Workshop Guide

“The only source of knowledge is experience”
Albert Einstein

“PES' Good Practices to Integrate Vulnerable Groups into the Labour Market”
5-7 September, 2011
Yerevan, Armenia
After the financial crisis that hit Europe harder than expected, vulnerable groups on the labour market, like long-term unemployed, young job seekers, people with limited abilities and migrants are especially affected. Employers facing cutbacks in profits are becoming more selective in their recruitment and might be less ready to employ candidates with challenging career conditions. Public employment services play an important role in helping vulnerable groups to improve their profile and reduce the danger of stigma.
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Dear Participants

On behalf of RA government I extend my warm welcome to the participants of the first WAPES workshop in Armenia. I am sure that this event is another important step towards European integration. I hope that the exchange of information and new ideas will contribute to the improvement of employment policies in our countries for the well-being of our societies.

Arthur Grigoryan
RA Minister of Labour and Social Issues

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Dear colleagues,

It is a great honor for me to host you in Armenia. Guided by the Eastern proverb “The winner is the one who seeks friends” we found good friends in the persons of you. I am deeply convinced that the experience introduced in this Workshop will help us find new solutions and improve labor market services provided to uncompetitive groups.

Thank you!

Mrs. Sona Harutyunyan
Head of State Employment Service of Armenia

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Dear Participants

On behalf of GIZ “Municipal and Economic Development Programme“ in Armenia I’d like to welcome you to the first WAPES workshop in Armenia. I believe that the diverse experiences and information to be shared among participants from so many European countries will be mutually valuable and beneficial for all of us. I wish you fruitful work and pleasant stay in Armenia.

Dr. Detlef Bart
GIZ, Armenia “Municipal and Economic Development in Armenia“ Programme Director
Show Information

Workshop Registration and open hours

September 5, Monday 13.30 - 18.30
September 6, Tuesday 09.00 - 16.30

Official Dinner (Invited by SESA)

September 5, Monday
Right after the workshop walking to the Cascades,
Visit to the museum of modern art at 19.00
Walk to the Restaurant “Amrots” for dinner 19.30

Cultural Event and Dinner

September 6, Tuesday 17.00 - 20.00
Visit to memorial of Genocide,
Cathedral Echmiadzin and Zvartnots Temple

Site Visit to Erebuni-Nubarashen Employment Center (Optional)

September 7, Wednesday 09.00 – 11.00

Workshop Venue

Ani Plaza Hotel, Ani Hall (2nd floor)

Registration

At the entrance to the Ani Hall (2nd floor)

Badges and Headsets

These will be available at the registration desk on the 2nd floor. Please return the headsets after each day.
Lunch and coffee breaks
Will be served in the Hotel restaurant (2nd floor)

Interpretation
The workshop will be simultaneously translated into English-Armenia-English, Working group discussions will be in English with.

Your feedback
Your comments are essential to us in improving the event. Please take a moment to complete an evaluation form and return it to our volunteers at the registration desk before leaving.

Speaker presentations
These will be available online shortly after the event at the WAPES webpage.

Security
Please note that neither WAPES, nor SESA or GIZ is responsible for the security of any goods left unattended.

Mobile/cell phones
Please turn off or set a silent mode before entering to the workshop room.

Smoking
Smoking is prohibited in the building of the Hotel. If you would like to smoke, please go out from the building.

Wi-Fi
Wi-Fi available in the whole area of the Hotel.
Speaker Biographies

**Dr. Günther Schauenberg**

has made his degree as Ph.D. in literature at the University of Munich in 1974. Since 1975 he was working at the German Public Employment Service (BA) with different responsibilities on local and regional levels and at the headquarter. He worked as Head of the international division of the Central Placement Office from 1989 to 1995. From 2001 to 2010 he was working as Head of the international relations department of the Bundesagentur für Arbeit. Since 2011 he was appointed Director of Unemployment Benefit II (social insurance benefit) at BA’s Regional Directorate of Bavaria. Since 2001 he represented the German PES as member of the Managing Board of WAPES. At the general assembly in Quebec in 2006 he was elected as Vice-President for the European region by the Managing Board.

**Mindaugas Petras Balašaitis**

Director of the Lithuanian Labour Exchange at the Ministry of Social Security and Labour since 22 February, 2010. Previous work experience - private business, top management positions. Responsible for managing the institution which main objective is the implementation of the State employment support policy. Presented Lithuanian experience on employment issues in Riga (Latvia), May, 2010 and Brussels (Belgium) December, 2010. Periodically receives delegations from Moldova, Azerbaijan and other countries, shares experiences with colleagues during study visits.

**Sona Harutyunyan**

is the head of State Employment Service Agency, Ministry of Labour and Social Issues of the Republic of Armenia since November, 2002: Ms. Harutyunyan got her higher education at Yerevan State Economic Institute in 1973-1978, and specialized as a labour economist. She started her career as a labour economist working in “Basalt” factory (1978-1982), worked as a manager of Abovyan social service center (1990-1999). From 1999 to 2002 she was the head of social support board, RA Ministry of social security. Sona Harutyunyan has successfully cooperated with relevant local and international partners and devoted her work life to the on-going
development of social and economic spheres of Armenia.

Werner Schelling
Working since 1976 in different functions for the Public Employment Service of Austria, including Regional Director of Vorarlberg (1994 - 2005) and Senior Adviser for International Affairs (since 2006). WAPES contact person and acting member of the Managing Board since 2006.

Eva Lindh-Pernheim
Marketing Area Manager at Arbetsförmedlingen (Swedish PES)
Eva Lindh-Pernheim started working at Arbetsförmedlingen in 1992 and is currently (since 1 January 2010) working as Marketing Area Manager, responsible for the market area Nordvästra Götaland. Eva is the Market Area Representative in the National Cooperative Council (Arbetsförmedlingen and Försäkringskassan).

Tibor Bors BORBÉLY-PECZE, Ph.D.
Senior advisor of the Hungarian PES. He was the Programme Leader of the National Lifelong Guidance. Development Programme (2008-2011). He earned his undergraduate degree on employment and career counselling (1998), an MA from social policy (2001) and a doctorate degree (2010) from education and lifelong guidance policy. He started his career as an employment counsellor, since the last seven years has been working at national and European policy levels. He is a former member of the European Employment Observatory MISEP network (2004-2007); also national correspondent of the European Lifelong Guidance Policy Network (2007). Founder of the Hungarian National Lifelong Guidance Policy Council (January 2008). Member of the Managing Board, International Centre for Career Development and Public Policy (2010).

Greg Ashmed,
Managing Director for Ingeus Global Operations, has more than 30 years international experience in employment services spanning both the public and private sectors. Mr. Ashmed is an expert commentator on global workforce participation challenges with
extensive knowledge of labour market policy and regimes in Australia, the United Kingdom, France, Germany, Sweden, Switzerland, South Korea and Poland. Today he plays an integral role in overseeing Ingeus’ global partnership with governments and with local enterprise, to co-create localised solutions for public private partnerships for the provision of return-to-work services.

Through Ingeus, Mr Ashmead also actively engages in international employment services policy debate and regularly contributes via policy papers, research, and responses to government consultations, which are produced by the Ingeus Centre for Policy and Research.

Lizzi Feiler studied Business Administration, Social Science and Economics in Austria and is a Certified Management Consultant. She joined ETF in Turin in April 2009 as labour market and employment policy expert. Her previous work record included supporting the European Commission (DG Employment) in organising the exchange of good practices of employment policies throughout Europe (1999 to 2008) and she worked as labour market consultant in Austria, in new member states (PL, CZ, SK, HU), in the Western Balkans and in Azerbaijan. Her main current assignments include policy analysis and advice for Western Balkan countries and Turkey, and coordination of an ETF project on ‘anticipating and matching of supply and demand of skills’. Her core fields of expertise cover EU 2020 Strategy, approaches to anticipate and match skills, active labour market policies, public employment services, the Instruments of Pre-Accession, combined with methodological expertise in project cycle management, monitoring and evaluation.

Jane Daly has over 30 years of experience in economic development issues mainly relating to community mobilization, job creation employment system reform and capacity building of key government institutions in the US, South East Asia, the Caucasus and Eastern Europe. Currently, she is serving as the Labor Market Team Leader for USAID’s Armenia Pension and Labor Market Reform Project, PALM. Previously she served as the Senior Workforce advisor on the JOBs project in Pakistan, was Chief of Party of the Serbian Employment Promotion Project as well as the Partners in Economic Development and Government Effectiveness (PLEDGE) in Bulgaria. In the US Ms Daly was appointed by the Governor to serve as the State’s Administrator over Employment Services and Job Training, was President and co-owner of a Business consultant and workforce training company.
The most exciting part of Ms. Daly’s life is her nine grandchildren.

**Ivo Van Dongen**

Director of Actíva International Foundation and an expert on employment and labour market policy implementation. He has many years of experience working with disabled population and a proven track of record of managing complex projects with various partners. Mr. van Dongen was involved in the management of labor market projects in various countries in Central and Eastern Europe. Currently in Armenia he is involved in the Matra project “People with disabilities in Armenia, the promising workforce”. This project is executed in close cooperation with Ministry of Labour and Social Issues and the State Employment Service Agency (SESA).

**Mirjana Zecirevic**

For the last 7 years she is Head of Employment Preparation Department in the Central office of the Croatian Employment Service. As such she is responsible for planning, organizing, coordinating and monitoring activities in CES in three main areas: vocational guidance, education for LM needs, rehabilitation and employment for disabled and other hard to place. She has managed different projects concerning vocational guidance and rehabilitation (vocational guidance quality standards in the Croatian Employment Service, vocational guidance strategy); involved in creating VET, high and adult education legislation in Croatia with the special focus on labour market needs; member of the Croatian government’s Committee for Croatian National Framework. She is national representative in the European Lifelong guidance policy network.

**Gayane Serobyan** is working with the German International Cooperation (GIZ) GmbH “Municipal and Economic Development in Armenia” Programme as Senior Advisor on Employment Promotion since 2009. She has almost 10 years of cross-functional professional history in public, private, non-governmental sectors. The last 7 years she has been working in development cooperation field with EU, WB, USAID, and GIZ GmbH. Her core competencies encompass advisory functions at different levels, structuring and implementation of capacity building initiatives management of cooperation projects on VET, employment promotion and active labour market measures. She holds Master Degree in Oriental Studies from Yerevan State University.
Cultural Event Information

Cathedral of Etchmiatsin

The center of Armenian Apostolic church- St. Etchmiatsin is located 20 km far from Yerevan. The Cathedral of Etchmiatsin was founded at the beginning of the fourth century and is one of the oldest churches in the world. According to the legend the church was built in the place where apparition of Jesus Christ was seen to Grigory the Illuminator in the dream. The interior of the church is covered with frescoes created by Hovnatanyan family. The residence of the Catholicos and the Theological Academy are situated near the Cathedral.

Temple of Zvartnots, 7th century

Zvartnots temple is located in Zvartnots village of Armavir region, 17 km far from Yerevan. The temple was built in the 7th century by Nerses Catholicos who got the title of “Constructor” due to his construction activities. The temple was safe till the 10th century (it was destroyed by an earthquake). Zvartnots embedded the achievements of Armenian architecture of those times and is considered as one of the masterpieces of world architecture.
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