the Centre are organized seminars for raising the organizational, business and communicational skills. During this month the participants in training on “Business Skills for Managing Meetings and Negotiations. Image and Success” will have the opportunity to master their skills and knowledge in business communication. The social workers from Social Protection Departments to the Social Assistance Directorates of the Agency for Social Assistance, who use the stated legal framework in practice, will participate in a seminar in which the opportunities for managing problems when implementing the acting legal framework in family support will be discussed, after the changes made in the Law on Family Allowances for Children on 01.01.2018.

The annual seminar, designed for psychologists, Roma mediators and case managers from the Labour Office Directorates of the Employment Agency, aimed at gaining and

upgrading the skills for advocacy of the employees of the Labour Office Directorates in the process of seeking employment for unemployed persons, will be conducted at the Centre.

The mechanisms for inter-institutional interaction when implementing the process of taking out children from specialized institutions will be discussed by the employees of the Social Assistance Regional Directorates and social workers from the Child Protection Departments of Social Assistance Directorate of the Social Assistance Agency, expert staff of State Agency for Child Protection and NGOs, representatives of the state administration and of the social services, which are decentralized and managed from the local authorities.

In this month the first three for the year vocational courses for professional qualification of unemployed people, registered in the Labour Offices, will start. The courses are on Administrative Service, Guide Service and Production of Culinary and Beverages. The training programs are entirely matched with the latest changes in the legislative framework and the requirements of the National Agency for Vocational Education and Training (NAVET).



THE AGGRESSIVE VIOLENCE AT THE WORK- PLACE MAY BE SUCCESSFULLY LIMITED BY FOLLOWING UNIVERSAL PRINCIPLES



Prof. PhD. Stoyko Ivanov is one of the long-term lecturers at the Centre on trainings regarding interpersonal communication skills. He is lecturing Psychology at Sofia University "St. Kl. Ohridski" with many years of experience and numerous publications and research on the topics. After the successful completion of training on topic: "Aggression, Violence and Harassment at the Workplace", Prof. Ivanov was kind enough to give a short interview for the Bulletin of the CHRDMI.

Prof. Ivanov, it is the first time that a training on topic: "Aggression, Violence and Harassment at the Workplace" is conducted at the Centre. As a lecturer of the seminar what is your opinion on the mood of the participants before and after the end of the training in terms of achieving the goals of the seminar?

Prof. Ivanov: In my opinion the expectations of the participants were met. The problems regarding the genesis of aggressive behavior, violence and harassment at the workplace were discussed, as well as the factors that determine them. Personal experience, practice and possibilities for prevention of these negative phenomena was discussed in small groups. Very important fact is that everyone had a great time and informal contacts were established among the participants.

Employed people meet aggression on their workplace in different forms. Is there an universal approach for managing with this aggression?

Prof. Ivanov: There is not a generally valid way to cope with the aggressive behavior and harassment at the workplace. Each act of violence is unique and is characterized with the specific of the participants in it, expressed in their motives, abilities, values, etc. There are, however, universal principles and strategies, connected with the communicational skills as as-

sertiveness, observance, tolerance, creativity, empathy, listening skills, teamwork skills, humor, ethics, professional competence, organizational culture and rules that, if abided by, will minimize aggressive acts of violence.



Moment from the interactive games during the training

Prof. Ivanov, perhaps you have noticed that most of the participants in psychological trainings are interested to participate, but when necessary to reveal themselves like individuals

before the group or when they need to take part in role-playing they put a sudden barrier. How do you explain this behavior and could it reflect on the professional engagements?

Prof. Ivanov: The aim of the trainings is not self-revealing of the participants, but the acquisition of certain knowledge, the improvement of specific skills and the formation of specific habits. Self-revealing could be done during a longer training, because the training is a process that goes through certain stages for which time is needed to create trusted communication.

You are a long-term lecturer at the Centre on trainings regarding organizational, communicational and business skills. What is changed in the participants during the years?

Prof. Ivanov: In my opinion through the years the expectations and the competences of the participants in the seminars have been upgraded. It is obvious that their experience and requirements are increasing.

The team of the Centre expresses its gratitude to Prof. Ivanov for the interview!

MARCH'S SCHEDULE OF TRAININGS

ADMINISTRATIVE SERVICE

Period of implementation: 12 March – 11 July 2018

Training course for acquiring second degree of vocational qualification for unemployed persons under the National Action Plan for Employment 2018

The training includes disciplines that will help the trainees in their effective participation in team work, gain knowledge about the labor regulation of the profession and the organization of the work process.

The participants will gain the necessary practical knowledge to work with the modern products and technologies needed for an efficient administration, to ensure safe working conditions in the handling of the respective

equipment, knowledge of the rules in the preparation of various documents accompanying the administrative work. They will acquire knowledge and skills to help them know the rules of the business protocol and the ethical rules for teamwork

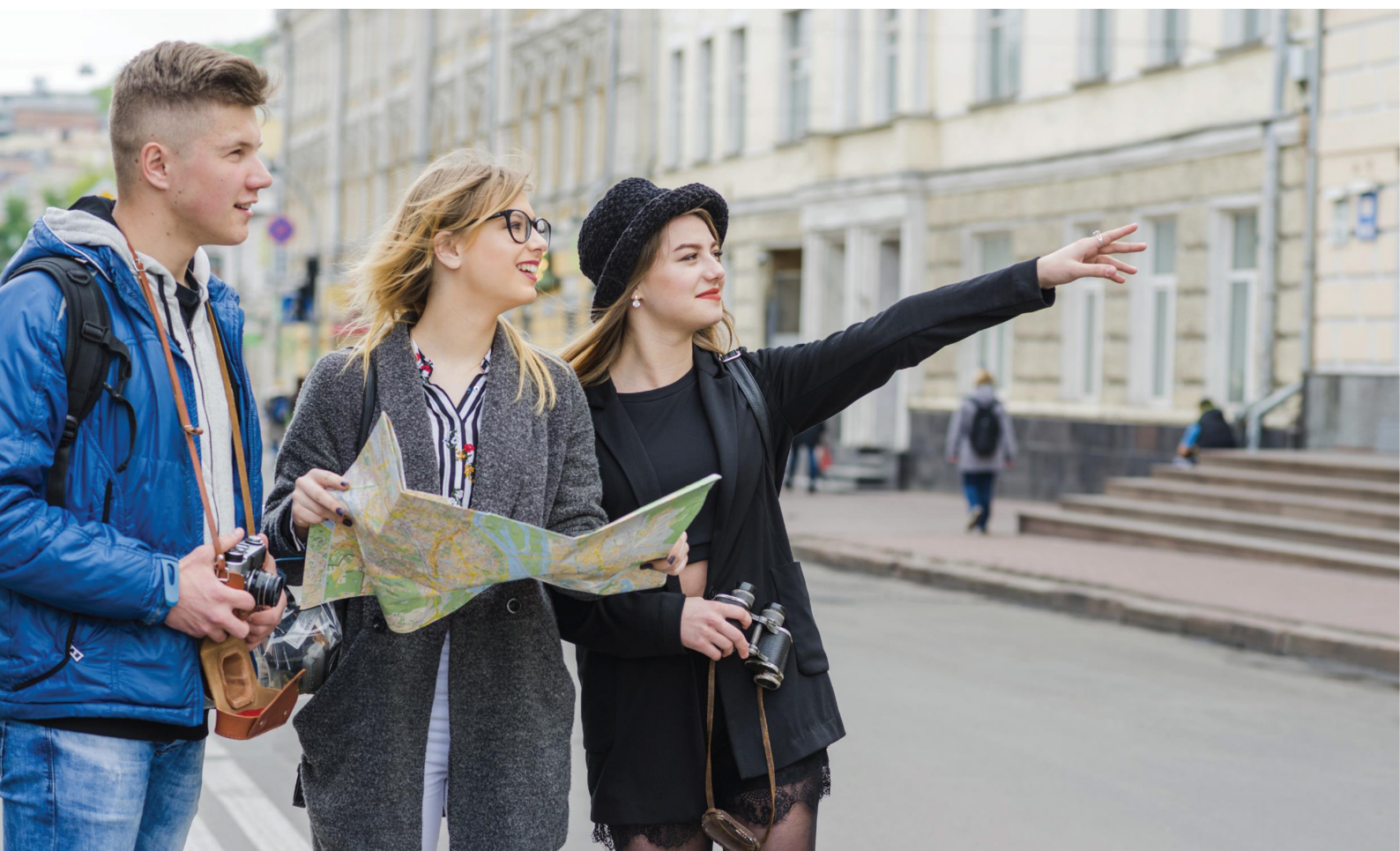
Upon completion of the course, participants will receive documents for acquiring second degree of professional qualification – Certificate for vocational qualification.



GUIDING SERVICES

Period of implementation: 19 March – 16 April 2018

Training course for acquiring vocational qualification in part of profession for unemployed persons under the National Action Plan for Employment 2018



The training is intended for unemployed persons registered in labour offices of residence.

Tourism is a priority sector in the Bulgarian economy and the need for qualified employees is constantly increasing. The main purpose of the training is participants to acquire professional competencies for guiding services, which include: acquiring professional speech label in communication with guests and tourists, according to es-

tablished standard procedure; acquiring high general culture with regard to tourist sites and routes in the country and mastering technology of the tour guide activity.

Successfully completed participants will receive certificates for acquiring part of the profession “Guide”, according to Ordinance № 4/16.04.2003 of the Ministry of Education and Science.

REGULATIONS GOVERNING THE GRANTING OF FAMILY ALLOWANCES FOR CHILDREN UNDER THE LAW ON FAMILY ALLOWANCES FOR CHILDREN AND ITS IMPLEMENTING RULES

Seminar, 19 – 20 March 2018

Form of training: face to face

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

The training is intended for social workers from the Social Protection Departments of the Social assistance agency, who use the stated legal framework in practice.

The changes in the Law on Family Allowances for Children from 01.01.2018 introduce a legal opportunity for setting a different income criterion for the four types of family allowances for which there is a lucrative test. One-time benefits for pregnant women, pupils enrolled in the first grade and monthly child-care allowances up to one year are provided on a common income criterion.

The seminar aims to promote the exchange of experience and good practice and models to deal with problems

in the implementation of existing legislation in the field of family support and exchange of experience in teamwork of individual Social Assistance Departments of the Agency for Social Assistance.

As a result of the seminar the participants will be able to implement good practice and models for coping with problems in the implementation of the acting legislative framework in the field of family support and in the same time will strengthen the teamwork of the employees of individual Social Assistance Departments of the Agency for Social Assistance regarding the Law on Family Allowances for Children and its implementing rules.

Certificate will be issued to successful graduates.

BUSINESS SKILLS FOR MANAGING MEETINGS AND NEGOTIATIONS. IMAGE AND SUCCESS

Seminar, 19 – 20 March 2018

Form of training: face to face

The training 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 whose work involves conducting or participating in business meetings and negotiations.

Business communication on the workplace is a key factor, which determines the results of the joint work and the relationship between the employ-

ees of an administration. Knowing the essence, structure, functions and practices for its optimization is critical to the performance of the work.

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.

PROFESSIONAL COUNSELING FOR CLIENTS OF LOD. ADVOCACY SKILLS

Seminar, 22 – 23 March 2018

Form of training: face to face

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

The seminar is intended for psychologists, Roma mediators and case managers from the EA Labour Office.

In line with the European Employment Strategy, all unemployed people must have access to professional counseling, according to their needs, in order to help them create individual employment strategies and to provide support in the process of seeking employment.

The training emphasizes the key

role and importance of conversation with jobseekers for the success of mediation work. Strategies for counseling in the presence or absence of desirable jobs will be presented in detail. In the process of implementation of a counseling model will be discussed the effectiveness of employers' tools and tools for jobseekers.

At the end of the training, graduates will be awarded certificates

PRODUCTION OF CULINARY AND BEVERAGES

Period of implementation: 26 March – 25 July 2018

Training course for acquiring second degree of vocational qualification for unemployed persons under the National Action Plan for Employment 2018

Participants will become familiar with all compulsory modules according to the state educational requirements for practicing the profession "Cook". Besides specific vocational training, the trainees will be familiar with food safety regulations; legal regulation of labour process; rules for effective teamwork. The course also includes English language lessons and computer literacy lessons.

Based on the theoretical knowledge at the end of the training, all trainees will have an opportunity for a solid production practice that will further motivate them to develop in the culinary field.

Successful graduates will receive Vocational Qualification Certificates and will be able to successfully complete their work on the labour market.

STAGES OF PLANNING AND IMPLEMENTATION OF THE PROCESS OF TAKING OUT CHILDREN FROM SPECIALIZED INSTITUTIONS, MECHANISMS OF INTER-INSTITUTIONAL INTERACTION

Seminar, 27 – 28 March 2018

Form of training: face to face

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

The seminar is intended for employees of Regional Social Assistance Directorates and social workers from the Child Protection Departments in the Social Assistance agency, experts from State Agency for Child Protection and NGOs experts, representatives of municipal administrations and social services that are decentralized and managed by local authorities.

The National Strategy “Vision for Deinstitutionalisation of Children in the Republic of Bulgaria” 2008-2018 defines the development of children’s policy and the protection of their rights, which is a national priority requiring pooling of resources, public attention and effective coordination of the policy for children.

The National Strategy for the Child, adopted in 2010, regulates the activities and measures to be implemented for children

with disabilities and at risk. At the end of 2016, an updated Action Plan was adopted on the process of deinstitutionalisation of children in Bulgaria, where the guiding principles, priorities and objectives, including the implementation measures, were outlined. These measures include the systematic closure of all existing child-care institutions in Bulgaria, ensuring that child care for long-term or short-term family care is provided for each child and that the care system for vulnerable children and their families is improved.

Participants in the seminar will raise their knowledge regarding the toolkit for taking out children with or without disabilities from specialized institutions and their placement in resident type services and will develop skills for better planning of the process and exchange of experience to provide adequate support.

Successful graduates will be awarded certificates.



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