

TWINNING CONTRACT

AM/14/ENP/ST/15

Strengthening of the National Statistical System of Armenia – Phase II



MISSION REPORT

on

Statistical Information Dissemination System

Activity 1.10: Presentation techniques and organisation of training courses

Mission carried out by

Ms. Lone Schlüter, Statistics Denmark

27-28 June 2017

Final version



National Statistical Service
Republic of Armenia



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Table of contents

1. General comments.....	4
2. Conclusions	4
3. Recommendations	4
Annex 1: Terms of Reference	6
Annex 2. Programme for the mission.....	7
Annex 3: Persons met	8

List of Abbreviations

EU	European Union
NSS	National Statistical System (of official statistics)
NSSRA	National Statistical Service of the Republic of Armenia

1. General comments

This mission report was prepared within the Twinning Project “Strengthening of the National Statistical System of Armenia – Phase II”. This was the tenth activity in component 1 and the actions planned for this activity were carried out as scheduled.

The purposes of the mission were:

- 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

The MS expert would like to express her sincere thanks to all officials and individuals met for the kind and open support and valuable information which she received during the stay in Armenia, and which highly facilitated her work. The views and observations stated in this report are those of the MS expert and do not necessarily correspond to the views of EU, NSSRA or Statistics Denmark.

2. Conclusions

During the short mission there were very constructive discussions with the head of Personnel Management Division about how to conduct internal training. There seemed to be a large interest in setting up a programme for internal training.

A template for a staff training policy document to be used in NSSRA was drafted during the mission and provided to the Personnel Management Division for further elaboration – and finally adoption in NSSRA.

Three workshops were held at NSSRA’s premises about how to conduct training courses, what to be aware of when planning internal and external training, and presentation techniques.

The NSSRA staff members who participated in the workshops showed a high interest in the subjects.

3. Recommendations

It was recommended by the MS expert that NSSRA should develop a staff training policy document based on the template provided during the mission.

As a beginning the staff training policy document could include 3-4 obligatory courses for new staff members. Later on, the staff training policy document could be expanded with a number of optional courses depending on NSSRA’s needs and available internal trainers.

The expert would like NSSRA to remember that it takes more than one session of training to develop a good trainer – a lot of practice helps.

The expert also stressed, that when stating providing internal and external training courses, it is important to evaluate the courses each time a course has been held. The content of a course is the most important element to evaluate. In that way the trainer will be able to adjust the course to the needs of the participants.

For successful training, it is also very important that the top management of the organization gives the staff time to participate in the training. After the training has ended, it is important that the top-management gives the staff time to implement the new learned skills in the working processes.

Finally, it was recommended that NSSRA also prioritize the regional offices in order to make sure that the staff members from the regions are also included in the training programme. The inclusion of the regions in the staff training policy will support the coherence of NSSRA.

It was recommended that training in the regions will take place in the premises of the regional offices. This will ensure that one internal trainer will reach a bigger audience, and it will moreover be more cost-efficient since only one trainer has to travel to the regions – not many participants travelling from the regions to Yerevan.

Annex 1: Terms of Reference

<p style="text-align: center;">Terms of Reference</p> <p style="text-align: center;">EU Twinning Project AM/14/ENP/ST/15</p> <p style="text-align: center;">27-28 June 2017</p>
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Component 1: Statistical Information Dissemination System

Activity 1.10: Presentation techniques and organisation of training courses

0. 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/facilitator

1. Purpose of the activity

- 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

2. Expected output of the activity

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

3. Participants

NSSRA

Component leaders

- Stepan Mnatsakanyan, President of NSSRA
- Anahit Safyan, Member of State Council on Statistics of RA
- Araik Hayrapetyan, Chief of Staff
- Narine Musheghyan, Head of Division, Statistical Information Dissemination and Public Relations
- Gayane Harutyunyan, Head of Personnel Management Division

Other staff

- All heads of divisions

MS expert

Ms. Lone Schlüter, Expert, Statistics Denmark

Annex 2. Programme for the mission

Time	Place	Event	Purpose / detail
Tuesday, noon (27/6)	NSSRA	Meeting with RTA	To discuss the programme of the mission
Tuesday, afternoon (27/6)	NSSRA	Meeting with BC Component Leader and BC Experts	Introductory remarks to the mission What is the status of NSSRA's dissemination and direct user communication? Discussion on how NSSRA can establish a system of internal training courses (staff to staff training)
Wednesday, morning (28/6)	NSSRA	Meeting with BC Component Leader and BC Experts	<u>Workshop:</u> How to use ArmStatBank - incl. exercises <u>Workshop:</u> How to make a course on presenting ArmStatBank – what to be aware of!
Wednesday, afternoon (28/6)	NSSRA	Meeting with BC Component Leader and BC Experts	<u>Workshop:</u> Presentation techniques – incl. powerpoint presentations and personal appearance Discussion of final conclusions and Mission Report
		Debriefing with BC Project Leader	De-briefing and presentation for BC Project Leader

Annex 3: Persons met

NSSRA:

- Stepan Mnatsakanyan, President of NSSRA
- Anahit Safyan, Member of State Council on Statistics of RA
- Araik Hayrapetyan, Chief of Staff
- Gayane Harutyunyan, Head of Personnel Management Division
- Narine Musheghyan, Head of Division, Statistical Information Dissemination and Public Relations
- Gohar Nshanyan, Statistical Information Dissemination and Public Relations
- Nelly Margaryan, Statistical Information Dissemination and Public Relations
- Lilit Karapetyan, Statistical Information Dissemination and Public Relations
- Anahit Harutyunyan, Trade and Other Services Statistics Division
- Heghine Babayan, Trade and Other Services Statistics Division
- Tatevik Hakobyan, Trade and Other Services Statistics Division
- Lusine Markosyan, Household Surveys Division
- Anna Amroyan, Household Surveys Division
- Arus Galstyan, Household Surveys Division
- Georgi Torosyan, Transport and Communication Statistics Division
- Anahit Nerisyan, Transport and Communication Statistics Division
- Haykush Titizyan, Finance Statistics Division
- Arsen Ohandjanov, Finance Statistics Division
- Lusine Aslanyan, Finance Statistics Division
- Liana Shahbazyan, Finance Statistics Division
- Karine Shahbazyan, Balance of Payments and Foreign Trade Statistics Division
- Hripsime Djanjaryan, Balance of Payments and Foreign Trade Statistics Division
- Armen Martirosyan, Balance of Payments and Foreign Trade Statistics Division
- Angela Dashyan, Business register, Sampling and Classifications Division
- Nvard Grigoryan, Business register, Sampling and Classifications Division
- Mnatsakan Khachatryan, Business register, Sampling and Classifications Division
- Siranush Zeynalyan, Labour Statistics Division
- Susan Hunanyan, Labour Statistics Division
- Roza Misakyan, Personnel Management Division
- Naira Manukyan, Personnel Management Division
- Armine Petrosyan, Personnel Management Division
- Anna Kirakosyan, Personnel Management Division
- Anna Karapetyan, Personnel Management Division
- Armenuhi Mnatsakanyan, Personnel Management Division
- Hasmik Karapetyan, Price Statistics and International Comparisons Division
- Armine Stepanyan, Food Security Statistics Division
- Anna Antonyan, Food Security Statistics Division
- Ani Aloyan, Internal Audit Department
- Gayane Ghazaryan, Internal Audit Department
- Narine Abgaryan, Agriculture Statistics Division
- Lusine Tumanyan, Agriculture Statistics Division
- Hasmik Yeghiazaryan, International Statistical Co-operation Division
- Hasmik Soghomonyan, International Statistical Co-operation Division
- Anna Nalbandyan, International Statistical Co-operation Division
- Anush Khamoyan, International Statistical Co-operation Division
- Susanna Khachatryan, Macroeconomic Indicators and National Accounts Division

- Nadezhda Astvatsaturova, Macroeconomic Indicators and National Accounts Division
- Aida Movsisyan, Macroeconomic Indicators and National Accounts Division
- Silva Garanyan, Macroeconomic Indicators and National Accounts Division
- Marina Petrosyan, Construction Statistics Division
- Lusine Shahinyan, Construction Statistics Division
- Ashot Ananyan, Industry and Energy Statistics Division
- Ani Hakobyan, Industry and Energy Statistics Division
- Armine Hakobyan, Industry and Energy Statistics Division
- Kristine Simonyan, Industry and Energy Statistics Division
- Ruzanna Shaboyan, Quality Management Division
- Artur Amirkhanyan, Quality Management Division
- Anahit Grboyan, Quality Management Division
- Karine Kuyumjyan, Population Census and Demography Division
- Anna Tokhatyan, Population Census and Demography Division
- Armine Avetisyan, Population Census and Demography Division
- Asatur Vardanyan, Legal Division
- Nelly Baghdasaryan, Social Sphere and Nature Protection Division
- Anna Hakobyan, Social Sphere and Nature Protection Division
- Alina Grigoryan, Social Sphere and Nature Protection Division

RTA Team:

- Peter Bohnstedt Anan Hansen, Resident Twinning Adviser
- Liana Atoyan, RTA Assistant
- Anush Poghosyan, RTA Language Assistant