



Republic of Lebanon

*Office of the Minister of State for Administrative Reform
(OMSAR)*

*FRAMEWORK ARRANGEMENT FOR THE
DELIVERY OF TRAINING TO THE PUBLIC
SECTOR*

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1. Introduction

The Minister of State for Administrative Reform (OMSAR), on behalf of the Lebanese Government, intends to organize training sessions that target the employees of the Lebanese public sector in various fields.

For this purpose, OMSAR is in the process of collecting resumes for establishing a database for the interested **individual candidates** who are qualified to prepare and present one or more of the training topics listed below.

2. Scope

The training sessions shall cover several ministries, public entities and administrations. The training venue and logistics will be provided by OMSAR. Each trainer can submit an application for the delivery of one or more topics from the below list:

Code	Topic	Learning Objectives
T:001	The Concept of Public Service, the Rights and Obligations of Civil Servants	<ul style="list-style-type: none"> *Grasp the concept of public service and understand the main characteristics of public sector employment. *Understand the personnel regulations that govern the rights and duties of public sector employees; *Observe the administrative hierarchy; *Comply with the reporting relationships;
T:002	Writing Legal Texts for the Public Sector	<ul style="list-style-type: none"> *Improve the style of writing draft laws and regulations; *Phrase the legal texts with simplicity and professionalism using the public sector terminology; *Eliminate redundancies and complexities by consolidating the legal texts.
T:003	Reporting Standards	<ul style="list-style-type: none"> *Standardization of the reporting process; *Setting reporting parameters; *Selecting and writing the content; *Establishing a well-structured report; *Observing public sector terminology.
T:004	Simplification of Procedures	<ul style="list-style-type: none"> *Implement the latest techniques of administrative simplification in the Lebanese administrative milieu; *Prioritize areas of simplification and establish tackling methods; *Collect and analyze the necessary data and information; *Report and present findings and solutions; *Get insights into local and international practices.
T:005	Regulatory Impact Analysis	<ul style="list-style-type: none"> *Assess the impact of current and prospective regulations on different stakeholders; *Measure administrative burden (financial and non-

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		financial aspects); *Get insights into local and international practices.
T:006	Administrative Correspondence in the Public Sector	*Prepare official documents, official letters, minutes of meetings, memos, and short reports using the right style and the public sector terminology.
T:007	Writing TORs and Procurement Management	*Compare the existing procurement regulations with the suggested mandate; *Cope with existing problems in the public procurement system; *Prepare TORs; *Estimate prices; *Better coordination between public entities and the Tenders Administration.
T:008	Concessions Management and Control	*Understand the concept of concessions and the relevant contracts; *Apply concessions control procedures, techniques and indicators; *Observe the control limitations and constraints; *Develop reports on concessions control.
T:009	Customer Service	*Better communication with the clients of the public sector; *improved customer satisfaction; *Effective handling of complaints.
T:010	Consumer Protection (Techniques and Limitations)	*Compliance with consumer protection techniques and procedures; *Observation of control constraints and limitations; *Applying sampling techniques; *Management of the supply chain from production to consumption; *Preparation of fact-finding and control reports.
T:011	Negotiation Skills	*Better preparation of the negotiation process; *Setting targets; *Applying various scenarios; *Dealing with difficult situations; *Closing the negotiation process in an effective manner.
T:012	Telephone Communication Skills	*Mastering telephone communication (incoming and outgoing phone-calls); *Better regulation of the voice expressions; *Follow-up on phone-calls; *Effective closing of phone-calls; *Handling difficult callers.

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T:013	Strategic and Annual Plans	<ul style="list-style-type: none"> *Developing a vision for the public sector organizations; *Setting objectives; *Adopting a clear planning methodology; *Integrating the efforts of the various units; *Writing comprehensive, applicable plans; *Integrating plans into the budgeting process. *Setting indicators and measuring progress;
T:014	Human Resources Management in the Public Sector	<ul style="list-style-type: none"> *Play a proactive role in developing HR plans to help transform the personnel units into HR Directorates; *Better assessment of existing competencies; *Utilization of potentials in the public sector; *Better cope with the constraints to career development
T:015	HR for non-HR Managers in the Public Sector	<ul style="list-style-type: none"> *Enhance the professional relationship between the superiors and subordinates (motivation techniques); *Realization of managers of their crucial role in managing their employees; *Further coordination between line managers on one hand, and the HR Directorates and the Civil Service Board on the other hand. *
T:016	Performance Audit	<ul style="list-style-type: none"> *Adopt the concept of performance audit (the 3 Es); *Prepare the ground for conducting performance audit missions on an incremental basis; *Define the scope of the missions and decide on samples; *Develop, document and apply a performance audit methodology;
T:017	Project management	<ul style="list-style-type: none"> *Identify projects to be implemented; *Apply the various stages of project management from planning, to execution, to monitoring and evaluation; *Coordinate efforts and build partnerships with donors and other stakeholders.
T:018	Leadership Skills	<ul style="list-style-type: none"> *Transform existing managers into effective leaders and discover potential leaders; *Apply various leadership styles; *Influence staff to achieve corporate goals.
T:019	Group Dynamics	<ul style="list-style-type: none"> *Improve the ability of managers and staff to work in teams; *Cope with the difficulties of group dynamics;

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		*Create the optimum balance between individual qualities and collective efforts.
T:020	Public Event Management	*Organize public events in a professional manner; *Improve communications with the various parties involved in the event; *Adapt to emerging issues before, during and after the event;
T:021	Business English	*Learn and apply basic correspondence in English (e-mails and official letters); *Use different writing styles based on the targeted audience; *Learn and apply the basic oral communication skills.
T:022	Conflict Management	*Analyze the reasons of the conflict and the parties involved; *Apply various ways to calm or escalate a conflict;
T:023	Statistics Techniques	*Apply modern statistical methods and techniques; *Design and conduct statistical surveys; *Analyze results of the surveys; *Better coordination between the various public entities involved in statistics; *Report and present results.
T:024	Stress Management	*Identify the sources of stress; *Adapt to the work environment; *Use various methods to cope with the daily stress; *Maintain a balanced life;
T:025	Time Management	*Prioritize work; *Develop daily plans; *Deal with interruptions; *Readjust work schedules based on emerging needs.
T:026	Safety Standards at the Transmission Stations	*Recognize and comply with the health and safety standards at the Radio Liban transmission stations; *Better protection from Electro-magnetic waves

3. Methodology: Application, Selection and Contracting

This section includes information about the methodology that has to be followed by the interested applicants;

It also includes information about the methodology that will be adopted by OMSAR to select the appropriate individuals for the job and the method of communication between OMSAR and the different candidates.

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3.1 Application Form

Interested individuals who meet the selection criteria listed below have the right to submit their documents and to apply to train one or more of the above mentioned topics. The interested applicant must identify the topic(s) that meet his/her expertise.

The applicant must fill out an electronic form and attach a soft copy of his/her resume. The electronic form can be accessed from the following link: [Trainer Profile Submission Form](#).

OMSAR reserves the right to request additional documentation (such as Work Attestations, Educational degrees, etc...) in due course. Failure to provide the required documents will disqualify the applicant.

3.2 Evaluation and Selection

The selection process will be done by OMSAR based on the submitted applications and the courses in question (nature, level, complexity, delivery method, language requirements, etc...). The evaluation and selection process of the trainers will be done for each topic separately, and in a continuous manner at different intervals of time depending on the schedule of the training sessions.

The selection process will be conducted for one topic at a time according to the training schedule set by OMSAR. If deemed necessary, OMSAR is entitled to readjust the schedule.

The evaluation and selection process will be done in many forms including but not limited to the following:

- i. Screening of resumes for each topic separately;
- ii. Possibly conducting one interview or more with the candidates;
- iii. Requesting any appropriate supporting documents;
- iv. Conducting any written tests when deemed necessary; and
- v. A relevant demonstration by the candidate.

Candidates are expected to be individuals with a specialty and high familiarity with the field and material that they are proposing to present, and they should have the necessary qualifications to run and discuss an open discussion with the employees of the public sector.

Interested applicants are expected to meet the following criteria to be considered for acceptance into the Trainers' database:

- 1- Knowledge of the subject matter based on proven working experience;
- 2- A proven training experience in the designated field (minimum 2 years);
- 3- Preference for acquaintance with the Lebanese public sector;
- 4- Excellent communication and language skills;
- 5- University degree.

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Further to selecting the qualified candidates, OMSAR will notify the successful candidates that they have been admitted to the Training Framework Database.

3.3 Contracting

OMSAR will contact qualified trainers to discuss the specific training to be scheduled. Before finalization of the schedule, the fees will be agreed upon. Should the same not be mutually agreeable, OMSAR will initiate contact with another qualified trainer from the database.

OMSAR shall be the linking-point between the trainer and the beneficiaries concerned. Field-visits to the ministries and administrations will be coordinated by OMSAR in order for the trainer to conduct a deeper Training Needs Analysis according to which the training material shall be tailored. The trainer will propose a detailed outline as well as the full course material for review and comments by OMSAR. The trainer will modify the same as instructed and will propose another revised version for another cycle of review. Should the proposed outline and material be not acceptable or should the trainer fail to provide the same in a timely manner, OMSAR will initiate contact with another qualified trainer from the database.

Once the material is approved, the trainer will sign a simple contract to cover his/her engagement in this specific training assignment.

OMSAR may as well initiate contact with more than one trainer simultaneously and discuss availability, fees, timing, scope, etc... based on which the candidate offering the most economically advantageous proposal within the set constraints will be selected.

There is no pre-defined Time Schedule set for the implementation of the above courses.