|  |
| --- |
| GENERAL TRAINING PROGRAMME FOR CIVIL SERVANTS IN 2024 |

|  |  |  |
| --- | --- | --- |
| INTRODUCTORY TRAINING PROGRAMME | |  |
| **PREPARATION FOR PASSING THE STATE QUALIFYING EXAMINATION** | |  |
| **PREPARATION FOR PASSING THE STATE QUALIFYING EXAMINATION FOR CIVIL SERVANTS WITH ACQUIRED SECONDARY EDUCATION** | |  |
|  | CONSTITUTIONAL ORDER AND BASICS OF PUBLIC ADMINISTRATION SYSTEM |  |
|  | ADMINISTRATIVE PROCEDURE |  |
|  | OFFICE BUSINESS |  |
|  | BASICS OF LABOUR LEGISLATION |  |
|  | BASICS OF THE EUROPEAN UNION SYSTEM |  |
| **PREPARATION FOR PASSING THE STATE QUALIFYING EXAMINATION FOR CIVIL SERVANTS WITH ACQUIRED HIGHER EDUCATION** | |  |
|  | CONSTITUTIONAL ORDER |  |
|  | PUBLIC ADMINISTRATION SYSTEM |  |
|  | ADMINISTRATIVE PROCEDURE AND ADMINISTRATIVE DISPUTE |  |
|  | OFFICE BUSINESS |  |
|  | LABOUR LEGISLATION |  |
|  | BASICS OF THE EUROPEAN UNION SYSTEM |  |
| PROGRAMME OF CONTINUOUS PROFESSIONAL DEVELOPMENT OF CIVIL SERVANTS IN STATE BODIES | |  |
| **PUBLIC POLICIES** | |  |
|  | PUBLIC POLICIES – ONLINE TRAINING |  |
|  | PUBLIC POLICIES - CREATION, IMPLEMENTATION AND ANALYSIS OF EFFECTS |  |
|  | PUBLIC POLICIES - DRAFTING OF DOCUMENTS |  |
|  | PUBLIC POLICIES - IMPLEMENTATION MONITORING AND EVALUATION |  |
|  | IDENTIFYING RESOURCES NECESSARY FOR THE MANAGEMENT OF PUBLIC POLICIES - “COSTING” |  |
|  | USING A SINGLE INFORMATION SYSTEM FOR PLANNING, IMPLEMENTATION MONITORING, PUBLIC POLICY COORDINATION AND REPORTING |  |
|  | MEDIUM-TERM PLANNING |  |
|  | ACTION PLAN FOR THE IMPLEMENTATION OF THE GOVERNMENT PROGRAMME - PROCESS OF DEVELOPMENT, IMPLEMENTATION AND REPORTING |  |
|  | MENTORING IN THE FIELD OF PUBLIC POLICIES |  |
| **ADMINISTRATION AND PUBLIC SERVICES** | |  |
|  | CONCEPT OF GOOD GOVERNANCE |  |
|  | ADMINISTRATION FOR CITIZENS |  |
|  | E-SERVICES |  |
|  | WORK AND COMMUNICATION WITH THE SERVICE USERS |  |
|  | CREATION OF SERVICES TAILORED TO THE NEEDS OF CITIZENS |  |
|  | MAPPING OF USERS’ EXPERIENCE |  |
|  | ELECTRONIC OFFICE BUSINESS |  |
|  | MANAGEMENT OF THE REGISTRY OF ADMINISTRATIVE PROCEDURES AND LISTING OF ADMINISTRATIVE PROCEDURES AND REQUESTS |  |
|  | OPTIMIZATION OF ADMINISTRATIVE PROCEDURES AND REQUESTS |  |
| **INNOVATIONS AND THE DIGITAL AGE** | |  |
|  | AGILE GOVERNANCE |  |
|  | INNOVATIONS IN THE PUBLIC SECTOR AND DIGITAL TRANSFORMATION |  |
|  | HOW TO BE CREATIVE? |  |
|  | CHANGES THROUGH LEARNING - BE THE CHANGE! |  |
|  | I2=INITIATIVE AND INNOVATIONS |  |
|  | CREATIVE USER-ORIENTED CREATION OF SERVICES AND POLICIES ("DESIGN THINKING") – ONLINE TRAINING |  |
|  | APPLICATION OF DESIGN THINKING METHODOLOGY IN PUBLIC POLICIES |  |
|  | OFFICER TRAINING FOR PROVIDING SUPPORT TO THE DEVELOPMENT OF THE STARTUP ECOSYSTEM |  |
|  | INTELLECTUAL PROPERTY RIGHTS |  |
|  | PUBLIC PROCUREMENT IN RESPECT OF INNOVATIONS – PARTNERSHIP FOR INNOVATIONS |  |
|  | DIGITAL TRANSFORMATION |  |
|  | FOURTH INDUSTRIAL REVOLUTION: NEW TECHNOLOGIES |  |
|  | APPLICATION OF ARTIFICIAL INTELLIGENCE IN PUBLIC ADMINISTRATION |  |
|  | APPLICATION OF ETHICAL GUIDELINES FOR THE DEVELOPMENT, APPLICATION AND USE OF RELIABLE AND RESPONSIBLE ARTIFICIAL INTELLIGENCE |  |
| **QUALITY MANAGEMENT** | |  |
|  | INTRODUCTION TO QUALITY MANAGEMENT |  |
|  | QUALITY MANAGEMENT IN PUBLIC ADMINISTRATION |  |
|  | CAF – COMMON ASSESSMENT FRAMEWORK |  |
|  | MENTORING IN THE FIELD OF QUALITY MANAGEMENT |  |
| **GREEN AGENDA** | |  |
|  | UN SUSTAINABLE DEVELOPMENT GOALS (AGENDA 2030) |  |
|  | SUSTAINABLE DEVELOPMENT, ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE – ONLINE TRAINING |  |
|  | STRATEGIC ASSESSMENT OF THE ENVIRONMENTAL IMPACT |  |
|  | CLIMATE CHANGES |  |
|  | GREEN PUBLIC PROCUREMENT |  |
|  | SUSTAINABLE CITIES AND TERRITORIES |  |
|  | ZERO-WASTE LIFESTYLE |  |
| **PREVENTION OF CORRUPTION** | |  |
|  | ETHICS AND INTEGRITY |  |
|  | PREVENTION OF CONFLICTS OF INTEREST OF PUBLIC OFFICERS, TRANSFER OF MANAGEMENT RIGHTS AND LIMITATIONS UPON TERMINATION OF PUBLIC FUNCTION |  |
|  | LOBBYING IN THE REPUBLIC OF SERBIA |  |
|  | VERIFICATION OF ASSETS AND INCOME OF PUBLIC OFFICERS AND REGISTRIES |  |
|  | CREATION, IMPLEMENTATION AND MONITORING OF IMPLEMENTATION OF INTEGRITY PLANS |  |
|  | RIGHT TO ACCESS INFORMATION OF PUBLIC IMPORTANCE |  |
|  | WHISTLEBLOWER PROTECTION |  |
|  | WHISTLEBLOWER PROTECTION – ADVANCED LEVEL |  |
|  | IRREGULARITIES IN PUBLIC PROCUREMENT PROCEDURES |  |
| **PROTECTION OF HUMAN RIGHTS AND DATA CONFIDENTIALITY** | |  |
|  | PROTECTION OF HUMAN RIGHTS |  |
|  | RIGHTS OF MEMBERS OF NATIONAL MINORITIES |  |
|  | PROTECTION FROM DISCRIMINATION |  |
|  | PROTECTION OF RIGHTS OF PERSONS WITH DISABILITIES |  |
|  | DISCRIMINATION BY PUBLIC AUTHORITIES |  |
|  | BASICS OF MIGRATION MANAGEMENT |  |
|  | IMPROVING THE PREVENTION AND COMBATING TRAFFICKING IN HUMAN BEINGS AT THE NATIONAL LEVEL |  |
|  | PERSONAL DATA PROTECTION |  |
|  | BASICS OF DATA PROCESSING AND PROTECTION |  |
|  | TRAINING OF PERSONS IN CHARGE OF PERSONAL DATA PROTECTION |  |
|  | PROCEDURE OF ISSUING SAFETY CERTIFICATE |  |
|  | PROTECTION OF SECRET DATA |  |
| **GENDER EQUALITY** | |  |
|  | GENDER EQUALITY AND GENDER-BASED VIOLENCE |  |
|  | GENDER SENSITIVE LANGUAGE IN PUBLIC ADMINISTRATION |  |
|  | GENDER RESPONSIBLE BUDGETING |  |
|  | TRAINING OF PERSONS IN CHARGE OF GENDER EQUALITY |  |
| **NORMATIVE PROCESS** | |  |
|  | LEGISLATIVE PROCESS – ONLINE TRAINING |  |
|  | REGULATION DRAFTING METHODOLOGY |  |
|  | LAW DRAFTING |  |
|  | BY-LAW DRAFTING |  |
|  | PUBLIC PARTICIPATION IN THE PROCEDURE OF DRAFTING DRAFT REGULATIONS AND PUBLIC POLICY DOCUMENTS |  |
|  | APPLYING GRAMMATICAL, STYLE AND SPELLING RULES IN THE DRAFTING OF REGULATIONS |  |
|  | ANALYSIS OF THE EFFECTS OF REGULATIONS - PATH TOWARDS QUALITY REGULATIONS |  |
|  | RISK ASSESSMENT IN RESPECT OF CORRUPTION IN REGULATIONS AS A MECHANISM FOR PREVENTION OF CORRUPTION |  |
|  | MENTORING IN THE FIELD OF NORMATIVE PROCESS |  |
| **INSPECTION OVERSIGHT** | |  |
| **PROFESSIONAL TRAINING PROGRAMME FOR PASSING THE EXAMS FOR INSPECTORS** | |  |
|  | GENERAL ADMINISTRATIVE PROCEDURE AND ADMINISTRATIVE DISPUTE – ONLINE TRAINING |  |
|  | INSPECTION OVERSIGHT - ONLINE TRAINING |  |
|  | BASICS CONCERNING THE RIGHTS OF COMPANIES AND OTHER BUSINESS ENTITIES AND BUSINESS OPERATIONS – ONLINE TRAINING |  |
|  | FUNDAMENTALS OF CRIMINAL LAW AND CRIMINAL PROCEDURES – ONLINE TRAINING |  |
|  | SKILLS REQUIRED FOR PERFORMING INSPECTION OVERSIGHT – ONLINE TRAINING |  |
| **PROGRAMME OF CONTINUOUS PROFESSIONAL DEVELOPMENT OF INSPECTORS** | |  |
|  | TOWARDS MORE EFFICIENT INSPECTIONS – BASIC TRAINING |  |
|  | RISK ASSESSMENT AND PROPORTIONALITY IN INSPECTION OVERSIGHT |  |
|  | PREVENTIVE INSPECTION ACTIVITIES |  |
|  | ORDER FOR INSPECTION OVERSIGHT |  |
|  | EXECUTION OF THE DECISION MADE IN THE INSPECTION OVERSIGHT PROCEDURE |  |
|  | E-INSPECTOR |  |
|  | ABUSE OF THE RIGHT TO PETITION AND COMPLAINT |  |
|  | AGREEMENT ON ACKNOWLEDGMENT OF VIOLATIONS |  |
|  | INSPECTION OVERSIGHT - COMMUNICATION SKILLS AND PROFESSIONAL CONDUCT OF THE INSPECTOR |  |
|  | MENTORING IN THE FIELD OF INSPECTION OVERSIGHT |  |
| **ADMINISTRATIVE PROCEDURE** | |  |
|  | GENERAL ADMINISTRATIVE PROCEDURE – ONLINE TRAINING |  |
|  | GENERAL ADMINISTRATIVE PROCEDURE |  |
|  | APPLICATION OF LGAP IN PRACTICE |  |
|  | THE COURSE OF THE FIRST INSTANCE ADMINISTRATIVE PROCEDURE UNTIL A DECISION IS MADE |  |
|  | REGULAR AND EXTRAORDINARY REMEDIES IN ADMINISTRATIVE PROCEDURE |  |
|  | PARTICIPANTS IN THE ADMINISTRATIVE PROCEDURE AND THEIR DUTIES |  |
|  | PREPARATION OF REASONING FOR THE DECISION IN THE ADMINISTRATIVE PROCEDURE |  |
|  | MENTORING IN THE FIELD OF ADMINISTRATIVE PROCEDURE |  |
| **FINANCIAL AND MATERIAL AFFAIRS** | |  |
|  | INTRODUCTION TO PUBLIC FINANCES |  |
|  | PLANNING OF PRIORITY AREAS IN RESPECT OF FINANCING |  |
|  | DEVELOPMENT OF USER FINANCIAL PLANS (in accordance with the Instructions for the preparation of the budget of the Republic of Serbia for 2025 and projections for 2026 and 2027) |  |
|  | ENTRY OF FINANCIAL PLANS WITHIN THE SPIRI INFORMATION SYSTEM |  |
|  | PREPARATION, MONITORING AND REPORTING WITHIN THE PROGRAMME BUDGETING PROCESS |  |
|  | FINANCING OF PROGRAMMES OF PUBLIC INTEREST WHICH ARE IMPLEMENTED BY ASSOCIATIONS |  |
|  | EVALUATION AND MONITORING OF CAPITAL PROJECTS |  |
|  | WORK IN THE CENTRALIZED DATABASE OF CAPITAL PROJECTS (PIMIS) |  |
|  | BUDGET EXECUTION |  |
|  | BUDGET ACCOUNTING AND REPORTING |  |
|  | ACCOUNTING IN THE PUBLIC SECTOR THROUGH THE APPLICATION OF IPSAS |  |
|  | USE OF THE ELECTRONIC INVOICING SYSTEM |  |
|  | WORK IN THE CENTRAL INFORMATION SYSTEM FOR THE CALCULATION OF WAGES – ISKRA – PERSONNEL MODULE |  |
|  | WORK IN THE CENTRAL INFORMATION SYSTEM FOR THE CALCULATION OF WAGES – ISKRA – CALCULATION MODULE |  |
|  | WORK WITH REPORTS WITHIN THE FRAMEWORK OF THE CENTRAL INFORMATION SYSTEM FOR THE CALCULATION OF WAGES – ISKRA |  |
|  | TAX OPERATIONS |  |
|  | APPLICATION OF THE VALUE ADDED TAX LAW |  |
|  | FOREIGN EXCHANGE OPERATIONS |  |
|  | MANAGEMENT OF NON-FINANCIAL ASSETS |  |
|  | PUBLIC SECTOR AUDIT |  |
|  | MENTORING IN THE FIELD OF FINANCIAL AND MATERIAL AFFAIRS |  |
| **PUBLIC PROCUREMENT** | |  |
|  | BASICS OF PUBLIC PROCUREMENT |  |
|  | PUBLIC PROCUREMENT – PLAN DRAFTING |  |
|  | PUBLIC PROCUREMENT – PROCEDURE IMPLEMENTATION |  |
|  | PUBLIC PROCUREMENT – PREPARATION OF TENDER DOCUMENTATION |  |
|  | SOCIAL PUBLIC PROCUREMENT |  |
|  | APPLICATION OF THE ECONOMICALLY MOST FAVOURABLE OFFER CRITERIA IN PUBLIC PROCUREMENT PROCEDURES |  |
|  | PUBLIC PROCUREMENT - CONCLUSION, EXECUTION AND AMENDMENTS TO CONTRACTS |  |
|  | PROCUREMENTS TO WHICH THE PUBLIC PROCUREMENT LAW DOES NOT APPLY |  |
|  | PUBLIC PROCUREMENT - PORTAL |  |
|  | MENTORING IN THE FIELD OF PUBLIC PROCUREMENT |  |
| **HUMAN RESOURCE MANAGEMENT** | |  |
|  | INTRODUCTION TO HUMAN RESOURCE MANAGEMENT |  |
|  | STRATEGIC HUMAN RESOURCE MANAGEMENT |  |
|  | LABOUR RELATIONS IN STATE BODIES – PRACTICAL IMPLEMENTATION |  |
|  | PERSONNEL PLANNING |  |
|  | ANALYSIS OF JOB DESCRIPTIONS AND DEVELOPMENT OF A RULEBOOK ON INTERNAL ORGANIZATION AND JOB CLASSIFICATION |  |
|  | REGULATIONS AND PROCEDURES IN THE FIELD OF EMPLOYMENT OF CIVIL SERVANTS – ONLINE TRAINING |  |
|  | METHODS AND TECHNIQUES CONCERNING PERSONNEL SELECTION |  |
|  | TRAINING FOR THE ASSESSMENT OF BEHAVIOURAL COMPETENCIES |  |
|  | CAREER COUNSELLING |  |
|  | SETTING OF ORGANIZATIONAL GOALS |  |
|  | EVALUATION OF WORK PERFORMANCE |  |
|  | PLANNING AND DEVELOPMENT OF PROFESSIONAL DEVELOPMENT PROGRAMMES |  |
|  | PROCESS OF IMPLEMENTATION OF PROFESSIONAL DEVELOPMENT PROGRAMMES |  |
|  | INFORMATION SYSTEM FOR HUMAN RESOURCE MANAGEMENT |  |
|  | CORRECTING POOR WORK PERFORMANCE AND BEHAVIOUR |  |
|  | OCCUPATIONAL SAFETY AND HEALTH |  |
|  | MOBBING – PREVENTION AND PROTECTION FROM ABUSE AT WORK |  |
|  | MENTORING IN THE FIELD OF HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT |  |
| **INTERNATIONAL COOPERATION AND EUROPEAN INTEGRATION** | |  |
|  | ABC EUROPEAN UNION – ONLINE TRAINING |  |
|  | IMPLEMENTATION OF THE STABILISATION AND ASSOCIATION AGREEMENT (SAA) |  |
|  | LAW AND PROCEDURES OF THE EUROPEAN UNION |  |
|  | EU POLICIES – ONLINE TRAINING |  |
|  | STATE PROTOCOL WITH ELEMENTS OF BUSINESS PROTOCOL |  |
|  | INTERCULTURAL COMMUNICATION |  |
|  | INTERNATIONAL TREATIES – PREPARATION AND CONCLUSION |  |
|  | CONDUCTING INTERNATIONAL NEGOTIATIONS |  |
|  | MENTORING IN THE FIELD OF INTERNATIONAL COOPERATION AND EUROPEAN INTEGRATION |  |
| **MANAGEMENT OF PROGRAMMES AND PROJECTS AND INTERNATIONAL DEVELOPMENT AID** | |  |
|  | INSTRUMENT FOR PRE-ACCESSION ASSISTANCE OF THE EUROPEAN UNION |  |
|  | PROJECT CYCLE MANAGEMENT |  |
|  | “PM2” PROJECT MANAGEMENT METHODOLOGY |  |
|  | PROGRAMMING AND CREATION OF IPA ANNUAL ACTION PROGRAMMES |  |
|  | PROGRAMME OF SECTORAL BUDGET SUPPORT WITHIN THE FRAMEWORK OF THE PROGRAMMING OF THE IPA ANNUAL ACTION PROGRAMMES |  |
|  | PROGRAMMING AND CREATION OF IPA MULTI-ANNUAL OPERATIONAL PROGRAMMES |  |
|  | BASICS OF PUBLIC PROCUREMENT AND CONTRACT MANAGEMENT (PRAG) |  |
|  | PROVIDING FINANCING FROM VARIOUS AVAILABLE SOURCES - FUNDRAISING |  |
|  | IMPLEMENTATION OF INTERNAL AUDIT IN THE CONTEXT OF IPA |  |
|  | IPARD |  |
|  | PUBLISHING A PUBLIC CALL FOR THE ALLOCATION OF IPARD FUNDS |  |
|  | FINANCIAL MANAGEMENT IN THE CONTEXT OF IPARD |  |
|  | FINANCIAL MANAGEMENT IN THE CONTEXT OF INDIRECT SYSTEM OF MANAGEMENT AND CONTROL |  |
|  | IRREGULARITIES IN THE CONTEXT OF IPA |  |
|  | PLANNING OF IPA FUNDS AND NATIONAL PARTICIPATION IN THE CONTEXT OF INDIRECT SYSTEM OF MANAGEMENT AND CONTROL |  |
|  | METHODOLOGY FOR THE SELECTION AND PRIORITIZATION OF INFRASTRUCTURE PROJECTS, STRATEGIC RELEVANCE AND MATURITY OF PROJECTS |  |
|  | IPA PROGRAMMES OF EUROPEAN TERRITORIAL COOPERATION (INTERREG) - PROGRAMMING, IMPLEMENTATION, MONITORING AND EVALUATION |  |
|  | RESULT-ORIENTED MONITORING AND EVALUATION OF PROGRAMMES WITHIN THE FRAMEWORK OF NATIONAL ACTION PROGRAMMES (NAP) UNDER IPA |  |
|  | TWINNING AGREEMENTS – PREPARATION, CONTRACTING AND IMPLEMENTATION |  |
|  | GRANT AGREEMENTS - PREPARATION AND CONTRACTING |  |
|  | GRANT AGREEMENTS – IMPLEMENTATION |  |
|  | PERFORMANCE CONTRACTS (PRAG) – PREPARATION AND CONTRACTING |  |
|  | PERFORMANCE CONTRACTS (PRAG) – IMPLEMENTATION |  |
|  | PROCUREMENT CONTRACT (PRAG) – PREPARATION AND CONTRACTING |  |
|  | PROCUREMENT CONTRACT (PRAG) – IMPLEMENTATION |  |
|  | SERVICE CONTRACT (PRAG) – PREPARATION AND CONTRACTING |  |
|  | SERVICE CONTRACT (PRAG) – IMPLEMENTATION |  |
|  | FIDIC WORKS – PREPARATION, CONTRACTING AND IMPLEMENTATION |  |
|  | EXEMPTION FROM VAT AND CUSTOMS IN DECENTRALIZED/INDIRECT MANAGEMENT |  |
|  | HORIZONTAL ISSUES FOR HOLDERS OF HORIZONTAL FUNCTIONS |  |
|  | EU COHESION POLICY - INTRODUCTION |  |
|  | EU COHESION POLICY – PLANNING AND PROGRAMMING |  |
|  | MENTORING IN THE FIELD OF MANAGEMENT OF PROGRAMMES AND PROJECTS AND INTERNATIONAL DEVELOPMENT AID |  |
| **PUBLIC RELATIONS** | |  |
|  | PUBLIC RELATIONS |  |
|  | MEDIA LITERACY – ONLINE TRAINING |  |
|  | CRISIS PR |  |
|  | SPEAKING AND PUBLIC PERFORMANCE SKILLS |  |
|  | PUBLIC PERFORMANCE IN ONLINE ENVIRONMENT |  |
|  | BODY LANGUAGE IN PUBLIC PERFORMANCE |  |
|  | OVERCOME ANXIETY BEFORE IT OVERCOMES YOU |  |
|  | DRAFTING PRESS RELEASES AND STATEMENTS FOR THE MEDIA |  |
|  | PR PITCHING |  |
|  | MANAGEMENT OF SOCIAL NETWORKS |  |
|  | MENTORING IN THE FIELD OF PUBLIC RELATIONS |  |
| **IT AFFAIRS** | |  |
|  | INFORMATION SECURITY - ICT SYSTEMS OF SPECIAL IMPORTANCE |  |
|  | ADVANCED TRAINING ON INFORMATION SECURITY |  |
|  | INFORMATION AND SECURITY RISK MANAGEMENT |  |
|  | RESPONSE IN CASE OF CYBER ATTACKS |  |
|  | DATABASES |  |
|  | BASICS OF WEB SOLUTION DEVELOPMENT |  |
|  | WEBSITES OF AUTHORITIES |  |
|  | PROTECTION OF SOFTWARE SOLUTIONS IN ADMINISTRATION |  |
|  | MENTORING IN THE FIELD OF IT AFFAIRS |  |
| **DATA MANAGEMENT** | |  |
|  | DATA IN THE PUBLIC SECTOR - USE OF DATA, DEFINITION OF INDICATORS AND THEIR INTERPRETATION |  |
|  | DATA IN THE PUBLIC SECTOR - PROCESSING, STATISTICAL ANALYSIS AND INTERPRETATION |  |
|  | OPENING OF DATA |  |
|  | ANALYTIC SERVICE - BASIC TOOL FOR THE USE OF DATA AT THE LEVEL OF LSU |  |
|  | APPLICATION OF THE ADVANCED ANALYTICAL REPORTING SYSTEM OF THE LSU IN FACT-BASED DECISION-MAKING |  |
|  | TOWARDS MORE EFFICIENT ADMINISTRATION AND BETTER PUBLIC SERVICES WITH NATIONAL GEOSPATIAL DATA INFRASTRUCTURE |  |
|  | BASIC TRAINING FOR DATA OFFICER |  |
|  | POWER QUERY |  |
|  | HOW TO USE PIVOT TABLES IN EXCEL? |  |
|  | ADVANCED EXCEL FUNCTIONS |  |
|  | POWER PIVOT |  |
|  | HOW TO CREATE A GOOD REPORT |  |
|  | MS POWER BI |  |
|  | FROM DATA TO INFORMATION IN FOUR STEPS |  |
|  | MENTORING IN THE FIELD OF DATA MANAGEMENT |  |
| **FOREIGN LANGUAGES** | |  |
|  | FRENCH LANGUAGE – LEVEL A1 |  |
|  | FRENCH LANGUAGE – LEVEL A2 |  |
|  | FRENCH LANGUAGE – LEVEL B1 |  |
|  | FRENCH LANGUAGE – LEVEL B2 |  |
|  | FRENCH LANGUAGE – LEVEL C1 |  |
|  | GERMAN LANGUAGE – LEVEL A1 |  |
|  | GERMAN LANGUAGE – LEVEL A2 |  |
|  | GERMAN LANGUAGE – LEVEL B1 |  |
|  | GERMAN LANGUAGE – LEVEL B2 |  |
|  | GERMAN LANGUAGE – LEVEL C1 |  |
|  | RUSSIAN LANGUAGE – LEVEL A1 |  |
|  | RUSSIAN LANGUAGE – LEVEL A2 |  |
|  | RUSSIAN LANGUAGE – LEVEL B1 |  |
|  | RUSSIAN LANGUAGE – LEVEL B2 |  |
|  | RUSSIAN LANGUAGE – LEVEL C1 |  |
|  | ENGLISH LANGUAGE – LEVEL B1 |  |
|  | ENGLISH LANGUAGE – LEVEL B2 |  |
|  | ENGLISH LANGUAGE – LEVEL C1 |  |
|  | SPECIALISED COURSE OF ENGLISH LANGUAGE – LEVEL C1 |  |
|  | HOW TO WRITE PROFESSIONAL E-MAILS IN ENGLISH |  |
|  | HOW TO HAVE EFFECTIVE MEETINGS IN ENGLISH |  |
| **DIGITAL LITERACY** | |  |
|  | SAFE USE OF ICT |  |
|  | WORKING IN TEAMS THROUGH ICT |  |
|  | AGILE INTERNET BROWSING |  |
|  | TABLE CALCULATIONS |  |
|  | ADVANCED TABLE CALCULATIONS |  |
|  | ADVANCED TEXT EDITING |  |
|  | MASTER THE DOCUMENT BEFORE IT MASTERS YOU! |  |
|  | POWERPOINT PRESENTATIONS |  |
| **BUSINESS COMMUNICATION** | |  |
|  | ASSERTIVE COMMUNICATION |  |
|  | WRITTEN CORRESPONDENCE |  |
|  | DEVELOPING STORYTELLING SKILLS |  |
|  | POWER OF FEEDBACK |  |
|  | MANAGEMENT AND CONFLICT RESOLUTION SKILLS |  |
|  | WHEN ASSERTIVENESS TURNS INTO AGGRESSION - TRAPS OF BUSINESS COMMUNICATION |  |
|  | ANGER MANAGEMENT |  |
| **PERSONAL DEVELOPMENT** | |  |
|  | DISCOVER YOUR “BEST SELF” |  |
|  | IMPROVING INTERPERSONAL SKILLS |  |
|  | PERSONAL DEVELOPMENT AND CAREER PLANNING |  |
|  | HOW TO BALANCE YOUR PERSONAL AND PROFESSIONAL LIFE |  |
|  | HOW TO BE CREATIVE? |  |
|  | HOW EMOTIONALLY INTELLIGENT ARE WE? |  |
|  | ANTI-STRESS WORKSHOP |  |
|  | HEALTHY LIFESTYLE |  |
|  | PRESERVING PHYSICAL HEALTH AT WORK IN A FEW STEPS |  |
|  | SETTING OF GOALS |  |
|  | DECISION-MAKING |  |
|  | DEVELOPING A WINNING MINDSET |  |
|  | TECHNIQUES FOR INCREASING PRODUCTIVITY |  |
|  | FIVE WAYS TO CONDUCT WORK EFFICIENTLY |  |
|  | TIME MANAGEMENT |  |
|  | PRODUCTIVE MEETING |  |
|  | PATH TO HAPPINESS - SELF-MOTIVATION TECHNIQUES |  |
|  | TEAMS AND TEAMWORK |  |
|  | POWER OF MIND MAPPING |  |
|  | COACHING SESSIONS |  |
| **TRAINING OF IMPLEMENTERS – TRAINING ACADEMY** | |  |
|  | TRAINING OF TRAINERS (ToT) |  |
|  | BECOMING A MENTOR |  |
|  | DEVELOPING THE DESIGN (PLAN) OF TRAINING |  |
|  | HOW TO PREPARE A SUCCESSFUL WEBINAR? |  |
|  | KNOW HOW TO CREATE AN ONLINE TRAINING |  |
|  | APPLICATION OF INTERACTIVE METHODS AND TECHNIQUES |  |
|  | CASE STUDY – PREPARATION AND APPLICATION |  |
|  | TOOLS AND TECHNIQUES IN WORKING WITH "DIFFICULT STUDENTS" |  |
|  | HOW TO IMPLEMENT A SUCCESSFUL WEBINAR? |  |
|  | HOW TO SUCCESSFULLY LEAD THE COMMUNICATION PROCESS IN A GROUP |  |
|  | STAND OUT WITH YOUR (POWERPOINT) PRESENTATION |  |
|  | FROM CLASSROOM TRAINING TO WEBINARS |  |
|  | HOW TO INCREASE THE ACTIVITY OF WEBINAR PARTICIPANTS |  |
|  | HOW DO WE KNOW THAT THE STUDENTS WILL APPLY WHAT THEY LEARN |  |
|  | HOW TO DRAFT A GOOD TEST AFTER TRAINING |  |
|  | MENTORING IN THE FIELD OF TRAINING IMPLEMENTERS - TRAINING ACADEMY |  |
|  | TRAINER MEETINGS |  |
|  | CONFERENCE FOR TRAINERS |  |
| **INTERNAL FINANCIAL CONTROL IN THE PUBLIC SECTOR** | |  |