



# **Labour Office & Clients**

**Improving the Communication  
between  
Labour Office Advisers and their Clients**

The labour market situation in a larger European Union will further increase the requirements for efficient labour office interaction between job seekers and employers; and in order to achieve better matching results, labour office staff working with job seekers and with employers must improve their counselling and their communication techniques and to “understand the employers’ language. This project, bringing together partners from “old” and “new” EU countries for the joint development of modular training materials will support, in the labour market policy, the Commissions goal of “making a European Area of Lifelong Learning a Reality”.

The main objective of the project is to raise the awareness for the importance of personal competences in the job counselling and job mediation process and to develop a modular curriculum, training materials and a handbook:

*“Better counselling and communication skills for labour office advisers and job mediators”*

All products will be designed as web-based materials for free download.

Click

<http://www.labour-office-and-clients.org>

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The project partnership consists of 17 organisations:

- ✗ Labour market administrations from various European countries
- ✗ Vocational guidance and qualification institutions with extensive experience in labour market related training and qualification measures
- ✗ Expert partners providing a bridge to other European vocational guidance and qualification networks
- ✗ Research institutions and social policy administrations monitoring the network within a scientific and political context



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