



- Mobile mentor
- Training program for ECDL operators
- Soft skills
- Communication skills



Europska unija  
"Zajedno do fondova EU"



EUROPSKI STRUKTURNI  
I INVESTICIJSKI FONDovi



UČINKOVITI  
LJUDSKI  
FOND  
POTENCIJALI

The project was co-financed by the European Union from the European Social Fund



Through this project, The Association of People with Disabilities "**Better Tomorrow**" of town **Koprivnica**, wants to make additional contributions to people with disabilities by providing them with the necessary training - ECDL operators, transversal skills, communication skills, soft skills and providing them with a **Mobile mentor** as an additional form of support.

The main goal is that people with disabilities who are participants, develop the necessary skills and knowledge to be able to achieve self-employment, and the ultimate goal is to get employment opportunities. Another goal is to strengthen the position of marginalized groups in society by strengthening their skills.

The first element of the project is organizing a verified training program for ECDL operators for persons with disabilities, with the aim of strengthening the capacity of target groups. The second element of the project is education aimed for developing transversal skills. During this education they will learn how to write CVs and motivational letters and master some communication skills. Training for so-called Mobile mentors will be organized so they will be available to people with disabilities.

During the project, through the training of mobile mentors, we want people to get new skills and then they will transfer the knowledge they have gained to people with disabilities, and upon completion of the project, through the experiences they have acquired, they will define education elements that will continue to serve for even better knowledge transfer to existing and new users.

The goal of the project is also to strengthen mutual co-operation between users, i.e. between people with disabilities and Mobile mentors.



## Mobile mentor

**Mobile mentor** - empowerment, support, counseling, motivation and strengthening of people with disabilities

Through the project, users will also be provided with Mobile mentors who will transfer acquired knowledge to people with disabilities. With the help of Mobile mentor, the target group will gain the opportunity for further strengthening and empowerment.

Mentor is a person who will help a person with disabilities to deal with everyday situations, as well as with employment. It is important to note that the Mobile mentor will be engaged with each user individually, or one on one.

A mobile mentor will provide support in the field of independent living: support for the exercise of rights guaranteed by law; consultation, peer-consultation from the working environment; motivation to accept challenges, especially for the world of work; strengthening persons with disabilities, raising self-confidence and self-esteem; strengthening the faith in one's own abilities.



## **ECDL operator**

Project participants will be provided with organized verified training program for ECDL operators for the persons with disabilities, in order to strengthen the capacity of target groups for topics: Basics of using personal computers, using Windows OS and accompanying tools such as Microsoft Office.

Workshop participants will receive a diploma - European computer diploma, as a confirmation of acquired IT literacy skills, through which a person proves knowledge of computer work according to ECDL norms.

Along with the ECDL diploma, the beneficiaries will also receive a degree of a computer operator from the Open University of Applied Sciences Algebra, the provider of these education courses, which earns them a vocational qualification that will be written in their employment record book.







## Soft skills

**Soft skills** are defined as a set of skills for successful interpersonal relationships that provide resources for successful change management, in order to achieve the desired; successful problem solving; time management; efficient use of time to achieve better results with less time spent; the skills of networking all the acquired skills to achieve the ultimate goals of the project.

Interpersonal skills include a set of skills that allow you to deal with other people in a positive way, communicate with them, affect them and inspire them. A few examples: delegation skills, teaching skills, listening skills, presentation skills, skills of co-operation.

Topics to be dealt with are confidence building, communication, conflict resolution, time organization, negotiation, teamwork, listening to others.





## Transversal and communication skills

Educational workshops about transversal and communication skills will also be held.

**Transversal skills** include engagement, creativity, organization, decision-making skills, public performance, advanced writing, computer skills, financial skills, negotiation skills, persuasion skills, taking care of others in the team, language skills required for future jobs, professional competitiveness development and advantages to move to a new job, transferable from one job to another, in order to create a successful career. During transversal skills education, project beneficiaries will learn how to write a CV and a motivation letter and gain experience for further improvement in business growth and development.

**Communication skills** imply exchange of information through visual, auditory and physical methods. The topics to be addressed are: Strengthening of self-confidence, self-esteem and assertiveness; Stress recognition, Skills of facing stress healthily and burn-out prevention; Development of socio-emotional competences; Strengthening capacity for emotional self-regulation; Building an internal focus of control and self-directed action; Strategies for strengthening social support.



**Total project value:** 1.159.001,50 kn

**EU co-financing of the project:** 1.159.001,50 kn

**PERIOD OF PROJECT IMPLEMENTATION:** 31.08.2018. – 31.08.2020.



[www.esf.hr](http://www.esf.hr)

Projekt je sufinancirala Europska unija iz Europskog socijalnog fonda.



UDRUGA OSOBA S INVALIDITETOM  
GRADA KOPRIVNICE

The content of the publication is the exclusive responsibility of The Association of People with Disabilities  
" Better Tomorrow "of town Koprivnica"

CONTACT:

The Association of People with Disabilities" Better Tomorrow "of town Koprivnica

Hercegovačka 1, 48 000 Koprivnica

Phone: 048 / 642-066

Mobile: 098 / 762-177

Website: [www.udruga-bolje-sutra.hr](http://www.udruga-bolje-sutra.hr)

[www.strukturnifondovi.hr](http://www.strukturnifondovi.hr)