

EU-ARMENIA TWINNING PROJECT

Activity 1.10

Presentation techniques and organisation of training courses

Statistical Information Dissemination



Yerevan, 27-28 June 2017





The mission in context

The user meetings organised during the Twinning project have showed both an interest in and a need to learn more about how to extract data from Armstatbank.am. Furthermore, during the project it has become clear that NSSRA could benefit from organising internal training where staff train staff on various topics in order to share knowledge and broaden the base of expertise available in the institution.

This mission will deal with the following topics:

- How NSSRA can train external users in Armstatbank.am
- How NSSRA can organize internal training
- Presentations techniques and better communication as a trainer/facilator



Purpose and expected output of 1.10

Purpose

- To clarify how NSSRA can train external users in Armstatbank.am
- To clarify how NSSRA can organize internal training
- To improve NSSRA staff's presentations techniques and strengthen their communication skills

Expected output

- Training courses held
- A mission report covering findings during the mission



Conclusions

- Very constructive discussions with the head of Personnel Management Division about how to conduct internal training in NSSRA
- Template for a staff training policy document provided
- During the workshops for the NSSRA staff members the participants showed a high interest in the subjects



Recommendations

- To develop a staff training policy document based on the template provided
 - 3-4 obligatory courses for new staff members (Basic IT Skills, International Cooperation, Armstatbank (how to navigate), Communication Skills)
 - Optional courses (optional for the participants)
- Keep in mind that good experts are not necessarily good trainers (they also have to practice and develop)
- Evaluation of the courses to assess quality and to improve
- Top-management must support:
 - Time spent on internal training
 - That staff needs time to implement their new skills in their working processes
- Prioritize training courses in the regions (equal access)