

## 2<sup>nd</sup> REGIONAL WORKFORCE DEVELOPMENT WORKSHOP

April 6-7, 2010

Aleksandar Palace Hotel, Skopje, Macedonia

### AGENDA

#### Day 1 Tuesday April 6-7, 2010

08:30 – 09:00 Welcome coffee and introductory networking

09:00 – 09:15 **Welcome by Joseph Lessard, USAID Macedonia**

09:15 – 10:00 **Presenting your Workforce Development Activities (5 minutes each)**

- Presentations by: USAID EG Officers / Projects (Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Serbia)

10:00 – 10:30 **Labor Markets and Workforce Development Planning and Programming, a New Analytical Tool for Your Toolkit (15 minutes each)**

- Denise Lamaute, USAID Washington – Objective: A demo of USAID's new Labor Markets and Workforce Development analytical tool, which is designed to assist policy makers and development experts improve decision making, planning and forecasting, and identification of critical workforce segments. Using examples from Georgia, Kosovo, Macedonia and Ukraine
- Demand Driven and Client Centered Workforce Development Solutions to Increase Sales and Jobs: How the Rritje Albania Project fully integrates workforce development into economic growth activities – Gwen El Sawi, Albania CED Project

10:30 – 11:00 **Networking Break**

11:00 – 12:30 **Education and Training Approaches (15 minutes each)**

- Regional PMI Needs Assessment - Tatjana Lukic, Serbia Competitiveness Project (in cooperation with RCI)
- Bosnia and Herzegovina: Education and training approach examples in the wood processing, tourism and light manufacturing sectors – Mirza Karic, FIRMA Project
- Building Next Generation Workforce: A broader theme on the transformational model we implement in our project – Visar Ademi, Macedonia Competitiveness Project
- Workforce Development Strategies in a High Unemployment Environment, The Case of Kosovo – David Cowles, Vjosa Mullatahiri and Erik Butler, Kosovo Private Enterprise Program (KPEP)
- Open Discussion

12:30 – 13:30 **Light Lunch and Networking**

13:30 – 15:00 **Various Topics (15 minutes each)**

- Bosnia and Herzegovina: Key Partners in Labor Market (Supply and Demand) – Mirza Karic, FIRMA Project
- Macedonia Internship Program: Evaluation Results – Visar Ademi, Macedonia Competitiveness Project
- Youth and Workforce Strategy Development in Kosovo – Theodora Dell, USAID Kosovo
- Jordan Labor Profile System – Gwen Al Sawi, Albania CED Project
- Open Discussion

15:00 – 15:30 **Networking Break**

15:30 – 17:30 **Open Discussion on Potential Areas of Cooperation**, Facilitated by Neal Nathanson, USAID Washington

- Regional Project Management Training Boot-camp – Building a Core PM Competence in the Western Balkans – is there an interest in this activity?
- How do we better share experiences, resources and ideas?
- Using tool kits - are there other improved management practices in some additional ways?

#### Possible Discussion Topics and Questions:

- How a changing workforce will affect economic growth strategies
  - a. What happens with EU membership to non-members & vice versa
  - b. Demographics and their effect on the labor force & policies/practices



- How to help a country, district, municipality, and company identify and remove workforce development barriers
- How to integrate workforce development activities in other Mission/Donor programs
  - a. Integration with USAID education, local governance, and financial services (health?) programming
  - b. Coordination and Collaboration with other US Government Programming (Embassy, Millennium Challenge Corporation, Peace Corps)
  - c. Coordination and Collaboration with other donors to maximize impact and eliminate duplication
- How to develop alliances with the public and private sector as well as educational institutions to support workforce development
- How to introduce and work with innovative assessment tools, such as assessment-based credential tools that give employers and jobseekers a uniform measure of key workplace skills
  - a. Tools and resources currently available
  - b. Certification programs
  - c. What is really needed?
- Workforce development best practices
  - a. Assessing demands of private (and public) sectors for what skills?
  - b. Developing a profile of the supply and willingness of the labor supply for work and working in specific areas and industry sectors?
  - c. Matching skill demands with skill acquisition
  - d. Relevant education that provides the knowledge, attitudes, skills, aptitudes, and behavior needed in the workplace
- One-Stop – Employment Centers that offer a variety of comprehensive employment services and resources to help citizens find a job
  - a. Encouraging interface between the public sector (employment office, unemployment support systems) and the private sector
  - b. Helping companies learn how to work effectively with public employment offices
  - c. Improving the services of the employment services staff and administration
- Lessons learned from USAID Workforce Development assessments and programs

17:30 – 18:00 **Conclusion and Next Steps**

18:00 **Closing of Day 1 Reception**

**Day 2 Wednesday April 7, 2010**

09:00 – 12:00 **Workforce Development Course** – Caroline Fawcett, Consultant, JBS International

The workforce development course will be an overview course designed for private enterprise officers, economists, and social protection specialists at all levels, both direct-hire and non-direct hire employees. The session uses country case format where participants will be assigned to one of two countries. The course offers three main areas of concentration:

Review of evidence-based research on workforce development for specific countries and region

- Application of specific decision tools for analysis, including new methods in economic analysis of productivity and employment generation in countries. Tools include decision-tree analyses that highlight the main trends in productivity, labor supply, labor market efficiency (policy) and institutional factors
- Building scenarios and alternative projects and programs to address new priorities and
- Good practice inventory of workforce development and labor market projects

12:00 – 13:00 **Informal Lunch**

End of Workshop