



LABOUR OFFICE & CLIENTS

BETTER COUNSELLING
AND COMMUNICATION SKILLS
FOR LABOUR OFFICE ADVISERS,
COUNSELLORS AND JOB MEDIATORS

CURRICULUM
& TRAINING MANUAL





This Curriculum & Training Manual was developed in the course of the LEONARDO DA VINCI pilot project "Labour Office & Clients - Improving the Communication Between Labour Office Advisers and Their Clients" (project number: SK/04/B/F/PP-177401).

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PREFACE

Placing Employment

The new Employment Guidelines (2005-8) of the European Employment Strategy (EES) are streamlined. Numbering eight they fit within three priorities. To attract and retain more people in employment ranks first. The objectives require an efficient delivery system, in which the public employment services play a prominent role. Strengthening the effectiveness of job counselling and job placement is an European wide concern. Better matching of jobseekers and vacancies in the labour market are among the key objectives of the EES.

The project "Labour Office & Clients" (LOC)

... in this regard aims at promoting the transfer of experiences and competences in the area of job counselling and job placement. Co-operative learning and the exchange of professional expert knowledge provide the basis to develop and raise the awareness for the importance of specific key skills in the professional fields of counselling and job mediation.

This LOC - Curriculum and Manual

... is a joint product of 16 organizations of 10 European nations. The vocational training offered is designed to optimize job counselling and strengthen the effectiveness of public employment services operations at regional and local levels.

Sustained success of training means transfer into practice

The central feature for the success and high quality of vocational training is actually defined and recognized by the sustained change of habits and performance. This new approach incorporates the widening of skills and competences in order to fulfil the daily tasks.

Key skills are indispensable

... to achieve a – reasonable - success via training. Especially communication and social skills play a central role in the transfer process of knowledge and competences into the daily practice of job counselling and job mediation.

Consequently the following LOC - Curriculum & Manual is designed to perform both: to develop key skills and widen the competences of professional activities. They are clearly superior at putting across professional expert and general knowledge, which are the core elements of classical offers in the field of vocational training.

Indicators of Quality

The course participants will be involved cognitively (knowledge), affectively (sensations, intrinsic and ethic values) and in relation to habits and alternative actions. This underlines and supports the active and self directed transfer into the individual practice of job counselling and job mediation in the individual workplace in a process oriented way. One of the central criteria of quality and success lays in the detailed definition and selection of target groups and training needs (Social Marketing Approach).

Methods

This way of organized vocational training works best with group work and work shops. The delivery acknowledges and addresses a diversity of learning styles. The methods and modules provide a need-oriented way of learning, offer an innovative, individual variability and contain a mix of cooperative and participative training elements.

Subject Areas: Target group-oriented services

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 and evaluation
- ❑ 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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- ❑ IRFA Sud (FR)
- ❑ IFOA (IT)
- ❑ DACE – Department of Adult Continuous Education, University of Glasgow (UK)
- ❑ LPIA Latvian Adult Education Association (LV)
- ❑ Czech Association for Personnel Management (CZ)
- ❑ AMS Arbeitsmarktservice Niederösterreich (AT)
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- ❑ Arbeitsamt Zwiesel (DE)
- ❑ Labour Office Sète (FR)
- ❑ GMSMK Labour office Hungary (HU)
- ❑ SPL Servizio Politiche del Lavoro (IT)
- ❑ SEA State Employment Agency of Latvia (LV)