



Trade union school of Moldova

NARRATIVE REPORT

PILOT I

01.08.2012-31.07.2013



Project manager:

Ala PETREA

financed by



Activity: Trade union education

Venue: Institutul Muncii

Financial support: National Confederation of Trade Unions of Moldova - CNSM, the Austrian Development Agency (ADA), WUSA - weltumspannend arbeiten.

CNSM	33.600,00 - 35%
ADA	48.000,00 - 50%
WUSA	14.400,00 - 15%

The general objectives of the project:

- *Strengthening trade union members at the enterprises*
- *Training new generation of trade unions members at the enterprises*
- *Establishing the link between theory and practice, strengthening the capacity to act*
- *Civic participation through training active trade union members and strengthening trade unions*
- *Developing functional, social and professional skills of trade union members*
- *Strengthening the trade union skills of trainees*
- *Strengthening civic skills of trainees*
- *Enhancing trainees' capacity of self-determination*

Narrative presentation of the Pilot I within the framework of the project "TUSM - Trade union school Moldova"

The Pilot I of the project "Trade union school Moldova" has worked in the field of trade union education during the 2012-2013 based on the Curriculum, elaborated in the framework of the joint project concluded between CNSM/IM – WUSA based on the implementation of values, cultural exchange and best practices- such as Trade union school of Austria.

It is important to note that the Curriculum for Trade union school of Moldova has been developed on the basis of an evaluation of the learning needs of the trade union leaders of primary level. It contains trainings structured in the Summer Academy, 56 evening trainings, 4 weekend trainings and evaluation event, aimed especially at developing personal, civic and trade union skills of trainees. In addition, the curriculum includes the most effective methods and principles of adult education.

Project work began on 1, August 2012. It is aimed at preparing to launch the pilot I of the project and the first activity **"Summer Academy" from 20th to 24th of August 2012.** The Agenda included a presentation of the project for the presidents of interested trade unions, Workshops with staff of SSM – Scoala Sindicala din Moldova of Institutul Muncii, Workshops for coaches and trainers, „Organizing”- a new model of trade unionism and a first meeting with participants of the first trade union school in Moldova.

Summing up the „**Summer academy**” activities and results of the initial evaluation of the trainees’ expectations, we can note with the satisfaction, that goals and tasks put before, were met. There was a favorable environment for the group strengthening and project goals achievement.

Training program

On 18, September, according to the calendar, evening trainings were started.

The Pilot I of Trade Union School of Moldova has gathered under its “umbrella” trade union members from 7 different branches: construction, medicine, communications, trade and forestry.

From the beginning of the project there were 24 participants, 20 of them stayed till the end, 18 participants fulfilled all criterias and were certificated.

Trainings were held every Tuesday and Thursday from 17.30 till 20.30. Group facilitators, who were appointed according to the list, discussed with colleagues their

professional achievements and personal problems. At the end of the training, coaches received from the participants a "Feedback" (positive or negative aspects of the training). Highlights of the training evenings were recorded.

Weekend trainings

Weekend training I (14.09.12-16.09.12)

Weekend training II (23.11.12-25.11.12)

Weekend training III (1.03.13-02.03.13)

During the period of studies weekend trainings were held, which were moderated by international experts Martin Windtner, Sepp Wall Strasser and Martin Angerbauer. The trainings were focused on „TRADE UNION ORGANIZING”, which involved

- Introduction to Organizing
- Scopes
- Organizing operation mechanisms
- Concepts and principles

During these trainings the relations of trust between the participants have been strengthened. To guide the participants for developing individual or group projects during these trainings international trainers paid more attention at:

- The analysis of the trade union organization at the enterprise
- Classification and discussion the topical problems for trade union organizations
- Problem identification
- Identification of themes for projects



Training weekend IV- „Video training” (26.04.13-27.04.13)

Objectives:

- Ways to Overcome Barriers to Communication with the interviewer
- Tips for speaking in front of the camera:
 - How to maintain eye contact
 - The time limit of the speech/ Going over time limits is disrespectful to the audience
 - How to respond to difficult interview questions
 - Speech nonverbal communication
 - Basic Speech Structure: Introduction, Body, Conclusion

The speech was focused on the following questions:

1. How I developed as a TUSM participant?
2. Would I recommend TUSM? Why?
3. How and what helps me TUSM in my trade union activity?
4. How and what helps me TUSM in my enterprise/job place activity?

5. Why do I do TUSM?
6. What changes came in my life after the start of TUSM?
7. Who have these changes seen?
8. What successes, difficulties or conflicts I have had?
9. What did I get and obtained from TUSM?
10. What aspects or modules made me „stronger“?
11. My professional /personal goals. Further knowledge implementation?

Analyzing all the speeches, we came to the conclusion that Trade union school of Moldova is a successful project and worth to continue. Studying the responses to the question: „Would I recommend TUSM? Why?“ 100% of participants responded positively. The majority of participants reported that information, knowledge and skills acquired during the studies were and is used both in professional and in personal life. It is significant that some of the participants have been promoted to trade union leaders. It is evident that these changes were observed both by colleagues and family members.

Reflection evenings

Reflection evening I (20.11.13)

Reflection evening II (5.03.13)

The reflection evenings of the project were moderated by Martin Angerbauer. The interactive methods, various activities and exercises applied by the trainer during these trainings had purpose to:

- Open the participants to communication, overcoming negative emotions and communication barriers (tension or conflict situations)
- Identify everyone's contribution to the study
- Analyze the authority, respect, influence, support, tolerance and contentment of the group, participant's satisfaction towards the group and the course
- Identify everyone's opinion about each participant
- Create the conditions for mistakes recognition and self-improvement

It is important to note that the participation of international experts as trainers at all weekend trainings, favored the psychological climate of the group, mobilizing participants for effective educational activity.

Such meetings are a good opportunity to exchange experience and get best practices of Austrian trade unions.



Foreign guests visits

Trade union school of Moldova was visited by Mrs. Barbara Konzet, Austrian Development Agency Projects' Coordinator from Eastern Europe region, and by Mrs. Petra Bayr, parliament member of the Republic of Austria, who appreciated the project at a high level. During the meetings there were open discussions in which participants have reflected that creating Trade union school of Moldova was a necessity for RM. "It is obvious that participants are highly motivated and inspired by project. The discussions take place in an open and free of barriers atmosphere", said Barbara Konzet.



Exchange of experience

During the first pilot project for exchange of experience and good practices Austrian experts were invited to some of the economic units in Chisinau. Visit to the radio „Frequencies" took place in a positive and friendly atmosphere. The company has got a strong trade union organization which defends its members, and what is most importantly, is that all the employees of this enterprise are the trade union members at the same time.

Also, National Trade Union Federation “Sindicons” organized a visit to the construction site of “Glorinal Ltd”. They discussed social and economic problems of trade union members of the enterprise.



Cultural activities

Within the second Weekend training was organized a common dinner with the presentation of traditional Moldovan and Austrian dishes.

Traditionally, on March, 1 Moldovan people would celebrate the arrival of spring. On this day people are giving one another a Martsishor- the symbol of spring, life and rebirth.

On the occasion of this holiday, the Youth Committee of the CNSM, organized the Spring Ball where participants of Trade union school of Moldova were also invited.

It is important to note, that such events were a perfect opportunity not only to get to know each other better, but also a good and effective motivation for further educational activity.

On March 4, 2013 the staff of TUSM, together with Sepp Wall-Strasser where visiting the Opening Ceremony of “Österreich Tage” at the University of Moldau in Chisinau, where the

Gerhard Schaumberger, Head of ADA Moldau, presented also the project of Trade Union School Moldau.

On March 6, 2013 TUSM participants were invited to the official premiere of the documentary film "Mama Illegal".

This documentary is a kind of a warning shot to attract the audience attention to families who are facing this problem. Eduard Moschitz managed to capture all the minds. "MAMA ILLEGAL" portrays seven years in the lives of the three women from Moldova, who left the abject poverty of Moldova to illegally work in Austria and Italy as cleaning ladies. While these women are separate from their families and their homes to follow the dream of a better life, their children grow up alone. The camera is present during tragedies as well as in moments of joy. The film is about the price of the dream of a better life.

Immediately after watching the film there were held public debates on the social price of migration in Europe, with the participation of high-ranking officials: the Head of the EU Delegation to Moldova, The Minister of Labour, Social Protection and Family, Minister of Foreign Affairs and European Integration, head of the Bureau for Diaspora Relations, Leaders of Diaspora Associations, the head of ILO mission to Moldova. The debate has been focused on the causes of migration and migrants' protection offered by the country of origin and countries of destination.

The event was sponsored by the Austrian Embassy to Moldova, Austrian Cultural Forum in Bucharest, BMASK (Federal Ministry of Labour, Social Affairs and Consumer Protection) and the ILO Mission to Moldova.



Pilot I Evaluation activities

The evaluation activities of the Pilot I of the project „Trade union school of Moldova” took place on June, 11-13.

Evaluation activities were organized in three stages: the workshop for participants, the workshop for trainers, the projects’ presentation and certificate handing out ceremony.

The events were attended by CNSM leadership, management of IM, presidents of national branch trade unions centers, project's partners from Austria, TUSM participants, mentors, trainers, invitees.

The purpose of evaluation activities was not only to obtain information about what went well during the project in order to preserve and multiply these "success factors", but also what went less well, to review and adopt objectives, strategies and planned activities.

The workshop with TUSM participants was open by the general director of Labor Institute, Vsevolod Barbăneagră and project officer, Sepp Wall-Strasser and was moderated by Martin Angerbauer.

Agenda of the workshop for participants was planned and carried out so that at the end of the training could be obtained detailed information required for the analysis and evaluation of preliminary results of the pilot I.

Through the group work, participants reflected on the flipchart on:

- ✓ The course, trainers and modules effectiveness
- ✓ The qualities and requirements for future participants
- ✓ Conditions of access to the pilot II

At the same time, participants gave comments and proposals for improvement on the course.

At the end of the workshop, the results of the group work were analyzed and discussed.

On June 12, 2013 was held the workshop for trainers, who were involved in the project.

At the beginning of the meeting took place the presentation and analysis of results according to the participants "Final evaluation sheet".

It is important to note, that the questioning was based on the following criteria:

- Course effectiveness
- Trainers and modules effectiveness
- Course management
- Will you recommend this course to other union members?
- Comments on the course
- Suggestions for improvement

After presenting the results of the questioning, the participants on the workshop reflected on it.

There was made a conclusion, those trainers who had had several modules in the project have been valued at a higher level in comparison to those who had just one or two trainings.

The subjectivity of the results was mentioned as well and since the presence during the evening trainings was never 100%. Though, the trainers expressed the interest to the results of questioning.

During the discussion, the senior trainer, Vasile Cioaric, mentioned the importance of trainings of trainers and suggested to increase the number of such meetings (3-4 times per year).

In the second part of the meeting, the formulation of the General objectives of the project was discussed

At the same time, trainers and project staff have agreed that it is very important to set the goals and expectations of the participants during their recruitment. The selection of participants should be more rigorous. Those who will delegate participants for participation in the pilot II must know where these persons could be involved in the future.

At the end of the meeting some of the general objectives of the project were changed; there was established the calendar plan for pilot II.

On June 13, 2013, took place the projects' presentation and ceremony of handing out graduation certificates, which was opened with the greeting words.

Graduation ceremony was attended by the leadership of the National Confederation of Trade Unions of Moldova (CNSM), Labour Institute, the National Branch Trade Union Centers, and representatives of the Austrian Development Agency, the National Trade Union Federation of Austria (OGB), and Coordination Office for Technical Cooperation and the Austrian Embassy in Chisinau.

The final and main result of the Pilot I is the presentation of the 5 group and 2 individual projects. The projects' topics are very pressing for socio-economic situation in Moldova.

After projects' presentation, a very nice and expected event took place. The certificates were handed out by the project officer Sepp Wall- Strasser and confederal secretary of CNSM Nicolae Suruceanu.



List of the projects

National branch trade union center	Project topic
The Council of Light Industry Workers' Trade Unions	“Pregnancy discrimination in the workplace”
Federation of Trade Unions of workers of Communication	“ The active involvement of young people in the modernization of the trade-union movement ”

Trade union „SINDLUCAS”	„ The role of trade unions in the evaluation of human resources”
Federation “SINDICONS”	„ The continuing education of trade union members and trade union leaders.
The Trade Union of workers of branches of Forestry and Environmental protection	„ Strengthening the trade union movement ”
Federation „Moldsincoopcomerț”	„Trade Union recruitment and informing”
Trade Union „Sănătatea”	“Evaluation of occupational risks – a current goal in the employment relationship”

Study visit in Austria

June, 17-23 2013: Moldovan staff of Trade union school of Moldova participated in a study visit in Austria. It was a great opportunity to exchange experiences, good practices and working methods. Study visit was financed by WUSA - weltumspannend arbeiten.

Within the study visit program, Moldovan staff was invited at the official opening of the 18 Congress of Austrian Federation of Trade Unions (ÖGB) and took part in the exhibition „Global village” together with Trade union delegates from across the world.

Project staff was ready to answer any questions about Trade union school of Moldova and the situation in country in general. There were meetings with the President and Vicepresident of the ÖGB, Erich Foglar and Norbert Schnedl, and with Rudolf Hundsdorfer,

minister for labour and social affairs, and former ÖGB-President, and a special meeting with the board of “weltumspannend arbeiten”

June, 19 2013: At the Educational Center “Jägermayrhof” in Linz took place an event „Am Schauplatz”. The evening was dedicated to the Pilot I of the project “Trade union school of Moldova” and living and working realities in the Republic of Moldova.

At the beginning of the evening there was a short introduction in the wealth and abundance of the moldavian culture (paintings, architecture, music – from Maria Cebotari to Patricia Kopatchinskaja. Also there were presented some clips of the documentary „Mama illegal”.

After the screening, Dorin Suruceanu, head of trade union training Department, presented information about the socio-economic situation and the role of trade unions in the country.

Afterwards, there was a presentation of the Pilot I results.

At the end of the evening Moldovan Staff answered the questions and discussed with the invitees to the event upon the presented information. The discussions took place in an open and free of barriers atmosphere!

June, 20 2013: There took place a meeting with Mr. Gerhard Gstöttner-Hofer, director of the Educational Center “Jägermayrhof”.

In frames of the meeting were discussed:

- Basic notions and educational opportunities: educational model of Austrian trade unions
- Collaboration between AK (Arbeiterkammer), OGB (Austrian Federation of Trade Unions) and Jägermayrhof (Educational center)
- Opportunities for collaboration between Jägermayrhof and Labour Institute.

After the lunch, Moldovan delegation attended the training "Trade unions in Linz. Organizing a successful trade union campaigns" which was held at the Trade Union Committee of the Hospital St.Elizabeth in Linz. The training aimed to exchange experiences and discuss the best trade union successes in Linz. The training was moderated by Martin Windtner.

At 4 P.M. took place the training "Coaches' practical activity" where were identified the main tasks of the Austrian and Moldovan coaches. Coaches from the both sides discussed and exchanged their experiences. The training was moderated by Martin Angerbauer.

At 7 P.M. Moldovan delegation was invited to the Debate Club of trade union members in Linz. During the meeting were discussed active citizenship issues and was handed out a financial aid to a family with many children. It was an evening filled with live music and trade union songs.

June, 21 2013: The delegation attended the opening ceremony of the Educational Congress of the trade unions in Upper Austria. In frames of the Congress was celebrated 50 years anniversary of Austrian Trade union school. Participants of trade union schools in Upper Austria presented its projects. Moldovan staff of trade union school presented the film about the Pilot I of the project.

Totals

Totally, during the period 1.08.2012-31.07.2013 has been organized:

- Evening trainings - 56
- Weekend trainings - 4
- Reflection evenings -2
- Trainings for trainers - 4
- Projects - 7
- Certificated participants -18

Trade union school of Moldova motto is: „*Democracy needs democrats!*”

American writer and literary critic Henry Louis Mencken said that „ [Democracy is the theory that the common people know what they want and deserve to get it good and hard](#)”.

Participants Trade union school of Moldova already know what they want, have clearly defined personal and professional goals, know what are their rights and have learned how to defend it. Thus, this school helps the participants not only to improve quality of their life, but also to change things for the better in the Republic of Moldova.

The second pilot project will run from 01.08.2013-31.07.2014.