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“PROMOTING ACTIVE INCLUSION OF DISADVANTAGED PERSONS EXCLUDED FROM THE LABOUR MARKET”

PROJECT REFERENCE NUMBER: 12-9137 / 1

Deliverable D2.1c
Training package

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1. General information

The training will be held within the project “Promoting active inclusion of disadvantaged persons excluded from the labor market”, Contract No. 12-9137/1, financed by the European Union within the Operational Program for Development of Human Resources – The European Union’s Instrument for Pre-accession Assistance IPA.

The project aims towards increasing the activation and involvement of persons at risk of social exclusion in the labour market by mobilizing and/or improving their skills, education, qualification and facilitating their full integration into the society and in particular their access to the labour market.

The overall goal of the project can be presented by the following specific objectives:

- To enhance the employment potentials of people at risk of social exclusion by promoting individual pathways towards employment;
- To develop and implement targeted employment services and trainings leading to sustainable integration into the labour market of people at risk of social exclusion;
- To identify and transfer good practices of labour market integration of people at risk of social exclusion and ensure their greater impact and multiplication.

The Action is structured into three interrelated clusters of activities:

- Enhancing the skills of employment and social care professionals.
- Reinforcing the motivation, participation and employability of the groups at risk.
- Fostering networking and partnership-building of service providers.

This training curriculum represents the structure of the training aiming to reinforce the motivation, participation and employability of the groups at risk and in the same time is an introduction to the mentoring process and the practical placement of the groups at risk in some of the Macedonian companies.

2. Training modules



2.1 Understanding career and the job searching process

This training module one hand will enable the participants to establish clear understanding of what is essential for being able to find a job and in the same time provide a clear understanding of which are the skills that the participants currently have, detecting their strengths and weaknesses, and considering the mentorship process as an opportunity for finding a job or an internship. On the other hand, this module besides the personal assessment will provide the essential elements of the job application process like writing a well-structured CV, motivational letter and presentation skills needed for a job interview.

Purpose:

- To understand the connection between possessing skills and being actively included on the labor market taking in to consideration the individual capacities
- To have a realistic understanding of their personal self so they can realize easier what they really want.
- To see their personal network as potential source of employment
- To develop clear career path with realistic and achievable goals
- To apply for internship opportunities independently
- To apply for job openings independently
- To be prepared for the mentorship process planned for the further stage of the project implementation

Learning Objectives: By the close of the session the participant will be able to:

1. Identify the skills needed in order to be employed.
2. Identify their strengths and weaknesses significant for the job searching process.
3. Identify the opportunities and threads significant for the job searching process.
4. To be able to set short term and long term personal goals
5. Know-how for following goal achievement progress
6. To be able to detect potential individuals that can assist the job searching process.
7. To be able to perform well on a job interview.
8. Write well-structured CV.
9. Write well-structured motivational letter.
10. Be aware of the mentoring process.
11. Be aware of their responsibilities in the mentoring process.

Training Approaches:

- Participants centered training
- Active learning/Participatory approach
- Learning by doing

Methodology:

- Small groups work
- Group discussions
- Experimental learning
- Self assessment questionnaires

Preparation and required supplies:



- Projector and projector screen
- Flip chart and flip chart stand
- Scotch tapes (big and small, for paper and wall)-6
- Plain paper, A4-200
- Colored paper (colored cards)-50
- Glue for paper-6
- Colored post-it notes-2
- Scissors-6
- Markers in different colors for paper and board-15
- Paper for flipchart-50
- List of participants
- Folder for each participant
- Pen for each participant (inside of the folder)
- Notebook for each participant (inside of the folder)
- Printed additional materials (handbook, exercises) for each participant
- Speakers
- Printed agenda for each participant (inside of the folder)
- Printed evaluation form for each participant (inside of the folder)
- Extension cord

Training staff:

Name	Role
Blagica Rizoska, Doctor of business administration, Certified Management Consultant, Global career development facilitator and trainer.	Trainer

Training schedule:

Day/ Time	Topic	Training Staff	Remarks
09:30-10:00	Arrival and registration of participants		30'
10:00-11:30	Training opening <ul style="list-style-type: none">• Getting to know each other• Overview of objectives, agenda and topics• Participant's expectations Employability skills <ul style="list-style-type: none">• Which skills I need in order to be employed?• What are my strengths, weaknesses, opportunities and threats in the job	Blagica Rizoska	90'



	searching process? <ul style="list-style-type: none"> • What are the characteristics of employable people? • Who can help me in the job searching process? 		
11:30-11:45	Coffee break		15'
11:45-13:00	What is mentorship? <ul style="list-style-type: none"> • How is the flow of mentoring process? • What are my responsibilities in the mentoring process? Discovering of your potential <ul style="list-style-type: none"> .1.1 What is career? .1.2 What are the phases of career development? • How is my career developing so far? 	Blagica Rizoska	75'
13:00-14:00	Lunch break		60'
14:00-15:15	Career development plan <ul style="list-style-type: none"> • Goal setting, shortterm and longterm • Steps defining for goal achievement Writing of CV and motivational letter <ul style="list-style-type: none"> • Elements of successful CV • Characteristics of motivational letter 	Blagica Rizoska	75'
15:15-15:30	Coffee break		15'
15:30-16:30	Self-presentation on job interview <ul style="list-style-type: none"> • What do I need in order to present myself succesfully on a job interview? 	Blagica Rizoska	60'
16:30 -17:30	Training evaluation <ul style="list-style-type: none"> • Evaluation of the gained knowledge during the day • Group evaluation Overview of the expectations of the beginning of the day	Blagica Rizoska	30'

2.2 Developing employability skills

This module will provide learning process structured by interconnected topics that establish significant package of gaining employability skills. Mainly the participants in the first part of the day will gain knowledge of how to work in a team, how to communicate effectively on the workplace by using assertive techniques. In the second part of the day the participants will focus more on conflict



resolution and emotional intelligence by learning the basics of conflict, gain the ability to recognize and cope with emotion, and in the end get adjusted to the concept of positive thinking.

Purpose:

- To be aware of the group dynamics, team roles and basic principles of working in a team
- To develop an understanding of the theory and practice of effective communication.
- To explore the most convenient methods and techniques for conflict resolution.
- To establish a concept of dealing with “difficult” situations.
- To understand the concept of assertiveness and be able to detect its everyday usage
- To recognize and cope with emotions professionally on the workplace

Learning Objectives: By the close of the session the participant will be able to:

1. Identify different group roles
2. Identify the phases of team development
3. Perform successfully while working as part of a team
4. Become more productive through more effective communication
5. Identify different types of conflicts on the workplaces
6. Identify at different styles of conflict resolution.
7. Use assertive behavior in order to deal with conflicts on the workplace.
8. Feel more in control of the daily activities
9. Recognize personal emotions and be able to cope with them
10. Increase confidence handling difficult behavior in others
11. Manage colleagues and friends effectively

Training Approaches:

- Participants centered training
- Active learning/Participatory approach

Methodologies:

- Power – point presentations
- Audio-visual tools
- Role play and Simulations
- Small groups work
- Flip chart presentations
- Group discussions
- Case studies
- Experimental learning
- Experiential learning
- Self assessment questionnaires

Preparation and supplies required:

- Projector and projector screen
- Flip chart and flip chart stand
- Scotch tapes (big and small, for paper and wall)-6
- Plain paper, A4-200
- Colored paper (colored cards)-50
- Glue for paper-6



- Colored post-it notes-2
- Scissors-6
- Markers in different colors for paper and board-15
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- Extension cord

Training Staff:

Name	Role
Blagica Rizoska, Doctor of business administration, Certified Management Consultant, Global career development facilitator and trainer.	Trainer

Training Schedule:

Day/ Time	Topic	Training Staff	Remarks
10:00-11:30	Introduction of the daily topics Working as part of a group <ul style="list-style-type: none">• Phases of team development• Group roles• Team work	Blagica Rizoska	90'
11:30-11:45	Coffee break		15'
11:45-13:00	Effective communication <ul style="list-style-type: none">• What is communication?• Types of communication Types of communicators <ul style="list-style-type: none">• Visual, auditive, kinetical communicators	Blagica Rizoska	75'
13:00-14:00	Lunch break		60'
14:00-15:30	Conflict resolutions <ul style="list-style-type: none">• Types of conflicts on the workplace	Blagica Rizoska	75'



	<ul style="list-style-type: none"> • Styles of conflict resolution • Dealing with “difficult” situations • Characteristics of assertive behavior 		
15:30-15:45	Coffee break		15’
15:45-16:30	Emotions on the workplace <ul style="list-style-type: none"> • Recognizing and managing of personal emotions and emotions of others • Coping with emotions on the work place • Development of positive thinking 	Blagica Rizoska	60’
16:30 -17:30	Evaluation of the training <ul style="list-style-type: none"> • Evaluation of the gained knowledge of the day • Group evaluation • Fulfilling individual evaluation forms Overview of the expectations of the beginning of the day	Blagica Rizoska	30’

3. Formal Training Guidelines

The training will be held on 5 locations, in the following cities: Skopje, Ohrid (Southwest region), Kumanovo (Northeast), Veles (Vardar region) and Tetovo (Polog region),. Each participant has right on total 4 coffee breaks, 2 each day of training and one meal per day (lunch).

The training implementation dates per region are the following:

- Skopje 25th and 26th of October
- Kumanovo 27th and 28th of October
- Veles 3rd and 4th of Novermber
- Ohrid 7th and 8th
- Tetovo- additionally to be scheduled

Each participant that gets from different city than the city where the training is implemented is entitled to reimbursement of travel expenses in the amount of the amount of a return bus ticket from the city from departure to the city where the training is implemented, as shown in the table below. A compensation entitlement is only in the amount specified in the table, regardless of the route or the vehicle that you have used.

Destination	Average cost of return bus ticket in
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	MKD
Kumanovo	200
Kratovo	290
Debar	630
Kicevo	495
Makedonski Brod	530
Sveti Nikole	350
Kavadarci	410
Negotino	370
Tetovo	240
Ohrid	720
Kriva Palanka	325

Each participant will receive a folder with the following materials:

- Notebook
- Pen
- Agenda
- Handbook
- Template for transportation costs
- Evaluation questionnaires

Power point presentations together with the additional books, articles, pictures, will be saved into the shared folder. Each participant will have access to the all materials distributed during the training.