

CIS BACKGROUND

CIS (formerly ICVA/CIS) is an International Training and Consultancy Centre with 10 years experience in capacity building, human resources management, facilitation, consultancy and organisational services within the region. CIS Training Centre continuously develops and currently delivers 7 comprehensive Training Programmes with over 60 training modules all based on the most successful models of internationally recognised human resources development programmes. CIS employs a large number of foreign and domestic consultants/trainers, experts within their sectors.



SCOPE OF ACTIVITIES AND PROFESSIONAL SERVICES

HUMAN RESOURCES MANAGEMENT: Staff Recruitment & Selection Services, Skills Improvement, Employees Appraisals

CAPACITY BUILDING: Training Programmes & Training Modules Creation, Development and Delivery

EXTERNAL EVALUATION: Assessment of Programmes, Projects & Staff; Targeted Surveys on a Wide Range of Topics

ORGANISATION AND FACILITATION of Conferences, Seminars, Meetings, Campaigns and Large Scale Events in the region



CIS PROVIDES EXPERTISE IN THE FOLLOWING FIELDS OF PROFESSIONAL DEVELOPMENT:

MANAGEMENT PROGRAMME

- Improvement of Managerial Skills
- Strategic Planning & Management
- Executive Development
- Management by Objectives - MBO
- Exemplary Leadership
- Leadership & Improvement of Team Efficiency
- Team Action Management
- Financial Management
- Finances for Non-financial Professionals
- Effective Supervision
- Facilitation Techniques
- Business Plan, Business Acumen, Risk Management

HUMAN RESOURCES MANAGEMENT

- Recruitment Process & Effective Selection
- Employment & Standard HR Procedures
- Interviewing Techniques
- Fundamental Principles of HR Management
- Job Description & TOR Creation Process
- Employees Monitoring & Appraisal Techniques
- Rewarding System
- Motivation Management/Motivation Workshop
- Professional Team Development
- Career Management
- Time Management
- Stress Management
- Change Management
- Conflict Management

PROJECT MANAGEMENT

- Project Proposal Writing
- Project Cycle Management
- Project Resources & Budget Creation
- Instruments & Techniques in Project Management
- LFA & LFM
- Monitoring & Evaluation
- FP7, IPA, EU Project Management

ADMINISTRATION & OFFICE MANAGEMENT

- Administrative Skills
- Executive Assistant/Business Secretary
- Planning Skills & Work Organisation
- Business Correspondence & Report Writing
- Procurement & Contracting
- Filing & Documentation

COMMUNICATION, PR, PROTOCOL & ETTIQUETE

- All Levels Communication Skills
- Specific Models of Communication
- Communication with Difficult Clients
- Internal Communication
- Artistry of Public Speaking
- Integrated Marketing Communication
- Client Service Excellence
- Call Centre & Tele-Marketing
- PR & Media
- Presentation Skills
- State & Diplomatic Protocol & Social Etiquette
- Event Management
- Campaigns, Advocacy, Lobbying
- Fundraising



SALES SKILLS

- Effective Sales Skills
- Sales Negotiations Skills
- Strategic Sales Presentation Skills
- Coaching in Sales

CORPORATE ENVIRONMENT

- Corporate Protocol & Social Etiquette
- Corporate Identity & Policy Development
- Corporate Social Responsibility
- Organisational Culture
- Organisational Policy & Corporate Values
- Gender Equality & Non-discrimination Policy
- Safety at Work & First Aid

ADDITIONAL TRAINING PROGRAMMES & SERVICES

- Experiential, Process Training & Targeted Training
- Training of Trainers for all Programmes
- Coaching, Mentoring & Individual Consulting
- Assessment of Staff Capacities and Needs
- Assessment of Organisational Capacities & Needs
- Module Development according to Clients Needs





CIS OPERATES BY THE FOLLOWING KEY PRINCIPLES

In curriculum design, creation and implementation of training workshops, staff development plans, monitoring and evaluation of capacity building projects:

Partnership: Gaining input through information sharing and cooperation for best results

Quality: Ten years of proven highest standards & quality service

Measurable Results: Impact Achieved through the goals fulfilled

Targeted Outcome: Tailoring Training Workshops according to Specific Needs

Anticipated Impact: Carefully planned steps for achieving best and anticipated outcomes

Affordable Fees: Costs are always kept to a minimum

CIS PORTFOLIO INCLUDES:

- EBRD Registered Consultant and Certified Training Centre
- Chartered Institute of Personnel & Development - UK, Certified Training Centre
- World Bank Registered Consultant, Serbia, Montenegro
- OSCE Certified and Registered Consultant, Austria, Serbia, Montenegro
- UNDP Registered Consultant, Serbia, Montenegro
- ICVA Member and Consultant, Geneva, Switzerland
- UNAIDS Communication Strategy Working Group Member, Serbia
- UNICEF Educational Programme Working Group Member, Serbia
- Founding Member & President of the Partners for Democratic Change
- Founding Member & President of the Centre for International Support
- Serbian Association for Public Relations Member, Serbia

CLIENTS LIST 1998-2009:

Diplomatic Missions, UN Agencies & International Organisations, State & Profit Sector

Governments & Institutions: Government of Serbia, Government of Montenegro, Ministry of Interior, Ministry of Finance, Ministry of Labour, Employment & Social Affairs, Ministry of International Economic Relations, Ministry of Economy & Regional Development, Ministry of Health, Ministry of Foreign Affairs, Ministry of Culture, Ministry of Public Administration & Local Self-Government, Ministry of Diaspora, Ministry of Education & Sport, Serbian National Parliament, Belgrade City Parliament, National Employment Service, Serbian Chamber of Commerce, Building Directorate of Serbia, National Bank of Serbia, Intellectual Property Office...

International & Local Organisations: ACF, ACDI/VOCA, America's Development Foundation (ADF), American Refugee Council (ARC), Anatolian Development Foundation (ADF), CARE, CARITAS, Christian Children's Fund (CCF), CHF International, COOPI, CRIC, Catholic Agency for Overseas Development (CAFOD), Catholic Relief Services (CRS), Danish Refugee Council (DRC), European Committee for Refugees & Exiles (ECRE), European Perspective, FRESTA, Freedom House, Forum ZFD, GVC, HELP, Handicap International, International Catholic Migration Commission (ICMC), ICS, INTERSOS, International Orthodox Christian Charities (IOCC), International Relief & Development (IRD), Micro Development Fund, MSF, Mercy Corps, Norwegian Peoples Aid (NPA), NOVIB, Norwegian Refugee Council (NRC), ORL, OXFAM, PSF, Save the Children UK, Solidarites, Swedish Organisation for Individual Relief (SOIR), UMCOR, World Vision, Swiss Labour Assistance (SLA), International Educational & Scientific Institutes & Foundations, PRAXIS

Embassies & Development Agencies: Embassies of Austria, Australia, Canada, Great Britain, Denmark, Germany, Italy, Netherlands, Norway, Sweden, Switzerland, United States of America; US Agency for International Development (USAID), Swedish International Development Agency (SIDA), Canadian International Development Agency (CIDA), Cooperazione Italiana, US Bureau of Population, Refugees & Migration (BPRM), UK Department for International Development (DfID), Danish International Development Agency, Development Cooperation Ireland, Swiss Development Cooperation (SDC), Irish Agency for International Development, Irish Consulate.

UN Agencies & Diplomatic Missions: UNHCR, UNDP, World Food Programme, UN Food & Agriculture Organisation, UNICEF, World Bank, UNOPS, World Health Organisation, UNESCO, UNMIK, UNORC, International Organisation for Migrations (IOM), UNAIDS, UN Habitat, UN Industrial Development Organisation, UNOB, Council of Europe, European Agency for Reconstruction, International Committee of the Red Cross, International Federation of the Red Cross & Red Crescent Societies, OSCE Missions in Serbia & Montenegro, OMIK, EC Delegation.

Companies: Actavis, Bearing Point, Booz Allen Hamilton, Business Centre BP, Central Bank of Montenegro, Carlsberg, C-Market, Delta Generali, Delta M, Development Alternatives Inc, Enterprise PLC, Jolly Hotels, Koteks Viscofan, Maxi, MMD, MSP, NELT, Nova Communication, Pantheon EUI, Pekabeta, Philip Morris, ProCredit Bank, Profit Plus, PE Roads of Serbia, PE Railways of Serbia, Razor, Reaction, Schönherr, Telecom Serbia, Synovate, SD Petosevic, Telenor, Telus, Tempo, Tourist Organisation of Serbia, YuBuild...