

2012



საქართველოს იუსტიციის სწავლულ ცენტრი
TRAINING CENTER OF JUSTICE OF GEORGIA

Implemented Projects

Report

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Introduction

9338 representatives of different agencies (offices) passed trainings in Justice Training Center in 2012. 7351 candidates passed the test. The statistical analysis of the implemented projects during the year was carried out through two criteria:

1. According the training content and type – which agency and what number of the candidates have passed the training of specific content.
2. According to the training target group – what kind of training have been passed by a specific target group.

The results of the statistical analysis are given in the form of tables and diagrams.

The list of the trainings implemented in 2012 (statistical data)

The distribution of the training participants according to the trainings is given in Table N1

Table #1

The distribution of training participants according to the training

The name of the training

Number of participants

1	Training in effective communication and service	4623
2	Civic activism	700
3	Training in legal news	407
4	Legal writing	407
5	Public Meeting Facilitation	407
6	Training in service	311
7	Effective presentation and interview (job interview) skills	238
8	Stress management	200
9	Conflict management	209
10	Training in civil acts registration	191
11	Training in Office program - Microsoft Outlook	140
12	Training in Witness questioning	129

13	Public Prosecutor's summer school	95
14	Project management	86
15	Training in passport and population registration	84
16	Phone service	80
17	Statistical model of criminal justice electronic case	64
18	Presentation skills	68
19	„7 th stage“	56
20	Prevention and Mediation	55
21	Electronic system of criminal justice electronic case proceedings	68
22	Training in general management for managers	50
23	English language course	50
24	Training about domestic violence	40
25	Time management	40
26	Torture investigation	40
27	ELSA L@W EVENT 2012	34
28	Psychology for lawyers	28
29	Administration of Public policy and Justice system	25
30	Teamwork and leadership	25
31	Setting of the goals according to the SMART principle	25
32	Training for top-managers (Executive Training)	25

33	Jurors Court skills	25
34	Cyber-crime investigation (BICEP)	24
35	Innovation and changes management	24
36	Clinic for law faculty students - Theoretical course	23
37	Seminar “Groundless enrichment”	23
38	Training for Media speakers	37
39	Course of French language	21
40	Different ways of property realization, electronic auction	18
41	Training in international trade law and investment arbitration	17
42	Juveniles’ Justice in Vermont	17
43	Russian language course	15
44	Training about the crime committed by the doctors	11
45	Basic training course for witness and victim coordinator	10
46	Training for trainers about “youth work”	10
47	Training of trainers in effective service (Impact Factory - Train the trainer in Customer Service)	8
48	Training about Prison Code and Prisoning international standard	6
49	Purchase legislation	5

50	Training in “Leaders’ house” project	20
51	Training in management	24
Total		9338

Distribution of the implemented trainings according to the number of participants is given in Diagram N1 (first five)

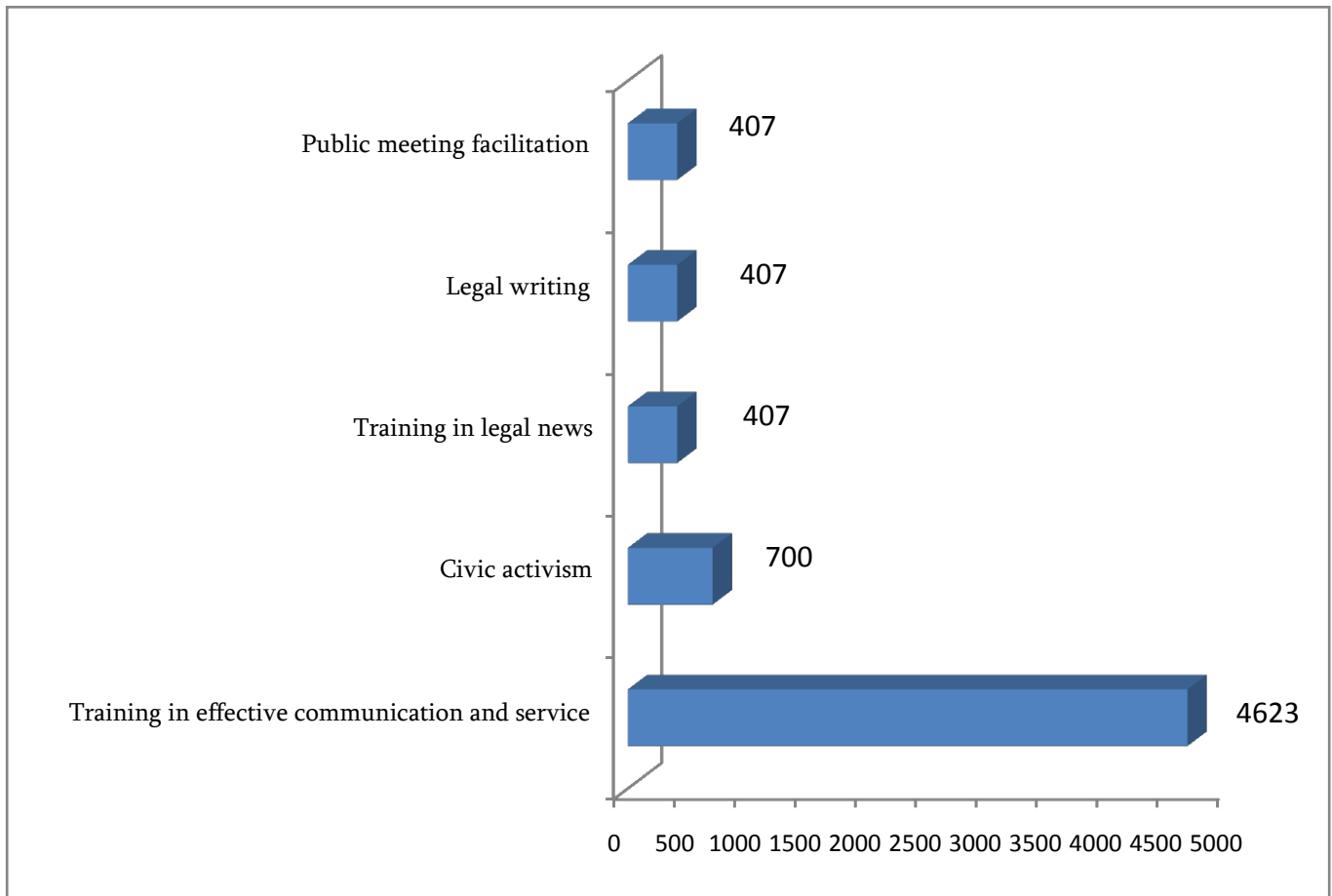


Table N2 reflects distribution of training participants according to the institutions

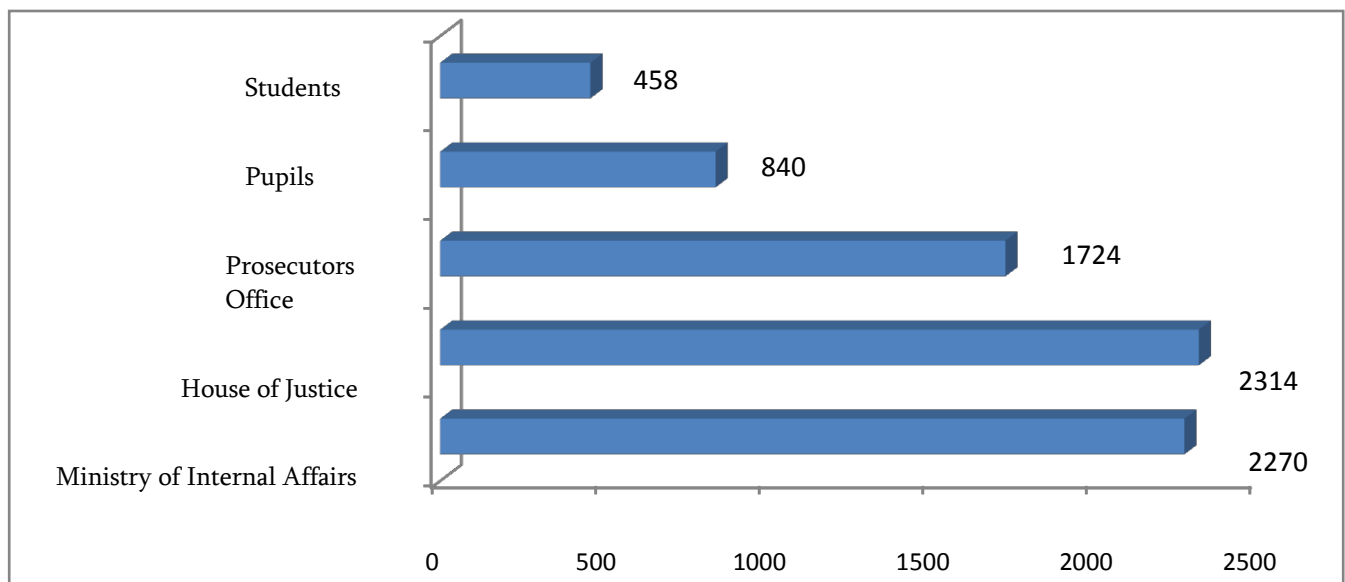
Table 2

Distribution of of training participants per institution		
1	Ministry of Internal Affairs	2270
2	Justice House	2314
3	Prosecutors Office	1724
4	Pupils	840
5	Students	458
6	Civil Registry National Agency	292
7	Ministry of Justice	289
8	Tbilisi City Hall	275
9	113– Emergency Service	167
10	The Chamber of Control	140
11	National Bureau of Enforcement	123
12	National Archives	90
13	Kakheti Museums	81
14	Kakheti region's hotels and restaurants	59
15	“Archimedes Global Georgia”	36
16	Revenue Service	34
17	“Hermes” Ltd	28
18	Tbilisi Civil Court Reception staff	20

19	Ministry of Economics	17
20	Data Exchange Agency	16
21	Criminal proceedings electronic system (Financial investigators)	12
22	Legal Entity “Property Management Agency” of Tbilisi City Hall j.	10
23	Justice Training Center staff	8
24	SMART-logic	6
25	National Center of education quality development (enhancement)	5
26	Ministry of Environmental protection	24
Total		9338

Diagram N2 shows the distribution of the trainees according to the institutions.

Diagram 2.



1. Description of the main areas of the trainings implemented by the Training Center in 2012

Main areas of the training

1.1. Training in effective communication and service

The aim of the training: Developing of the necessary skills for effective communication. In addition, introduction of the service unified standard to the Ministry different structure units, which ensures an effective service of the citizens by the public officials.

Training format / description: Training is interactive. The trainees participate in role-playing games and discussions, perform practical exercises, and discuss different types of complex situations. With the help of role-playing games, discussions and exercises, they develop the skills necessary for effective service.

Training topics:

- The meaning of the effective communication standard
- Verbal and non-verbal communication
- The techniques of active listening
- Positive formulation
- Assertive refusal
- The technique of question
- Subjectivity of the perception
- Phone communication

- Behavioral Style

Training duration: 2-6 days (as required)

Date: permanent

Target group (quantity): Totally, 4273 participants passed training in effective communication and service. 3736 of them attended a standard training, 197 – the planned interventional training revealed because of mystical survey necessity, 340 attended the training of the reminder type, and 350 of them planned training. The tables 1.1, 1.2 and 1.3 reflect distribution of the trainees of effective communication and service training according to the institutions:

Table 1.1 Training in effective communication and service (standard)

Target group	Number of participants
MIA investigators	2250
House of Justice	1050
Tbilisi City Hall staff	234
113– Emergency Service Staff	167
Kakheti museums staff and managers	81
Legal entity “National Bureau of Enforcement	80
Kakheti region hotels and restaurants staff and managers	59
Revenue Service	34
“Hermes” Ltd staff	28
Archimede Global Georgia staff	21
Tbilisi City Court reception staff	20

“Village House” Staff	17
Ministry of Economics	17
Ministry of Justice Chancellery Staff	12
Tbilisi City Hall legal entity “property management agency” staff	10
Legal entity «Smart Logic“	6

Table 1.2 Training in effective communication and service (intervention)

Target Group	Number of participants
Kutaisi House for Justice Staff	111
Batumi House of Justice Staff	60
Gurjaani House of Justice Staff	17
Telavi House of Justice Staff	9

Table 1.3 Training in effective communication and service (reminder)

Target Group	Number of participants
Tbilisi House of Justice Staff	340

The aim of the training: Increasing of the civil awareness among pupils and development of the practical skills necessary for civil activism.

Training format / description: Training is intellectual. During the training, the pupils are involved into discussions, exercises, learn project drawing and draw the projects.

Training topics:

- Civil society
- Features of civic activism

Training Duration: 3 hours (1 day)

Training Date: July 18-August 6

Target group (number): 700 pupils

1.3 Training in legal news

The aim of the training: Introduction of amendment made to Criminal Code and Criminal Procedure Code (Article 126¹ – Criminal Code; Article 112 - Criminal Procedure Code)

Training format / description: Training is interactive. The participants enter into the discussion with the rapporteur. Share own practice and discuss the novelties.

Training topics:

- The methodology of conducting the investigation;
- Legislative amendments;
- Guilt, preventive measures and final word guidelines;
- Domestic violence.

Training Duration: 6 hours (1 day)

Training Date: July 16 -27 July; August 21-23

target group (number): 407 Prosecutor

1.4 Legislative drafting

The aim of the training: Learning of legislative drafting and development of the appropriate skills.

Training format / description: During the training the discussion of legal drafting main issues and analysis of practical exercises, cases is being carried out.

Training topics:

Main issues of the legal drafting

- What should be like properly drawn up legal document;
- Which main issue should be taken into account during drawing up the document.

Training Duration: 6 hours (5 days) of training

Date: March 26 - June 1

Target group (number): 407 Prosecutors

1.5 Public Meeting Facilitation

The aim of the training: development of the public meeting management skills.

Training format / description: Training is interactive; participants are given different individual, as well as group exercises. There are role-playing games, video recording and interconnection as wells.

Training topics:

- Meetings management
- The stages of the presentation planning
- Visualization – preparation of effective visual additional means – presentation
- The difficulties existing in auditorium and the ways of solving, recommendations taken into account while commenting.

Duration of training: 20 hours (5 days)

Training Date: March 26 - April 1

Target group: 407 Prosecutor

1.6 Training in services

The aim of the training: The aim of the training is introduction of general services and products of the House of Justice by future personnel.

Training format / description: Training is interactive. After the provision of information on general services of the House of Justice, the participants are allowed to ask questions and to enter into the discussion.

Training topics:

- Characterization of civil acts types, terms of service, faster service, and repeated certificates and references characterization.
 - Issuance and registration of ID card (residence), travel documents, informative – address card, certificate for persons registered at one location, registration removal as a result of individual or owner statement.
 - Georgian citizenship identification, Issuance of Georgian citizenship, Restoration of Georgian citizenship; Loss of citizenship of Georgia, Withdrawal from Georgian citizenship; Approval of Georgian citizenship; Confirmation of Georgian citizenship, Granting of Georgian citizenship; ordinal visa; postponement of obligation of leaving Georgia; Immigration permit; temporary residence permit, a permanent residence permit, to grant the status of overseas compatriot.
 - Apostil and legalization services list, variety of documents to be approved, verification procedures.
 - Notary services in a brief overview
 - Introduction of public register production; structure of public register; web. Program learning; general principles of public registry production and its availability; terms and fees set for public registry production; the concept of physical and legal entities; legal entity types; entrepreneurial activity; subjects subordinated to registration and their legal forms; data about the subject subordinated to the mandatory registration in registry; subject's primary registration; registered data changing; mandatory documentation to be submitted for the registration and practical issues of their drawing up; reorganization / liquidation / insolvency registration rules; food stuff / animal food producer / distributor enterprise registration;
- Registration on portal; cancellation of subject's registration; publicity of the register, extract from Entrepreneur and non-commercial legal entities register; availability of information and documentation; preparation of secured electronic and certified copies at registry; agency decisions regarding the registration and the grounds of their acceptance;
- Explanation of enforcement activities' objectives and short / general description of Enforcement

National Bureau services. Enforceable acts – varieties of acts and their general definition. Explanation of general terms and concepts.

- National Archives services

Duration of training: 40 hours (5 days)

Training Date: being permanently

Target group (number): 311 House of Justice future employees

1.7 Training in civil acts registration

The aim of the training: To provide information on civil acts registration law amendments for the civil registry employees.

Training format / description: Training is interactive. After the provision of the information on news, the participants are able to ask questions and to enter into the discussion. The participants discuss different types of complex situations and unlock (solve) casuses according to the amendments made in law.

Training topics:

- presentation of new law “on civil acts”, the law scope of Regulation, structure;
 - general news of Georgian law “on civil acts”
 - comments to Georgian law “on civil acts”
 - Presentation of instruction “about civil acts registration rules”, scope of Regulation, structure and news. Discussion of problems existing in direction of civil acts.
- Discussion of casuses.
- Presentation of concept “House of Justice”.

Duration of training: 40 hours (5 days)

Training Date: 23 January -19 February

Target group (quantity): 191 of the Civil Registry Agency

1.8 Conflict management

The aim of the training: Adoption of the sufficient information necessary for conflict management and development of the appropriate skills.

Training format / description: The training is interactive. The training participants acquire theoretical knowledge – information regarding the nature of the conflicts. In addition, they participate in role-playing games and discussions, perform practical exercises, and discuss situations of different complexity. With the help of Role-playing, discussions and practical exercises the participants of the

training develop practical realization of the theoretical knowledge and the skills for conflict effective management.

Training topics:

- What is the conflict?
- The reasons of conflict
- The conflict sources and types
- Conflict development dynamics
- Conflict management strategies
- Negotiation process conduct
- Negotiation techniques
- Mediation

Training duration: 3 days (24 hours)

Trainig date: permanent

Target group (quantity) - 209 (House of Justice Front Office employee 183); National Archives (11); students 15, 13-14 December

1.9 Stress management

The aim of the training: reception of the information necessary for stress effective management and development of appropriate skills.

Training format / description: The training is interactive. The participants take part in discussions; perform practical tasks individually, as well as in small groups. They discuss different complex situations, which supports the development of skills in practice using theoretical knowledge.

Through the discussions and practical exercises, analysis of specific cases the participants develop the skills necessary for stress management.

Training topics:

- What is the stress?
- Stress symptoms
- The types of the stress
- Main sources of the stress
- Psychological reactions to the stress
- Stress overcoming
- Stress overcoming reaction types
- Special techniques of stress overcoming

Training duration: 2 days (16 hours).

Training date: is held permanently

Target group (quantity of participants): Total - 200 (House of Justice - 185, Archives - 15)

1.10 Training Office program - Microsoft Outlook

The aim of the training: Learning of Microsoft Outlook and Lync programs

This training gives an opportunity to participants to use Microsoft Outlook simplified functions effectively with the help of theoretical and practical exercises, to make notes in meetings electronic calendar and to conduct electronic signatures in several languages.

Training format / description:

The training is held in computer room, along with the theoretical part of the program, the trainer plans practical exercises for trainees. Introduction of electronic calendar, letter writing, receiving, sending and generally the basic learning of Microsoft Outlook and Lync terms of use is carried out.

Training topics:

- Creation of new mail;
- Arrangement of folders;
- Lync program;
- Making electronic notes of the tasks;
- Mail return;
- Electronic signature;

Training duration: 10 hours (2 days)

Training date: February 21 – March 12

Target group (number of participants): 140 participants - Chamber of Control Employee

1.11 Effective presentation and interview (job interview) skills

The aim of the training: Development of skills necessary for effective presentation and successful interview. Support of self-presentation and facilitation abilities.

Training format / description: The training is interactive. The participants of the training participate in role-playing games and discussions, perform practical exercises, and discuss different complex

situations. Through the role games, discussions and practical exercises they develop skills necessary for effective presentation, as well as job interview successful passing.

Training topics:

- Meaning of effective presentation and self-presentation
- Contributing factors of effective presentation
- Characteristics of an effective presenter
- The structure of effective presentation and supporting means
- Verbal and non-verbal communication
- CV drawing up and knowledge necessary for vacancy searching simplifying
- Most frequently asked questions at job interview by the potential employer
- Mistakes made by the job searcher and appropriate recommendations

Training Duration: 8 hours (1 day)

Training Date: 30 June - 18 August

Target group (number of participants): students - 238

1.12 Presentational skills

The aim of the training: Effective communication and presentational skills development. Development of interviewing skills.

Training format / description: Training includes elaboration of theoretical issues, as well as practical exercises, so called role-playing games video recording and discussion.

Training topics: Common topics include verbal and non-verbal communication, but separate trainings issues were planned according to the target groups and specifics:

□ Presentational skills training includes preparation – conduct of presentation, confident communication, argumentation etc.

□ The training of Media – Speakers topics include preparation of media-message, media – trap learning, verbal and non-verbal communication during the media – interview recording etc.

□ The training of ambassadors projects topics include: the functions of House of Justice Ambassadors, introduction of effective presentation general characteristics, effective verbal and non-verbal communication etc.

Training duration: 2-3 days

Target group (number of participants): 52 Prosecutors, Data Exchange Agency, and Tbilisi City Hall Architecture Office employee

Training Date: February 18-19; May 28-30;

1.13 Training in Witness questioning

The aim of the training: Introduction of the witness questioning rule for prosecutors, detailed analysis of the Criminal Code Procedure 113 and 114 Articles

Training format / description: The training is of lecture nature. During the training discussion, experience sharing and working on casus is being carried out.

Training topics:

- Georgian Criminal Code Article 113

- Interrogation by the prosecutor (strategy and technique)
- Interrogation of defendant, the alleged accomplices, and false witness
- Mandatory interrogation (strategy and technology)
- Non-formal conversation with the defendant and its lawyer, procedural agreement

Training duration: 7 hours (1 day)

Training date: January 30; January 31; February 2; June 29; Jun 30

Target Group: 129 Prosecutors

1.14 Summer schools

1.14.1 Public policy and administration of justice system

The aim of the training: Introduction of annual reforms implemented by the Ministry of Justice to the youth. Discussion and analysis of this news. Also interesting of successful students regarding the further work in different department.

Training format / description: Summer school is announced once in a year, where the best students are being selected through the open competition and interesting **and** interactive trainings seminars and presentations are being planned for them. Training format is saturated not only with interactive and practical group exercises, but also includes organization of learning visits and their direct implementation. For example, the young people are given an opportunity to see the theoretical knowledge regarding the effective service of House of Justice, adopted at presentation, in practice. They are acquainted with the direct work of House of Justice and can participate in the modern service implementation process.

Training topics:

- Electronic governance;
- Policy analysis – juvenile diversion and mediation;
- Anti-drug reform;
- Jurors court – positive and negative sides of it;
- New services of House of Justice;

Training duration: 48 hours (6 days)

Training date: August 6-11

Target group (number of participants): 25 students

1.14.2 Teamwork and leadership

The aim of the training: Development of skills necessary for teamwork and leadership.

Training format / description: Training is interactive. Training participants perform practical works and participate in discussions. With the help of discussions and practical exercises, they develop skills for teamwork and leadership.

Training topics:

- Team and teamwork
- Leader's attributes / characteristics
- „Great five“
- Management styles

- Charismatic leader

Training duration: 25 hours (4 days)

Training date: August 9 - 12

Target group (number of participants) - 25 pupils

1. 14.3 Public Prosecutors summer school

The aim of the training: Training of young people within the public prosecutor's project, which had been chosen from Georgia's different regions.

Training format / description: Training is interactive. The participants of the training acquire theoretical knowledge on different issues. They also participate in discussions and perform practical exercises. With the help of practical exercise and discussions, they develop the skills of theoretical knowledge for practical realization and develop critical meaning as well.

Training topics:

- Effective communication and presentation skills,
- Civil activism,
- Innovative projects of the Ministry of Justice,
- Project management

Training duration: 2 days (16 hours)

Training date: September 5-14

Target group: (number of participants): 95 pupils

1.15 Project management

The aim of the training: development of the skills necessary for the project management. The key goal of the training is successful implementation of the projects being under the curation of the Ministry of Justice and preparation (drawing up) of the further successful projects.

Training format / description: The training is interactive. It includes the practical exercises for theoretical knowledge strengthening, where the whole team is involved and project management is being held in parallel.

Training topics:

- Project characteristics;
- Project planning;
- Project team;
- Team manager;
- Projects' life cycle;
- SMART goals;
- Team and team faces;
- Project implementation;
- Team disintegration;

Training duration: 16 hours (2 days)

Training date: February 14-23; June 16-17; June 20-21; April 26-28; May 20-21

Target group (number of participants): Totally - 92; (32 prosecutors; 26 employees of the Ministry of Justice; 14 Archives employees, 14 - coordinator of the witness and victim.

1.16 Training for passport and population registration

The aim of the training: Discussion of the issues regarding passport and population registration and citizenship – migration topics.

Training format / description: The training is intellectual; after the provision of the information on issues to be discussed, the participants have the opportunity to ask questions and to enter the discussion. The participants discuss different complex situations and solve the cases.

Training topics:

- Discussion of the issues regarding the passport and population registration and as well as citizenship-migration issues.
- Introduction of the main news entered into the law on passport and population registration and the law on Georgian citizenship
- Identification of the difficulties raised during the working process
- Discussion of the cases

Training duration: 32 hours, (4 days)

Training date: March 8-18

Target group (number of participants): 84 Civil Registry Agency employees

1.17 „7th Stage“

The aim of the training: This project aims development of the youth and recruitment contribution (assistance). Through this project, they receive information and recommendations needed for the employment. They also practice in necessary skills, which will help them to achieve own goals and to plan career for future.

Training format / description: Training is interactive. The participants are involved into role-playing games and discussions, perform practical exercises, and discuss different types of complex situations. Through the discussions and practical exercises, they develop effective presentation and goal setting, as well as skills necessary for the successful job interview.

Training topics: the projects includes following 7 stages:

- First stag: Goals and future job
- Second stage: Job searching, resume and cover letter
- Third stage: Interview
- Fourth stage: presentation skills
- Fifth stage: creative thinking
- Sixth stage: additional activities
- Seventh stage: success formula

Training duration: 40 Hours (5 days)

Training date: September 3-7; September 10-14; September 18-22

Target group: (number of participants): 56 students

1.18 Diversion and Mediation

The aim of the training: Introduction of the Minister of Justice and Chief Prosecutor's order and

recommendations for the prosecutors.

Training format / description: The training is intellectual:

Training topics:

- Discussion of the Minister of Justice order on juvenile diversion / mediation.
- Discussion of the activities in investigation electronic program regarding juvenile diversion, its filling rule and sequence
- Discussion of the Chief Prosecutor recommendations regarding the juvenile diversion legal issues
- The rule of providing the information to Chief Prosecutor Analytical Division regarding the juvenile diversion
- Juvenile diversion and mediation program in practice, discussion of the procedure

Training duration: 4 hours (1 day for each group)

Training date: March 21, March 23, March 26

Target group: 55 Prosecutors

1.19 Training in general management for managers

The aim of the training: Learning of the main theoretical issues for Archives Managerial employees as well as transfer of the issues into the practice.

Training format / description: The training is intellectual. The training participants enter into the

discussion, perform practical exercises, discuss different complex situations based on own experience and discuss the ways for its solutions according to the manager position.

Training topics: The training includes management main aspects:

- Team and its characteristics
- HR Management
- Communication
- Leadership
- Motivation
- Time management

Training duration: 35 hours (5 days)

Training date: (February 27 – 2March); (March 6-10)

Target group (number of participants): 50 employees of the National Archives

1.20 Training in Domestic Violence

The aim of the raining: Share of the American experience with the Georgian Prosecutors. The police officers attended the training together with the prosecutors also.

Training format/ description: The training is of interactive nature. During the training the sharing of the information and discussions are being carried out.

Training topics:

- Domestic violence – the Criminal norms, American legislation, history of domestic violence

cases investigation and persecution in America.

- Culture, economic and social factors, which feed (strengthen) this crime
- Complex approach for domestic violence coping (reduction)
- Referring system of domestic violence and trafficking victims' system in Georgia
- Domestic violence victims' Services existing in Georgia
- Why do we face cooperation problem with domestic violence victims
- Law and practice – Investigation of Domestic violence cases in Georgia, the problem seen by the investigation institutions
- Preparation of officer called on domestic violence crime;
- Act of crime scene;
- SARA method – or domestic evaluation mechanism for violence risk;
- Questioning of the victim and act drawing up
- The role of the police and prosecutors against the domestic violence in developing of joint approach and standards;
- American experience in respect to domestic violence investigation and persecution

Training duration: 12 hours (2 days)

Training date: April 24-25; April 26-27

Target Group: 20 prosecutors; 20 police officers

1.21 Time management

The aim of the training: Discussion of the aspects regarding the time management and implementation in practice for the employees of the Ministry of Justice.

Training format / description: The training is interactive. The training participants enter into the discussions, perform practical exercises, fill the tests, discuss different types of complex situations based on own experience and discuss the ways of solution in the terms of time management.

Training topics:

- The functions of the time management
- The methods of the time management
- The basics of the delegation
- The types of the time and recommendations for its overcoming
- The types of decision-making
- Assertion

Training duration: 14 hours (2 days)

Training date: April 24-25; April 26-27

Target group (number of participants): 40 employees of the Ministry of Justice

1.22 Torture investigation

The aim of the training: Introduction of the foreign countries' experience on claims effective investigation regarding the improper treatment for the prosecutors.

The training format / description: The training represents the joint project of European Council and European Union. The format of the training is interactive; the participants enter into discussion with the speaker, share their own practice and discuss the effective investigation of the claims related to improper treatment. The training is being held in question – answer regime.

The topics of the training:

- Torture, unhuman and abusive treatment or punishment prohibition according to the Human Rights European Convention Third Article, as well as parallels with Georgian legislation.
- The activity of the Preventing Abuse Inter-Agency Council and review of the State Policy;
- The scope of the Third Article of the European Convention; torture, unhuman and abusive treatment investigation standards;
- Review of the decisions made by the European Court against Georgia;
- Investigation of the improper treatment facts (compliance of the European mechanisms with the International standards);
- Victims of the improper treatment and legal aspects related to it (victim questioning and the medical expertise according to the Istanbul Protocol)

Training duration: 10 hours (2 days)

Training date: June 23-24; July 13-14

Target group (number of participants): 40 prosecutors

1.23 ELSAL@WEVENT 2012

European Law Students Association

The aim of the training: holding of the law trainings for the youth, introduction of the legal reform. Creation of the additional motivation among the students offering legal practice implementation opportunity at different private law companies and consulting institutions.

Training format / description:

Interactive presentations for students in the form of lecture – seminars. Includes group exercises, discussion of international legal casuses and conducting of trial imitation in practice with the participation of the students.

Training topics:

- European Convention of the Human Rights;
- Jurisdiction of the international courts and Georgia;
- Norm of customary law, as the International Public source of justice;
- International private law process;
- International Criminal Court Jurisdiction;
- Subjectivity of physical entities;
- Development of individual Criminal Law responsibility;
- Armed conflicts;
- Secession, the right of self-determination;

Training duration: 24 hours (8 days)

Training date: April 4-11

Target group (number of participants): 34 students

1.24 Phone service

The aim of the training: Introduction of entire standard of the phone service in order to provide proper and timely service for the citizens by the call center employees.

Training format / description: The training is interactive. The training program includes two parts: 1) theoretical – introduction of key issues on effective telephone communication; (2) practical – exercises and role-playing games: simulated telephone service «audio recording, review and analysis. Through the discussions, practical exercises, simulated telephone service and analysis during the training, the participants develop effective telephone skills.

Training topics:

- Effective telephone communication and service
- Technique of active listening
- Technique for positive formulation
- Formulation of an assertive refusal
- Effective verbal and non-verbal communication
- Technique of (asking) making questions
- Negotiations with the difficult citizen

Training duration: 2 days (16 hours)

Training date: March 10-11; May 2-6; May 30-31; August 18-19; August 24-25; September 9-10

Target group (number of participants): Totally - 80 (32 City Hall employees, 15 -, Archimedes Global Georgia“, 33 – House of Justice)

1.25 Psychology for the lawyers

The aim of the training: introduction of the Legal Psychology different aspects and the understanding of the importance and necessity of the psychological knowledge to the students.

European Law Students Association in cooperation with the Training Center of the Ministry of Justice has organized School of Justice on topic “psychology for the lawyers”. The project was implemented through the whole Georgia and different cities high education institutions’ students took part in it.

Training format / description: The training is interactive. Through the discussion on different topics, performance of the practical exercises, working in small groups and creation of the presentations during the training, the participants have developed legal and analytical understandings.

Training topics:

- Effective communication in lawyer’s professional activity;
- Human and behavior psychology;
- Psychology of the deviational behavior;
- Psychological features of defendant’s main categories;
- Juvenile psychology;
- Jurors’ psychology;
- Victims’ psychology;

Training duration: 4 days (32 hours)

Trainig date: May 7-10

Target group (number of participants): 28 students

1.26 Goal setting according to SMART principle

The aim of the training: Job goal setting and its discussion. The meeting has been conducted with the medium and top managers of the Ministry of Justice.

Training format / description: Discussion regime, open conversations and reviews about the possible (potential) projects and plans.

Training topics: Reveal of the job priorities of the managers and working on them.

- Projects;
- Plans;
- Goals and proper delegation of the responsibilities to the colleagues;

Training duration: 16 hours (2 days)

Training date: February 18-19

Target group (number of participants): 25 participants, medium and top managers of the Ministry of Justice

1.27 Training for top managers "Executive Training"

The aim of the training: introduction of the modern and innovative management view for Executive Managers.

Training format / description: Preparation of the presentations by the Columbia University Professors and discussion of the international thematic casuses.

Training topics:

- Finances;
- Effective management and modern management techniques;

- Leadership;

Training duration: 44 hours (11 days)

Training date: May 21-31

Target group (number of participants): 25 participants, top management

1.28 Cyber-crime investigation (BICEP)

The aim of the training: learning of the cyber-crime investigation techniques and its application in practice.

Training format / description: Acquaintance of the theoretical and practical knowledge using computer equipment. Investigation of cyber-criminal cases using exercises, for the purpose of development of better practical skills for this thematic and its future application in practice.

Training topics:

- Thematic programs,
- Searching for the internet crime and its reveal;

Training duration: 60 hours (10 days)

Training date: March 13-22

Target group (number of participants): 24 participants - employees of the Ministry of Justice, Ministry of Foreign Affairs, and Ministry of Internal affairs.

1.29 Jurors court skills

The aim of the training: exercise and training of court jurors of prosecutor employees. The training is being held gradually.

Training format / description: The training is of interactive nature. The participants are given a task. Within training module role games are provided, and simulated court process.

Training topics:

- Establishment of facts, making the plot, identification of witnesses
- Preparation of the introduction speech
- Preparation of the conclusive speech
- Preparation of the witness for the trial process
- Simulated process

Training duration: 18 hours (2 days)

Training date: January 25 -26; February 27-29

Target group: 25 prosecutors

1.30 Innovation and management of the amendments

The aim of the training: provision of the information about the management important issues to the participants and development of the necessary skills for the knowledge practical application.

Training format / description: The training is interactive. Through the discussions on different topics, performing the practical exercises, working in small groups and presentation preparation, and also review and analysis of the famous and successful companies' cases, the participants of the training has

developed the skills of practical application of the theoretical knowledge adopted, which is related to management key issues.

Training topics:

- Analysis of the general policy
- Creative thinking
- Critical decision-making
- Negotiation skills
- Organizational substitution
- Human Resources management
- Group management

Training duration: 2 days (16 hours)

Training date: June 11-12; June 16-17;

Target group: (number of participants): Totally - 24 (15 – employees of the Ministry of Justice, 9 – City Hall and Board employees)

1.31 Clinic for Law faculty students – theoretical course

The aim of the training: training course for the Prosecutor Trainees, which meant introduction of the innovations at the Prosecutors Office.

Training format / description: The training is of interactive nature, the participants were given the different types of group, as well as individual tasks. Role games were also implemented within the training in trial skills for the jurors.

Training topics:

- Legal writing
- Human rights
- Jurors court skills
- Juvenile justice
- Electronic program of the criminal case proceeding
- Short review of the legal bodies, the structure and the function of the Ministry of Justice
- Reforms implemented in Prosecutor's Office

Training duration: 54 hours (7 days)

Training date: February 20 – 28

Target group: 23 students

1.32 Seminar “unjust enrichment”

The aim of the training: development of the practical skills of the Theorist lawyers, discussion of the existing casuses and sharing of the international experience.

Training format / description: the seminar type meeting, implementation of the group work with the help of law specific Articles and international legal literature.

Training topics: Unjust enrichment

Training duration: 8 hours (1 day)

Training date: February 23

Target group (number of participants): 23 participants, employees of the Ministry of Justice and Prosecutor's Office

1.33 Electronic system of the Criminal Case Proceeding

The aim of the training: The main goal of the course was learning of the different type cases proceedings electronic program.

Training format / description: Training is of practical nature, the participants work with the program directly and studied general issues of the case proceeding electronic program application

Training topics: Creation (drawing up) of the procedural documents electronically and discussion of the main issues for the case proceedings electronic program effectively. In addition, the training has been held on the different types electronic proceedings programs:

- Court electronic proceedings programs;
- Electronic program for the Criminal Case Proceedings;
- Electronic program for the Normative acts proceedings;
- Electronic program of the Chancellery;
- Tax affairs electronic program.

Training duration: 9-15 hours (3-5 days)

Training date: May 28 –June 1; 20-22; June 14-18; December 3-7

Target group: Totally - 51 (and also, 56 students and 12 financial investigators)

1.34 Different ways of the property realization, electronic auction

The aim of the training: Trainers training, training of the existing resource for the effective implementation of the further planned trainings.

Training format / description: Presentation-type training, which includes interactive exercises and participants' active participation.

Training topics:

- Electronic auction

Training duration: 8 hours Training

Training date: July 13

Target group (number of participants): 18 Employees of the National Bureau of Enforcement

1.35 Training in international trade law and investment arbitration

The aim of the training: Introduction of the International Trade Law standards.

Training format / description: Lecture-seminar type training format. Presentation on international standards and the ways of their practical application

Training topics:

- International trade law,
- Investment disputes, arbitrations;

Training duration: 8 hours

Training date: February 23

Target group (number of participants): 17 employees of the Ministry of Justice

1.36 Juvenile justice in Vermont

The aim of the training: Sharing of the foreign experience in juvenile justice with the prosecutors

Training format / description: The training is interactive, the participants enter into the discussion with the speaker, share own practice and discuss the example of the reforms implemented in Vermont on the juvenile justice system.

Training topics:

- Vermont juvenile justice
- Vermont court system: before the amendment, after the amendment and during the trial
- The role of the Prosecutor, law and court at all three stages

Training duration: 3 hours (1 day)

Training date: September 21

Target group: 17 Prosecutors

1.37 Training about the crime committed by the doctors

The aim of the raining: Provision of the information to the Prosecutors about the details and factors, which are important during the investigation of the crime committed by the doctors.

Training format / description: The training is interactive. The participants enter into the discussion with the speaker and discuss the issue of the investigation of the criminal committed by the doctors.

Training topics:

- Medical Law and its sources (the law on patient rights, medical practice, health care, public health and international legislation, etc.);
- Doctor and patient rights and responsibilities (relevant Legislative Overview);
- Medical institutions (organizational structure and legal form, functions, rights and responsibilities, legislation that regulates their activities);
- Doctors according to their specialization (for example, pediatrician, epidemiologist, and other functions);
- Ambulance activities (legislation, organizational structure, procedures, medical assistance, medical records, accounting, responsible persons, etc.);
- Legal basis for hospitals (orders, regulations, charters, etc.);
- Law enforcement agencies, private obligation (legal basis, per person responsible for what is happening, and so on);
- Primary (including emergency) and further medical care (procedures - which takes place in the patient's intake department, who provides emergency medical care, and how it is redirected to the appropriate specialty with referrals for further treatment, etc.);
- Medical documentation (patient history) compilation in hospitals and accounting rules (where and how the data register, the amount of information recorded in the patient's medical records should contain details of who is responsible for the compilation and accounting, etc.);
- Medical Ethics Commission and their main activities;

- Structural units, which are operated by medical personnel, respond to the alleged misconduct (their main activities, violations of procedures and so on);
- • Forensic medical expertise, both primary and commission (Legislation, which is led by experts in drawing up the report, the expert questions to be asked - what is available to answer questions and what not, for the finding to be submitted the necessary documents, etc.);
- A forensic expert, as witnesses, interrogation techniques
- Prison hospital's structure and activities (how the patient is, the medical records, accounting, what kind of medical care they can, and so on)
- Criminal Code 116 and 130-133 Articles
- What should be paid attention in investigation of this kind of crimes

Training duration: 20 hours (3 days)

Training date: June 12-14

Target group (number of participants): 11 Prosecutors

1.38 Media speakers training

The aim of the training: Learning of the techniques of the relations with the media and learning o the public speaking.

Training format / description: The training is interactive; the participants were given different types of group, as well as individual tasks. They hold presentations and through the role-playing games the trainer conducted evaluation of the presenter regarding his public speaking skills

Training topics:

- The techniques of relationship with the media
- Public speaking

Training duration: 36 hours (9 days)

Training date: April 2-21; June 1-26; July 9 – August 1

Target group (number of participants): 21 employees of the Ministry of Justice

1.39 Basic witness and victim training course

The aim of the training: Introduction of the legal bodies, structure and functions to the witness and victim coordinator. Training in criminal justice and criminal justice process. Provision of basic information about the juvenile features and witness preparation to the coordinators. Introduction of the effective communication standards and application in practice. Besides, identification of the victim, introduction of the psychological features, introduction of the stressful reaction, and understanding of their possible strategies.

Training format / description: The training is interactive. The participants of the training get acquainted of information, participate in role games and enter into the discussions. Through the role games, discussions and practical exercises they develop the skills for coordinator of the witness and victim.

Training topics:

- Effective communication
- Provision of assistance to the victims in overcoming the stressful reactions caused by an offence
- Juvenile features (characteristics)
- Identity of the victim, psychological characteristics, stressful reactions and the strategies of its overcoming.
- Review of the legislation system
- Review of the legal bodies, structure and functions
- Criminal Proceedings
- Criminal justice

Training duration: 40 hours (5 days)

Training date: April 2012

Target group (number of participants): 10 witness and victim coordinator candidates

1.40 Training for trainers on topic “Youth work”

The aim of the training: Training of young trainers in direction of work according to their future necessity

Training format / description: the training is interactive. The participants of the training participate in discussions, perform practical tasks, and review different types of complex situations, which helps to develop the skills for working with youth.

Training topics:

- Characteristics of Youth psychological and social – cultural development
- Leadership
- History of the youth work and modern directions

Training date: June 5-8

Training duration: 32 hours (4 days)

Target group: 10 employees of the Ministry of Justice

1.41 Purchase legislation

The aim of the training: Introduction of the news existing in purchase legislation

Training format / description: The training is of lecture nature, although, is loaded with the practical exercises.

Training topics:

- The rule of conducting the simplified purchase, simplified electronic tender and electronic tender
- Simplified and alternative purchase
- Tender proposal (bid). Placement of the tender documentation in system and making amendments
- Application submission.

- Technical qualification requirements in respect to bidders (contestants) and the rule of purchase object description
- Selection / evaluation, disqualification, tender commission, interest conflict, termination and suspension of the purchase procedures
- Agreement (conclusion, addition and amendment; performance guarantee and insurance; agreement performance control
- Integrated electronic system of public procurement
- Registration of system user - purchaser
- Announcement of the e-tender by the purchaser
- Reveal of winner bidders and setting of the state purchase agreement
- Practical classes
- The rule of purchase object identification and determination of uniformity
- The fines related to the purchase procedures violation
- Review of the disputes related to the purchase

Training duration: 24 hours (8 days)

Training date: March 30 - April 6

Target group: five National Education Development Center Procurement Coordinators

1.42 Training in detention Code and Detention International Standard

The aim of the training: The review of the Detention Code and Detention International Standard and introduction to the Prosecutors

Training format / description: The training is interactive. The trainees participate in discussions and discuss the Detention Code and Detention International Standards. The thematic is presented in the form of presentations and the participants of the training are involved into the review in the form of the discussion.

Training Thematic:

- Review of the Georgian Detention Code
- European rules of the prison
- The right of juvenile and women prisoners according to the Georgian legislation
- Juvenile and female prisoners' rights according to the Prison European rules
- Long-term and termless prisoners' rights according to Georgian legislation
- Long-term and termless prisoners' rights according to European rules
- Conditional early release According to Georgian legislation
- Conditional early release by the European Prison Rules

Duration of training: 18 hours (2 days)

Training Date: August 27-28

Target group: 6 prosecutors

The aim of the training: introduction of the statistical data in Criminal Electronic case proceedings

1.43 Electronic Criminal case proceedings statistical model

The aim of the training: introduction of the Electronic Criminal case proceedings statistical model

Training format / description: The training is loaded with the practical classes

Training topics:

- Search for the different procedure actions statistical data

Training Duration: 3 hours (1 day)

Training Date: March 20; March 22

Target group (number of participants): 64 prosecutors

1.44 English language course

The aim of the training: Improvement of the English language knowledge for employees of the Ministry of Justice and Prosecutor is Office, with gives them an opportunity to use the knowledge adopted at training in their everyday practical activity.

Training format / description: The training is interactive. The course of English language includes intensive training – two hours in a week. The training course id divided according to the appropriate levels. Learning of one level duration is 3 months. The training is Training is provided with the listening, writing, reading and speaking different exercises that allow the participants to get experience in different directions.

Training Duration: 3 months for each level

Training Date: December, 2010 - July, 2012

Target group (number of participants): 40 -50 employees of Ministry of Justice

1.45 French language course

The aim of the training: improvement of the French language knowledge for the employees of the Ministry of Justice, which allows them to use the adopted language knowledge in their everyday practical activity.

Training format / description: The training is interactive. The French classes' course includes intensive two-hours a week training. The learning course is divided into the levels. The duration of each level is 3 months. The training includes listening, writing, and reading, questioning and answering different exercises, which allows the participants to use their knowledge in different directions.

Training duration: 3 months for each level

Training date: December 13, 2011 - March 13, 2012; April 2 –July 2, 2012

Target group (number of participants): 21 employees of Ministry of Justice

1.46 Russian language course

The aim of the training: Improvement of Russian language knowledge among employees of the Rustavi Ministry of Justice, which allows them to use the knowledge adopted at training in their everyday practical activities.

Training format / description: The training is interactive. Russian language course includes three-hours a week intensive training. The course is divided into the levels. The training is provided with the listening, writing, reading and speaking exercises, which allows the participants to use the knowledge acquainted at training in their everyday practical activities.

Training duration: Two months

Training date: January 3 – February 22

Target groups: (number of participants): employees of the Ministry of Justice

1.47 Fraud Training for Prosecutors

The aim of the training: practical and theoretical knowledge acquiring in respect to fraud thematic for the employees of the Prosecutor's Office.

Training format / description: The training is of lecture type, and includes the review of the current legislation, practical example and searching for the ways for accumulated difficulties solution.

Training topics:

- Criminal Proceedings,
- Criminal justice,
- Civil law,
- Civil law process,
- Law on notary,
- Public and Civil registry services

Training duration: 8 hours (1 day)

Training date: July 23

Target group (number of participants): 15 prosecutors

1.48 Training for trainers in effective customer service (Impact Factory - Train the trainer in Customer Service)

The aim of the training: Sharing of the international experience and development of effective training conducting skills. Improvement of effective customer service training program and adoption of the information, knowledge, necessary for development.

Training format / description: The training is interactive. The training participants adopt the theoretical knowledge on different issues. They also participate in discussions, role-playing games and perform practical exercises. Through the role games, discussions and practical exercises training participants develop skills necessary for realization of theoretical knowledge in practice.

Training topics:

- The main issues for training effective conducting
- Training conducting ESA method
- Construction of the training exercises

Duration of training: 35 hours (5 days)

Training Date: April 23-27

Target group (number of participants): eight Justice Training Center employees

1.49 Training in general management

The aim of the training: improvement of the managerial skills and provision of theoretical and practical knowledge to the environment protection employees in the sphere of management.

Training format / description: The training is interactive. The training participants adopt the theoretical knowledge on different issues. They also participate in discussions, role-playing games and perform practical exercises. Through the role games, discussions and practical exercises the training participants develop the skills for the realization of the theoretical knowledge in practical activities.

Training topics:

- HR management
- Innovations
- Time management
- Leadership

Duration of training: 48 hours (6 days)

Training Date: December 7-14

Target group (number of participants): 24 employees of the Ministry of Environment.

1.50 Training for project “The House of Leaders”

The aim of the training: Professional orientation of graduates, support of the civil activism, effective communication, effective presentation and development of the leadership skills.

Training format / description: The training is interactive. The training participants receive knowledge on different topics. They also participate in discussions, role games and perform practical exercises. Through the discussions, role games and practical exercises the training participants develop the skills for the application of the theoretical knowledge in practical activities.

Training topics:

- Project management
- Youth projects,
- Civil activism cases
- Effective communications
- Presentation skills,
- CV / motivation letter / job interview techniques,
- Future professions,
- Leadership
- Setting career goals

Training duration: 9 days (27 hours)

Training Date: November 28, December 26, the

Target group (number of participants): 20 School pupils

Tests

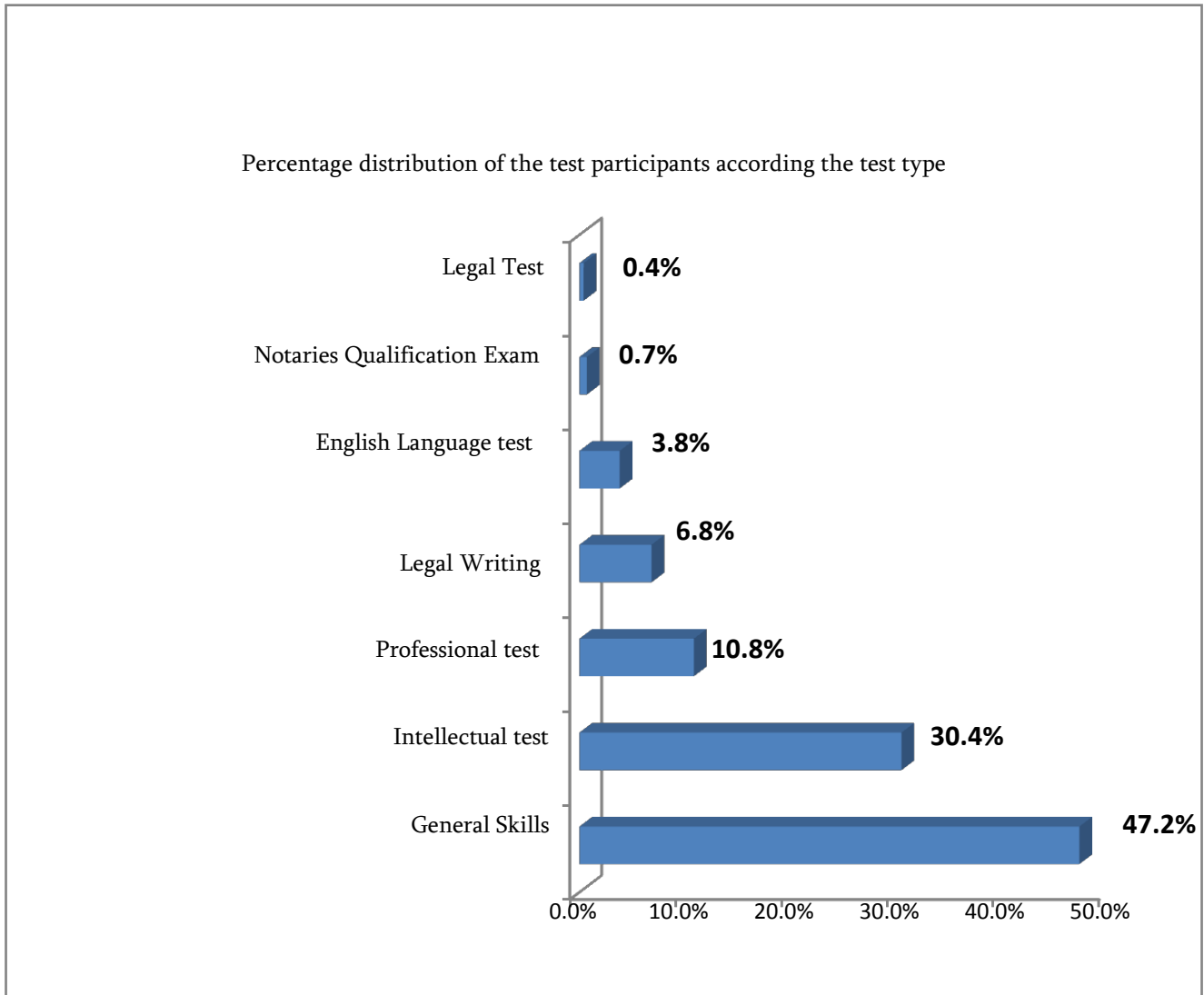
Table N3 shows distribution of test participants according the test types

Table N3

#	Test	Number of participants
1	General Skills	3525
2	Intellectual test	2059
3	Professional test	870
4	Legal Writing	407
5	English Language test	279
6	Notaries Qualification Exam	39
7	Professional assignment	172
Total:		7351

Diagram N3 reflects percentage distribution of the test participants according the test type

Diagram N3



Testing and training comparative statistics

In 2012, different agencies' 9338 representatives passed the training in Judicial Training Centre, but 7351 candidates passed testing.

Diagram 4: Testing and training comparative statistics

