



*This project is funded by the European Union*

**EU Twinning Project No. UA/47b**

**„Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms (Apparatus)“**

## **REPORT ON**

### **ACTIVITIES 3.5-3.6 CONDUCTING PILOT TRAINING COURSES (WORKSHOPS) FOR THE PERSONNEL OF THE APPARATUS WITH TRAINED TRAINERS AND EVALUATION OF THE PILOT TRAINING COURSES (WORKSHOPS) BY SURVEY OF PARTICIPANTS**

**1.1.Twinning Number:** UA/47b

**1.2.Title:** Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms (Apparatus)

**1.3.Beneficiary Country:** Ukraine

**1.4.Member States:** Lithuania/Austria

## **2. ACTIVITY INFORMATION**

**2.1. Activity No and Title:** 3.5. Conducting pilot training courses (workshops) for the personnel of the Apparatus with trained trainers and 3.6 Evaluation of the pilot training courses (workshops) by survey of participants

**2.2. Start date:** 2018-07-01 and end date of the Activity: 2018-09-30.

**2.3. Experts of the Activity:**

1. Ms. Salvija Kavalne (key expert), Law Institute of Lithuania; 2018.09.24-28.
2. Ms. Jurgita Paužaitė-Kulvinskienė, Law Institute of Lithuania; 2018.09.24-28.
3. Ms. Laima Vengalė-Dits, Office of the Equal Opportunities Ombudsperson; 2018.09.24-28.

4. Ms. Dijana Šinkūnienė, State Data Protection Inspectorate; 2018.09.24-28.
5. Ms. Skirgailė Žalimienė, Supreme Administrative Court of Lithuania (via Law Institute of Lithuania); 2018.09.24-28.
6. Mr. Gintautas Valickas, Vilnius University (via Law Institute of Lithuania); 2018.09.24-28.

## **2.4. Tasks and description of the Activity:**

### **Activity 3.5. Conducting pilot training courses (workshops) for the personnel of the Apparatus with trained trainers and 3.6 Evaluation of the pilot training courses (workshops) by survey of participants**

After carrying out the training of trainers courses, the pilot training courses will be conducted with the trained trainers.

Trained trainers will design and plan the courses according to their understanding and abilities. MS experts will be present at the trainings and ready to provide support whenever needed, but will not play an active role in the trainings. Such approach allows the trained trainers to take full ownership and responsibility for their performance and the outcome of the conducted pilot training courses.

Taking into account the concrete number of the trained trainers (15), the pilot training courses for at least 60 participants from the personnel of the Apparatus will be organised in such order that trained trainers could implement the pilot courses using the training curricula and materials prepared in Activity 3.3.

In order to make the training as interactive as possible, the groups of trainees should consist of no more than 20 persons. The composition of the trainees groups members will be determined under close cooperation between key expert, RTA and the beneficiary.

Pilot training courses shall be conducted in Kiev.

Directly after the conducted training sessions MS experts will give feedback to the trained trainers emphasizing their strongest characteristics and possible directions for perfection.

The evaluation of the pilot training courses will be done on the basis of:

- written questionnaires filled by the trainees in order to allow for measuring of training' impact;
- written self-evaluation questionnaires filled by new trainers conducting pilot trainings;
- discussion of experts remarks and evaluation results with the staff of the Apparatus.

Report with summarized results of the evaluation of the pilot training courses will be prepared by experts.

## **3. ACTIVITY RESULTS**

**3.1. Results achieved:** Pilot training courses (workshops) for the personnel of the Apparatus with trained trainers conducted. Evaluation of the pilot training courses (workshops) by survey of participants carried out.

**3.2. Documents delivered:** Agenda of training; list of participants; training evaluation forms of the pilot training courses (workshops) by survey of participants; report with summarized results of the evaluation of the pilot training courses.

### **Recommendations/observations/comments (if any):**

#### **Summary of the Activity:**

Trained trainees conducted the pilot training courses for the 60 members of the personnel of the Ombudsperson's office in their area of specialization, using the training programmes and materials prepared during the Activity 3.3. MS experts were present at the trainings and provided support whenever needed. During the trainings, MS experts evaluated the performance of the trainees using intern evaluation forms (form attached). In order to measure training' impact written questionnaires were distributed and filled by the trainees at the end of each training day (form attached). The trained trainers were asked to fill in after the trainings the written self-evaluation questionnaires (form attached) and to bring it to the oral discussion and feedback session afterwards.

After the training, all evaluation forms were summarised and analysed. Afterwards during meetings with the small group of trainees (in order to make the feedback more specific to the each of the trained trainer's needs), the detailed oral feedback was given to the trained trainers emphasizing their strongest characteristics and directions for perfection. After the detailed discussions about their performance, encountered methodological and psychological issues, some of the trainers asked if possible to deliver additional psychological individual consultations related to their interaction with the audience. The experts also concluded that some repeated shortcomings were noticed regarding visual presentations, therefore some additional remarks on how to use visual aids and construct presentations would be advantageous to the most of the trained trainees.

#### **Detailed description of the Activity:**

The Activity started on 24<sup>th</sup> of September, 2018 with the preparations for the pilot training courses for the personnel of the Apparatus with trained trainers. The next day trained trainers Ms. Iryna Sergienko, Deputy Head, Unit for personal data protection, Ms. Oksana Gorbachova, Chief specialist, Department for observance of the right of veterans, Ms. Tamila Vejera, Chief specialist, Unit for monitoring of observance of children's and family rights, Mr. Oleksiy Kabanov, Deputy Head, Department of informational Rights, Head of Unit for applications and right to information and Ms. Olga Rushtyn, Key specialist, Department for observance of the right to access to public information and drafting of constitutional appeals held pilot trainings on right to good administration and access to public information under the supervision of the MS experts. Three trainers selected the training programme "Right on Good Administration and Mandate of Ombudsperson" and presented for the staff of the Secretariat of Ombudsperson several topics of the training programme: "International legal framework on right to good administration; Mandate of Ombudsperson; Place of the Ombudsperson institution in the landscape of state institutions.

Second part of the day was dedicated to the training programmes on the Right of access to information. During the trainings trained trainers Mr. Oleksiy Kabanov, Deputy Head, Department of informational Rights, Head of Unit for applications and right to information and Ms. Olga Rushtyn, Key specialist, Department for observance of the right to access to public information and drafting of constitutional appeals covered the following topics: right to information under the ECHR, the right to freedom of expression guaranteed by Article 10

of the ECHR, right to respect for private and/or family life versus right to access information, Balancing Article 8 (privacy/reputation/image) with Article 10 ECHR and the application of the “Von Hannover/Axel Springer AG”-criteria in defamation and privacy cases, balancing Article 8 and 10 from the perspective of Article 8 and privacy protection: Lillo-Stenberg and Sather v. Norway, balancing Article 8 and 10 from the perspective of Article 10 in cases related to the right of reputation of public persons: Axel Springer AG v. Germany (No. 2), Braun v. Poland, Ruusunen v. Finland and Ojala and Etukeno Oy v. Finland, the scope (very broad) of the right of access to information in the EU, etc.

Next day, the 26<sup>th</sup> of September, 2018, was dedicated to the pilot trainings on personal data protection. The trained trainers Ms. Iryna Bisyk, Deputy Head, Department for Monitoring of Information Rights, Head of Unit for Protection of Personal Data, Ms. Angelina Makarkina, Chief specialist, Department for personal data protection, Ms. Yulia Borovska, Chief specialist, Department for information and educational activities and Ms. Mariia Kolosova, Key specialist, Department for personal data protection based their training on the training material concerning EU Personal Data Protection Reform prepared by the Project experts. It should be noted that the training material concentrates on the novelties brought by the EU Personal Data Protection Reform, therefore the topic was quite new for the Beneficiary. During the trainings the following topics have been covered: goals, objectives and essence of EU Data Protection Reform, material and territorial scope of application of the General Data Protection Regulation. Main changes in definitions. Conditions for consent (including child’s consent), rights of the data subject, transparency, information and access to personal data, right to erasure (“right to be forgotten”), right to data portability, profiling, etc.

The 27<sup>th</sup> of September, 2018 was dedicated to the pilot trainings on non-discrimination and equal opportunities. The trained trainers Ms. Natalia Sobkalova, Chief specialist, Department for equal rights and freedoms, Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children’s and family rights and Ms. Victoria Parubok, Chief specialist, Department for equal rights and freedoms directly from the beginning started with the interactive topic of discrimination, self-reflection on societal norms and stereotypes and social dynamics of stereotyping. The trained trainers made a presentation on stereotypes, the dynamic and used visual pictures to illustrate positive and negative stereotypes. They also provoked discussions in the audience about our stereotypes and the influence of stereotypes on discriminatory behaviour. A short movie has been shown on the topic of stereotypes. Afterwards the participants were involved into various interactive exercises.

During and after the pilot trainings the MS experts conducted the continuous evaluation of the performance of the trainers.

**The results of the evaluation of the pilot training courses could be summarised as followed:**

The summarised results of the 82 received evaluation forms filled by the trainees showed from middle to high satisfaction level of the audience (based on the answers to the question: “To what extent do you expect this training will make a difference in the way you do your job?” using the point scale from 1 to 5, where 1 – no difference, 5 – tremendous difference). The summarised results of the evaluation of the various trainers by the trainees (82 evaluation forms received) showed from middle to high satisfaction level of the audience. The feedback from audience revealed that in absolute majority of cases they felt being involved into discussion, understood the topic and the problematic and got new valuable information useful in their daily work. Analysis of the part of the evaluation form dedicated to the open

questions contained suggestions for the improvement of the content of the training program and training methodology, that was in details discussed during the meeting with the trained trainers.

The self-reflection of trained trainers (analysis of the 8 self-reflection forms received and interviews afterward) revealed that some of the topics (like EU Data Protection Reform) was a new topic for the trainers, there is no practice of application in Ukraine, therefore it was difficult to provide practical examples. Also trainers noticed that they understood that there is a need for even greater interactivity with the audience and that some of them lack experience in creating positive interaction with the audience. But in general, most common response were that with more time for preparation they are feeling able to achieve the relatively good training quality. The trainers also explained that their biggest problem was their own excitement, but they overcame it. They also confirmed that they have felt friendly atmosphere, the willingness of the participants to be involved into the interactive tasks.

MS experts evaluated pilot trainings very positively, especially the use of the wide variety of training techniques, the various ways to involve audience into discussions and practical tasks. These pilot trainings revealed the high engagement level of the trainers. According to the experts, the trainers were very motivated, prepared and creative.

Complex evaluation of the participant's feedback, self-reflection of the trainers and MS experts evaluation showed that the trainers fundamentally strengthened their abilities to be modern competent trainers for professional and other audiences successfully using participatory training approach and having awareness and abilities to perform a role as facilitators of change. This is especially important when delivering training on human rights and promoting the wide reaching human rights based approach.

The MS experts also noticed that after the pilot training courses, some of the trained trainers should work more on the improvement of some important psychological trainer's skills: better application of nonverbal (body) language (e.g., maintenance of good eye contact with audience, friendly disposition, controlling of one's gestures), better self-confidence during the presentation, better coping with experienced stress, etc. The experts also concluded that some repeated shortcomings were noticed regarding visual presentations, therefore some additional remarks on how to use visual aids and construct presentations would be advantageous to the most of the trained trainees.

### **Conclusions and suggestions:**

Trained trainers were good acquainted with the prepared training programmes, used the prepared material extensively during their pilot trainings, demonstrated very good capacities to act as skilful trainers of professional audience and to do the self-reflexion on their strength and weaknesses.

Experts suggested that more efforts should be put for preparatory work paying more attention to practical examples, cases and their presentation to the audience, that visual aids (for example, PowerPoint slides) should be made more friendly and easy to read and understand for audience and to that the interactivity level and ways of cooperation with the audience could be increased.

The standard of the acquired training skills of the participants and their abilities to work with the delivered training material and to adjust it for their need and needs of the audience after the Activity was impressive. The trained trainers worked hard to do their very best. After the pilot trainings they got comprehensive feedback about their strengths, weaknesses, ways and methods for eliminating weaknesses as well as giving advices on the improvement of their psychological skills. The audience was also were very cooperative, generous with feedback, comments, mature self-reflexion and demonstrated excellent teamwork spirit.

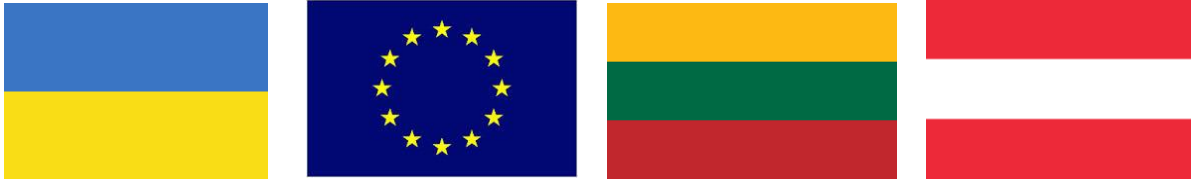
Summarising, the trained trainers acquired and demonstrated relevant skills that will allow them to serve in the future as the trainers for various audiences.

**Date:** 15.10.2018

**Key-expert:** dr. Salvija Kavalne

**Annexes:**

**Annex 1.** Agenda of training



**European Neighbourhood Instrument**

Twinning project No. EuropeAid/137673/DD/ACT/UA

Implementation of the best European practices with the aim of strengthening the institutional capacity of the Apparatus of the Ukrainian Parliament Commissioner for Human Rights to protect human rights and freedoms (Apparatus)

**STRENGTHENING THE UKRAINIAN OMBUDSPERSON INSTITUTION:  
RECOMMENDATIONS REGARDING IMPROVING THE EXISTING OR EMPLOYING NEW  
INSTRUMENTS FOR RESTORATION OF VIOLATED RIGHTS**

**Pilot trainings**

25-27 September, 2018

Secretariat of the Ukrainian Parliament Commissioner for Human Rights, 4<sup>th</sup> floor

21/8 Instytutska Street, Kyiv, Ukraine

**Agenda (draft)**

**25 September, 2018**

**Trainings on right to good administration and access to public information:**

|    |   |                           |
|----|---|---------------------------|
| 1. | Right on good administration and mandate of Ombudsperson.   | 4 hours (0.5 working day) |
| 2. | Right of access to information. Right of access to information versus protection of privacy and leverage to other rights in the recent case law | 4 hours (0.5 working day) |

**Trainers:**

1. Ms. Iryna Sergienko, Deputy Head, Unit for personal data protection
2. Ms. Oksana Gorbachova, Chief specialist, Department for observance of the right of veterans
3. Ms. Tamila Vejera, Chief specialist, Unit for monitoring of observance of children's and family rights
4. Mr. Oleksiy Kabanov, Deputy Head, Department of informational Rights, Head of Unit for applications and right to information
5. Ms. Tetiana Goldenberg, Chief specialist, Department for observance of the right to access to public information and drafting of constitutional appeals
6. Ms. Jurgita Paužaitė-Kulvinskienė, Director of Law Institute of Lithuania
7. Ms. Skirgailė Žalimienė, Judge of the Supreme Administrative Court of Lithuania.

| Hour          | Topics, speakers  |
|---------------|---|
| 9.45 – 10.00  | <p><b>Welcome address</b></p> <p>Mr. Viktor Barvitskyi, Representative of the Commissioner for Human Rights on personal data protection and access to public information</p> <p>Ms. Aušra Rauličkytė, Resident Twinning Adviser</p>   |
| 10.00 – 10.45 | <p><b>The purpose of the Commissioner's activities. Position of the Commissioner's office in the institutional landscape</b></p> <p>Ms. Oksana Gorbachova, Chief specialist, Department for observance of the right of veterans</p>   |
| 10.45 – 11.30 | <p><b>The mandate of the Commissioner</b></p> <p>Ms. Iryna Sergienko, Deputy Head, Unit for personal data protection</p>  |
| 11.30 – 12.15 | <p><b>International legal framework. Charter of Fundamental Rights of the European Union. European Code of Good Administrative Behaviour</b></p> <p>Ms. Tamila Vejera, Chief specialist, Unit for monitoring of observance of children's and family rights</p>                                      |
| 12.15 – 13.00 | <p><b>Content of principle of good administration. Principle of good administration and ombudsperson's recommendations</b></p> <p>Ms. Jurgita Paužaitė-Kulvinskienė, Director of Law Institute of Lithuania</p>   |
| 13.00 – 14.00 | Lunch   |
| 14.00 – 15.00 | <p><b>Right of access to information. Right to information under the European Convention on Human Rights</b></p> <p>Mr. Oleksiy Kabanov, Chief specialist, Department for observance of the right to access to public information and drafting of constitutional appeals</p>                        |
| 15.00 – 16.00 | <p><b>Right of access to information versus protection of privacy and a leverage to other rights in the recent case law of the European Court of Human Rights (balancing human rights)</b></p> <p>Ms. Tetiana Goldenberg, Chief specialist, Department for observance of the right to access to</p> |



|               |  |
|---------------|--|
|               | public information and drafting of constitutional appeals  |
| 16.00 – 17.00 | <b>Access to documents in recent case law of the court of justice of the European Union. Right of access to information versus protection of privacy and a leverage to other rights in the recent case law of the Court of Justice of the European Union (balancing human rights)</b><br>Ms. Skirgailė Žalimienė, Judge of the Supreme Administrative Court of Lithuania |

**26 September, 2018**

**Trainings on Personal data protection:**

|    |   |                         |
|----|---|-------------------------|
| 3. | European Union standards in personal data protection: Data Protection Reform, the Regulation (EU) 2016/679. | 8 hours (1 working day) |
|----|---|-------------------------|

**Trainers:**

1. Ms. Iryna Bisyk, Deputy Head, Department for Monitoring of Information Rights, Head of Unit for Protection of Personal Data
2. Ms. Angelina Makarkina, Chief specialist, Department for personal data protection
3. Ms. Yulia Borovska, Chief specialist, Department for information and educational activities
4. Ms. Mariia Kolosova, Key specialist, Department for personal data protection
5. Ms. Dijana Šinkūnienė, Former Deputy Head of the Lithuanian State Data Protection Inspectorate.

| Hour          | Topics, speakers   |
|---------------|--|
| 10.00 – 10.30 | <b>Goals, objectives and essence of EU Data Protection Reform</b><br>Ms. Iryna Bisyk, Deputy Head, Department for Monitoring of Information Rights, Head of Unit for Protection of Personal Data   |
| 10.30 – 11.15 | <b>Regulation (EU) 2016/679 (General Data Protection Regulation) and Directive (EU) 2016/680. Consistency mechanism, the European Data Protection Board</b><br>Ms. Angelina Makarkina, Chief specialist, Department for personal data protection                               |
| 11.15 – 11.45 | <b>Material and territorial scope of application of the General Data Protection Regulation. Main changes in definitions. Conditions for consent (including child’s consent)</b><br>Ms. Yulia Borovska, Chief specialist, Department for information and educational activities |
| 11.45- 13.00  | <b>Rights of the data subject. Transparency, information and access to personal data. Right to erasure (“right to be forgotten”), right to data portability, profiling</b><br>Ms. Dijana Šinkūnienė, Former Deputy Head of the Lithuanian State Data Protection                |

|               |   |
|---------------|---|
|               | Inspectorate  |
| 13.00 – 14.00 | Lunch   |
| 14.00 – 14.30 | <b>Data controller and data processor. Principle of accountability</b><br>Ms. Mariia Kolosova, Key specialist, Department for personal data protection  |
| 14.30 – 15.00 | <b>Data protection officer, records of processing activities, privacy impact assessment and prior consultation, notification of a personal data breach</b><br>Ms. Angelina Makarkina, Chief specialist, Department for personal data protection   |
| 15.00 – 16.00 | <b>Remedies, liability and penalties. Administrative fines</b><br>Ms. Mariia Kolosova, Key specialist, Department for personal data protection<br>Ms. Yulia Borovska, Chief specialist, Department for information and educational activities   |
| 16.00 – 17.00 | <b>Summary of the workshop, final questions, closing remarks. Evaluation of the workshop</b><br>Ms. Iryna Bisyk, Deputy Head, Department for Monitoring of Information Rights, Head of Unit for Protection of Personal Data<br>Ms. Dijana Šinkūnienė, Former Deputy Head of the Lithuanian State Data Protection Inspectorate |

**27 September, 2018**

**Trainings on Antidiscrimination:**

|    |   |                         |
|----|---|-------------------------|
| 4. | Perception of discrimination and importance to identify it -<br>Awareness of different forms and shapes of the phenomenon | 8 hours (1 working day) |
|----|---|-------------------------|

**Trainers:**

1. Ms. Natalia Sobkalova, Chief specialist, Department for equal rights and freedoms
2. Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children's and family rights
3. Ms. Victoriia Parubok, Chief specialist, Department for equal rights and freedoms
4. Ms. Laima Vengalė-Dits, Senior specialist of the Office of the Equal Opportunities Ombudsperson.

| Hour         | Topics, speakers  |
|--------------|---|
| 10.00 -10.30 | <b>Introduction of workshop, trainers and participants. Easy start into interactivity and the topic of discrimination. Setting ground rules for the workshop</b><br>Ms. Laima Vengalė-Dits, Senior specialist of the Office of the Equal Opportunities Ombudsperson |

|               |   |
|---------------|---|
| 10.30 – 11.00 | <b>Self-reflection on societal norms and stereotypes. Social dynamics of stereotyping</b><br>Ms. Laima Vengalē-Dits, Senior specialist of the Office of the Equal Opportunities Ombudsperson  |
| 11.00 – 11.30 | <b>Change perspective. Increase empathy. Questioning the sources of stereotypes and prejudice</b><br>Ms. Laima Vengalē-Dits, Senior specialist of the Office of the Equal Opportunities Ombudsperson  |
| 11.30 – 12.00 | <b>Introduction of the key concepts of discrimination - definitions</b><br>Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children’s and family rights  |
| 12.00 – 13.00 | <b>Detecting the different forms of discrimination in short case studies</b><br>Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children’s and family rights<br>Ms. Natalia Sobkalova, Chief specialist, Department for equal rights and freedoms  |
| 13.00 – 14.00 | Lunch   |
| 14.00 – 15.00 | <b>Learn how we tend to spread and repeat stereotypes in our communication. How easily we “attach labels” to each other</b><br>Ms. Victoriia Parubok, Chief specialist, Department for equal rights and freedoms  |
| 15.00 – 16.00 | <b>What can society as a whole and the individuals therein gain if discrimination is reduced? What is in anti-discrimination for those who are not usually among the discriminated themselves?</b><br>Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children’s and family rights<br>Ms. Natalia Sobkalova, Chief specialist, Department for equal rights and freedoms<br>Ms. Victoriia Parubok, Chief specialist, Department for equal rights and freedoms |
| 16.00 – 16.30 | <b>Collecting ideas and sharing them in regard to personal and institutional possibilities to reduce discrimination</b><br>Ms. Anastasiya Koriachenko, Key specialist, Unit for monitoring of observance of children’s and family rights<br>Ms. Natalia Sobkalova, Chief specialist, Department for equal rights and freedoms<br>Ms. Victoriia Parubok, Chief specialist, Department for equal rights and freedoms  |
| 16.30– 17.00  | <b>Wrap up and feedback</b><br>Ms. Laima Vengalē-Dits, Senior specialist of the Office of the Equal Opportunities Ombudsperson  |