

DETRA Center

Reference list 2000-2020

CLIENT	TIME	DESCRIPTION
Credit bank, Bitola	2000	- Business Communication - Team Work - Conflict Resolution and Negotiation- Leadership and Motivation
Health Union, R.Macedonia	2000	- Leadership - Negotiation - Communication Skills
Elektroelement, Skopje	2001	- Wholignosis - Complete diagnosis of firm's condition - Team Work
Enigma, Bitola	2001-2002	- ISO 9000, - Supervisory Training
GTZ, Skopje	2002-2003	- Organizational transformation of communal enterprises
Hi-Tech, Skopje	2001-2002	- Organizational transformation - Supervisory Training - Team Work
Regional Union of Bitola	2001	- Management - Leadership
Association of secondary and senior medical technicians, Prilep	2002	- Supervisory Training - Project Management
L'O'L – Association of Sheep breeders	2002	- Institutional Development - Reaching Agreements - workshop
L'O'L – Retail	2002	- Retail Excellence Training
ACDI VOCA, Skopje	2002	- seminar I: Teams, Association Management, - seminar II: Negotiation, Communication
Union of REK - Bitola	2002	- Leadership Skills Training
Skagri, Skopje	2001-2002	- II School for Young Leaders
Skagri, Skopje	2002-2003	- III School for Young Leaders
Swiss Embassy in Skopje	2003	- Time management
Promes, Skopje	2003	- Retail Excellence Training
Mobimak, Skopje	2003	- Advanced Retail Excellence Training - Advanced Communication Skills - Improving Info-Center Services
Makedonska posta, Skopje	2004	- Supervisory Training of Controllers and Implementation of Organizational Learning System

Mobimak, Skopje	2004	- Handling Difficult Customers, Stress Management, Negotiation
L'O'L – Association of Sheep breeders	2004	- Establishing Stakeholders Association of Shepherders
L'O'L – Association of milk producers	2004	- Establishing Stakeholders Association of Milk Producers
Ministry of Economy, R.Macedonia	2004	- General Management: Management Functions, Managerial Skills, Small Business
AMPEP	2004	- SWOT Analysis
Macedonian Post	2004	- Supervisory training and implmenting of organizational learning
Customs, R.Macedonia	2004	- Training of trainers (2 groups)
SOROS – EAR NGO Suport centers	2005	- Leadership training (8 groups)
Politehna	2005	- Organizational development
Land O' Lakes	2005	- Comparative analyses and presentation on legal options for establishing association commercial entities for representatives from Western and Eastern Macedonia Regional Associations of sheep breedes
UNDP	2005-2006	- Delivery of capacity building trainings and preparation of training materials for Agricultural Associations' Union in Resen
MAKSIMA	2005	- Organizational development
SOROS – SDC NGO Suport centers	2005	- Consualntcy skill training
ECMI	2005	- Focused diagnosis
FLGR Consult- Bulgaria	2005	- Training provider within “ <i>Upgrading the Skills of the Training/technical Assistance Network</i> ” Programe, concluded between FLGR Consult Ltg. And World learning, Macedonia, with the financial support of the USAID.
Macedonian Post	2005	- Organizational and human resource transformation
PROMES, Skopje	2005-2007	- Supervisory Training
Partnerships for Health	2006	- Training of Trainers
Advertising Agency REPUBLIKA	2006	- Organizational transformation
Hotel Gradce	2006	- Organizational transformation
OSCE	2006	- Training for internal clients' care

ZORS ALKA	2006	- Organizational transformation
Modernization of education project	2006-2008	- Teachers and management training
CIRa	2007	- Human resources management training
Civil organization MOST	2007	- Making plan for developing the human resources in the organization for more effective implementation of the strategic plan
Auto-moto association of Macedonia	2008-2009	- Organizational transformation
Macedonian Telecom	2008-2009	- Management training
ALKA and AMPEP	2008	- External evaluation
World learning	2008	- Trainings for communications and teamwork
City of Skopje's Red Cross	2009	- Training for basics of management
Macedonian Red Cross	2009	- Decision making in the bodies of Red Cross
Center for non-formal education TRIAGOLNIK	2009	- Revision, strategic and action planning
Association of local government units-ZELS	2010	- Strategic planning
British Council	2010	- Trainings for negotiation (basic and advanced level)
Agency for public administration	2010	- Training- Managing towards results - Training- Phases of project management
Municipality of Tetovo	2010	- Holignosis- focused organizational diagnosis
UNICEF	2010	- Trainings for communications and presentation skills
Macedonian Red Cross	2010	- Training for basics of management
Survalent technology	2010	- Training for basic communication skills
Local Development Agency LDA-Struga	2011	- Training for self-presentation and persuasion
Microcredit foundation Horizonti	2011	- Trainings for persuasion in commerce and client-building relationship through assertiveness
Croatia insurance	2011	- Focused diagnosis - Training of trainers - Training for mentoring and coaching
Wabtec MZT	2011	- School for supervisors- 12 module trainings (one module per day) for developing the supervising skills of the first-line managers

Wabtec MZT	2011	- Training- Competitive advantage through leadership
Ministry of defense	2011	- Training- setting and interpreting results from MBTI
TACSO	2012	- Strategic planning for CSOs - Governance and organizational structure for CSOs
Microcredit foundation Horizonti	2012	- Consultancy/Training sessions with Board of Directors representatives of the Horizonti Foundation Credit Officers' Council - School for supervisors- 4 module trainings (one module per day) for developing the supervising skills of the heads of offices
Youth Council- Municipality of Strumica	2012	- Problegnosis- one day focused diagnosis
Meat industry MEGA	2012	- School for supervisors- 9 module trainings (one module per day) for developing the supervising skills of head of retail stores.
Eurotabak	2012	- Focused diagnosis- problegnosis
Survalent technology	2012	- Revision and remission
Creditexpress Macedonia	2012	- Focused diagnosis- problegnosis - Training for self-management, stress management and personal vision
Travel agency Atlantis	2013	- Holignosis- organizational diagnosis - Facilitating operational teams for organizational improvements - Vision and strategic planning - Training for internal integrators
Security agency Nikob	2013-2015	- Holignosis- organizational diagnosis - Facilitating operational teams for organizational improvements - Vision and strategic planning - Training for internal integrators - Sales training - Training of trainers (ToT) - Creating organizational architecture (organizational structure, organizational processes and job descriptions)
USAID Macedonia	2013-2015	OPIP 1- organizational performance improvement program (Organizational transformation and capacity building through SCITOC methodology) on the following organizations: - Rural development network - Media development center - Open the windows - Administrative office of the Court Budget Council

USAID Macedonia	2013-2014	<p>CDW LO (Capacity development workshop for local organizations):</p> <ul style="list-style-type: none"> - Assessment of 22 NGOs - 5-days workshop based on the assessment - consultant support as follow up activity
USAID Macedonia	2014-2016	<p>OPIP 2- Organizational performance improvement program. Organizational transformation and capacity building through SCITOC methodology on the following organizations:</p> <ul style="list-style-type: none"> - FORUM- center for research and strategic documents - Agency for support and promotion of tourism - Secretariat for European affairs - Inspection Council - Foundation Step by Step
"SPORT LIFE" betting	2014	Recruitment and selection of HR manager
"SPORT LIFE" betting	2014-ongoing	<ul style="list-style-type: none"> - Visioning and strategic development of HR sector (vision, mission and strategy for HR sector) - Creating map of competences in the company - Creating 360 degrees feedback system for performance evaluation <p>Trainings for senior operators' level 1 and 2</p> <ul style="list-style-type: none"> - Training of trainers (ToT) - Training on performance management and giving the perfect feedback - Training on organizational learning and organizational memory - Training for creating training programs based on the 360 degrees feedback results <p>Trainings for regional supervisors</p> <ul style="list-style-type: none"> - 4 trainings on first-line management (Supervisor and market driven economy; Innovation and improving of productivity; Disciplining the employees; Treatment of subordinates) <p>Trainings for department managers</p> <ul style="list-style-type: none"> - Training needs assessment of the department managers - MBTI personalities and assessments training - Situational leadership training - Motivation and motivational techniques training - Job organization and empowerment of employees training - Self-management and time management training - Decision making training - Organizational communication training
JES Global	2016	- Decision making by Adizhes principals

Termosistem	2016	- Focused diagnosis- Problegnosis
ZUR Markets	2016	- Focused diagnosis- Problegnosis
Swisscontact (IME project)	2016	- Creating business plan for the company "Red Sky Logistics"
Micro crediting foundation Horizonti	2017	- Preparation of 40 business plans for Roma women entrepreneurs as part of IPA project for increasing the influence of Roma women on the labor market
Key Safety Systems Macedonia	2017-2018	- Training on leadership and types of personalities - Training on effective communication - Supervisory management training - Motivation and motivational techniques training - Discipline on the workplace training - Improving the quality training - Decision making training
Matrix Global IT services Macedonia	2017	- Training on MBTI types of personality - Time management training
Marketing agency MARILI	2017	- Consulting support for creating concept for public event for mass people
USAID- Capacity Development Activities (CDA) project	2017-2018	- Workshops and mentorship support for CSO and LSG units for preparing project proposals focusing on IPA projects 1. workshop- 11-12 December 2017 2. workshop- 22-23 December 2017 3. workshop- 27-28 January 2018 15 organizations went into second phase receiving additional onsite and online mentorship support
SOS Children's village Macedonia	2017-2018	- Consulting support for human resources development (process mapping, job descriptions and organizational structure)
HOPS- Health Options Skopje	2017	- Consulting support for human resources development (assessment of competencies, organizational structure, job descriptions, training needs)
AgroTehna Skopje	2017-ongoing	- Complete organizational diagnosis (Holignosis) - Action plans for improvement the service delivery - Envisioning (organizational vision, mission and strategy)
Draexmaier Kavadarci	2018	- Couching for mentorship workshop
Economic chamber of north-west Macedonia	2019	- Creating business plan of the chamber
Strategic Development Consulting (SDC)	2019	Sub-grant by BEP (Business Ecosystem Project by USAID) - 3-day workshop for organizational management for chambers and associations

		<p>Mentorship support of the same organizations through individual and group workshops for:</p> <ul style="list-style-type: none"> - revision of statutes - creating manuals for administrative work - crafting communication strategy with membership - creating manual for human resources - creating manual for effective governing structures - creating annual plans - creating action plans for public relations - teambuilding activities
Wabtec MZT	2019	<p>Training for the top management on:</p> <ul style="list-style-type: none"> - MBTI typology - Stress management according to the MBTI type - 5 dysfunctions of a team <p>- Teambuilding activities for all white collar personnel</p>
Macedonian science society- Bitola	2020	<p>IPA project (subcontractors)</p> <ul style="list-style-type: none"> - consultations with relevant stakeholders for creating long-term strategy for development of the Dojran lake area - conducting management training program (12 modules) for the relevant co-management body
ADKOM Skopje	2020	<ul style="list-style-type: none"> - Creating manual for analysis and certification of training center - Review of the marketing plan of the training center of ADKOM - Creating manual for establishing community of practice
Strategic development consulting (SDC)- Skopje	2020	<ul style="list-style-type: none"> - Consulting support for three grant organizations on annual planning and human resources
<p>Project: Functional analysis on three regional centers for vocational education and training Donor: Education 4 employment project</p>	2021	<ul style="list-style-type: none"> - Conducting functional analysis on three regional centers for vocational education and training on the actual conditions regarding those projected in the Concept paper. The three centers were: <ol style="list-style-type: none"> 1. Kiro Burnaz- Kumanovo 2. Mosha Pijade- Tetovo 3. Vancho Pitosheski
ZLATNA KOPACKA betting	2021-ongoing	<p>Training for regional managers on the following topics:</p> <ul style="list-style-type: none"> - self-management and time-management - Organizational communication - Basic managerial skills - Motivation and motivational techniques <p>- Sales training for betting operators</p> <p>- Improving the day-to-day operational work in the company using SCRUM methodology</p>