

Labour Office & Clients

www.labour-office-and-clients.org



Venue

Arcotel Wimberger
Neubaugürtel 34-36
1070 Wien
Tel.: 0043 (1) 52165-815

Workshops and Round Table Talks will be held in German and English language, lectures will predominantly be given in English, information material will be available in all languages.

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European Multiplier Seminar Labour Office & Clients



Better
counselling
and
communication skills
for labour office
advisers
and
job mediators

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Improving personal competences in the job counselling and job mediation process

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 better understand the "language of employers".

In order to raise awareness of the importance of personal competences in the job counselling and job mediation process, the project has developed modular training materials.

The Multiplier Seminar will inform about the new approaches, present the "LOC-Curriculum & Training Material" and the "LOC-Handbook as practical project answers and bring together partners from "old" and "new" EU countries for discussion and exchange of experience.

Programme

Thursday, 29th March 2007

12.00 am	Arrival, registration, lunch
01.00 – 01.30 pm	Welcome and introduction – The LOC project and its European dimension
01.30 – 02:30 pm	Target groups: Needs and challenges - Migrants - Older people - Clients facing basic skills deficits
02.30 – 03.00 pm	Expectations of employers – Cooperation with employment offices
03.00 – 03.20 pm	Coffee break
03.20 – 05.00 pm	Good practice within education and counselling programmes – Workshops in German and English language - Exchange of ideas and experience
07.00 pm	Dinner Excursion

Friday, 30th March 2007

09.30 – 10.00 am	Summary of workshops
10.00 – 12.00 am	Project answers - Innovative approaches, instruments and tools Lectures and discussion
12.00 – 12.30 pm	Perspectives
12.30 pm	Lunch