



BEST - Institut für berufsbezogene Weiterbildung
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***Welcome to the
European Multiplier Seminar
Labour Office & Clients***



Labour Office and Clients – Improving the communication
between labour office advisers and their clients

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



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European Multiplier Seminar Labour Office & Clients



1. The organisers
2. The background of our project activities
3. The programme LEONARDO DA VINCI
4. The project Labour Office and Clients
5. The participants of this European Multiplier Seminar
6. The programme of today and tomorrow
7. Organizational details

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BEST Training

- ◆ BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH - short BEST Training - was founded in 1990 as an independent vocational qualification institute. Its main activities comprise labour market related qualification and integration and vocational guidance for unemployed people.
- ◆ The institute offers training facilities for 200 people and employs a staff of some 20 employees and approx. 150 trainers.



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... BEST Training

- ◆ We qualify employees and unemployed people ...
 - in economy, languages, clerical skills, commerce, and computer skills. BEST Training, for example, offers qualification courses and examinations for the European Computer Driving Licence (ECDL and ECDL advanced).
 - ...and Soft Skills as working in teams, communication, networking, flexibility: These skills have become important factors at the labour market. The concepts for lifelong learning and accompanying coaching are part of our holistic approach



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BEST Training is actively contributing to the European qualification research

- ◆ Since Austria has joined the EU, we have been engaged in 26 European projects in the framework of the following EU programmes:
 - LEONARDO DA VINCI, the EU programme for vocational qualification
 - SOCRATES, the EU programme for adult education
 - e-TEN, the EU programme for supporting the information society
 - EQUAL and EMPLOYMENT, the Community Initiatives for labour market related projects and development partnerships



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European Partners:



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The Leonardo da Vinci programme...

*„ ... plays an important role in preparing European citizens for **entering the labour market**, thereby **reducing unemployment**. Taking companies' needs into consideration, the programme helps **to build a skilled European workforce** in an increasingly competitive world...”*

LOC contributes to this objective...



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The labour market situation in the enlarged 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 language’ of employers.



Labour Office and Clients – Improving the communication between labour office advisers and their clients



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LOC - Partnership

- ◆ Project promotor: **Úrad práce, sociálnych vecí a rodiny Dunajská Streda**
- ◆ Coordinator: BEST Training
- ◆ The multi-actor partnership comprises 17 partners from 10 countries
 - development partners
 - expert partners
 - labour market administration organisations
- ◆ Duration: 30 months (Nov. 2005 – April 2007)



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The 11 operative partners

- ◆ **Labour Office Dunajska Streda (SK), project promotor www.upsvar.sk**
- ◆ **BEST Training (AT), www.best-training.com**
- ◆ **Labour Office Znojmo (CZ) <http://zn.uradprace.cz>**
- ◆ **Telehaus Wetter VeFAR e.V. (DE) www.telehaus-wetter.de**
- ◆ **IRFA Sud (FR) www.irfa.fr**
- ◆ **District Labour office Győr-Moson-Szombathely (HU) www.fmm.gov.hu**
- ◆ **IFOA (IT) www.ifoa.fr**
- ◆ **LPIA Latvian Adult Education Association (LV) www.laea.lv**
- ◆ **State Employment Agency of Latvia (SEA) www.sea.lv**
- ◆ **Peoples University Kristianstad (SE) www.folkuniversitetet.se**
- ◆ **DACE – Department of Adult Continuous Education,
University of Glasgow (UK) www.gla.ac.uk/adulteducation**

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The main objectives of the project ...

- ◆ to raise awareness of the importance of personal competences in the job counselling and job mediation process
- ◆ to develop innovative approaches, instruments and tools



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LOC – Handbook: Background Information for Trainers

- ◆ Understanding clients
 - Guidance for disadvantaged clients - Clients with basic skills deficits - Older people – Migrants - Women
 - Empowering clients
- ◆ Requirements of the labour market
 - The importance of soft skills in the job placement process - Employability – Understanding the language of employers - Employers' expectations
- ◆ Gender and cultural distinction
 - Diversity management – Gender mainstreaming



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LOC Curriculum & Manual: Sustained success of training means transfer into practice

- ◆ The LOC Curriculum & Manual is designed to perform both: to develop key skills and widen the competences of professional activities
 - to strengthen and communicate a service-oriented culture within Labour Offices and JobCentres, to differentiate customers and to establish a detailed monitoring
 - to raise the awareness for the importance of soft skills in the job placement process
 - to promote the dialogue between labour offices and employers



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www.labour-office-and-clients.org

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The participants in this European Multiplier Seminar:



- ◆ **Labour market, regional development & social policy organisations:**
 - Office of Labour, Social Affairs and Family Dunajská Streda (SK)
 - Labour Office Győr (HU)
 - AMS Wien (Employment Service Vienna)
 - Arbeiterkammer Niederösterreich (Chamber of Work)
 - CEDIT (IT)
 - Labour Office Znojmo (CZ)
 - Pandivere Development, (EE)



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The participants in this European Multiplier Seminar:



◆ Labour market qualification training providers

- ATHINAI
- BEST Training
- Folkuniversitetet Kristianstad
- IRFA Sud
- Papilot
- ROC Nijmegen
- Romanian-German Foundation
- Telehaus Wetter

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The participants in this European Multiplier Seminar:



◆ Experts

- TEK-SAV
- University of Helsinki, Palmenia Centre Vantaa
- Labour market authority Lithuania
- Magnus University Kaunas
- University of Glasgow

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The programme of this afternoon:



- ◆ **Empowering clients**
 - Guiding Older People - Martin Persson, Folkuniversitetet Kristianstad
 - Guidance for Migrants – Imke Troltenier, Telehaus Wetter
 - Guiding Clients with Basic Skills Deficits – Helmut Kronika, BEST Training
- ◆ **Cooperation with employers**
 - In the Slovak Republic - Mrs. Patricia Tóthová, Director of the Office of Labour, Social Affairs and Family Dunajská Streda
 - In Hungary - Mrs. Szilvia Rimányiné Somogyi, Deputy Head of the Labour Centre of West Region in Hungary



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The programme of this afternoon:



- ◆ Good Practice in vocational education and counselling programmes
Workshops in German and English language
Exchange of experiences and practical answers
- ◆ Workshop leaders:
 - WS 1: Wolfgang Eisenreich (BEST)
 - WS 2: Martin Persson (FOLK)
 - WS 3: Helmut Kronika (BEST)
- ◆ 7.00 pm - Evening programme and dinner



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The programme of tomorrow:



- ◆ 09:30 – 10:00 am **Résumé of the workshops**
Martin Persson (FOLK)
- ◆ 10:00 – 12:00 am **Innovative approaches, instruments and tools**
Lecture and discussion
Helmut Kronika (BEST)
- ◆ 12:00 – 12:30 am **Résumé and perspectives**
Wolfgang Eisenreich (BEST)
- ◆ 12:30 am **Lunch**



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Thank you for your attention!

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