



CONSULTANCY, TRAINING AND INFORMATION RESOURCE CENTRE

BACKGROUND INFORMATION

ICVA/CIS is the international Training and Consultancy Centre, with 10 years of experience in capacity building, human resources management, facilitation, consultancy and organisational services within the region. ICVA/CIS clients are diplomatic missions, embassies, UN agencies, international organisations, governmental institutions, and business sector. ICVA/CIS Training Centre continuously develops and currently delivers 11 comprehensive Training Programmes with over 70 training modules; all based on the most successful models of internationally recognised human resources development programmes. ICVA/CIS employs large number of foreign and domestic consultants/trainers, experts within their sectors.

SCOPE OF ACTIVITIES AND PROFESSIONAL SERVICES

🌐 Human Resources Management (Staff Development, Improvement of Skills, Appraisals, Selection and Recruitment Services) 🌐 Capacity Building: Training Programmes & Training Modules Development and Delivery 🌐 External Evaluation (Assessment of Programmes, Projects & Staff) 🌐 Surveys and Researches on a Wide Range of Topics 🌐 Facilitation of Conferences, Meetings, Discussions & Events 🌐 Organisation of Regional and Local Conferences and Seminars 🌐 Organisation of Campaigns and Large Scale Events 🌐

SELECTION OF PROGRAMMES AND MODULES DEVELOPED & READY TO BE DELIVERED ON REQUEST

Human Resources Programme

- Fundamental Principles of HR Management
- Advanced Human Resources Management
- Human Resources Standard Procedures
- Terms of Reference Drafting Process
- Interviewing Techniques
- Effective Selection & Interviewing Process
- Staff Appraisal Techniques
- Needs Assessment

Staff Development & Team Efficiency Improvement

- Motivation Workshop
- Motivation Management
- Team Building
- Confidence Building
- Time Management
- Stress Management
- Planning Workshop
- Change Management
- Acceptance of Change and Commitment
- Conflict Management

Management Programme

- All levels Management Skills
- Strategic Management
- Management by Objectives
- Leadership Skills Training
- Exemplary Leadership
- Team Management
- Risk Management
- Results Based Management Skills
- Effective Supervision

Project Management Programme

- Project Proposal Writing
- Project Cycle Management
- Project Resources and Budget Development
- Logical Matrix Framework
- Logical Framework Analyses
- Monitoring and Evaluation
- Narrative and Financial Reporting

Business Development Programme

- Strategic Planning
- Basics to Business Planning
- Business Plan Creation
- Maximising Business Opportunities
- Effective Sales Skills
- Sales Negotiations
- Strategic Sales Presentation
- Business Coaching
- Accounting and Financial Management
- Effective Budgeting
- Financial Reporting
- Strategic Partnership and Networking
- Entrepreneurship
- Micro-Credits and SMEs Development
- Local Economic Development

Corporate Environment Building

- Corporate Identity
- Corporate Policy Building
- Corporate Social Responsibility
- Gender Equality & Non-Discrimination Policy
- Security at Work and First Aid Training



Communication, Presentation, PR & Media, Protocol & Social Etiquette Programme

- Communication Skills Improvement
- Development of Customer Service Skills
- Public Relations and Media Skills
- Presentation Skills
- Organising and Creating Campaigns
- Diplomatic Protocol & Social Etiquette
- Corporate Protocol & Social Etiquette
- Management of Events and Promotions
- Facilitation Skills
- Dealing with Difficult Clients
- Negotiation, Mediation & Conflict Resolution
- Public Education and Media Outreach
- Public Awareness Raising
- Advocacy and Lobbying
- Fundraising

Administrative & Office Management Skills

- Office Management Skills
- Administrative Skills Improvement
- Software Skills Comprehending
- Business Correspondence and E-mailing
- Taking Notes, Minutes & Report Writing
- Advanced Reporting Skills (oral & written)
- Documentation and Filing Skills
- Procurement and Contracting Vendors
- Planning, Organising and Scheduling

Additional Training Programmes & Services

- Training of Trainers for all Training Programmes
- Coaching, Mentoring & Individual Consultancy
- Assessment of Staff Capacities & Training Needs
- Assessment of Organisational Capacities & T. Needs
- Tailoring modules according to clients' needs

ICVA/CIS CLIENTS' LIST 1998-2008

Governments & Institutions of Serbia & Montenegro:	Ministry of Interior, Ministry of Finance, Ministry of Labour, Employment and Social Affairs, Ministry of International Economic Relations, Ministry of Internal Economic Relations, Ministry of Health, Ministry of Foreign Affairs, Government of Serbia, Government of Montenegro, Ministry of Culture, Ministry of Public Administration & Local Self-Government, Ministry of Education and Sport, Ministry of Diaspora, Building Directorate of Serbia, National Employment Service, Serbian National Parliament, Belgrade City Parliament, Serbian Chamber of Commerce, National Bank of Serbia, etc.
UN Agencies & Diplomatic Missions:	UNHCR, UNDP, World Food Programme, UN Food & Agriculture Org, UNICEF, World Bank, UNOPS, World Health Organisation, UNESCO, UNMIK, UNORC, International Organisation for Migrations, UNAIDS, UN Habitat, UN Industrial Development Org, 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.
Embassies & Respective Development Agencies:	Austria, Australia, Canada, Great Britain, Denmark, Germany, Italy, Netherlands, Norway, Sweden, Switzerland, United States of America, US Agency for International Development, Swedish International Development Agency, Canadian International Development Agency, Cooperazione Italiana, US Bureau of Population, Refugees & Migration, UK Department for Int'l Development, Danish Int'l Development Agency, Development Cooperation Ireland, Swiss Development Cooperation, Irish Consulate.
International and Local Organisations:	ACF, ACIDI/VOCA, America's Development Foundation, American Refugee Council, Anatolian Development Foundation, CARE, CARITAS, Christian Children's Fund, CHF International, COOPI, CRIC, Catholic Relief Services, Catholic Agency for Overseas Development, Danish Refugee Council, European Committee for Refugees and Exiles, European Perspective, FRESTA, Freedom House, Forum ZFD, GVC, HELP, Handicap International, INTERSOS, International Catholic Migration Commission, International CS, International Orthodox Christian Charities, International Relief & Development, Mercy Corps, MSF, Norwegian Peoples Aid, NOVIB, Norwegian Refugee Council, ORL, OXFAM, PSF, Save the Children UK, Swedish Organisation for Individual Relief, Solidarites, UMCOR, World Vision, Swiss Labour Assistance, International Educational and Scientific Institutes and Foundations, PRAXIS, Micro Development Fund.
Companies:	Actavis, Business Centre BP, Central Bank of Montenegro, Carlsberg, C-Market, Delta Generali, Delta M, Development Alternatives Inc, Enterprise PLC, Maxi, MMD, MSP, Pekabeta, Philip Morris, ProCredit Bank, Reaction, Schönherr, Serbian Telecom, Synovate, SD Petosevic, Telenor, Telus, Tempo, TOS, Profit Plus, Bearing Point, etc.

