



ТВОРЧИЙ ЦЕНТР ТЦК

CCC CREATIVE CENTER

**CATALOGUE OF CCC SERVICES
AND TRAINERS/EXPERTS**





ТВОРЧИЙ ЦЕНТР ТЦК

Counterpart Creative Centre (CCC) was founded in 1996. In May of 2003 Counterpart Creative Centre changed its status from regional to international and in 2007 CCC changed its name to CCC Creative Center (CCC). CCC mission is to strengthen civil society in Ukraine through supporting civic initiatives, developing civil society organizations (CSOs), communities, and charity. CCC provides its services to the Ukrainian CSOs, national and local state administrations and self-governing bodies, international and local donor organizations and corporations, mass media and general public. CCC's strengths are twofold. First, CCC has an important asset – its team of 15 trainers and its staff. Through its network of trainers, CCC has been actively supporting the development of civil society throughout Ukraine with consulting services, training workshops, public outreach, information sharing, grants management, monitoring and evaluation. Via its trainers, CCC has broad regional representation, which allows it to provide services across Ukraine, to promote intra- and inter-sectoral partnerships, and to actively promote and support initiatives on the community, regional, and national level. CCC's professionalism and capacity have been recognized and sought out by many international (TACIS, EC, UNHCR, Charles Stewart Mott Foundation, US Embassy, OSCE, various UN institutions, USAID, TNK-BP Commers, British-American Tobacco Corp., Kraft Foods, etc.) and local donors (Carpathian Fund) and corporations (AGROCOMBANK). Additionally, CCC demonstrates true transparency, and by partnering with other Ukrainian and international NGOs, the ability to produce the highest quality results both for its supporters and its clients. Secondly, CCC's strength as an organization is that it serves its clients, cooperates with authorities, and partners with international organizations and corporations in project implementation, along with informing mass media. CCC constantly reassesses its results and challenges itself to increase the quality of its products and services in order to continue to be one of the leaders in Ukraine's third sector.

CCC works in the following **program areas**: i) organization building and strengthening; ii) community development; iii) charity development; and iv) promotion CSOs cooperation at the European level.

CCC Creative Center **activities** include i) delivering training and consulting services; ii) research and evaluation; iii) grant programs administration; iv) advocacy of civil society interests; and v) providing information and producing publications.

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EDUCATION SERVICES

The CCC Creative Center is well known for its support for CSOs, local governments and government agencies in their organizational development.

Through group and individual work CCC:

- strengthens CSO capacity in strategic and financial planning and management;
- assists in improving governance based on inclusiveness and delegation;
- provides staff with knowledge, skills and motivation; and
- provides services to and works with clients.

Training and consulting services on more than 50 topics are provided by a CCC training team consisting of 15 well-known professionals. At the same time, CCC generously shares its experience and prepares trainers and assessors to conduct evaluations within two schools of the organization, namely the CCC Trainer School and the CCC Monitoring and Evaluation School.

CCC TRAINER SCHOOL

The CCC Training School was established in 1998 as a result of CSOs' requests and needs for professional trainers who are able to work and train adults. The Trainer school consists of several levels, where everyone can acquire the relevant knowledge and skills necessary for effective adult education. Since April 1999, more than 300 CSOs, business and government officials from Ukraine, Belarus, Georgia, Moldova and Armenia have graduated from the CCC Trainer School and have acquired knowledge of adult learning and the use of interactive teaching, communication and negotiation skills, as well as experience participants' motivation and work with «difficult» people.

● Level I of the CCC Training School

Purpose of the training module: To provide participants with knowledge and skills of conducting trainings for adult audiences using interactive teaching methods. As a result of the training, participants will be able to more effectively and skillfully use a variety

of training methods for interactive adult learning; improve their knowledge of the need to take into account the characteristics of different groups in the design, preparation and conduct of training; will gain practical skills in training description and training programs and training experience.

The main topics covered during the training are: training as a form of adult learning; the difference between adult and child learning; ways to make the most effective use of various interactive methods (brainstorming, discussion, small group work, use of cases, role-playing games, aquarium, etc.) in conducting trainings; types of listeners; methods of working with «heavy» listeners; use of presentation and search programs, remote forms of work with the audience; how to increase the motivation of the training participants; interactive learning methods and communication techniques; concept of training; description of the training, the structure of the training, its content and the stages of the training sessions; developing a plan for the professional development of the coach.

Teaching methods: interactive presentations, small group exercises, individual tasks.

Participant category: Civil society organizations workers and activists with adult training activities, independent trainers planning to start coaching in the civil society sector.

Duration: 2 days (16 training hours).

● Level II of CCC Training School

The purpose of the training module is to increase the professional level of adult learners. As a result of the training, participants will be able to more effectively and skillfully prepare their own training, successfully use a variety of training techniques for interactive adult learning; participants will improve their knowledge of the need to take into account the characteristics of different groups in the design, preparation and conduct of training; will be able to prepare and conduct the training on their own.

Main topics covered during the training: stages of training; organization, selection of participants and identification of their needs, adaptation of the training program to the needs of participants, training, evaluation of the training; how to select the participants and why the assessment of the participants' needs is an important element in the preparation of the training; how to develop a successful training program and find important and interesting materials; what is a guide / synopsis of training sessions; how to prepare and conduct a Kirkpatrick 4-level training evaluation; how to make the most effective

use of various techniques (brainstorming, discussion, small group work, use of cases, role-playing games, aquarium, etc.) in conducting trainings.

Teaching methods: interactive presentations, small group exercises, individual tasks.

Participant categories: CSO representatives who passed the first TOT level.

Duration: 2 days (16 training hours).

CCC MONITORING AND EVALUATION SCHOOL

The CCC Monitoring and Evaluation School includes three full-fledged modules that provide the opportunity to gain knowledge and develop skills in monitoring and evaluating projects, organizational development and policies (programs implemented by executive and local governments). School trainees can be trained in all modules or individually. Each module, after a preliminary study of needs, can be adapted to the level of preparation of the trainees.

Module 1. MONITORING AND EVALUATION OF PROJECTS AND PROGRAMS

The purpose of the training module is to familiarize the students with the process of planning and conducting the monitoring and evaluation of projects and programs. As a result of the training, students will be able to acquire knowledge about the concepts of monitoring and evaluation, their functions and place in the project management and implementation process, basic methods and approaches to monitoring and evaluation, as well as practical skills in project planning and implementation of project monitoring and evaluation.

Main topics covered during the training: the concept and role of monitoring and evaluation; the similarity and difference of monitoring and evaluation; the mon-

itoring and evaluation system and its components; sources of information for obtaining data; determining the necessary indicators for monitoring and evaluation; methods of monitoring and evaluation; analysis of collected information; preparation of monitoring and evaluation reports.

Teaching methods: interactive presentations, small group exercises, situational exercises, individual tasks, individual training. Also, training experts are invited to the training, who both develop program evaluation requirements and conduct evaluations for donors such as the EU, USAID, and the like.

Category of participants: project managers, experts on monitoring and evaluation in the field of non-profit projects, activists and employees of civil society organizations, civil servants and employees of local self-government bodies

Duration: 3 days (24 training hours).

Module 2. MONITORING AND EVALUATION OF ORGANIZATIONAL DEVELOPMENT

The purpose of the training module is to acquaint the students with the concept of organizational development, the process of planning and evaluation of the organizational development of public associations and charitable organizations. As a result of the training, students will be able to acquire knowledge about the concepts of organizational development, the content and functions of organizational monitoring and evaluation in the management of the organization, the basic methods and approaches to the conducted monitoring and evaluation, as well as to acquire practical skills in planning and conducting monitoring and evaluation of organizational development.

Main topics covered during the training: the concept of organizational development; the role of organizational development assessment in managing the organization; approaches in evaluating organizational development; the monitoring and evaluation system and its

components; sources of information for obtaining data; determining the necessary indicators for monitoring and evaluation; assessment methods; analysis of collected information; preparation of evaluation reports.

Teaching methods: interactive presentations, small group exercises, situational exercises, individual tasks, individual training.

Category of participants: leaders and managers of public associations, charities, organizational development consultants, monitoring practices and evaluations in the field of organizational development.

Duration: 3 days (24 training hours).

Module 3. MONITORING AND EVALUATION OF MUNICIPAL AND STATE PROGRAMS

The purpose of the training module is to provide the students with basic knowledge about monitoring and evaluation of state and local programs, strategies implemented by the executive authorities and local self-government, to form the necessary skills for the application of monitoring and evaluation in the process of public control of the activity of the authorities, as well as in the process of management. . As a result of the training, students will be able to acquire knowledge about the concepts of monitoring and evaluation of state and local policies, national and local programs, basic methods and approaches to monitoring and evaluation, as well as to acquire practical skills in planning and conducting monitoring and evaluation of state and local policies, national and local applications.

The main topics covered during the training are: national and local programming; monitoring and evaluation as components of state and local policy implementation; methodology of monitoring and evaluation; sources of information for obtaining data; determining the necessary indicators for monitoring and evaluation; assessment methods; analysis of collected information; preparation of evaluation reports.

Teaching methods: interactive presentations, small group exercises, situational exercises, individual tasks, individual training.

Category of participants: employees of civil society organizations, monitoring and evaluation practices, civil servants and employees of local self-government bodies, public activists

Duration: 3 days (24 training hours).

TRAINING SERVICES

CCC offers training in such areas as organizational development, CSO programmatic activities, CSOs' relationship with the environment, and more.

ORGANIZATIONAL (INSTITUTIONAL) DEVELOPMENT OF CSOs

CSO GOVERNANCE: FROM THEORY TO PRACTICE

During the training, participants will be able to improve their knowledge and practical skills in managing the organization to successfully set up a system that will help them to thrive and solve important problems. Duration: 2 days (16 training hours). Category of participants: CSO leaders and top managers.

CSO GOVERNANCE

During the training, participants are provided with a general framework for various aspects of CSO activities. The following topics are discussed: a holistic approach to CSO management; fundraising, marketing, social partnership and public relations for CSO development; effectiveness of projects and evaluation of their results; and the Board of Directors as a tool for promoting the interests of the organization. Duration: 3 days (24 training hours). Category of participants: participants who have already completed design training and have applied for grants to receive their projects. The training is aimed at CSO staff who have experience and are facing the challenge of attracting funding to their organizations and who need to enhance the overall viability of the organization.

MODELS OF EFFICIENT GOVERNANCE

During the training, participants will be introduced to the legal aspects of CSO management in Ukraine, study the differences between management and management, study the motives and methods of creating different management models and structures,

and analyze the role and importance of governance in the development of CSOs. Issues of management effectiveness assessment as well as risks and opportunities for CSOs are also discussed. Duration: 2 days (16 training hours). Category of participants: CSO leaders.

BOARD OF DIRECTORS: ROLES AND DUTIES

During the training, participants will become familiar with CSO management regulations and learn how to identify the importance of managing their organization, improve their planning skills with the governing body and create new management models, improve their knowledge and practical skills needed to improve planning and work efficiency through improved organization management. The skills acquired during the training are important for CSOs to solve problems in existing governance structures. Duration: 2 days (16 training hours). Category of participants: leaders and representatives of top management of CSOs.

LEADERSHIP AND WORK IN TEAM

During the training, participants apply techniques and exercises as part of a team and learn how teamwork enhances employee motivation, productivity and effectiveness. This module also presents creative problem-solving in teams and self-assessment tools to determine the impact of personality on individual roles in teamwork. Duration: 2 days (16 training hours). Category of participants: executives, managers and team members and project managers.

FINANCIAL MANAGEMENT

During the training, participants work on developing plans for the organization, annual and quarterly budgets and financial statements, learning how to respond to economic changes in the country and how to change their organization's financial plans throughout the year. Duration: 2 days (16 training hours). Category of participants: CSO managers and accountants



FINANCE MANAGEMENT

During the training, participants are trained to develop effective proposals and respond to a variety of realistic financial and operational changes in a typical fiscal year. The following topics are discussed: determination of own contributions; direct costs and standard budget categories; the relationship with the organizational mission and operational plan; annual budgets and quarterly cash flow forecasts; development of financial proposals for submission to financial agencies; responding to quarterly situations and challenges; group presentation and critique of the financial data of the participant; grant management; donor requirements; documentation and procedures. Duration: 2 days (16 training hours). Category of participants: CSO managers and accountants.

HUMAN RESOURCES MANAGEMENT

During the training, participants explore teamwork, the role of the manager, personal time management and typical communication situations, review current laws governing employees' rights. Participants are expected to return to their organizations with hands-on strategies for more effective staffing. The following topics are covered: understanding the «politics» of the office; the dictatorship team and the role of the leader; participation management; time management issues; role-playing games: confronting poor performance; direct and accurate communication. Participants study teamwork practices, the role of team leader, time management principles and typical situations in dealing with employees, and review work legislation. Participants gain practical skills to work more effectively with staff in their organizations. Duration: 1 day (8 training hours). Category of participants: CSO leaders and staff.

WORKING WITH STAFF

During the training, participants will get acquainted with the practice of teamwork, the role of team leader, the principles of time management for staff, typical situations in dealing with members of the working staff, review the applicable laws, which are referenced when working with their employees. During the training, participants gain practical skills to work more effectively with staff in their organizations. Duration: 2 days (16 training hours). Category of participants: CSO leaders and other members of the organization holding managerial positions.

WORKING WITH VOLUNTEERS

During the training, participants will gain knowledge and practical skills to work with volunteers. Emphasis is placed on establishing relationships

between volunteers and staff that can provide effective support for the implementation of ongoing projects. Duration: 1 day (8 training hours). Participant category: CSO leaders and other members of the organization holding senior management and volunteer managers.

RECRUITMENT AND MANAGEMENT OF VOLUNTEERS

During the training, participants will gain knowledge of effective and long-lasting relationships with volunteers, who will support ongoing projects and will also form the basis for future ones. The following topics are covered: volunteer against headquarters against boarding school; paid against the volunteer; motivational model - Maslow's hierarchy of needs; job descriptions for volunteer managers and volunteer leaders; recruitment plan: structured interview methods; planning projects (for example, celebrating at a children's center, a day of hard work for a senior citizen or painting murals on a city playground); and retention methods: education, recognition, and reward. Duration: 1 day (8 training hours). Category of participants: CSO leaders and volunteer managers.

CONFLICT RESOLUTION

During the training, participants will gain knowledge and practical skills in identifying the root causes of conflict within the organization, as well as specific methods of resolving different conflict situations that they will address during training sessions by performing small group exercises, case studies, presentations or discussions. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

TIME MANAGEMENT

During the training, participants will be able to assess the need for accurate planning and organization of their time, gain practical skills in analyzing time efficiency, effective time planning methods, prioritizing, and developing a strategy for improving time management skills. Participants will be able to evaluate

their existing skills and identify which personal areas need improvement. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

STRATEGIC PLANNING

During the training, participants will be able to gain knowledge of the essence of strategic planning and its role in managing the organization, as well as acquire practical skills in developing strategic plans for programmatic activities of civil society organizations and the development of the organization. Duration: 2 days (16 training hours). Category of participants: leaders and representatives of top management of CSOs

PROGRAM ACTIVITY OF CSOs

NEEDS ASSESSMENT

During the training, participants will be able to improve their knowledge and practical skills in social marketing and needs study. The following topics are discussed: definition of market concept; market segmentation; concept of marketing; 7 basic degrees of the concept of marketing; definition of the concept of «social marketing»; categories of markets for CSOs; CSO functions in the market; types of research; concept of marketing plan; organization diagnostics; determining the stages of development of the organization; stages of needs analysis; determining the subject of the study. Duration: 2 days (16 training hours). Category of participants: CSO leaders and other members of the organization.

EVALUATION AND PLANNING OF COMMUNITY ACTION (OPG)

During the training, participants will gain skills in the approaches, methods and behaviors of communities so that the needs and realities of vulnerable groups and communities are better integrated into the development agenda. The following topics are covered: the theoretical basis of OCGs and guidelines; thematic

examples; possible disruptions in the development and design decisions of OPG; listening skills; query evaluation methods; became social services and partnerships with the state and business; development of pilot projects. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

SOCIAL MARKETING

During the training, participants will gain fundraising skills that seek to unravel the stereotype that tax incentives and employment potential are the only motivation for participants. The following topics are discussed: fundraising and its role in the development of a non-governmental organization; community and civil society; marketing approach to raising money and other resources; fundraising methodology and alternatives; introduction to specific approaches: event-based fundraising and social enterprises; and fund categories: hard vs. soft, small vs. large, fast vs. slow. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

PROJECT DEVELOPMENT

During the training, students will be able to gain knowledge of the nature and components of the nonprofit project, donor approaches to evaluating and selecting projects for grants, as well as practical skills in project development and design. The following topics are discussed: needs study; formulation of the problem to which the project is directed; goal setting and objectives of the project; planning of project activity; project implementation schedule; project budget; monitoring and evaluation; determination of expected results of project implementation. Duration: 2 days (16 training hours). Category of participants: employees and activists of civil society organizations.

PROJECT DEVELOPMENT BASED ON LOGICAL-STRUCTURAL APPROACH

During the training, students will be able to gain knowledge of the essence of the logical and structural approach in project development, the requirements of the European Commission for projects developed on the logical and structural approach, as well as to acquire practical skills in developing the logical and structural matrix of the project. Duration: 2 days (16 training hours). Category of participants: employees and activists of civil society organizations

PROJECT MANAGEMENT

During the training, students will be able to acquire knowledge about the project cycle and the concepts of project management, as well as to ac-

quire practical skills in project implementation planning, project support, project implementation monitoring, reporting. Duration: 2 days (16 training hours). Category of participants: CSO project managers.

PROVIDING SOCIAL SERVICES: THE ESSENCE AND CHALLENGES OF SOCIAL SERVICES REFORM

During the training, the following topics are covered: overview of international legislation and practices on the provision of social services by CSOs for public funding, namely: delegation of powers to the CSOs - a modern paradigm of public administration; analysis of legal bases for providing social services; the main functions of the state in providing social services; state register of providers / recipients of social services; involvement of CSOs in providing social services; conflict of interests; accounting; reporting; monitoring and evaluation; Challenges and Recommendations for Improving National Laws and Practices Based on International Practices: Common Challenges in Social Services; challenges in decentralization; improving access to social services for civil society organizations: social partnership. Duration: 2 days (16 training hours). Category of participants: representatives of the authorities providing social services and representatives of CSOs who wish to provide such services or obtain public funding to provide services to their target groups.

PROVIDING SOCIAL SERVICES: SOCIAL ORDER

The training examines approaches to organizing social procurement with the participation of non-state actors, namely who are participants in the social order (customers, recipients of social services, non-state actors; contractors of social order). The following topics are considered: social order stages; formation of social order through determining the needs of the population in social services and priorities of social order: practice, methodology and modern approaches and development of the task for fulfilling the social order; determining the amount of budget funds

involved in providing social services; development of cost of services; preparation and publication of information on the results of social procurement. Duration: 2 days (16 training hours). Category of participants: representatives of authorities providing social services and representatives of CSOs who wish to provide such services or to receive public funding for the provision of services to their target groups.

ORGANIZATION AND ORGANIZATION OF COMPETITION FOR BUDGETARY FUNDS FOR PROVIDING SOCIAL SERVICES

The following topics are covered during the training: development of the competition decision; stages of the competition; the form of the tender offer; formation of the competition commission; methodology of evaluation of competitive bids; the procedure for determining the contractor of the social order; signing a contract with a social order contractor; monitoring and evaluation of the quality of social services; social service provider reporting system; conflicts of interest in competitions. Duration: 2 days (16 training hours). Category of participants: representatives of the authorities providing social services and representatives of CSOs who wish to provide such services or receive public funding for the provision of services to their target groups.

ADVOCACY

During the training, participants are informed about the system of protection of human rights interests, the work of state and local self-government bodies, judicial and law enforcement agencies, a number of human rights organizations, etc. The participants of the seminar gain skills in interpreting and applying the laws of Ukraine, organizing and conducting advocacy campaigns. Duration: 2 days (16 training hours). Category of participants: for members of non-governmental organizations representing and advocating the rights of individuals, social groups or legal entities

ADVOCACY AND COALITION BUILDING

During the training, the participants are exposed to the following topics: collective voice; a coalition against individual CSO efforts; structure for identifying common issues and recognizing unique missions; development of the message; media relations; targeting decision makers; local and national influence; methods of grass roots; civic forums, panel discussions and roundtables. Duration: 2 days (16 training hours). Category of participants: general managers, executives, team members and project managers who already have strong basic advocacy skills, focusing on key concepts and practical strategies.

TEAM BUILDING

During the training, participants can gain theoretical knowledge and practical skills about two components of advocacy campaigns - lobbying interests and coalition building. Duration: 2 days (16 training hours). Category of participants: CSOs representing interest and defending the rights of individuals, social groups or legal entities.

ASSOCIATION DEVELOPMENT

During the training, participants will be provided with the knowledge and skills of creating, operating and developing associations. The following topics are covered: definitions, mission and history of development and types of associations; Strengths, Weaknesses and Roles of Associations in Society; management and regulation of the Association's activities; administration and management of finances; the services provided by the association to its members; and internal and external associations. Duration: 3 days (24 training hours). Category of participants: leaders of the association and who wants to create an association.

PRINCIPLES OF SUSTAINABLE CSO DEVELOPMENT

During the training, participants gain an understanding of the organizational, environmental and programmatic components of resilience, learn how to formulate their vision of the values, goals, missions and perspectives of the future to help their organizations become more viable. Duration: 2 days (16 training hours). Category of participants: CSO representatives who want to gain knowledge and skills on basic principles of CSO sustainability.

WRITING REPORTS

During the training, participants learn how to develop project writing skills and annual reports. The experience and skills acquired during the train-

ing are required to write quarterly, mid-term and final reports on donor funded projects. As they study the report writing process, they formulate the goals of setting the goals of the report, will learn how to gather and interpret important information, determine the structure of the report and write, using simple and clear language, present reports and understand the difference between project and annual reports, practice writing success stories. Duration: 2 days (16 training hours). Participant category: CSOs who write reports.

CSO RELATIONSHIP WITH ENVIRONMENT

CSOs AND THE COMMUNITY

During the training, participants will be helped to understand the role of CSOs in civil society. By exploring relationships between NGOs and other public actors, participants form an understanding of how their organizations can contribute to the development of a more open and inclusive civil society. The following topics are discussed: public organization and its place in civil society; the role of CSOs in local, national and international development; CSO's environment, mission and client; the value of CSOs' activities that clients see; sustainability of CSO activities; development of a CSO development plan. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

EFFECTIVE COMMUNICATION, PRESENTATION AND NEGOTIATION - LEVEL I

During the training, participants will gain knowledge and practical skills in the field of effective communication, will evaluate the need for effective communication, will get a general picture of this useful tool of activity and will be acquainted with various communication techniques. As a result of the training, participants will gain basic communication skills and effective personal presentation skills. The experience

gained during the training is a basic knowledge of effective communication. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

EFFECTIVE COMMUNICATION, PRESENTATION AND NEGOTIATION - LEVEL II

During the training, participants will improve their knowledge and practical skills in the field of effective communication, meetings and discussions, gain in-depth knowledge of effective communication, gain practical skills in dealing with complex issues during presentations and meetings, improve their listening skills and familiarize themselves with. The experience gained during the training is an advanced knowledge of effective communication, meetings and discussions. Duration: 2 days (16 training hours). Category of participants: CSO representatives

CSO PUBLIC RELATIONS: GOVERNMENT INSTITUTIONS, BUSINESS AND MASS MEDIA

During the training, participants learn how to make their projects attractive to various public and business institutions and how to build and maintain the image of their organization and develop public relations plans for their organizations. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

MEDIA WORKING STRATEGY

During the training, participants will gain knowledge and skills in engaging the media in the organization and canvassing for advocacy and civil rights advocacy. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

DEVELOPMENT OF SOCIAL PARTNERSHIP

During the training, participants will gain the skills necessary to establish links between CSOs, business, government, the media, clients and the general public. Understanding the concept of social partnerships, CSOs will better understand the links between

fundraising, social marketing, public relations and boards of directors as necessary parts of CSO governance and institutional development. Social partnerships happen when partners solve common problems in their community. The following topics are discussed: principles of social partnership; model of a structured society; potential pitfalls: typical failures of non-mature organizations; means of cooperation with business, government and the media; social partnership technologies; constructive involvement: CSO government structures; added value: CSOs and the private sector; donor relations: NGOs and foundations; acceptance of society: public organizations and the public; CSOs: coalitions and committees; and practical partnership skills. Duration: 3 days (24 training hours). Category of participants: CSO representatives.

DEVELOPMENT OF THE PUBLIC REPORT ON THE ACTIVITIES OF THE ORGANIZATIONS

During the training, trainees will be able to acquire knowledge about the principles of civil society organization legitimacy, the role of public reports on CSO activities, as well as acquire practical skills in drafting annual reports and public activity reports. Duration: 1 day (8 training hours). Participant category: CSO activists and employees.

THE ART OF FUNDRAISING

During the training, participants will be able to gain knowledge of the directions and technologies of working with potential donors, mobilizing local resources, as well as acquire practical skills in developing companies to attract local resources for the program activities of the organization. Duration: 2 days (16 training hours). Category of participants: activists and employees of civil society organizations.

SUCCESS TOOLS FOR WOMEN IN BUSINESS

During the training, participants are focused on the following topics: search for opportunities in management and business; recognition of significant personal and professional skills; career planning; improving self-presentation; preparation of resume and interview methods. Duration: 1 day (8 training hours). Category of participants: women who are currently unemployed or disabled; seeking a career change or finding a job after a temporary disability.

DEVELOPMENT OF SOCIAL ENTERPRISES

During the training, participants will be able to learn how to help CSOs become a «social business», that is, help them launch the production and sale

of a service or product marketed. The need for such training is increasing, as many CSOs are now offering their health, research and networking services to different sectors of the community, as well as social services previously provided only by the government. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

CSO trainings

During the training, participants will be able to gain knowledge of how selected CSOs become «social enterprises», helping them to develop and sell a product or service. This preparation is also used in developing a diversified financial sustainability strategy through revenue generation. The following topics are addressed: small business categories and the legislative framework; identifying, developing and generating a business idea; initial market assessment; structure and development of business plan; sources and use of money; marketing, sales and major factors of production; costs, pricing and break-even point calculation; basic business records and management programs. Duration: 2 days (16 training hours). Category of participants: CSO representatives.

CONSULTING SERVICES

CCC provides consultations on the following topics

- Strategic planning process;
- Establishing a system of governance and management of the organization;
- Development of management policies and procedures;
- Developing financial policies and procedures;
- Development of a fundraising plan;
- Supporting the process of planning and conducting public examination of the activities of the authorities;
- Developing an interest representation campaign;
- Policy analysis;
- Supporting project development;
- Project management;
- Financial management in the organization.



RESEARCH AND M&E SERVICES

RESEARCH

CCC conducts various studies to identify trends in the development of civil society and its organizations in general, and CSOs by specific legal statuses (charitable organizations, Citizens' associations, etc.) and / or particular regions and / or activities. One of the long lasting CCC studies (started in 1998) is the State and Dynamics of Civil Society Development in Ukraine. Recent CCC studies include CSOs' cooperation with authorities (2019) and CSOs in five cities in Ukraine (2018).

M&E

CCC conducts the following types of monitoring and evaluation, namely:

- Evaluation of projects and programs: intermediate and final
- Assessment of the level of organizational development;
- Needs assessment / study
- Assessing the capacity of the organization

Both CCC consultants and external experts are involved in the assessments. CCC experts are also involved in evaluating the implementation of projects supported by international donors (EU, USAID, UK, Canada, etc.).

The result of the evaluation is provided in the form of reports, the recommendations of which are used to develop new and / or improve existing projects and programs.

Examples of assessments conducted by CCC experts:

- Independent monitoring, evaluation and training of the Good Governance Fund in seven countries (Bosnia & Herzegovina, Northern Macedonia, Serbia, Georgia, Armenia, Moldova, Ukraine), DFID UK (from 2018 - ongoing) *
- Assessing the needs of selected central executive bodies (CEBs) to integrate the gender component into reform, planning and budgeting, UN Women (2018-2019);

- Mid-term evaluation of the Partnership for Local Economic Development and Democratic Governance project (Embassy of Canada in Ukraine, May 14, 2018 - August 31, 2018);
- Training of experts to assess the level of interaction of executive authorities and their support during the evaluation of 13 CEB, UNDP / Embassy of Norway (2019).

RESEARCH/EVALUATION METHODOLOGY DESIGN

CCC develops research and evaluation methodologies. Among CCC products in this area are the methodology of public monitoring of government activities (2011), the adapted methodology of CSOs' viability (1998), the methodology for evaluating the performance of state executive bodies in the area of «public relations» (2016), etc.





GRANT PROGRAM ADMINISTRATION

CCC has relevant experience in administering grant programs. Over the past 26 years, CCC funded local and international donors has experience managing 27 grant programs totaling to \$15,356,542. This enabled 1,719 recipients from civil society organizations and IDP entrepreneurs and residents of Luhansk and Donetsk oblasts to implement their own projects and start / restore / expand their own businesses (detailed information on grant programs and a description of some programs are provided in the appendix to this letter).

The CCC has the necessary capacity to administer the UNDP grant program, as it has already had successful previous experience in administering such programs, taking into account donor approaches and requirements. The CCC's competitive advantages are:

- Opportunities for quick launch of the grant program, as CCC already has previous experience in implementing grant programs, understands the specifics of work and previous experience gives a clear view of the processes of the grant program

- availability of a complete package of bidding documents already developed based on the needs of the grant program. This documentation can be quickly adapted and specified according to the specific donor requirements. The documentation includes a complete package of documents: announcement, application form, instruction for the participant; evaluation forms for evaluation of project applications, forms of letters for communication with grantees, template of the grant agreement and grant management manual for the grant recipient; grant recipient reporting forms;
- availability of on-line platform for registration of project proposals on-line;
- having a CCC page on the Facebook social network that is already perceived as a platform for communication about grant programs and a hotline with a toll-free number and call forwarding mode to the consulting operator;
- availability of staff in grant program regions with knowledge and skills of working with grant recipients;

- CCC's «recognition» among potential participants in grant programs.

A significant competitive advantage of the CCC Creative Center is that the organization has the status of a non-profit organization and a legal form - a charitable foundation. This is precisely what allows us to apply

the relevant provisions of the Law of Ukraine «On Charitable Activities and Charitable Organizations», of the Tax Code on non-taxation of grant program funds after their transfer to the current CCC bank account. Donations are not tax-deductible when donor funds are used for charitable activities (a grant program). These funds are not subject to tax.

List of grant programs administrated by CCC since 1996

Year	Program	# of projects	Admin. costs	Grant pool
1996-2000	TACIS Democracy gramme, micro projects, two rounds (EU)	25	\$25,000	\$225,000
1998-1999	Network of NGO Service Centres Project supported by UNHCR	13	\$20,000	\$150,000
1999-2001	EU-US Transatlantic Civil Society Initiative for Ukraine: NGO support program	54	\$60,000	\$60,000
2000-2002	The European Initiative for Democracy and Human Rights (EU)	12	\$12,000	\$250,000
2000-2006	Mariupol Environmental Initiative (US EPA),	16	\$25,202	\$205,000
2003-2006	Berdiansk Regional Environmental Initiative	6	\$5,600	\$57,000
2002-2005	Democratizing Ukraine: Small Project Scheme	10		\$342,347
2007-2008	OSCE	30	\$38,806	\$400,000
2007-2009	ACTION – Anticorruption USAID-MCC project	369	\$308,418	\$5,000,000
2009-2011	UNDP Grants on transparency, 2 rounds	24	\$29,451	\$320,730
2009-2011	UNDP Grants for disable, 2 rounds	28	\$28,701	\$323,245
2013-2014	UNDP – Danish Ministry of Foreign Affairs	18	\$23,024	\$78,220
2015-2016	UNDP – Small Grants Programme for business start-up, renewal, expansion by affected population in 8 regions of Ukraine	268	\$154,837	\$1,670,000

2016-2018	UNDP – Small Grants Programme for business start-up, renewal, expansion by affected population in 8 regions of Ukraine	394	\$249,525	\$2,390,026
2019-2021	Management of small grants programme for business start-up, renewal or expansion by internally displaced people and the local population of Luhansk and Donetsk oblasts, UN Recovery and Peacebuilding Programme	249 ¹	\$373,772	\$2,846,674
	Managing small grants programme for business start-up, renewal or expansion in the areas of Donetsk and Zaporizhzhia oblasts along the Azov sea coastline, Recovery and Peacebuilding Programme	33 ²	\$102,305	\$730,752.00
	Total	1,634		\$15,048,994
2005-2006	Report Cards and Sociological Methodology Training (WB)	6		\$6,000
2006	Mobile Assistance to Voters (Canadian IDA)	6		\$30,000
2010-2011	UNDEF	11		\$52,536
2007-2009	Access to justice (EU)	16		\$7,380
2010-2011	Social & Economic rights (EU)	6		\$44,500
2007-2008	Media project(EU)	3		\$4,953
2009-2011	Community Planning	10		\$30,000
2011-2012	Sustainable Urban Development partnership (EU)	15		\$88,179
2009-2010	KRAFT Foods - Ukraine	2		\$11,000
2009-2010	Agrocombank - Ukraine	5		\$2,920
2012-2014	Culture project (EU)	5		\$30,080
	Total	85		\$307,548
	TOTAL	1,719		\$15,356,542

¹ By April 2020

² By April 2020

Examples of the grant programmes administered by CCC from 2007 to 2019

1. **UNDP – Managing small grants programme for business start-up, renewal or expansion by internally displaced people and local population of Luhansk and Donetsk oblasts, Recovery and Peacebuilding Programme.** Donor – UNDP. The contract value is \$3,195,231.00. Grant pool is 2,846,674.00. The duration of the contract is 2019-2021. Activities implementing within the contract include: development of grant programme documentation, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of business plans;
2. **UNDP – Small Grants Programme for business start-up, renewal, expansion by affected population in 8 regions of Ukraine.** Donor - UNDP. The contract value was \$2,636,551.00. Grant Pool - \$ 2,390,026. The number of grants awarded was 394. The duration of the contract was 2016-2018. Activities implemented within the contract included: development of grant programme documentation, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of business plans;
3. **UNDP – Small Grants Programme for business start-up, renewal, expansion by affected population in 8 regions of Ukraine.** Donor - UNDP. Contract value - \$1,824,837.20. Grant Pool - \$1,670,000. Number of grants awarded was 268. Duration of the contract was 2015-2016. Activities implemented within the contract included: development of grant programme documentation, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of business plans;
4. **Supporting civil society institutes as drivers of democracy and good governance.** Donor - UNDP. The contract value was 2,087,670 UAH. Grant pool - 1,627,200 UAH. Number of grants awarded - 28. Duration of the contract - 2013-2014. Activities implemented within the contract: development of grant programme documentation, consulting participants, holding of information events, conclusion of grant agreements, monitoring of project implementation;
5. **Sustainable urban development project** was implemented by the consortium of Ukrainian and Georgian organizations. The project was funded by the European Union. Grant pool: 88,179 Euro Number of grants awarded - 15. Duration of the contract: 2010-2013 Activities implemented within the contract included: development of grant programme documentation, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of CSO projects in Ukraine and Georgia;
6. **A new breath of culture: a legacy full of art life** project was implemented by the consortium of Ukrainian, Georgian and Armenian organizations. The project funded by the European Union. Grant pool: 30,080 Euro. Number of awarded grants - 5. Duration of the contract: 2012-2014 Activities implemented within the contract included: development of grant programme documentation, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of CSO projects in Ukraine, Georgia, Armenia;
7. **Promoting Active Citizen Engagement in Combating Corruption in Ukraine: Gidna Ukraine: 2006-2009** implemented by Management System International (MSI) with support of the United States Agency for International Development (USAID) and Millennium Challenge Corporation (MCC). Contract cost was \$308,418.00. Grant pool: \$5 million. Number of grants awarded – 369. Duration of the contract: 2007-2009. Types of activities within the framework of the contract: contribution of grant programme design, consulting participants, conducting information events, concluding grant agreements, monitoring the implementation of CSO projects.

CSO PUBLIC REPORTS COMPETITION

In 2012, the CCC Creative Center initiated the annual public reporting contest for civil society organizations on their activities. During this time, there have been six competitions in which 164 organizations took part. Participants' reports are available on the CCC's official website <http://www.ccc-tck.org.ua>.

The purpose of the competition is to promote an adequate level of transparency and openness, the organizational culture of civil society organizations and to promote a greater level of public confidence in their activities. The objectives of the competition include to:

- encourage CSOs' involvement in the preparation and publication of public reports on their own
- activity;
- stimulate CSO activity from villages, towns and small towns;
- identify and support best practices for preparing and publishing CSOs' annual reports;
- improve CSOs' professional skills in preparing and publishing annual reports.

For information about the start and conditions of the next contest, see the CCC website at <http://www.ccc-tck.org.ua> in the News section, or join the CCC Creative Center page on Facebook to stay up-to-date with all CCC news and events.



PUBLICATIONS

The CCC publications can be found in electronic form on the site in the Resources / Prints section: <http://www.ccc-tck.org.ua>

CCC publications of the last two years include:

Engaging with the public. Methodology for evaluating the performance of state executive bodies (2019)

Methodology for evaluating the performance of state executive bodies. The publication is intended for civil servants, researchers, civil society organizations, civic activists and international technical assistance programs.



INTERACTION WITH THE PUBLIC. Collection of reports on the evaluation of the activities of central executive bodies (2019)

The publication presents a summary of the results of the evaluation of the activities of central executive bodies in the field of «public relations» conducted by a group of experts from the representatives of Ukrainian civil society organizations, state authorities, scientific institutes and international organizations.





State and Dynamics of Development of Civil Society Organizations of Ukraine 2002-2018 (2019)

This publication presents the results of an annual survey of civil society organizations of Ukraine conducted during May - August 2018. The purpose of the survey was to determine the level of development of civil society organizations of Ukraine during 2002 - 2018, as well as their development trends over sixteen years (2002-2017). In addition, the report contains the results of an in-depth analysis of the problems and needs of civil society organizations at both national and regional levels.



CSO RESEARCH RESULTS IN FIVE CITIES (Chernivtsi, Zhytomyr, Chervonograd, Mariupol and Nikopol) (2019)

This publication presents the results of a survey of civil society organizations of Ukraine in five cities (Chernivtsi, Zhytomyr, Chervonograd, Mariupol and Nikopol) conducted during October - December 2018. The purpose of the study is to assess the technical (programmatic) potential of CSOs in selected cities, which focus their work with city administrations on anti-corruption activities, such as protection and monitoring.



Civil society organizations of Ukraine: The socio-economic dimension (2018)

The publication provides information on: i) satellite accounts, their nature and place in the system of national statistical accounts and the system of international economic statistics; ii) the task of identifying civil society organizations (CSOs) and activities that are the focus of satellite accounts in accordance with the UN Guidelines for Satellite Accounts of Nonprofit Organizations and relevant institutions and volunteer work, including non-profit institutions, cooperatives, social enterprises, and volunteer work; and (iii) approaches to calculating the contribution of this third or social economy sector (TCE) to employment, the services market and GDP. The brochure concludes with a description of the ongoing work on the implementation of satellite statistical accounts for CSOs of Ukraine and the expected results of implementation of satellite statistical accounts for CSOs in Ukraine.



Guide for the preparation of public (annual) reports for civil society organizations (2018)

The public (annual) report is a sign of transparency and reliability of the organization, a tool for enhancing the reputation and trust in the community. Willingness to inform about achievements and resources of the organization testifies to its openness, and ability to qualitatively submit and present their achievements also about high professionalism. The guide is designed to help civil society organizations prepare quality public (annual) reports. It contains interesting examples and good practices that will help you in writing (annual) annual reports and distributing them, as well as information on how to: understand the elements required to create a public report; consistently complete the eight steps of successful document creation; prepare and prepare a report; involve consultants or freelancers; distribute the annual report; plan your budget.



INTERACTION WITH THE PUBLIC. Collection of reports on the results of the evaluation of the activities of executive authorities (2018)

The publication presents a summary of the results of the evaluation of the activities of executive bodies in the field of «public relations» conducted by a group of experts from representatives of Ukrainian civil society organizations, public authorities, scientific institutes and international organizations. In the presented collection there is a summary of the results of evaluations of the activity of executive bodies and local self-government of different levels and different regions.

CCC TRAINERS/CONSULTANTS AND THEIR SPECIALIZATION

OKSANA MATUSYAK, Lviv



OKSANA IVASIV, Lviv



ANDRIY ZALUZHNY, Lviv



ELEONORA VYSHNYAK, Perechyn, Transcarpathian region.



ANDRIY VYSHNYAK, Perechyn Transcarpathian region



NATALIA CHEBOTARENKO, CHISINAU, MOLDOVA



IRINA ILYASH, USA



AIDER KHALILOV, Kyiv



LYUBOV PLYVODA, Kyiv



OLENA BIKLA, Kyiv



NATALIA BALDYCH, Kyiv



LYUBOV LUKYANTSEVA, Kropyvnytskyi



OKSANA HLEBUSHKINA, Kherson



GALINA KAZACHKOVSKAYA, Berdyansk



ELENA SABIROVA, Uzbekistan



NATALIA BALDYCH, Kyiv

Education:

- National Academy of Public Administration under the President of Ukraine, specialty «Governance»
- Crimean State Agrarian University, specialty «Accounting and Auditing»

Email:

nataliia.baldych@gmail.com

Specialization:

- Monitoring and evaluation
- Strategic planning
- Research
- Local economic development
- Financing local economic development
- Regulatory policy



OLENA BIKLA, Kyiv

Education:

- Donetsk State University, specialty «History»

Email:

bikla.olena@gmail.com

Specialization

- Research on community needs
- Team building
- Project writing and project activities
- The latest technologies in education
- Community Development
- Leadership development
- Strategic planning
- Training for trainers
- Conducting research



ANDRIY VYSHNYAK, Perechyn
Transcarpathian region

Education

- Azov Regional Institute of Management of Zaporizhzhya National Technical University, specialty «Law»
- Uzhgorod National University, specialty «History»

Email: CFCCI@ukr.net

Specialization

- Forms of work with MLAs and representatives of the executive branch
- The process of creating an ATG
- Development of community development strategy
- Involvement of citizens in local decision-making processes
- Communication and presentation skills
- Leadership
- Lobbying interests and building coalitions
- CSO management
- Local fundraising
- Research skills
- Project writing and management
- Organizational development of CSOs
- Team building
- Representation and protection of interests
- Community Development
- Social partnership
- Monitoring and evaluation of projects and programs
- Strategic planning
- Training for trainers
- Media literacy training



ELEONORA VYSHNYAK,
Perechyn, Transcarpathian
region.

Education

- Azov Regional Institute of Management of Zaporizhzhya National Technical University, specialty «Organization Management»
- Uzhgorod National University, specialty «Ukrainian Philology»
- Mukachevo Pedagogical School, specialty «Elementary school teacher»

Email: CFCCI@ukr.net

Specialization

- Creation and management of CSOs
- CSO strategic planning
- Organizational development of CSOs
- CSO policies and procedures
- Project writing and management
- Team building, leadership and more
- Local fundraising
- Assessment of organizational development of CSOs
- Monitoring and evaluation of projects and programs
- Planning and implementation of advocacy campaigns
- Community Development
- Community Development Strategy
- Ensuring citizen participation in decision-making processes
- Social partnership



OKSANA HLEBUSHKINA,
Kherson

Education

- Kherson State University, specialty «Practical Psychology and Art Culture»
- Kherson School of Music, specialty «Piano teacher»

Email:
newgener93@gmail.com

Specialization

- Training for trainers
- Organizational development of CSOs
- Human Rights
- Project management



ANDRIY ZALUZHNY,
Lviv

Education

- Faculty of Postgraduate Education of the Academy of Management and Information Technologies of ARIU, Berdyansk, specialty «Manager-economist»
- Lviv National University. I. Franko, specialty «History»

Email: zaluzhnyy@gmail.com

Specialization

- Advocates
- Attraction of resources
- Educational campaigns
- Communication
- Coaching
- CSO management
- Interethnic conflicts, their prevention
- Skills on PC and social networks
- Organization of conferences, roundtables and trainings
- Preparation of the Logical Matrix for ENPI projects
- Preparation of ENPI cross-border projects
- Teamwork
- Community development
- Strategic planning of CSOs
- Strategic planning of the ATG
- Collaboration between government and community
- Collaboration with communities
- Creation of CSOs
- Creating presentations
- Facilitation



IRINA ILYASH,
USA

Education

- Rutgers - New Jersey State University, USA; PhD of Public Administration
- Rutgers - New Jersey State University, USA; Master of Public Administration
- Kyiv National University. T.G. Shevchenko, Master, specialty «English Language and Literature»

Email: irynailliash@gmail.com

Specialization

- Leadership theory, training and development
- Public sector leadership
- Public management
- Public sector motivation
- Innovation and entrepreneurship in the public sector
- Values of public administration
- Ethical issues of public administration
- Decentralization and development of small and medium-sized enterprises (SMEs)
- Program evaluation, gender equality, community engagement and reporting
- Citizen participation
- Corruption
- State budget and finances
- Borrowing practices of state and local governments
- Tax systems
- Tax costs
- US Health Reform Policy
- Humanistic resources for public administration



OKSANA IVASIV,
Lviv

Education:

- Lviv National University. I. Franko, specialty «Economics»
- Lviv National University. I. Franko, specialty «Physics»

Email: ivasivoksana@gmail.com

Specialization

- Strategic planning
- Project development and management
- Leadership is new approaches to governance, good governance at the local level
- Strategic and organizational management
- Internal policies and procedures in the organization
- Funding, financial management of CSOs
- Organization of social services in the community
- Monitoring and evaluation
- Business Planning
- Representation and protection of interests
- Conducting research
- Public relations
- Public participation in decision-making by local authorities, local policy-making



GALINA KAZACHKOVSKAYA,
Berdiansk

Education

- Azov Regional Institute of Management at Zaporizhzhya State University, specialty «Manager-economist»
- Kyiv National University of Economics, specialty «Master of International Management»

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Specialization

- Business Planning
- Ethics of relationships
- Management of the organization
- Management of the development of the hotel, resort and tourist business
- Strategic planning
- Advertising and sales promotion
- Self-management
- HR
- Communication management
- Project management
- Basics of management consulting



LYUBOV LUKYANTSEVA,
Kropyvnytskyi

Education

- Kyiv National University Shevchenko, Institute of International Relations, specialty «International Law»
- Kirovograd State Pedagogical University, specialty «Philologist»

Email: ljubashka@ukr.net

Specialization

- Electoral law, education and voter mobilization
- Gender mainstreaming and policy analysis
- Gender equality and elections
- Lobbying interests and building coalitions
- International human rights protection mechanisms
- Legal issues in CSOs,
- Editing print media
- Public involvement in decision-making
- Project management
- Developing Display Strategies



OKSANA MATUSYAK,
Lviv

Education

- Lviv Polytechnic University, specialty «Precision Mechanics»

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Specialization

- Organizational development of CSOs
- Project monitoring and evaluation, needs assessment
- Assessment of organizational development
- Research skills
- Project writing and management
- Strategic planning
- Public monitoring and public examination
- Public Policy Making
- Forms of work with the authorities and the community
- Educational campaigns
- Representation and protection of interests
- Effective communication and presentation skills
- Team building
- Fundraising
- Training for trainers
- Basics of business planning



LYUBOV PALYVODA,
Kyiv

Education

- Rutgers - New Jersey State University, USA; PhD of Public Administration
- International Institute of Management, Master of Business Administration
- Kyiv National University. T.G. Shevchenko, Master, specialty «Mathematics»

Email: palyvoda@ccc.kiev.ua

Specialization

- Organizational development
- Management of Organizations
- Monitoring and evaluation
- Strategic planning
- Research
- Community funds
- Charity



NATALIA CHEBOTARENKO,
CHISINAU, MOLDOVA

Education

- Medical and Pharmaceutical University of Moldova, Faculty of Medicine, Pediatrician
- Ivan Sechenov Moscow Medical Academy, Clinical Pharmacology and Pharmacy, Candidate of Medical Sciences

Email: corsumnews@gmail.com

Specialization

- Communication and presentation skills
- Leadership
- Lobbying interests and building coalitions
- CSO management
- Local fundraising
- Research skills
- Project writing and management
- Organizational development of CSOs
- Team building
- Representation and protection of interests
- Community Development
- Social partnership
- Monitoring and evaluation of projects and programs
- Strategic planning
- Training for trainers
- The digital media and the general public antimicrobial organization.
- Evidence-based medicine
- Drug evaluation
- Rational management of medicines
- Supply Chain Management
- Research results and pharmacoeconomics.



ELENA SABIROVA,
Uzbekistan

Education

- Samarkand State Institute of Architecture, Master of Engineering

Email: dvvlena@gmail.com

Specialization

- Project management
- Financial Management
- Interactive Adult Learning Methods
- Monitoring and evaluation
- Communication skills and group dynamics
- Human resources management



AIDER KHALILOV,
Kyiv

Education

- Odessa National Law Academy, specialty «Law»

Email: ayder.khalil@gmail.com

Specialization

- Organizational development
- CSO management
- Monitoring and evaluation
- Community mobilization
- Leadership
- Legal issues of CSOs development
- Community Development
- Power and community
- Human Rights
- Communication
- Advocate
- Training for trainers
- Interethnic Relations
- Facilitation
- Writing analytical notes

CCC EXPERTS

ORGANIZATIONAL DEVELOPMENT

- Andriy Vyshnyak
- Andriy Zalyzhnyy
- Oksana Matusyak
- Lyubov Palyvoda
- Natalia Chebotarenko

EVALUATION

- Natalia Baldych
- Oksana Matusyak
- Lyubov Palyvoda
- Irina Ilyash
- Natalia Chebotarenko

RESEARCH

- Natalia Baldych
- Helena Bikla
- Irina Ilyash
- Oksana Matusyak
- Lyubov Palyvoda
- Natalia Chebotarenko

NEEDS ASSESSMENT

- Natalia Baldych
- Helena Bikla
- Irina Ilyash
- Oksana Matusyak
- Lyubov Palyvoda

GENDER ISSUES

- Natalia Baldych
- Helena Bikla
- Irina Ilyash

OTHER CCC RESOURCES

CCC team:
8 employees
and 15 trainers

CCC's resources include:

- Office (180 square meter facility) in Kyiv;
- Equipment includes 11 computers, 2 Xerox machines, 4 printers, 1 laptop, 1 video projector, 1 fax, 3 digital voice recorders, 1 TV, 1 digital video camera and 1 DVD player;
- Communication support includes a three-channel telephone line, Internet access;
- IT support includes Windows XP, SPSS and SAS for statistical analysis and 1C: Accounting / Accounting.

In addition, CCC may offer other relevant resources such as:

- Partner organizations in all regions of Ukraine;
- Trained staff and volunteers;
- Extensive experience with and understanding of various international donors;
- Positive and high image among Ukrainian non-governmental organizations, donors, public authorities;
- High level of professionalism in time management, quality of delivery, know-how and personnel management.

PROCEDURE FOR CCC SERVICES REQUEST

The customer should send a request and terms of reference stating the need for what service and volume, its subject matter and expected result, as well as the order of receipt (remote, visits to the organization, etc.).

Requests are sent to the e-mail office@ccc.kiev.ua

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