

NATIONAL REPORT FROM TRAINING COURSES

1. Characteristics of the participants (number of participants, age, position in the company)

Number of participants: 17

Age: 7 participants with age until 30 years; 5 participants with age until 40 years; 4 participants with age until 50 years; 1 participant with age around 60 years.

Position in the company:

- 1 participant – human resources senior consulting
- 1 participant – production manager
- 1 participant – chief account
- 3 participants – administrator
- 4 participants – executive manager
- 5 participants – engineer
- 1 participant – jurist
- 1 participant - school-teacher

2. Methodology

The national Romanian training action was an interactive program, on the strength of the new management, coaching and mentoring techniques which are using in the present. On this line, there were developed a lot of self training tools (exercises with personal examples, case studies, questionnaires, success stories), which were used as well as informal and non-formal learning. Another innovative methodology used it was also the direct communication and empathy which are essential success factors in driving lifelong learning habits. Through this, we wish to contribute to a high degree to understanding the managers needs and discovering the potential areas for improvement of manager's social skills.





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3. Modules for training used:

- Improvement of the managers social skills – Success manager
- The concept of competence
- Communication
- Empathy and assertivity
- Feedback and motivation
- Competences in different situations and terms
- Problem solving, change management
- Coaching, mentoring, counselling
- Management systems (TQM) and EFQM quality models

4. Results of the questionnaires

No.	Question	Answers	Observation (shortly opinions)
1	For the beginning, how do you consider the time spent with us?	8 answers = very useful 5 answers = useful 1 answer = useful in one way	<ul style="list-style-type: none"> - It is a fundamental course for developing the civil society. - Improving and refinement of knowledge, informations from other fields; developing communication abilities, self confidence and systematizing of knowledge and new ways of approach. - Acquiring new information, very interesting and the benefit of applications. - A very well prepared course outlined with well presented ideas. - The course offers some instruments and managerial techniques with practical utility.



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2	2. Regarding the topics presented, what is your opinion? - Many concepts, theories, and explanatory models of training process could be implemented in my company	12 answers = yes	
	- Only some aspects of these activities, knowledge and behavior in operational terms could be implemented in my company	6 answers = no 3 answers = yes	
	- Impossible to use	7 answers = no	
3	As for the trainer, how do you consider the overall performance? Please mention the reason for you choice.	9 answers = excellent 6 answers = quite good	<ul style="list-style-type: none"> - Tematic approach as a subject is important, adresability, time requires to be be promoted to several levels of the civil society and it was, given the conditions an excellent approach. - Has a very good teaching method; wants to help participants improve themselves through sharing her own experience. - Adequate language; aproaching of real situations and identification of the best solutions. - New information aquired, practical part of the course and discussing practical problems, advanced teaching methods, presence out of the common. - Expressing herself clearly, perfect understanding of the course support, a coherent speech. - The trainer is very well prepared for the activity she is performing. - There is always possible for improvement but I consider that the performance was good at





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			<p>the level of an experimental course.</p> <ul style="list-style-type: none"> - I'd like to have many practical exemplifications and concrete case examples. - Well prepared, with rich experience and worth sharing. She is a very good speaker. - A well prepared person in terms of professionalism. - Elaborate preparation, a personal opinion, a very good teacher and a good approach and exposition of her knowledge; easy inspiring of the coursants to the discutions. - As an amendament referring to the impartiality of some opinions refering to concepts from the course and another one referring to time management (in detriment of executing case studies) - She strived quite a lot to make herself understood. - Even she does not manage time efficiently she is make efforts in order to reach the essential objectives. <p>ATTENTION!!! There are wrong definitions in the course support (see Asertivity) and many redundant phrases, annoying for the people already familiar with the subjects.</p>
4	<p>4. Furthermore, we need your <u>sincere</u> opinion on some aspects of the training facilities</p> <ul style="list-style-type: none"> - Transfer of knowledge 	<p>4 answers = very satisfied 6 answers = satisfied 2 answers = almost satisfied 1 answer = non satisfied/almost satisfied</p>	
	<ul style="list-style-type: none"> - Facilitation 	<p>8 answers = very satisfied 5 answers = satisfied 2 answers = almost satisfied</p>	



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	- Training Support	9 answers = very satisfied 5 answers = satisfied 1 answer = almost satisfied/satisfied	
	- Duration and schedule	6 answers = very satisfied 8 answers = satisfied 1 answer = almost satisfied	
	- Material Facilities (<i>training room, equipment, etc.</i>) - If you mark one of the last two columns, please give us your reason:	7 answers = very satisfied 7 answers = satisfied - Trainer approached course support in a structured manner; the course support comprise useful information; duration of the course is relatively short compared to the complexity of the information. - For this moment and at experimental stage. - Excellent conditions and a very successful course. - Transfer of knowledge is relative. - The course was very well organized. - It could have been better. - Everybody showed interest for things to go well and so it was. - From my point of view everything was OK. - One mention: I would have liked that the training support to cover more aspects in order to find some completion to what I've listened to during the course.	
5	This course capacity of helping us improving the social abilities is	6 answers = good 6 answers = excellent 1 answer = sufficient	
6	What did you like best?	- Team work - Free discussions - Approaching methods; arguing personal opinions. - Chosen teaching methods, presentation methods of knowledge and applications. - Presentation and general atmosphere. - Presentation style used by the trainer. - The approach and presentation of the objectives included in this course. - Interactive debates, responsibility	



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		<p>'games'; diversity of ideas and opinions which led to a constructive debate in most cases.</p> <ul style="list-style-type: none"> - The positive attitude of the presentations and the presentation of the positive things. These come first. - The trainer and the way of showing various subjects that have been approached. - Interactivity, the fact that I heard and analyzed positive experiences and the exchange of information was very well received. - The fact that the schedule has been respected; the presentation method of the information and not last the relaxed atmosphere which has been created. - The idea of recognizing the necessity of such managerial competences by CNIPMMR. A little bit atypical way of approaching the theoretical concepts. - The personal examples of the participants who have some experience. - The way the questionnaires were approached as an experiment in order to optimize self-knowledge. 	
7	<p>Did you dislike something? If yes please mention.</p>	<ul style="list-style-type: none"> - The heat. There was no cooling. - Course support-more explicit, more case studies-a new presentations (shape, writing makes you tired). - I don't consider that there was something which I disliked in some way but I would like to mention that I would have liked for this meeting to have a more vivid climate. However, a 'somnolence' attitude persisted. - The heat in the room and the noise of the alarms. - The fact that the course was held during week-days. - I disliked the way far to general of approaching the subjects without clarifying the concepts. 	
8	<p>Please give us recommendation for the course improvement</p>	<ul style="list-style-type: none"> - Addressing to more target groups and duration more adequate specific for each target group if it will be approached selectively. 	



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		<ul style="list-style-type: none"> - The daily duration of the course should be shorter and the course should be longer in number of training days. - Continuing this course. - More training hours are required; creating a more obvious connexion between course themes. - It was very well but there is possible for improvement. - A more to the point presentation. Less subjects approached in detail. Psychological approaches. Electronic course support; we are in 2006. - I'm not entitled to. - It should last more days so this way we won't be disturbed by the factor time. It should take place during the week-end. - More practical examples. They are always welcome, inviting participants with different occupations in order to amplify somehow and accentuate the phenomenon of interchangeability of information, knowledge, values, ideas. - Aside from briefly presenting information, a more vast filing of the information in the course support. - Communication way => a better promotion of these courses by CNIPMMR. - More examples, applications of the theories. - See questions no. 3, 4 and 7 	
9	<p>In the end, on the basis of this experience, which will be your answer, if a friend asks you: "Should I participate at this course?"</p> <p>- Yes, without any hesitation!</p>	14 answers = yes	
	- Yes, sure, "but"	<ul style="list-style-type: none"> - Only if that person wants to start a change in it's company. - ...Only if you decide that, after this course you'll get throughly into the knowledge process by learning and experimenting in a consistent way. 	
	- No, better not!	-	
	Other suggestions or comments	- Target groups from education,	



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		<p>research and other entities of the civil society.</p> <ul style="list-style-type: none"> - Maybe more situations-workshops where trainees can express their experience but also their creative, original and operational style. - Conclusion=efficient and positive. - Thanks to everybody who contributed to this course. - I'm convinced that things are going to be better! That's what we all want. - Work with specialized people in the field where you undertake informations, definitions or concepts because their inadequacy could be 'risky' for beginners. 	
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5. Conclusions

According with the questionnaires we could find the following conclusions:

- The field is vast with many interpretations and various approaches, therefore is hard to realize a perfect support. It is important to reach the objectives connected to awareness of the importance of social competences for managers.
- The participants were satisfied because the course offers some instruments and managerial techniques with practical utility.
- All the persons had similar level of knowledge with the exception of one person who required attention and a particular approach.
- Learning objectives allow fulfillment of participants needs with the exception of the ones who already have knowledge above the average of the group.
- The group had an optimum number of participants, enough materials and exercises, participation and involvement, evaluation and positive feedback from participants (most of them). There is always possible for improvement but we consider that the performance was good at the level of an experimental course.
- The group conclude that the course was efficient and positive



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