

TRAININGS OF TRAINERS IN KAZAKHSTAN

NARXOZ UNIVERSITY DOING TRAININGS, SEMINARS, PLENARY SESSIONS AND PARTICIPATION AT THE EXHIBITIONS

For the successful implementation of the project, from the very beginning of its implementation by the European project partners, the audit of HR-management system has been carried out, revealing the strengths and weaknesses of the operation of human resource management system in each partner-university. The summarizing of all audit results was made to develop the content of trainings for the employees of HR management. This approach of the project allowed to systematically arriving at the training of experts, taking into account the realities of HR-management in partners-universities. The participants of trainings conducted training seminars for HR-managers of universities of their countries. The results of training the experts in European universities were disseminated through a wide range of conducted trainings and seminars, participation in conferences, speeches at the session of the Ministry of Education and Science of the Republic of Kazakhstan, publications in the media, as well as in social networks.

Narxoz University held the following trainings, seminars:

- 8 trainings on the topic: “HR-MANAGEMENT IN UNIVERSITIES”:
 - January 21, 2015 - 70 participants (30 HEI)
 - February 26-27, 2015 - 80 participants
 - April 30, 2015 - 135 (40 HEIs)
 - Suleyman Demirel University - December 25, 2015 - 50 participants
 - in Almaty region, Taldykurgan city - Zhansugurov Zhetysu State University - December 21 – 22, 2015 - 50 participants
 - in South-Kazakhstan region, Taraz city - Taraz State University named after Dulati - March 16-17, 2016 - 80 (20 HEIs)
 - in Central Asia, Bishkek city - May 23, 2017 - (120 people)
 - in Central Asia, Osh city - May 25, 2017 - (150 people)
- Republican pedagogical meeting of educators of the Republic of Kazakhstan, held in August, Session – “HR-management of universities: current status and ways of improvement”:
 - Ministry of Education and Science of the Republic of Kazakhstan in Astana city, August 18, 2016 - 70
- 2 exhibitions of results of TEMPUS projects in Kazakhstan:
 - Eurasian National University in Astana - June 08-09, 2015 - 600 participants
 - Astana city, the European Union Projects Day on May 31, 2017 - 300

Narxoz University received the Certificate of the second-degree for the meaningful and diverse presentation at the exhibition of results of TEMPUS projects, the Certificate for a coherent and productive work of PEOPLE project.

At the conducted trainings, conferences and seminars, the following topics were revealed:

PEOPLE project: goals, objectives and stages of the implementation; Structure of the HR-management, its functions; Selection, choice and recruitment of the university personnel and formation of the personnel reserve; Design of a strategy for the development of HR-management of universities, Methodology of the conduction of audit for the personnel of university; Policy and procedure of the management; Management of changes in the organization; Personnel motivation and Time management and its role in the management of human resources with the use of business games; System of the advanced training in the HR-management of universities; New approaches and modern technologies in the personnel management in universities; Map of competences of the human resources in universities; Informatization of HR processes in universities; Drawing up of a matrix of HR processes: monitoring and reengineering; Cascading of indicators, KPI, PEST and SWOT analysis.

The universities of Kazakhstan invite HR-management experts of Narxoz University to conduct the training and to provide the consulting services on the development of HR-management tools.

TRAININGS AT PAVLODAR STATE UNIVERSITY

Within the project implementation original there were developed scientific programs for HR-management reforming in organizations of Kazakhstan, including higher education institutions (HEI):

- as the key program of HR-management system reforming authors prepared the monograph «Appliance of modern conceptions of HR-management in the practice of organizations of the Republic of Kazakhstan» (authors: Titkov A.A., Ernazarov T.Ya.) for publishing. The book aims at the development of effective organizational and economical tools for HR-management system formation in Kazakhstan organizations;

- scientific program was developed to transform the personnel management paradigm and modern approaches for HR organizational structure formation (authors: Titkov A.A., Abilshaikov N.B., Sartova R.B.);

- another scientific program was developed to form the estimation method of human resource influence in the Republic of Kazakhstan on economic development, innovativeness, entrepreneurship and dedollarization processes (authors: Titkov A.A., Kunyazova S.K., Nurgalieva A.A.).

Title of educational course / training	Day of the event, trainer / moderator	Number of participants
Seminar-training "Reforming of HR-management system in the regional enterprises"	November, 2016, Moderator – trainer, c.e.s., professor Titkov A.A.	75 persons, including the authority of Pavlodar Region and regional HEIs
Seminar-training "Master class for junior scientists"	November, 2016, Moderator – trainer, c.e.s., professor Titkov A.A.	100 persons, including master students of all specialties of the university
Scientific seminar-conference "Sustainable development of Kazakhstan: problems and prospects"	September, 2015, Moderator – trainer, c.e.s., professor Titkov A.A.	40 persons, including the leading scientists from Moscow representation of the International Program Center "Bolashak" (Moscow, Russia), International University of Kyrgyzstan (Bishkek, Kyrgyzstan) L.N. Gumilev Eurasian National University (Astana, Kazakhstan), E.A. Buketov Karaganda State University (Karaganda, Kazakhstan), Southern Kazakhstan State Pedagogical University (Shymkent, Kazakhstan), Kazakh Financial and Economic Academy (Semey, Kazakhstan), Sh. Ualikhanov Kokshetau State University (Kokshetau, Kazakhstan)
Scientific seminar "Establishment of HR development centers"	March 2017 Moderator, c.t.s., professor Ernazarov	20 persons, teaching staff and master students of the university

Provided trainings and seminars on the HR-management system improving were widely accepted at both the international and the regional level. At the current step trainings, which aim at the HR-management system reforming, are especially significant. They aim at the sustainability and effectiveness increasing of regional education systems and industrial processes.

TRAINING-SEMINARS AT KARAGANDA STATE MEDICAL UNIVERSITY

All the trainings done in your institution:

- Report on organization and conduction of training seminar “HR Management in Education”

29-30 April 2015 (35 participants)

In order to familiarize with the experience of the TEMPUS program of the PEOPLE project, the Human Resources Management Department organized a training seminar on the topic “HR Management in Education” for the staff of the university and other organizations of the region.

Target audience: heads and inspectors of personnel departments, managers and specialists in development of human resources (HR-managers).

Duration of training seminar: 2 days, 12 hours.

Lecturers of training seminar:

1. Dulat Mukazhanovich Doskozhin, Director of Department of Human Resources Management of KSMU;
2. Tatiana Rudolfovna Tuzankina, Head of Quality Management System Department of KSMU;
3. Anastasia Vladimirovna Moroy, Head of Strategic Development and International Cooperation Department of KSMU;
4. Assel Gabdulkarimovna Akhmetova, Specialist of Department of Human Resources Management of KSMU;
5. Elena Aleksandrovna Kravtsiv, Head of Personnel Department of KSMU;
6. Alma Zulfukharovna Muratova, Director of Department of Strategy of Management and Development of KSMU.

For holding the event were also invited the speakers:

1. Serik Tusupovich Zholdaspayev, Director of Karaganda Institute of Quality.
2. Tatiana Vitalievna Lyubchanskaya, Practical Psychologist of Educational and Methodological Center for Development of Education in Karaganda region.

During the two-day training seminar were revealed the following topics:

- PEOPLE project: objectives, tasks and stages of implementation
- Adaptation and development of personnel
- The role of self-actualization in development of an individual and society
- Enhancement of staff loyalty by the example of Japanese enterprises
- Human resources management in QMS
- Self-management as a basis for competitive development of personality. Business game
- Strategic planning in education organizations

The satisfaction level of training participants, identified by the results of the survey, constituted 99%.

- Preparation of personnel reserve (25 participants)

Within the framework of distribution of information on the project and preparation of the personnel reserve of the university, the Human Resources Management Department (HRMD) together with a department of medical education developed a program and a plan of preparation of reserve staff to fill the managerial position, and conducted training sessions with this group of employees.

The heads of structural divisions of the university also took part in conducting the classes. 21 employees were trained under this program.

Thematic plan of lectures on the program of preparation of reserve personnel to fill the managerial positions of KSMU for 2015 - 2016

№	Topic	Lecturer	Date of conduction	Time of conduction	Place of conduction
I	Strategic planning in education organizations				
	Strategy development process	Muratova A.Z., Director of Department of Strategy and Development	21.11.15	8.30	40 Gogol Street, 325 classroom
	How to achieve the desired result and ensure its stability				
Planning strategy and analysis. Intelligence cards.					
II	Implementation of principles of Bologna Process				
	Activities to implement the principles of the Bologna Process	Nurgalieva A.S., Head of International Cooperation and Bologna Process Department	12.12.15	9.00	40 Gogol Street, 325 classroom
	Academic mobility programs				
Erasmus Plus Program					
III	Quality management in medical organization				
	Quality management standards	Tuzankina T.R., Head of Quality Management System Department	09.01.16	9.00	40 Gogol Street, 339 classroom
	Evaluation of effectiveness of quality management				
Customer orientation					
IV	Accreditation of medical education organizations				
	Institutional self-assessment of university activities	Muratova A.Z., Director of Department of Strategy and Development	05.12.15	8.30	40 Gogol Street, 325 classroom
	Procedure for accreditation of educational programs				
Criteria for accreditation of university					
V	Management in medical education				
	General principles of management	Toleubekov K.K., Dean of GM and Dentistry Tashkenbaeva V.B., Dean of Internship	19.12.15	9.00	40 Gogol Street, 325 classroom 325
	Description and analysis				
Problem solving					
VI	Fundamentals of HR Management				
	Leadership and ethics	Doskozhin D.M., Director of HRMD	23.01.16	10.00	40 Gogol Street, 339 classroom
	Personnel management				
Leadership in system of healthcare					
VII	Organization of educational process				

	Credit technology. Dublin descriptors. Problems of introduction of credit technology	Tashetova A.B. Director of Department of Educational and Methodological Work (DEMW)	28.11.15	10.00	40 Gogol Street, 325 classroom
	Methodical work at departments	Riklefs I.M., Head of Methodical Cabinet of DEMW			
	Organization and implementation of current boundary control of academic achievement under credit technology (practical training, SIWTC, SIW, classes at the CPS)				
VIII	Design, development, implementation of scientific grants				
	Search for grants	Turmukhambetova A.A., Vice-Rector for scientific work	30.01.16	10.00	40 Gogol Street, 339 classroom
	Organization of research work: planning, development and implementation of grants	Edilbaeva T.T., Head of Department of Management of Science and Innovation Activity			
	Preparation of application for grant				
IX	Integration of evidence-based medicine into educational program				
	How to motivate EBM study?	Kaliyeva Sh.S., Head of Department of Clinical Pharmacology and EBM	16.01.16	9.00	40 Gogol Street, 339 classroom
	Assessment of methodological quality				
	Introduction of evidence-based medicine				

- Within the framework of distribution of information on the project and training of managers of medical organizations, the Department of Human Resources Management (DHRM) together with the Department of Public Health developed a calendar-thematic plan of seminars: According to the schedule, the employees of DHRM conducted seminars on the following topics:

“Staff Management”, conducted on 17.05.16-20.05.16 (10 participants)

No. (in numerical order) of day of class	Date	Topic	Full name of teacher, degree, academic title	Venue

1.	17.05.16	Human Resources Management	Doskozhin D.M. Kravciv E.A.	36 Gogol Street, 217 classroom
		Time Management		
		Management of system efficiency: - System of management of efficiency of personal development of academic and teaching staff (ATS) - Experience of introduction of human resources management		
		Coaching	Bek N.Y.	

“Significance and role of staff policy”, conducted on 11.05.16-17.05.16 (10 participants)

No. (in numerical order) of day of class	Date	Topic	Full name of teacher, degree, academic title	Venue
1.	11.05.16.	Importance of Staff Policy in Personnel Management	Doskozhin D.M. Bek N.Y.	36 Gogol Street, 217 classroom
		Motivation of human resources: - Evaluation of academic improvement level of ATS - Evaluation of working efficiency of ATS - Rating of work of departments		
		Stresses. Prevention of professional burnout	Marchenko K.S.	

- Team building (28 participants)

In the framework of personal development and advanced training, the office and management personnel of KSMU took part in a training seminar named “Team building”.

The moderator of the training was Aleksandr Katkov, M.D., Professor, Rector of International Institute of Social Psychotherapy, Vice-President of Professional Psychotherapeutic League of Russia, Psychotherapist of Unified Register of Europe (Saint Petersburg).

The main objective was enhancement of participants’ competence in development of effective communication. And also:

- Creation of modern concepts about the principles of formation of functional team;
- The build steps, technologies and characteristics of teamwork;
- Acquisition of differentiated and conscious experience in teamwork with the possibility of transmission of this experience into real business practice.

It is worth noting that the atmosphere during the whole training was favorable and friendly and that participants showed personal interest in the process. The satisfaction level of training participants, identified by the results of the survey, constituted 99%.

- Time-management (20 participants)

Within implementation of program on advanced training of KSMU employees for 2017, the Department of Human Resource Management organized and conducted a training seminar titled "Time Management".

The training seminar instructor was Nadezhda Zubova, a trainer-consultant and a coach of "HR Consulting" Center for Organizational Development.

The main objective of the training seminar was the formation of skills in managing one's own time and time of subordinates, along with delegating, planning, goal setting, ability to deny, and coping with inefficient time-use.

The training seminar participants learned to create their own system of time management, which helps to effectively solve tasks in all areas of business and management.

It should be also noted that during the training seminar were worked out the techniques of organization of one's own and team work, formation of goals and tasks and their subsequent planning, which will allow the employees of KSMU to organize their working activity more efficiently.

- Training "Conflict Management" (20 participants)

The training "Conflict Management" was organized and conducted by the Human Resources Management Department on the 6th of June, within the program of professional development of the KSMU staff for 2017.

The trainer was Nadezhda Zubova, trainer-consultant, coach «HR Consulting».

The main target of the training seminar is forecasting, prevention of conflict situations. Conflict resources as an opportunity to manage changes. Work with claims and complaints.

Participants of the training seminar learned to choose the best strategies for action in the conflict. They considered types of tactics, types of changing in a conflict situation, and were acquainted with the concepts "Image of the enemy", prejudices, and negative attitudes.

Also should be noted, in the training, the styles of behavior in the conflict were developed, the improvement of cooperation skills and basic communication techniques in conflict, which would allow the staff of the KSMU to organize their work more efficiently.

- "The Technique of Effective Thinking", (25 participants)

- "Operational management", (25 participants)

- "Strategic management" (25 participants)

In the framework of the implementation of program of advanced training of employees of KSMU in 2017, the Department of Human Resource Management organized and conducted trainings titled "The Technique of Effective Thinking"; "Operational management"; "Strategic management"

Instructor Zh.V. Dzhalkibaev, MBA, is the only officially certified in the Republic of Kazakhstan licensee of Tony Buzan (UK, London), business coach, practician of business schools on operational management and efficiency improvement of companies.

- Training "Oratory skills for 2 days" (60 participants)

As part of the implementation of the performance management system, the KSMU teachers filled out personal growth plans, mentors submitted feedback forms. These forms are processed by specialists of the department, on the basis of which a list of teaching staff who want to attend oratory courses is formed.

The satisfaction level of training participants, identified by the results of the survey, constituted 99%.

Psychological trainings (201 participants)

In order to increase the productivity of the introduction of the PTS and the subsequent joint work of the department with the university staff, the specialists of the department for human resources management are actively working to study and identify problems that adversely affect the workflow, developed the system position, the form of the plan for personal growth of employees

and all additional accompanying documentation for Implementation of the system and its implementation The university actively coaches (Coaching), which has a positive impact on the professional and personal growth of employees. To conduct an evaluation of effective performance, Mentors (Coaches) are appointed. Teachers with them agree and fill out plans for personal growth for the coming year, while analyzing the effectiveness of the results of their activities for the past period.

Based on the completed plans, mentors form feedback forms and are transferred to the department. Having received the available information, work is carried out to analyze and identify the needs of employees in improving and personal growth.

The directions and subjects of trainings are revealed, which is of interest to the university staff. Based on the needs of employees on a regular basis, the psychologist of the department organizes, develops and conducts psychological trainings on various topics:

1. Discipline is better than motivation!
2. Stress and stress resistance in business communication.
3. I do not understand you! ... Or do not want to understand?
4. Life management.
5. Personal I-status
6. Let's talk with you.
7. Leadership or leadership tools in management.

The satisfaction level of training participants, identified by the results of the survey, constituted 99%.

SEMINAR-TRAININGS AT KAZAKH ACADEMY OF TRANSPORT AND COMMUNICATION

Within the implementation of the project there were held seminar-trainings, which conducted by researchers of the PEOPLE Project Meirzhan Otarbekov and Gulnar Merzadinova.

December, 2014 - Seminar-training “Development of the strategic plan for HR-management”, Moderator – trainer, PhD of Engineering, Merzadinova G., Moderator – trainer Otarbekov M. Participants - 40 persons, including master students of all specialties of the university

October, 2016 - Seminar-training “HR-management in Higher Education Institutions” in the frame of the Conference dedicated to the 85th Anniversary of KazATC, Moderator – trainer, PhD of Engineering, Merzadinova G., Moderator – trainer Otarbekov M. Participants - 200 persons, including the local authority representative, representatives of Le Havre, CILT Universities and regional HEIs, representatives of TSDI and local companies.

Conducted seminars and trainings were met with success by the audience. They also promote the dissemination of information about the PEOPLE Project to other universities and organizations.