



EDUCATION PROGRAMMES

SYLLABUS - Trainings

RESULT NUMBER O3 – NUMBER OF ACTION: O3-A2
PROJECT
E-GOVERNMENT 2.0 IN PRACTICE



CRACOW 2015



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Tools Web 2.0 in the public sector – training [48h]

Training recipients

The training is dedicated to those who work in public administration or are interested in using modern Internet tools in the widely understood public sector:

- ✓ **Marketing specialists. IT specialists, managers and employees of local government units**
- ✓ **trainers, advisers and consultants involved in the activities of local government units**
- ✓ **non-governmental organizations,**

Training description

The training consists of six 8-hour session days.

During the training, participants will learn what the e-government 2.0 is, and in which areas it can be applied. They will be learn about both good and bad practices of implementations.

Participants will learn what the crowdsourcing benefits are and why it is important to make public information available to public reuse. They will be shown one of the most useful content management tools in the Internet i.e. Wordpress. The participants will learn how to use them in its basic functionality necessary to manage a website.

The key element of the training will a block devoted to IT workshops on virtual lab e-Government 2.0. The application allows to participate in online workshops simulating the processes of public consultations online, crowdsourcing, audit initiated by citizens etc. The presented tool can be used in real work in the public sector or NGOs.

The training will conclude with a summary.

Learning outcomes achieved during training

- ✓ Getting acquainted with various possibilities and applications of WordPress
- ✓ Getting acquainted with guidelines concerning accessibility of websites, as well as rules for a resource use connected with copyrights
- ✓ The knowledge of key projects in the area of e-government, including IT solutions already created or ones about to be created as part of the projects.



- ✓ The knowledge of IT systems used for supporting work of the public administration offices
- ✓ Understanding changes related to the development of e-Gov 2.0
- ✓ The awareness of the importance of including citizens in the process of participation, transparency and the process of public consultations.
- ✓ The awareness of the objectives of transparency of state authorities, engagement of citizens in decision-making processes that relate to the state and openness of public institutions.

Public opinion polls - methodology – training [24h]

Training recipients

The training is addressed to public administration employees, employees of the NGO sector, as well as people employed in business and other institutions, that are planning to organize and implement a process of public consultations, or want to know the opinion of the residents of their community, city, district or housing estate on planned investment projects. The training is primarily dedicated to:

- ✓ **Managers and employees of departments responsible for, inter alia, public consultations, participatory budget**
- ✓ **Consultants, facilitators and moderators engaged in the processes of public consultations, participatory budget etc.**
- ✓ **Employees of non-governmental organizations and other institutions engaged in processes of public consultations, participatory budget etc.**

Training description

The training consists of three 8-hour session days.

During the training, its participants will learn the basics of methodology of social research and the stages of a research process. They will learn the importance of correct formulating research problems, questions, and hypotheses, how to carry out the research conceptualization stage (defining concepts subject to research and the scope of research) and the research operationalization (selecting variables and indicators for the research). Furthermore, the participants learn the principles of the choice of research sample, random and purposeful sampling, as well as the basic guidelines of preparing research tools (survey questionnaires, interview guides). Further, the participants will learn of both quantitative and qualitative research methods and accompanying techniques (individual survey, group survey, online survey, observation, etc.) Participants will be familiarized with the principles of data analysis and reporting test results. One of the key elements of the training will be the acquisition of knowledge, based on practical exercises and simulations (case studies), concerning organizing field research, preparation of schedule and budget of the study. In addition, the persons surveyed will acquire knowledge and skills connected with requesting a test – on how to draw up a research offer, how to cooperate with a contractor, how to monitor the process of survey implementation.

The training will conclude with a summary.

**Learning outcomes achieved during training**

- ✓ Understanding the basic principles of proper implementation of social research, research methodology and stages of research processes.
- ✓ The acquisition of skills of planning and implementing a simple quantitative and qualitative survey, analyzing its results and drawing a report
- ✓ The acquisition of skills to prepare an offer to implement a social survey, schedule, and research budget, as all as a schedule for monitoring contractors' work
- ✓ The acquisition of skills to use information obtained during training in projects and investments carried out
- ✓ The awareness of importance of carrying out a public inquiry for the processes of public consultations, participatory budgeting or other planned, key projects.

Communication skills – training [16h]

Training recipients

Training is dedicated to people who work in public administration and would like to improve their communication skills, especially with respect to different social contexts, as well as to all interested in communication issues in the widely understood social dialogue.

- ✓ **directors, managers and employees of local government units**
- ✓ **coaches, advisers and consultants engaged in the activities of local government units**
- ✓ non-governmental organizations

Training description

The training consists of two 8-hour session days.

During the first day of training, participants will learn the basics of communication embedded in different social contexts. They will learn how to plan the process of communication between social partners based on dialogue. The participants will learn how to communicate effectively by means of the strength of arguments and counter-arguments, as well as what is providing motivating feedback. The second day of training will be devoted to workshops in the field of difficult communication situations.

Learning outcomes implemented during training

- ✓ Characterisation of the main principle of effective communication
- ✓ The knowledge of the fundamentals of ethics and eristic
- ✓ Indicating the basic, both analogue and online, methods and tools for carrying out public consultations
- ✓ Effective communication and adapting communication techniques to an objective/issue as well as target group
- ✓ The skills to plan a statement and select communication tools depending on an objective