



International  
Labour  
Organization



Training Workshop on Public Employment Services- in the context of disaster/ crisis preparedness and response  
St James Morgan Bay Hotel, St. Lucia.(Gros Islet Highway, Choc Bay, Gros Islet, Saint Lucia)  
October 28 2019-November 1 2019

**Background and purpose.** The ILO “Caribbean resilience” project aims at enhancing the capacity of ILO Constituents to support resilience, adaptation to climate change, and greening of the economy via a more holistic and inclusive disaster preparedness paired with increased national awareness and capacity to mainstream Decent Work in early recovery stages.

Acknowledging the key role of employment services in assisting job seekers in times of economic transformation and how such role may become particularly critical following crises linked to natural disasters, the ILO, in collaboration with the Saint Lucia- Department of Labour (Ministry of Infrastructure, Ports, Energy and Labour) developed the present training course.

The training has a fourfold objective:

- (i) Capacitating staff and national stakeholders of public employment services on key skills and processes linked to the management of public employment services and the provision of employability enhancement measures;
- (ii) Introducing crisis response mechanisms within operations of public employment services (PES);
- (iii) Guiding national strategic choices on functioning of public employment services, including through peer review of operations with other Caribbean partners, and
- (iv) Designing a results oriented strategy for the functioning of the PES, based on a simple but efficient performance evaluation framework and monitoring and evaluation system.

## Agenda

### Training Workshop on Public Employment Services- in the context of disaster/ crisis preparedness and response

	Monday 28/10	Tuesday 29/ 10	Wednesday 30/10	Thursday 31/10	Friday 1/11
08:30 – 10:00 (90 min)	<b>1. Opening session</b> <ul style="list-style-type: none"> <li>▪ Presentation of the agenda</li> <li>▪ Ice breaker</li> </ul> <b>1a. Introduction:</b> <ul style="list-style-type: none"> <li>▪ Caribbean labour market Outlook</li> <li>▪ Employment services and job search channels</li> <li>▪ Employment service providers</li> </ul>	<b>2a. Exercise on planning employment services operations in emergency.</b>	<b>3a. Tools for employment services.</b> <ul style="list-style-type: none"> <li>▪ Digital technologies for job matching (Diego Ricco, Janzz. Technology, Skype)</li> <li>▪ Databases-Labour administration application</li> <li>▪ Self-help tools</li> <li>▪ Group workshops</li> </ul>	<b>4a. Employment programmes and partnerships.</b> <ul style="list-style-type: none"> <li>▪ Mapping</li> <li>▪ Quality Delivery</li> <li>▪ Partnerships for service delivery. Real life experience. (Eckersley tbc Skype 30 minutes)</li> </ul>	<b>9.00-9.30</b> <b>5a Site visit to Saint Lucia ES Office</b>
10:00 – 10:30	<b>Break</b>				
10:30 – 12:00 (90 min)	<b>1b. Key Institutional elements PES:</b> <ul style="list-style-type: none"> <li>▪ Key functions</li> <li>▪ Delivery models: country examples and lessons learned</li> </ul>	<b>2b. Employment programmes in emergency.</b> <ul style="list-style-type: none"> <li>▪ Adapting existing programmes.</li> <li>▪ Special/new programmes.</li> </ul>	<b>3b. Employers</b> <ul style="list-style-type: none"> <li>▪ Offer of services Exercise</li> </ul>	<b>4b. Partnerships and coordination mechanism at local level</b> <ul style="list-style-type: none"> <li>▪ Exercise</li> </ul>	<b>5b. Group Work on national Action Plan</b> <ul style="list-style-type: none"> <li>▪ Strategy for improvement: governance, operation, delivery</li> </ul>
12:00 – 13:00	<b>Lunch</b>				
13:00 – 14:30 (90 min)	<b>1c. PES as coordinators or implementers of employment programmes</b> <ul style="list-style-type: none"> <li>▪ Activation</li> <li>▪ Pyramid model</li> <li>▪ Steps to design</li> <li>▪ What works</li> </ul>	<b>2c. Exercise on employment programme in emergency.</b>	<b>3c. Jobseekers</b> <ul style="list-style-type: none"> <li>▪ Offer of services</li> <li>▪ Segmentation</li> </ul>	<b>4c. Performance. Performance management.</b> <ul style="list-style-type: none"> <li>▪ General RBM</li> <li>▪ RBM in PES</li> </ul>	<b>5c. Group Work on national action plan</b> <ul style="list-style-type: none"> <li>▪ Country presentations</li> </ul>
14:30 – 14:45	<b>Break</b>				
14:45 – 16:15 (90 min)	<b>1d. Employment Services: response to emergency situations</b>	<b>2d. Labour market information</b> <ul style="list-style-type: none"> <li>▪ Key indicators. Quantity and quality.</li> <li>▪ ISCO/ISIC/ISCED</li> <li>▪ Forecast</li> <li>▪ Institutional choice (with Mexico's example).</li> </ul>	<b>3d. Job seekers</b> <ul style="list-style-type: none"> <li>▪ Counselling</li> <li>▪ Exercise</li> </ul>	<b>4d. Group exercise. SWOT analysis by country and reporting back in plenary</b>	<b>5d. Summary of learnings</b> <b>Certificates</b> <b>Closure</b>

## Training Workshop on Public Employment Services- in the context of disaster/ crisis preparedness and response

### Pedagogic Structure

- Executive education
- Case Studies
- Role exercises
- Group work.

Participatory methods (including discussions, group exercises, and case studies) will be used, alternating with plenary presentations. Participants will share their experiences and identify the main challenges in their national context. In the light of the comments made, discussions will be held on possible solutions and priorities for action in Saint Lucia.

### Detailed outline by topic

#### 1. Institutional Dimension

- ✓ International Framework. ILO Convention 88
- ✓ Deontology of public employment services :
  - Compliance with law
  - Fair and just treatment
  - Neutrality
  - Transparency
  - Ensuring continuity in service
  - Cost aspects
  - Flexibility
- ✓ Deontology of staff :
  - Neutrality
  - Privacy and discretion
- ✓ Fight against discrimination
  - What is discriminatory practice
  - Responsibilities and legal tools
  - Disabilities

- ✓ Contextual elements
  - Political situation and stakes
  - Mission

## 2. Crisis response

- ✓ Role of public employment services
- ✓ Role of employment and labour market programmes
- ✓ Design of employment and labour market programmes
- ✓ Country context and adaptation
- ✓ Mexico's experience.

## 3. Job Seekers

- ✓ Enrolment conditions and modalities
- ✓ The first interview. Key elements
- ✓ Diagnosis of the job seeker situation:
  - Shared diagnostic
  - Practicing the diagnostic
- ✓ Counselling path
  - Adapt to needs
  - Different types

## 4. Tools

- ✓ Database :
  - Key elements for employers and job seekers
- ✓ Matching jobs and profiles.
  - How and Why?
- ✓ ITC
- ✓ Group Workshops
  - Which ones and for which needs?
  - How to moderate them?
- ✓ Self-help tools

## 5. Labour Market Information

- ✓ Key Indicators
- ✓ Main tools
- ✓ ISCO and ISIC classification
- ✓ ISCED

## 6. Employers

- ✓ Employers as customers
- ✓ Recruitment methods
- ✓ Understanding employers 'needs
- ✓ Dealing with employers:
  - Engaging
  - Targeting

## 7. Performance

- ✓ General Results based management principles.
- ✓ Need and structure of monitoring and evaluation
- ✓ Existing tools :
  - Examples
  - Dealing with performance evaluation
- ✓ Planning action
  - Mission for PES
  - Objectives for PES function
  - Objective for the two offices
  - Current situation
  - Critical reflection on current situation
  - Key strategic orientation for the coming months
  - Priorities
  - Individual objectives
  - Key outputs for each of the objectives
  - Key activities
  - Key Indicators of performance for the above listed objectives, outputs and activities.

## **8. Employment programmes and Partnerships**

- ✓ Offer of services
- ✓ Mapping
- ✓ Criteria for partnerships
- ✓ Coordination

## **9. Summary**

- ✓ Key lessons to be retained
- ✓ Exercise and role play for day to day situation