



PUBLIC ADMINISTRATION ACADEMY OF THE RA



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DEPARTMENT OF TRAINING AND QUALIFICATION IMPROVEMENT



Civil Servants Programs

1. Organizational Psychology
2. Techniques of effective management
3. Public Relations in the system of management
4. Financial management
5. Development of personal and organizational skills



Public Servants of the RA National Assembly

“Management Skills and State Service”



Human Rights Defender Staff of The RA

“Management Skills”



Territorial Administration

“Territorial Administration and Local Self-Government System of the Republic of Armenia”

FEEDBACK



- Excellent
- Very good
- Good
- Average
- Poor

The valuation of training outcomes is done through the **online** assessment system

In 2016 the Department of Training and Qualification Improvement Developed a **Training Needs Assessment Methodology**



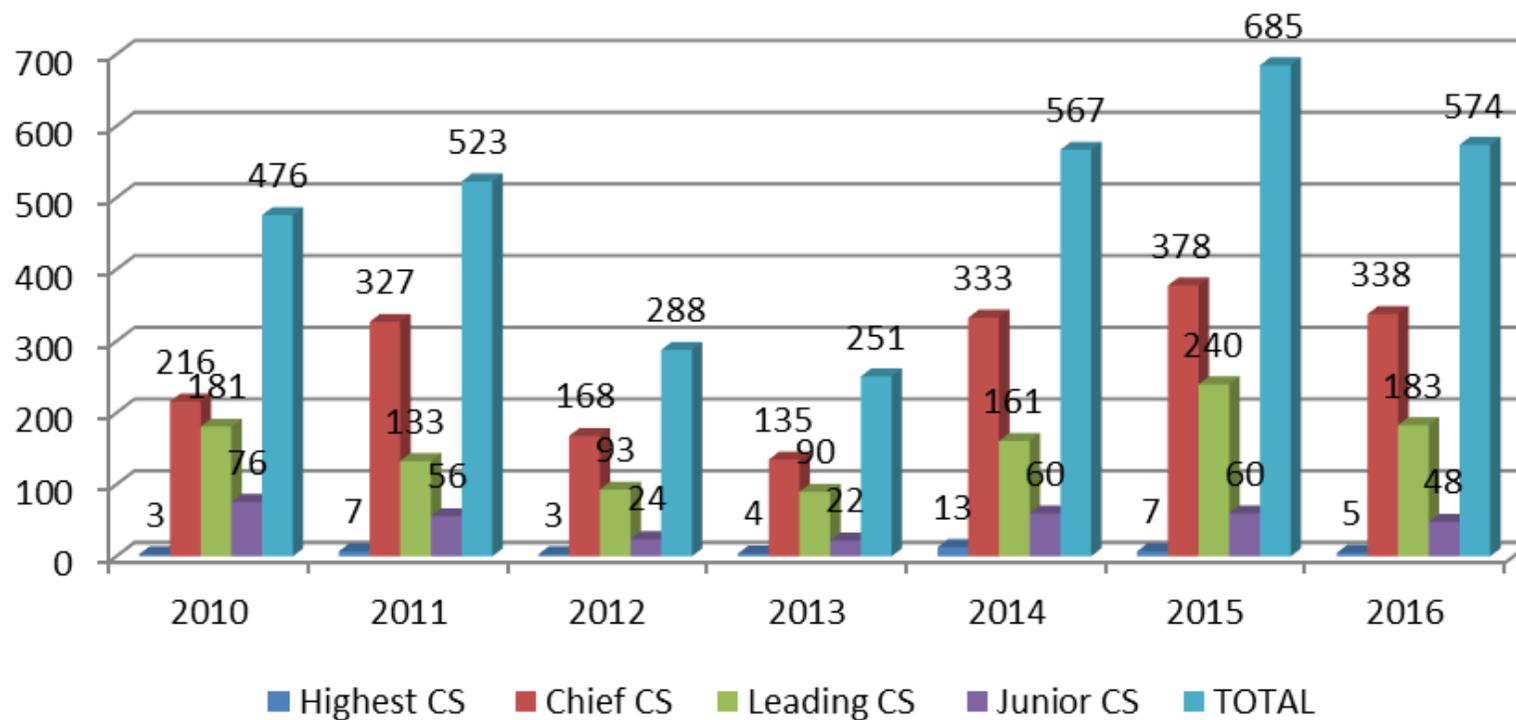
REPORT

Department of Training, Qualification Improvement, and Research Activities at Public Administration Academy of RA 2010-2016

Training of Civil Servants

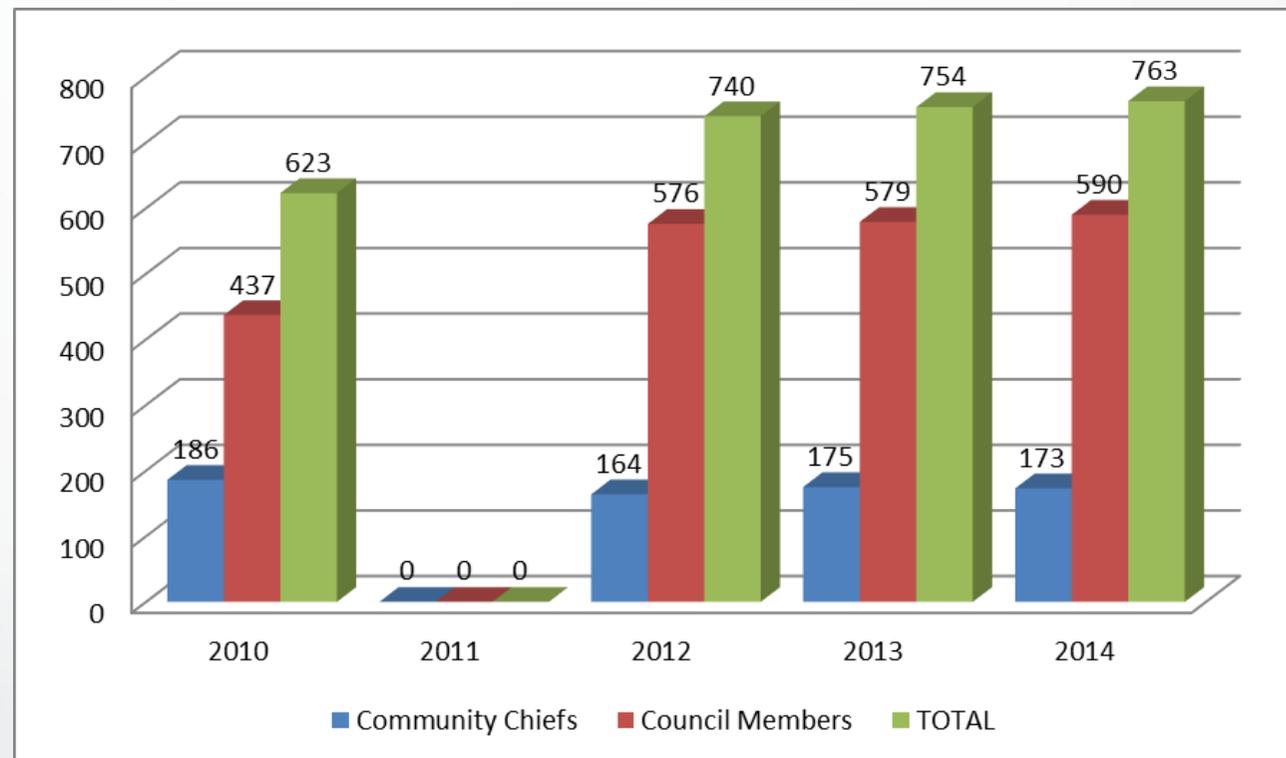
Year/ Position	2010	2011	2012	2013	2014	2015	2016
Highest civil service positions	3	7	3	4	13	7	5
Chief civil service positions	216	327	168	135	333	378	338
Leading civil service positions	181	133	93	90	161	240	183
Junior civil service positions	76	56	24	22	60	60	48
TOTAL	476	523	288	251	567	685	574
Number of participants	506	538	304	261	588	704	585
Not trained	30	15	16	10	21	19	11

The Dinamics of Civil Servants' Training (2010-2016)



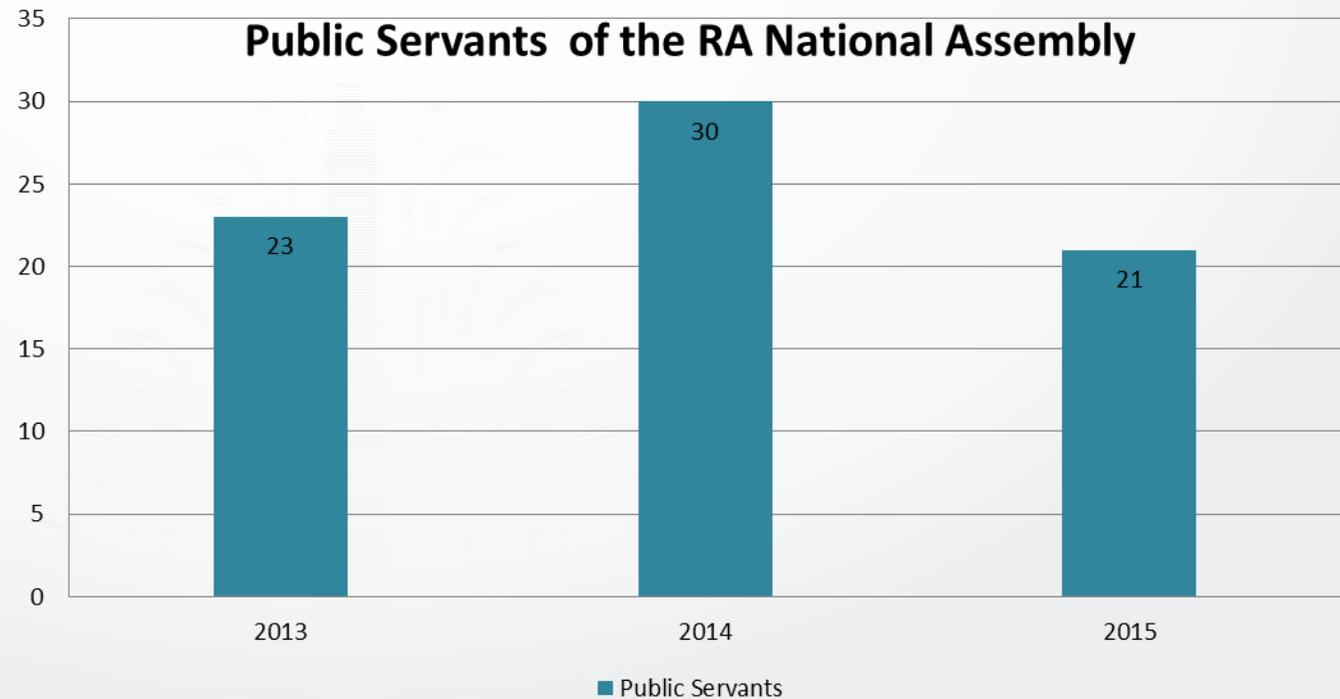
Training of Community Chiefs and Council Members

Year/ Position	2010	2011	2012	2013	2014
Community Chiefs	186	-	164	175	173
Council Members	437	-	576	579	590
TOTAL	623	-	740	754	763
Number of participants	800	-	800	800	800
Not trained	177	-	60	46	37



Training of Public Servants of the RA National Assembly

Year/ Position	2010	2011	2012	2013	2014	2015
Public Servants	-	-	-	23	30	21
TOTAL	-	-	-	23	30	21
Not trained	-	-	-	0	0	0



DEPARTMENT OF TRAINING AND QUALIFICATION IMPROVEMENT

SHORT-TERM THEMATIC TRAININGS

Effective management skills



Human Resource Management



IT Project Management



Innovation Management



Telephone Etiquette



Internal Audit



Marketing Research



Accounting



Top manager



Public relations



Management of the procurement process



RA Labor Legislation



Business development



Interview skills



Salse Management



Working Motivation Technologies



Strategic Management



Business Communication



Entrepreneurial Risk Management



Organizational Behavior



Projects Monitoring and Evaluation



Advertising Communication and Media Planning



Decision Making Skills:



Conflict and Stress Management



Computer skills (for beginners)



Computer skills (advanced)



Business Negotiations



Communication Skills and Psychological Techniques



Corporate Management



LONG-TERM THEMATIC TRAININGS

Human Resource Management



Entrepreneurial Risk Management



SHORT-TERM THEMATIC TRAININGS IN ENGLISH

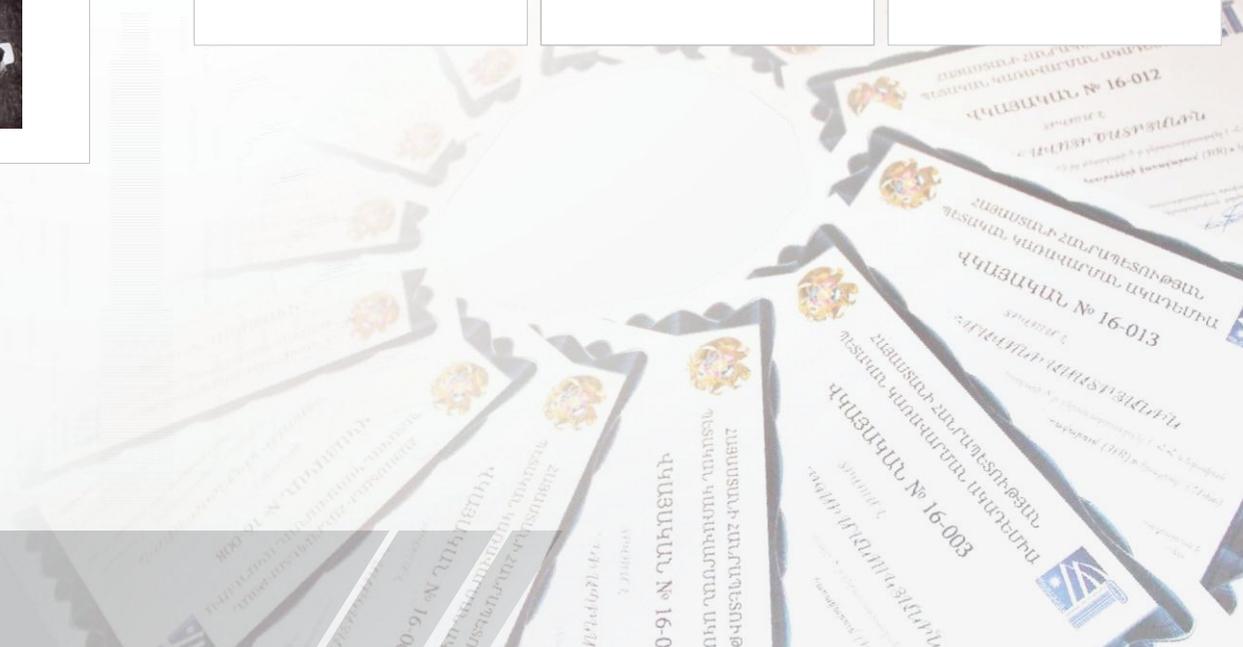
IT PROJECT MANAGEMENT



STRATEGIC MANAGEMENT



INNOVATION MANAGEMENT





THANK YOU

Mery Margaryan
mery.margaryan@paara.am

Lilit Chichoyan
lilit.chichoyan@paara.am