



Проект фінансується
Європейським Союзом



Проект виконується
Міжнародною організацією праці

EU-ILO Project
«Enhancing the labour administration capacity to improve working conditions and tackle undeclared work»

Introduction

Training for trainers

“Inspection techniques and soft skills to detect and deter undeclared work (UDW)”

Антоніу Сантуш / António Santos
Менеджер проекту / Project manager

www.ilo.org/UkraineEUProject

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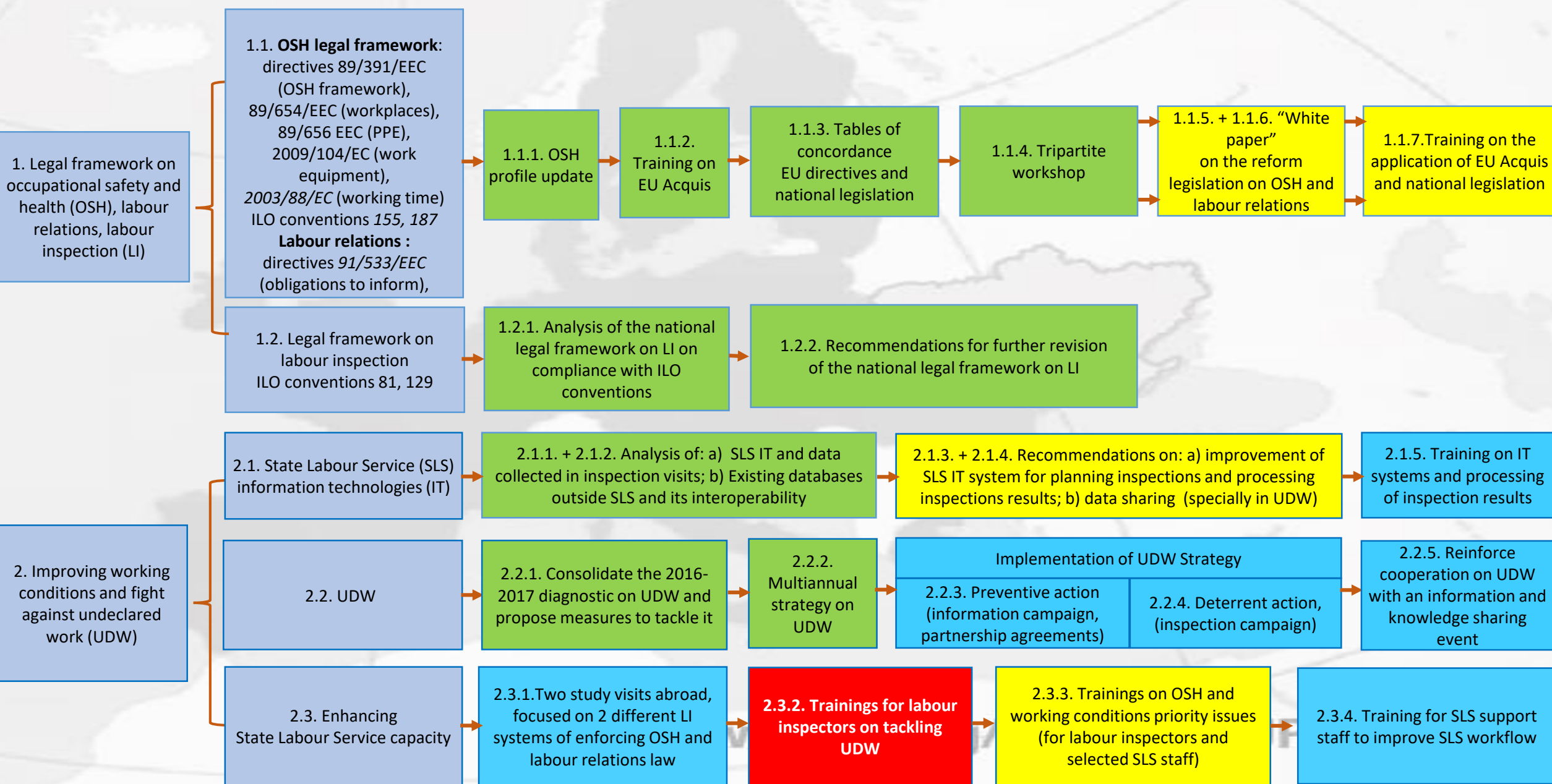
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EU-ILO project “Enhancing the labour administration capacity to improve working conditions and tackle undeclared work” - Summary



Legend: Addressed through the current trainings Outcomes and outputs Accomplished In progress Preparatory phase

Purpose of the training

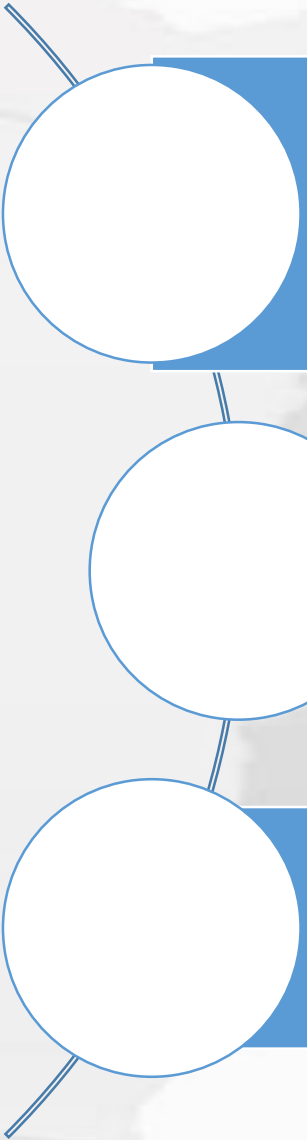
Certificate

To strengthen the capacities of the Ukrainian Labour Inspectors on inspection techniques and soft skills to detect and deter UDW.



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Training expected results



Labour inspectors will get acquainted with the best practices and inspection techniques to detect and investigate UDW

Labour inspectors' communication skills and other soft skills will be improved

Participants will be able to conduct similar trainings to their colleagues

Trainers

Introductory Module

António Santos

- EU-ILO Project Manager
- Former Deputy Inspector General of the Portuguese Authority for Working Conditions (ACT)
- Labour Inspector
- Certified Senior OSH specialist
- Certified trainer
- PhD, MSc, MBA, BSc

Techniques to detect and deter UDW

Joaquim Pintado Nunes

- Former Director of the Inspection Activity Support Directorate of ACT
- Labour Inspector
- Postgraduate in law
- BSc in law

Soft skills and communication techniques

Vitali Bielov

- Psychosocial trainer
- Trainer in Administration and Management, Corporate Culture Management, Communication, Stress Management and Coaching
- Master of TOP Facilitation
- Coach
- SPT (social-skills training)
- BA in Psychology

Training programme contents

1st Day	2nd Day	3rd Day
The different expressions of UDW Overview of the main phases of the inspection process on UDW (preparation and conduction of the inspection visit, procedures to be applied, follow-up action and closure of the inspection process).	Fundamentals of soft skills, video shooting and discussion.	Overcoming aggression.
Preparation phase of the inspection visit - where, how, with whom and what to check, when to do this, the required resources and time, etc.	Basics of communication, non-verbal communication.	Acting in a stressful situation, stress management skills.
Inspection visit to the workplace – inspector's actions, approaches and methods.	Conflicts and negotiations.	Video shooting, demonstration of skills acquired at the training.
Inspector's actions during the inspection visit and as follow-up which should be done depending on the results of investigation during inspection.		
Next inspection visits, follow-up procedures and the final phase of inspection.		

Rules of engagement

1

This is not a seminar: you are more than welcome to intervene and to put questions whenever needed, and not only at the end of each module or session

2

You are expected to be punctual, to actively participate in the foreseen activities and to attend to all sessions

3

Trainees that punctually attended and actively participated all sessions will be awarded with an ILO course certificate



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Дякую за увагу!
Thank you for your attention!
Gracias por su atención!
Obrigado pela vossa atenção!

robalo@ilo.org

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