



INVESTING IN PEOPLE

CENTRE FOR HUMAN RESOURCES DEVELOPMENT
AND REGIONAL INITIATIVES



JULY 2020

BULLETIN



ON FOCUS



e - NEWS



STRESS ON WORKPLACE –
HOW TO DEAL WITH IT?



TRAINING SCHEDULE IN JULY



ON FOCUS

In the end of July, the Centre will conduct two seminars under Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere. They are planned all in face-to-face form. The first one concerns the extremely actual theme for the stress on workplace and when working with difficult clients, the second one concerns the specifics when providing „foster care’ service.

In compliance with all anti-epidemic measures and division of the flows of trainees in separate buildings, conduction of vocational training courses, financed by the National Action Plan for Employment for 2020, continues. During the month, trainings in key competencies Computer skills and "Communication skills will begin, as well as courses in professions related to the development of small and medium business, tour guide services and the implementation of operational accounting activities.

The interview in this issue of the newsletter is dedicated to stress in the workplace, as well as to the factors that contribute to its increase in the current situation. We talked about this topic with Prof. Stoyko Ivanov, psychologist and lecturer at Sofia University St. Kliment Ohridski and a long-term lecturer of CHRDRI.

e - NEWS

During July, new blog content in SmartNet is connecting with motivation of participants in the trainings - a topic that is also discussed in the Lecturer's Club, which is also open for new opinions. In parallel with the seminars in face-to-face form for the public administration, under the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere the trainings continue through the distance learning platforms, using all the advantages of the online form of classes. . The center has two electronic products for transmitting knowledge at a distance.

• **The current topic in the Blogroll section of Smartnet for July is:**

- Motivation of the participants - how to work in it? The author of the publication is Mrs. Virginia Todorova, who will share her many years of experience as a manager and lecturer in trainings funded by the National Action Plan for Employment.

We invite everyone who is interested in the topics of the published materials to join with their comments at: <http://smartnetbg.net/blogroll>.

Moderator: Galina Ivanova, galina_ivanova@chrdri.net

- **In July, the Distance Learning Platform of the CHRDRI continues to conduct seminars on the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere. The topics of the trainings, which are currently carried out on the Platform, are: Improvement of the normative base in the field of social assistance. Social Assistance Act and the Regulation for its implementation and Personal Assistance Act and Individual Assessment of the Needs of People with Disabilities - Exchange of Experience and Good Practices between Institutions and Organizations.**

- We invite everyone with interests in the various areas of social and labor market policies to follow the new materials in the electronic library, which is constantly updated at <http://chrdri.net/bg/library/biblioteka>

STRESS ON WORKPLACE – HOW TO DEAL WITH IT?

conversation with the psychologist Prof. Stoyko Ivanov

At the end of July, the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere will be held a seminar on Psycho-social and Health Consequences of Stress in the workplace when serving difficult clients. Improving the work environment through stress management'. The topic of stress and the ways we deal with it is important and relevant at the moment. We talked about it with Prof. Stoyko Ivanov, a psychologist with vast experience and a long-term lecturer in training at the Center.

Prof. Ivanov, what are the main factors and reasons that lead to increased levels of stress in the workplace? What are your observations and what do the employees of the public administration system share during the trainings you conduct?

Prof. St. Ivanov: Nowadays, the new century is characterized by the fact that the stress among the population is increasing enormously. There are reports that more than 55% of the EU's adult population is experiencing stress, mainly due to genetic predispositions and age. Stress is also caused by the dynamics of life, by the large flow of information that floods us from everywhere, as well as by the consumer attitudes of people, by their desire to compete for various benefits. Last but not least is the uncertainty in the way of life, the presence of unemployment, the lack of material resources, the dysfunctional interpersonal relations. All this is at the root of stress. The epidemic situation in recent months has served as an additional stressor for people of all ages and professions. However, it was found that this situation provides opportunities for development, mobilizes people, causes them impulses of creativity and search for solutions, and to a large extent society copes with the new challenges.

For some groups, however, specialized help is needed - for example, the elderly are deprived of communication, which is necessitated by limiting contact, the risk of infection. Pupils, students and young people in general also experience serious difficulties, but they cope better with unfamiliar living conditions. E-learning mobilizes them, they provoke an impulse of experimentation and creativity, the search for new meaning in the things they do. It is also positive that a deeper contact is established with the parents, the parents themselves begin to assess the complexity of the pedagogical activity, see how difficult it is to motivate the students, to meet their cognitive and emotional needs. This independence also leads to the disclosure of the greater individuality of the students, respectively the learners, because everyone selectively seeks the information he needs, learns at his own pace and learns responsibly. The problem, however, is that learning is not only the accumulation of

knowledge, but also socialization, competition, emotional interaction, and in its distance from these processes are difficult to upgrade.

You were a lecturer on training dedicated to workplace stress under the project Integrated Trainings for the Administration in Institutions, working on the Labour Market and in the Social Sphere in 2019, which passed with great interest and received high marks from students. Medical specialists from the emergency medical units also took part then. During this training year, at the end of July, we will hold another seminar on this topic. How do you think the epidemic situation has affected the levels of stress among those working in the state administration?

Prof. St. Ivanov: People who work in healthcare, education and social activities are representatives of the helping professions, in which the emphasis is on interpersonal relationships and therefore the stress experienced by these specialists is always greater. It is clear that in connection with the crisis, tensions and worries are growing. On the one hand, these specialists spend more resources, their physical load and moral responsibility increase, and on the other hand, there are manifestations of misunderstanding on the part of many members of society. Due to the novelty of the disease, there is a lack of clarity and the fact that the situation remains uncontrollable generates stress - it is not clear what needs to be done at some point. That is why there is a greater need for such training. Special attention should be paid to those health professionals and social workers who are at the forefront, because this peak load may have passed and at first glance it may seem that people have coped, but stress has a side effect that manifests itself as post-traumatic stress.

In that sense, does it help to leave work at workplace and forget about it when we go home?

Prof. St. Ivanov: Of course, this is a good technique, but the significant problems go with us and it is especially difficult when they are not shared, which we often do so as not to burden our loved ones. In this case, it's nice to talk, even to nature, to pets. Sometimes sharing with friends puts a strain on each other. This is also not good, but a lack of emotional response can cause distress. Here come the professional experiences of psychologists to listen, to express empathy and to suggest different options for solving the problem. However, everyone must make their own choice according to their values and capabilities, but also to bear the consequences of it.

I have always wondered if there is anything specific in the stress of the employees in the administration and especially for the employees in the MLSP and Second Spending Units to the Minister of Labor and Social Policy? What are your impressions of the trainings you have conducted here so far?

Prof. St. Ivanov: The groups are quite diverse. In working with them we discuss specific cases, analyze questionnaires, but due to the fact that the groups are about 20 people and time is limited, it is difficult to get into the specifics of the manifestations of personal stress of each of the students. Although those who are very emotional, very worried, show up and show it right away. That is correct. Because sometimes this empathy that they find in the group helps them, disturbs them, they can cry, blame someone and this has a unloading effect. But this

cannot happen to everyone. That is why it is difficult for me to give any statistics. In any case, the main thing about the appearance of negative stress is that people feel that they do not control certain situations and have no idea about the consequences of their reactions. The ambiguity in public relations in the country and the world is also high. This generates additional voltage. Uncertainty about the future causes stress. But this uncertainty comes from not knowing our own psyche. Many people who are susceptible to the effects of stress are more insecure, do not take the risk of change. Here I am reminded of the theory of learned helplessness and learned optimism. There are people who start with the attitude that they will not cope. There are others who are optimistic because they have been told since they were little that they are the best, that they deserve to be winners, and that they often succeed, even though they sometimes overestimate themselves. We must learn to enjoy the little things. There must be moderation - life and society cannot be perfect. We need to clearly articulate our priorities and the ways in which they will be implemented.

Finally, could you share some techniques that will be useful to our readers to better manage stress in the workplace? Can we help ourselves to reduce it?

Prof. St. Ivanov: Psychotherapists and psychologists have a set of tools that can help, but there is no universal prescription. The universal thing is that everyone should take the time and money to work to overcome the state of distress. Practice shows that people consciously or not look for ways to overcome stress. There are various ways to deal with negative stress - sports, sex, breathing techniques, water treatments, massage, proper sleep, healthy eating, optimal work and rest, meetings with friends, positive family relationships, spending time with culture, contact with nature, reading books, etc. Of course, there is a millennial tradition in the use of yoga, meditation and visualization. In psychotherapeutic practice, various methods for self-regulation and relaxation are known, such as: Jacobson's technique for progressive muscle relaxation, Quie's therapeutic system for conscious self-suggestion, Schultz's autogenic training, neurolinguistic programming, application of various assertive skills and others. If people cannot cope on their own, they can participate in specialized groups. This also relieves stress. There are cases when entering the so-called burnout (professional burnout) needs individual consultation with specialists. In short, it's all a matter of choice. We are always faced with a choice in life and this is also a source of stress. We must constantly assess what will be better for us and our loved ones. However, we must remember that we are also responsible for our elections and sooner or later we pay the price. It is necessary to emphasize that stress can also have a positive, mobilizing effect. The bad thing is that one does not know when to switch from the favorable, eustress (eustress) caused by positive emotions to distress, which can cause very severe, even fatal consequences. It often happens that people think that they will withstand the pressure of the respective challenges, that it costs them nothing to put in a little more effort, but sometimes they realize too late that they have overestimated their capabilities.

The editorial team of the bulletin kindly thank to prof. Stoyko Ivanov for the interview!

TRAINING SCHEDULE IN JULY

SMALL AND MEDIUM BUSINESS

Period of implementation: July 6 - July 30, 2020

Course for acquiring professional qualification in part of a profession by unemployed persons under the National Action Plan for Employment 2020.

The course will be attended by 12 unemployed people registered with the labor offices at the place of residence. They will acquire knowledge of basic rules for safe work with equipment and machinery in the workplace, their rights, obligations as participants in the labor process under the Labor Code and the contractual relationship between worker and employer, the legal framework for small and medium business development in Bulgaria and will get acquainted with the main elements of marketing policy. During the training, attention will be paid to the main mechanisms of accounting, primary accounting documents, the simplified budget of a small enterprise (allocation of financial resources by priorities), as well as entrepreneurship as an activity. Participants will have the opportunity to practice the acquired theoretical knowledge in practical classes, during which with the support of experienced teachers in the specialty will be able to prepare a business plan and financial estimates.

All successful graduates will obtain a certificate on the model of the Ministry of Education and Science for mastery of part of the profession Small and Medium Business, and the training will be useful if you want to develop your own business.

For information and registration:

Gergana Stoimcheva, gergana_stoimcheva@chrdri.net

COMPUTER SKILLS

Period of implementation: 13 - 17 July 2020

Training in key competences under the National Action Plan for Employment 2020

Within 40 teaching classes, students will improve their digital key skills, which is an important prerequisite for the successful completion of the professional qualification course Operational Accountant, in which they will be included.

The topics of the modules in the program cover: MS Windows operating system; word processing program MS Word; work with MS Excel spreadsheets; preparation of presentations - MS PowerPoint; work on the Internet environment with different browsers.

Students will acquire skills to recover files, rights and share folders, share printers, install new programs and uninstall old ones, update; entering and formatting text, inserting graphics into a document in MS Word; working with several worksheets and windows in MS Excel, editing graphs, sorting data by criteria, using a data form and filters, working with summary tables etc..

The training is designed for students who will be included in a professional qualification course Operational Accountant. Successful graduates will be issued a certificate.

For information and registration:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

COMMUNICATION SKILLS

Period of implementation: 13 - 17 July 2020

Training in key competences under the National Action Plan for Employment 2020

Communication Skills training aims to help build the key competence Learning Skills in the participants, which is a prerequisite for their successful further personal and professional development.

The training will take place within 40 teaching classes, 15 of which are provided for theory and the remaining 25 hours for practice. The topics of the modules in the program are: emotional intelligence, communication skills and conflict and crisis management. The training is designed for students who will be included in a professional qualification course Tour Guide Service.

Successful graduates will be issued a certificate.

For information and registration:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

TOUR GUIDE SERVICE

Period of implementation: July 20 - August 13, 2020

Course for acquiring professional qualification in part of a profession by unemployed persons under the National Action Plan for Employment 2020.

Tourism is a priority sector in the Bulgarian economy and the need for qualified personnel is constantly growing, a fact that is evident in the interest of the unemployed people in this course, which traditionally gathers many willing to dedicate themselves to this profession. During the training, students will acquire professional competencies for tour guide services, which include: mastering professional speech etiquette when communicating with guests and tourists; acquisition of a high general culture in terms of tourist sites and routes in the country and mastering the specifics of the tour guide activity.

Successful graduates will receive a Certificate for acquiring part of the profession "Guide", according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

OPERATIONAL ACCOUNTANT

Period of implementation: July 20 - August 13, 2020

Course for acquiring qualification in part of a profession by unemployed persons under the National Action Plan for Employment 2020.

Unemployed persons registered with the labor offices at the place of residence will take part in the training. They will be trained in part of the profession within a program of 150 teaching classes, according to the Vocational Education and Training Act, the state educational requirements for the profession Operational Accountant, approved in Ordinance № 27 of 09.01.2012 for the acquisition of qualifications by profession, and in accordance with the latest regulated requirements of the National Agency for Vocational Education and Training (NAVET).

During the course, participants will acquire knowledge and skills about the rules for maintaining safe work with equipment and machinery in the workplace; the rights and obligations of the employee in the labor process, according to the Labor Code and the contractual relations between the employee and the employer; the main economic categories; the legal framework regulating the accounting activity; the accounting operations and the technology of their implementation, etc.

The training will end with an exam in theory and practice. Successful graduates will receive a Certificate for acquiring part of the profession, according to Ordinance № 4 / 16.04. 2003 of the Ministry of Education and Science.

For information and registration:

Bojidara Vasileva, bojidara_vasileva@chrdri.net

**PSYCHO-SOCIAL AND HEALTH CONSEQUENCES OF WORKPLACE
STRESS WHEN SERVING DIFFICULT CLIENTS. IMPROVING THE
WORKING ENVIRONMENT THROUGH STRESS MANAGEMENT**

Seminar, July 27 - 28, 2020

Form of education: attendance

*The seminar is carried out within the project Integrated Trainings for the
Administration in Institutions, working on the Labour Market and in the Social Sphere*

The seminar is intended for employees on managerial and expert positions from the MLSP and the second spending units to the Minister of Labor and Social Policy, from the Ministry of Health and the second spending units to the Minister of Health and from other central and territorial administrations, municipalities, social partners and NGOs.

The training aims to increase the knowledge of the participants about the nature, manifestations and types of stress when working with difficult clients, as well as mastering various techniques and models for dealing with occupational stress and burnout.

During the seminar will be discussed various options for stress management in the workplace, the use of mediation, progressive muscle relaxation, breathing techniques, etc. In the practical part of the training will be built a personal plan for action and stress management.

Successful graduates will be issued a certificate of participation according to an approved standard of CHRDRI.

For information and registration:

Virginia Todorova, virginia_todorova@chrdri.net

WORKING WITH FOSTER PARENTS - EVALUATION AND RESEARCH OF CANDIDATES FOR FOSTER FAMILIES, QUALITY OF THE FOSTER CARE SERVICE

Seminar, July 28 - 29, 2020

Form of education: attendance

*The seminar is carried out within the project Integrated Trainings for the
Administration in Institutions, working on the Labour Market and in the Social Sphere*

The seminar is intended for social workers from the Social Assistance Directorate of the Social Assistance Agency and municipal structures, as well as for employees of expert positions from the State Agency for Child Protection and representatives of non-governmental organizations working in the field of child protection.

The participants in the seminar will deepen their knowledge on the application of the legal framework for the provision of the social service "foster care". The topics in the curriculum aim to build in them professional skills and approaches for assessing the quality of foster care, as well as to improve practical knowledge, skills and approaches regarding working methods in cases requiring the adoption of measures to protect children through placement in foster families.

Successful graduates will be issued a certificate of participation according to an approved standard of CHRDR.

For information and registration:
Maria Zlateva, maria zlateva@chrdri.net

More information about the trainings you may find on:

<http://chrdri.net/bg/category/32/katalog-na-seminarite-za-2020-g>