



# Training catalogue



[www.partnersalbania.org](http://www.partnersalbania.org)



**PARTNERSALBANIA**  
FOR CHANGE AND DEVELOPMENT



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## Who we are

Partners Albania is established as an independent Albanian organization, a member of Partners Global, a network of 19 independent centers in Europe, the Americas, Africa and Middle East, working for peaceful and democratic change. The Network provides training programs, technical assistance and services to the civil society organizations, central and local government and private sector in their countries and worldwide.



## II

# Training and Beneficiaries

## Welcome to Partners Albania training

This catalogue provides a clear view of training service, beneficiaries, tools and approaches and available curricula to all interested actors and clients from different sectors.

Partners Albania provides training courses to various stakeholders as individuals, community groups, non-profit sector representatives, central and local government officials and corporate representatives contributing to the:

- **Enhancement of individual development** - preparing human capacities for future required knowledge, skills and competencies for the workplace
- **Development of institutional internal processes and procedures** – assist institutions to ensure improved performance and productivity to assure the sustainability and success.
- **Encouragement of cross sector cooperation and partnership building** – increase mobilisation of resources, interaction, synergy and commitment to work cooperatively toward common development goals that brings positive change to the society.

Partners Albania uses Training as an effective tool to lead non-profit sector towards development and sustainability; facilitate central and local government to enhance transparency and accountability and participatory governance and enable private companies and financial institutions to enhance human capacities and easily address client's needs and succeed in their business environment!





### III

## Expertise Why choose us?

- We evaluate your training needs; address them through professional tailored courses
- We offer interesting & innovative presentations, participatory and interactive courses
- We offer qualified experts with national and international experience in training design, delivery and evaluation
- We offer bi-lingual services in Albanian and English language
- We create an amicable and open environment for learning and developing knowledge and skills



## **Methodological Approach**

**Partners Albania training courses are targeted, participatory and interactive**

### **Lecturing /presentation**

We use lectures as the best method to provide information and combine it with effective visual aids to attract attention and interest.

### **Case studies**

We develop and use case studies to provide a real life perspective and stimulate thinking towards solution.

### **Study visit**

We take you into the field to see the true context of the issues being studied.

### **Brainstorming/ group discussions**

We encourage the brainstorming and open discussions to identify issues and get everyone involved.

### **Role plays**

We test how new learning can be applied in a real context.







# TRAINING CURRICULA **FOR NON-PROFIT SECTOR**



## Developing and strengthening the non-profit sector

Strengthening of and support to the civil society sector is one of the main programmatic areas of Partners Albania work. Partners Albania supports the sector through capacity building programs, facilitation of participatory and cooperation processes, networking and coalition building and information exchange.

Non-profit organizations (NPOs) in Albania play a significant role in country development through their diverse competences and operation areas. NPOs can hardly attain significant results without continuous efforts to develop and improve their internal organizational capacities, and cooperation with members and stakeholders.



**New!**

Partners Albania launched in 2015 the **“NPO Academy”**, the first program of its kind in Albania, which offers education and development opportunities to NPO executives, empowering them effectively lead and manage their organizations.

### **The Academy:**

- Serves as a space for non-formal education to enhance skills and develop competences of NPO executives.
- Increases attendee's professionalism through a unique curriculum, learning methodology and diverse professional expertise.
- Creates generations of professional and committed NPO executives who will become change actors to contribute in the development of Albanian society.

## Courses at a glance

**Partners Albania training package for non-profit sector includes the following programs:**

### **Organizational Development Skills**

- NPOs Legal Framework and Development Trends
- NPOs Governance and Organizational Development
- Human Resources Management & Internal Policies, Procedures
- Fiscal Framework for NPOs and Financial Management
- Leadership and Management
- Ensuring Public Support and working with the Private Sector
- Ensuring Financial Support through Grants - Project Proposal Writing
- Project Cycle Management (Effective Monitoring, Evaluation, Reporting
- Strategic Planning for NPOs
- Strategic Communication for NPOs (PR and Branding)

### **Mobilization of Constituencies. Sector Cross-sector Collaboration**

- Partners Collaborative Model – Cooperative Planning
- Facilitation Skills
- Team Building, Networking and Coalition Building
- Community Social Change
- Cooperative Advocacy
- Lobbying
- Conflict Resolution Skills

### **Participatory Governance and Anticorruption Initiatives**

- Participatory Governance and Participation Tools
- Role of Civil Society in Anti-Corruption Initiatives



# Organizational development skills

As the NPO sector mainly remains donor dependent and funding diminishes, the sector is increasingly challenged to sustain itself organizationally and financially. Thus, NPOs are required to have a solid organizational structure, clear strategic plans, income-generating programs to sustain a credible public image and strong ties with their constituencies and partners.

Partners Albania provides training and consultation to NPOs in a number of areas, including:

## NPOs Legal Framework and Development Trends

- Civil society and development of non-for-profit sector in Albania
- Development trends, challenges and achievement
- Albanian legal framework for NPOs
- Role of NPOs in country democratic development and as part of European agenda - enabling environment for civil society organizations

## Human Resources Management

### Internal Policies and Procedures for NPOs

- Human Resources Management and its importance
- Human Resources Policies and Procedures
  - Recruitment policy for staff and volunteers (interviewing, job descriptions and employment contracts)
  - Salary and reward policy and procedure
  - Training and development policy and procedure
  - Performance appraisal policy and procedure
  - Annual leave policy and procedure
  - Code of ethic
  - Conflict of interest and how to address it
- Other organization policies and procedures in place:
  - Information systems - security of information
  - Inventory of assets and office equipment, etc.

### **NPOs Governance and Organizational Development**

- Principals of governance
- Organizational development (mission, vision, structure, culture, visibility, transparency, accountability, etc.)
- NPO governance
- Role and responsibilities of NPO Board and/or Assembly
- Responsibilities of the Board/ Assembly and Executive Director
- Role of board in fund-raising, revenue generation, public relations and strategic planning, organizational monitoring and evaluation
- Board bylaws and their importance

### **Community Needs Assessment**

- What is the Community Needs Assessment
- Basic purposes of needs identification and assessment
- Information sources (individuals, groups and public sources) for data collection
- Methods of community needs assessment
- Advantages and disadvantages of each method
- Practicing specific assessment techniques relevant to specific situations

### **Fiscal Framework for NPOs and Financial Management**

- Role and importance of financial management and control
- Assuring financial transparency and accountability
- Financial systems in place and record keeping
- Setting up basic accounting systems on an organizational and project basis (chart of accounts)
- Budgeting and its functions
- Monitoring and evaluation
- Accounting and its importance
- Accounting methods, cash versus accrual base
- Financial statements
- Reporting requirements and formats to state authorities
- Fiscal framework for Albanian NPOs



## Strategic Communication for NPOs (PR and Branding)

- Creating Image and Message
- Know your audience
- Communication channels
  - Use of public and private media to win public support, the development and monitoring of effective messages (press releases);
  - Social media (effective use of social media channels; Facebook, Youtube, LinkedIn, Twitter, Google+ etc)
  - Media produced and managed by the organization - (periodic newsletters, website, storytelling, leaflets, information sheets, posters, etc)
- Specific programs and techniques for the production of communication tools (video, software design, online broadcasting)

## Strategic Planning for NPOs

- What is Strategic Planning
- Differences between strategic and long-term planning
- Different types of organizational planning
- The role and importance of organizational strategic planning
- The features of a well-developed strategic plan
- Steps and criteria for developing a strategic plan
- The development of strategic planning process

## Leadership and Management

- Basic knowledge on Leadership
- Leader and the leading process
- Leadership features
- Styles of leadership and their functions in the phases of the organizational development
- Leadership best practices
- Leadership and management, differences and similarities
- Delegation of tasks and authority
- Motivation
- Decision-making and problem-solving

### Ensuring Public Support and working with the Private Sector

- Fundraising and fundraising cycle
- The importance of planning for NPO financial sustainability
- Reasons for fundraising
- Who gets involved in this process
- Mobilization of sources and strategic tips to build effective partnerships
- Effective fundraising strategies
- Identification of donors, partners
- Practical methods and fundraising techniques
- What is the NPO self-financing
- NPO self-financing strategies
- Phases of venture planning from pre-feasibility study to business plan development
- Developing fee-based services, financial planning
- Assessing organizational and financial readiness for different sustainability models

### Ensuring Financial Support through Grants - Project Proposal Writing and Management

- What is a project-project life cycle
- The phases of the project proposal drafting
- Preparing monitoring and evaluation component of the project
- Preparing project budget
- EU format - The components of EU project proposal application
  - Project Log-frame
  - Project relevance
  - Description of project and its effectiveness
  - Project methodology
  - Action plan
  - Budget
  - Sustainability
  - Applicant's profile
- Project implementation – monitoring, evaluation, reporting etc.





# Mobilization of constituencies

## Sector and cross-sector collaboration

The strength of the NPO community depends on the level of cooperative efforts among diverse organizations to achieve a common goal. Involvement of the NPOs in policy advocacy and in building grassroots democracy is crucial for the advancement and democratization of our societies.

Partners Albania provides the following programs in these areas:

### Partners Collaborative Model – Cooperative Planning

- Partners model vs. other collaboration models (commonalities, differences)
- Building a diverse partnership
  - Identifying stakeholders
  - Getting stakeholders to participate in the process
  - The role as facilitative stakeholder
  - Building relationship between stakeholders
- Facilitating the collaborative process
  - Agreeing on a process
  - Facilitating the collaborative process step by step
  - Creating a SMART work plan
- Implementing and monitoring agreements
  - How to implement the work plan
  - The role of the facilitative stakeholder in monitoring

### Facilitation skills

- Facilitation process
- What is a facilitator, facilitator characteristics
- Facilitator responsibilities and challenges
- The facilitator and the stages of group development
- Facilitator fundamentals
- Most frequent facilitation tools
- Steps in effective decision-making
- Effective meetings and discussions
- Building sustainable agreements

### Team Building, Networking and Coalitions

- Team building and development
  - Teams and groups, differences and similarities
  - Stages of team development
  - The team performance model
  - Characteristics of effective teams
  - Communicating in teams
- Networking, coalition building and other types of partnership
  - The functioning of different types of partnership
  - Choosing the appropriate form of cooperation (e.g. networks, coalitions, etc.)
  - Advantages and disadvantages of collaboration
  - Mobilization of constituencies, members, community and institutions
  - Roles and responsibilities of actors in networks, partnerships and coalitions
  - Power of coalitions
  - Formalizing cooperative relationships
  - Ethics in coalitions
  - Strategies of conflict management in networks and coalitions

### Community Social Change

- Active citizenship
  - Principles of active citizenship
  - Types of groups engaged in social change
  - Advantages and challenges of encouraging community participation
- Community mobilization
  - Community mapping and action plan drafting
  - Phases of community mobilization process
- How to build partnership in local community
  - Coalition and partnership building
  - Development of an intervention strategy
  - Conflict management through multi-party negotiation



## Advocacy and Cooperative Advocacy

- Advocacy – definition and process
- Steps in advocacy process:
  - Identification and definition of the issue
  - Identifying target audience and stakeholders
  - Defining the objectives
  - Knowing the institutions and dynamics of power
  - Developing and transmitting the message
  - Gaining public support through mass media
  - Building effective networks and coalitions
- Definition of Cooperative Advocacy and strategies
- Why and when using cooperative advocacy
- Cooperative advocacy - 12 steps of the process
- Cooperative advocacy - skills development
- Cooperative advocacy - case studies



## Lobbying

- The concept of Lobbying
- To lobby about your issue
- The legislative process and the lobbyist
- Ten reasons to lobby about your issue
- Targeting the decision makers
- "Inside" and "outside" lobbying
- Strong points of lobbying
- Practical advice on how to lobby efficiently with decision makers and public officials
- Ways to make your voice heard
- Common approaches to lobby
- Principles of effective lobbying
- Effective communicator, the key to mobilize your lobbying skills
- How to deal with difficult people



## Conflict Resolution Skills

- Conflict Management
  - What is Conflict?
  - Conflict analysis within an organizational context
  - Conflict management styles
  - Conflict management strategies (Communication; Negotiation and Mediation)

# Participatory governance and anticorruption initiatives

In Albania local government is acquiring increased authorities and responsibilities in managing issues such as housing, unemployment, education, and social services, directly impacting people's life.

PA through the following programs assists NPOs to become an active player in ensuring transparency of local government and increase participation of citizens in decision making processes.

## Participatory Governance Tools

- Citizens Report Card
  - What is the Citizens Report Card
  - Principles of the Citizens Report Card
  - Role of civil society in development of the Citizens Report Card
  - Methodology and steps of development the Citizens Report Card
- Citizens Advisory Commissions
  - What are the Citizens Advisory Commissions
  - Terms of reference to create the Citizens Advisory Commissions
  - Characteristics and categories of the Citizens Advisory Commissions
  - Organization, structure and Citizens Advisory Commissions members selection process
- Participatory Budgeting
  - Overview of the planning and participatory budgeting cycle
  - Participation in the planning process
  - Data collection and verification
  - District development plan
  - Linking planning and budgeting

## Participatory Governance

- Local Government in Albania
- The concept of Participatory Governance and its importance
- Who benefits from the citizens participation in governance
- Main elements of good governance
- Participatory governance levels
- Factors that influence public participation in governance

## Civil Society Anti-Corruption Initiatives

- What is Corruption, causes and types of corruption practices and their effects
- Anti-corruption indicators / Governmental anti-corruption structure and strategy in Albania
- Actors involved in fight against corruption and their role
- Role of media in fight against corruption, Investigative media





TRAINING CURRICULA  
**FOR CENTRAL AND  
LOCAL GOVERNMENT**



# **Developing and strengthening central and local government**

Partners Albania works with central and local government institutions to develop their leadership, outreach, management capacity and enhance their participatory processes to increase public transparency and accountability.

## Courses at a glance

**Partners Albania training package for central/local government includes the following programs:**

- Human Resources Management
- Participatory Governance
- Participatory Governance Tools
- Communication and Outreach Skills for Public Officials
- Conflict Management Skills for Public Officials
- Roles of Elected Leaders
- Code of Ethics for Municipal Officials
- Strategic Planning for Local Government
- Financial Transparency and Accountability in Local Government
- Curing and Preventing Corruption in the Local Governments and Communities



### **Human Resources Management**

- Administrative and organizational structure
- Organizational procedures and personnel policies (recruitment, selection, orientation and training)
- Tools for effective management of human resources
- HR Management and communication skills
- Personnel performance appraisal



### Strategic Planning for Local Government

- What is Strategic planning
- The formulation of the mission / vision statement, goals and objectives of the municipality
- Elements of strategic planning
- Importance of strategic planning process, development phases
- Changes between long-term planning and strategic planning
- SWOT analysis of the institution
- Formulation of action plans as an element of strategic planning, mobilization of local actors
- The process of monitoring-evaluation in strategic planning

### Conflict Management Skills for Public Officials

- Conflict Management
  - What is Conflict?
  - Conflict analysis within an organizational context
  - Conflict management styles
  - Conflict management strategies (Communication; Negotiation; Mediation)

### Participatory Governance Tools

- Citizens Report Card
  - What is the Citizens Report Card
  - Principles of the Citizens Report Card
  - Role of civil society in development of the Citizens Report Card
  - Methodology and steps of development the Citizens Report Card
- Citizens Advisory Commissions
  - What are the Citizens Advisory Commissions
  - Terms of reference to create the Citizens Advisory Commissions
  - Characteristics and categories of the Citizens Advisory Commissions
  - Organization, structure and Citizens Advisory Commissions members selection process
- Participatory Budgeting
  - Overview of the planning and participatory budgeting cycle
  - Participation in the planning process
  - Data collection and verification
  - District development plan
  - Linking planning and budgeting



## Communication and Outreach Skills for Public Officials

- Public relations (PR)
- What makes a municipality friendly to its citizens
- Data collection methods, using them efficiently
- Public information techniques
- Basic media relation's tools
- Development of effective message

## Roles of Elected Leaders

- Local elected leader as:
  - Communicator
  - Facilitator
  - Negotiator
  - Decision-maker
  - Power broker
  - Enabler
  - Policy maker
  - Institution builder
  - Financial officer
  - Overseer
  - Leader

## Participatory Governance

- Local Government in Albania
- The concept of Participatory Governance and its importance
- Who benefits from the citizens participation in governance
- Main elements of good governance
- Participatory governance levels
- Factors that influence public participation in governance

## Code of Ethics for Municipal Officials

- What is Ethics
- Values and principles
- Six features of character
- Integrity principle
- A Code of Ethics or a Code of Conduct?
- Professional codes of ethics
- Defining an ethics infrastructure
- 7 steps to develop an effective code of ethics
- Managing the profession's shared commitment to ethics

### Financial Transparency and Accountability in Local Government

- Budgeting
  - Budget and budgeting process in local government
- Phases in budgeting process
- Accountability
  - Principles and goals, assets and liabilities, revenues and expenditures
  - Methods of registering the accounts
  - Accountability cycle, basic documents (diary, book of accounts, analytical accounts, balance sheet, financial statements)
  - Balance sheet and statement of revenues and expenditures
- Financial analysis
  - Indicators how to evaluate financial situation and results of local government' performance
- Financial control
  - Function of internal control in local government
  - Internal auditing
  - External auditing
  - Main auditing bodies in Albania
  - Financial reporting
- Financial information systems and leading systems in local government

### Curing and Preventing Corruption in the Local Governments and Communities

- Building a Guiding Coalition
- Diagnosis
- Planning Actions / Mobilizing Resources
- Ongoing Prevention
- Implementing the Change





TRAINING CURRICULA  
**FOR PRIVATE  
SECTOR**



# **Developing and strengthening private sector**

The development of a strong, dynamic and competitive private sector in Albania in the recent years has shown the necessity to further enhance the workforce capacities at different levels. Partners Albania uses training as effective tool to advance knowledge and skills of human capital, contributing to companies' performance and productivity.

## Courses at a glance

**Partners Albania training package for private sector includes the following programs:**

### **Organizational Development Skills**

- Organizational Change Management
- Human Resources Management
- Leadership, Management and Job Supervision
- Goal Setting and Performance Appraisal Management
- Team Building and Effective Team Works
- Effective Time, Task and Work Planning
- Stress and Pressure Management
- Project Cycle Management

### **Development of Training and Presentation Skills**

- Training Needs Assessment Methods and Reporting
- Training of Trainers
- Public Speaking and Presentation Skills

### **Development of Salesforce Skills and Marketing Skills**

- Customer Care and Effective Communication Techniques
- Managing Customers Complaints and Quality Assurance
- Sales Process and Techniques – (Direct & Online Sales; Cross sales; Sales & Promotion)
- Business Negotiation
- PR and Marketing

# Organizational development skills

## Organizational Change Management

- Companies typology and structure
- Objectives, goals, values, climate and environment in a company
- Organizational change
- Defining roles and responsibilities in change management
- Developing strategies for change management
- Identifying ways to involve employees in change process
- Developing a model to present the change to employees

## Leadership, Management and Job Supervision

- Leadership and leaders' responsibilities
  - Basic knowledge on leadership
  - Leader and leadership as a process
  - Leadership styles through different stages of organizational development
  - Management process and its functions
  - Successful practices and management styles in a company
- Managers' roles and responsibilities
  - Tasks delegation and authority in a company
  - The company typology and decision-making process
  - Steps for a successful decision-making process
  - Problem solving in private companies
  - Motivation at work
- Job supervision
  - Supervision vs. management
  - The supervisor's role in management
  - Coping with your unique environment





## Human Resources Management

- Human Resources Management and its importance
- Human Resources Policies and Procedures
  - Recruitment policy for staff (interviewing, job descriptions and employment contracts)
  - Salary and reward policy and procedure
  - Training and development policy and procedure
  - Performance appraisal policy and procedure
  - Annual leave policy and procedure
  - Code of ethic
  - Conflict of interest and how to address it

## Goal Setting and Performance Appraisal Management

- Goal setting and performance coaching
  - How to develop coaching skills
  - How to manage a coaching session
  - How to organize effective coaching practices
- Performance appraisal management
  - Performance appraisal process through steps
  - Performance appraisal related with Human Resources Systems
  - Process impact

## Team Building and Effective Team Works

- Teams and groups, differences and similarities
- Stages of team development
- The team performance model
- Characteristics of effective teams
- Communicating in teams
- Manager's role in building and supporting effective teams

### Effective Time, Task and Work Planning

- Streamlining your office, your work flow and work habits for maximum efficiency
- Short and long term planning, prioritizing and scheduling your work
- Working with others to achieve results through teamwork
- Overcoming common time management mistakes and obstacles
- Mastering yourself and your life through work/life balance, self-awareness and self-discipline
- Time management at work - elements of better time management at work
- Barriers for an effective time management
- Techniques for an efficient time management

### Stress and Pressure Management

- Stress at work and its causes
- Identification of various stressors in the workplace
- The effects of stress at work
- Personal and organizational coping strategies
- Techniques for reducing stress in the workplace

### Project Cycle Management

- Project life cycle
- Implementation of detailed plan of activities
- Implementation of project budget
- Monitoring, evaluation and reporting



# Development of training and presentation skills

## Training Needs Assessment Methods and Reporting

- What is the Training Needs Assessment
- Basic purposes of needs identification and assessment
- Information sources for data collection
- Methods of training needs assessment
- Advantages and disadvantages of each method
- Practicing specific assessment techniques
- Training Needs Assessment report writing

## Training of Trainers

- Adult learning principles
- Learning styles
- Learning steps
- How to organize an effective training
- Preparing for a training
- Trainers role
- Groups diversity
- Group dynamics management
- Training methodology; key techniques to be used in a training
- Preparing a training agenda and a session plan
- Using effectively the accessory tools
- Training evaluation
- Training impact evaluation

## Public Speaking and Presentation Skills

- Process of Public Speaking
- Developing skills of effective public speaking
- Presentation skills and techniques



# Development of salesforce and marketing skills

## Business Negotiation

- What is Negotiation
  - When to negotiate
  - Negotiation terms
  - Negotiation principles
- Effective business negotiation
- How to negotiate effectively in a wide range of business contexts
  - deal making
  - employment discussions
  - corporate team building
  - contracts
  - handling disputes
  - employee compensation
  - business acquisitions
  - pricing and sales
  - fulfillment of contract obligations
- Negotiator skills
  - Confidence in negotiations
  - Creating value in the negotiation
  - Establishing a powerful BATNA
  - Effective use of emotions

## PR, Marketing and Promotion

- Definition of Public Relations, Marketing, Promotion
- What is Marketing
- Key elements of Marketing
- Marketing plan
- What is Promotion
- Mixed Promotion / Elements of Mixed Promotion



## Quality Assurance and Managing Customers Complaints

- To know and practice the principle "Know your client"
- Customer Care and Quality Assurance
- Managing Customer Complaints
- Effective models of communication and collaboration with customers
- Dealing and managing difficult clients
- How to overcome the challenges

## Sales Process and Techniques

- Direct Sales
  - Sales process and techniques
  - Constructive sales
  - Typical obstacles and challenges in sales
- Cross-sales
  - What is Cross-Selling? Cross-selling process
  - Mistakes in cross-selling
  - Steps to effective cross-selling
  - Staff characteristics and skills needed in cross-selling
  - Knowledge needed in cross-selling
  - Tips for effective cross-selling
  - Important issues in cross-selling
- On line sales and communication
  - Barriers in communication
  - Importance of voice intonation during on-line communication
  - Ethic in on-line communication
  - Steps of on-line communication
  - How to avoid client's boredom
  - How to deal on-line with difficult clients
  - Management strategies for angry clients

## Customer Care and Effective Communication Techniques

- What is Customer Care and its importance to the company
- Types of clients. Dealing with different types
- Identification of client's wishes and needs
- Increasing client's interest and attention
- Role of communication in customer relations
- Barriers in communication
- Verbal and non verbal communication
- Questioning techniques



# TESTIMONIALS

Partners Albania assisted in building capacities of thousands executives, board and staff members of non-forprofit organizations at national and international level. Some of PA contractors and beneficiaries are: UNDP Albania, World Bank, World Vision, World Bank, Medicos del Mundo, Children Alliance, ICMC, Deutsche Welthungerhilfe, NDI Albania, IREX-Tajikistan, Balcanactie Van Degementum Belgium, Kosovo, Kvinna till Kvinna, World Learning etc.



*"PA's training provides an interactive approach based on open communication and collaboration; their careful monitoring and reporting of the impact of their programs are impressive.*

**Program Director, International Agency**



*"Working with Partners Albania was a very positive experience for us as beneficiaries of the PA Grant Program. The program, accompanied by a series of capacity building trainings for managerial and implementing staff, was well designed, organized and managed.*

**Executive Director, Local NGO**



*As a young professional, working with a youth NPO, I have attended the 17 months program on "Youth Leadership" of Partners Albania, enhancing my skills in various issues related with leadership and management skills, organizational development, fundraising and project management through various interactive training sessions attended as well as the given opportunity to replicate the gained skills through involvement in implementation of small projects.*

**I'm enthusiastic because gained knowledge and skills are an added value in my future carrier!**

**Youth Leadership Program attendee**

Partners Albania has delivered training and consultancy for hundreds public officials of various public institutions from central and local government across Albania. More than 20 municipalities, a dozen of communes and local government units are the beneficiaries of PA programs.

*Partners Albania through the cross border project "Fostering Communication and Outreach Skills through Experienced Exchange among Bordering Municipalities" contributed to the development of knowledge and skills of Citizen Information Offices staff of our municipalities. To us was given the chance of attending various trainings and exchange practices with Macedonian and Montenegrin homologues on various issues related with participatory governance and local government role in better serving to citizens.*

**Program beneficiaries (Pogradeci and Peshkopia Municipality)**



Partners Albania, has trained, coached and assisted over 1500 executive, line managers, junior and senior employees of various private companies and financial institutions as Albanian Mobile Communications (AMC), Albanian Satellite Communication (TRING), Alpha Bank Albania, Banka Kombëtare Tregtare (BKT), Credins Bank, Coca-Cola Bottling Shqipëria sh.p.k, Eagle Mobile; First Investment Bank, International Commercial Bank, Opportunity Albania, ProCredit Bank, Raiffeisen Bank Albania, Societe Generale Albania, Union Bank, etc.



*Our Bank, has an extended collaboration with Partners Albania, concerning different training sessions delivered to the bank employees, representatives of various positions in head office and branch network. Partners Albania has organized a variety of interactive sessions using different and very interesting methodologies for the target audience.*

**We are very satisfied with the service provided by this company!**  
**Human Resources Department**



*Partners Albania offered series of training programs for the Bank, dedicated to branch network personnel, departments and sections of head office, contributing in the improvement of staff performance related to sales results, management and job supervision, customer care and quality assurance.*

**Partners Albania is a reliable partner that offers services of highest standards!**  
**Human Resources Department**



## Planning with us!

### Step 1

Discuss and agree on your specific needs and expectations respecting the right of confidentiality.

### Step 2

Discuss and agree on methodology, structure and logistics.

### Step 3

Training delivery and certification.

### Step 4

Evaluation and reporting.

### Step 5

Plan the follow-up.



## Express your interest!

If you are interested in our services and need further information about the content of training curricula, consultancy services and fees contact us at:



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Training

**catalogue**



**PARTNERSALBANIA**  
FOR CHANGE AND DEVELOPMENT