



## AGENDA

29, 30 and 31 May 2017

Location: Hotel Porta - Skopje

Trainer: *Maja Tasheva Bitkoska*

Time	Topic
09:30 - 10:00	Arrival and registration of the participants
10:00 - 11:30	<b>Introduction</b> <ul style="list-style-type: none"><li>• Review of the objectives, agenda and topics</li><li>• Participants' expectations</li></ul> <b>Business communication</b> <ul style="list-style-type: none"><li>• Process of communication</li><li>• Verbal and non-verbal communication</li><li>• Communicators</li><li>• Active listening for better understanding</li></ul>
11:30 - 11:45	Coffee break
11:45 - 13:15	<b>Building partnership and cooperation</b> <ul style="list-style-type: none"><li>• Establishing partnerships</li><li>• Elements of partnership</li><li>• Stress managements</li></ul>
13:15 - 14:15	Lunch break
14:15 - 16:00	<b>Social mentoring</b> <ul style="list-style-type: none"><li>• Process of mentoring</li><li>• Mentors' role</li><li>• Responsibilities of the mentee</li><li>• Mentorship relations</li><li>• Phases of the social mentoring</li><li>• Practical examples of successful social mentoring</li></ul>
16:00 - 16:15	Evaluation of the training