



LEPL Training Center of Justice of Georgia

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Quality Public Service

**What do citizens
as a customers want?**

Customer Intelligence

Citizens

are Changing too?

"We're always talking about efficiency, productivity, restructuring, transformation and accountability.

*And to the ordinary
citizen this means little.*

*What the citizens want to hear is **honesty,***

***trust, care, service** ... We have to*

communicate with

*people at an **emotion level**" (Delegate to*

OECD

Symposium, cited in Lau, 2000, p.59).

Work



Physical



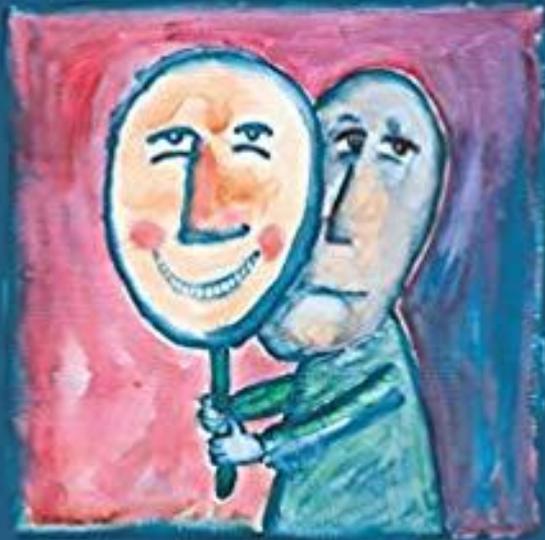
Mental



Emotional

EMOTIONAL LABOR

PUTTING THE SERVICE IN PUBLIC SERVICE

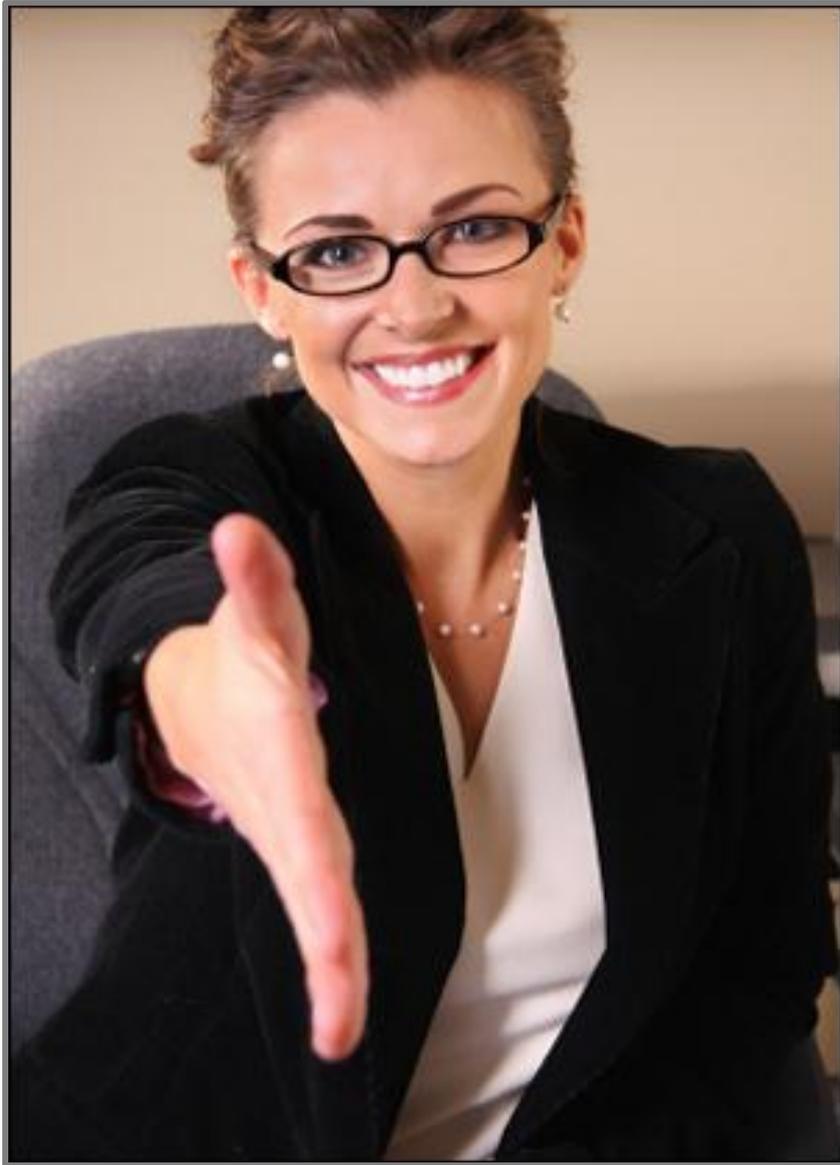


MARY E. GUY
MEREDITH A. NEWMAN
SHARON H. MASTRACCI

Emotional Labor and Public Service

*Emotion work turns our attention
to the **caritas function that is
at the heart
of public service.***

**It is about Caring!
Customer Care!
Caring bureaucrats!**



CSB - Customer Service Behavior as a form of **Prosocial** (i.e., helping) behavior directed toward customers/Citizens.





Appropriate Mindset, Values, Cognitive and Emotional Competences.



Stress

Always ***treat your***
employees *exactly as you*
want them to treat your best
customers/Citizens.

Training Center of Justice Of Georgia



- ONE OF THE LEGAL ENTITIES OF PUBLIC LAW (LEPL) OPERATING UNDER THE CONTROL OF THE MINISTRY OF JUSTICE OF GEORGIA (MOJ).
- HAS BEEN FUNCTIONING SINCE 1971.
- COMPRISES TBILISI AND KVARELI TRAINING CENTERS.
- **MAIN OBJECTIVES OF THE CENTER ARE:**
 - PROMOTE THE CURRENT LEGAL REFORMS IN GEORGIA THROUGH THE TRAINING PROGRAMS OF CIVIL SERVANTS, CITIZENS AND OTHER STAKEHOLDERS.
 - FACILITATE ORGANIZATIONAL DEVELOPMENT, MANAGEMENT AND QUALITY PUBLIC SERVICE ENHANCEMENT OF THE DIFFERENT ORGANIZATIONS.

Main Directions and Services:



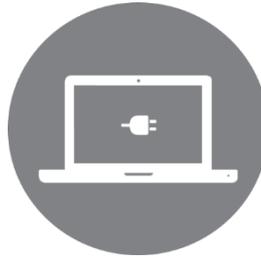
LEGAL TRAINING UNIT



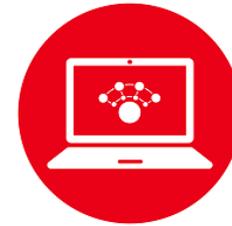
SOFT SKILLS TRAINING UNIT



FINANCIAL TRAINING UNIT



IT TRAINING UNIT



TESTING COORDINATION UNIT



CERTIFICATION UNIT

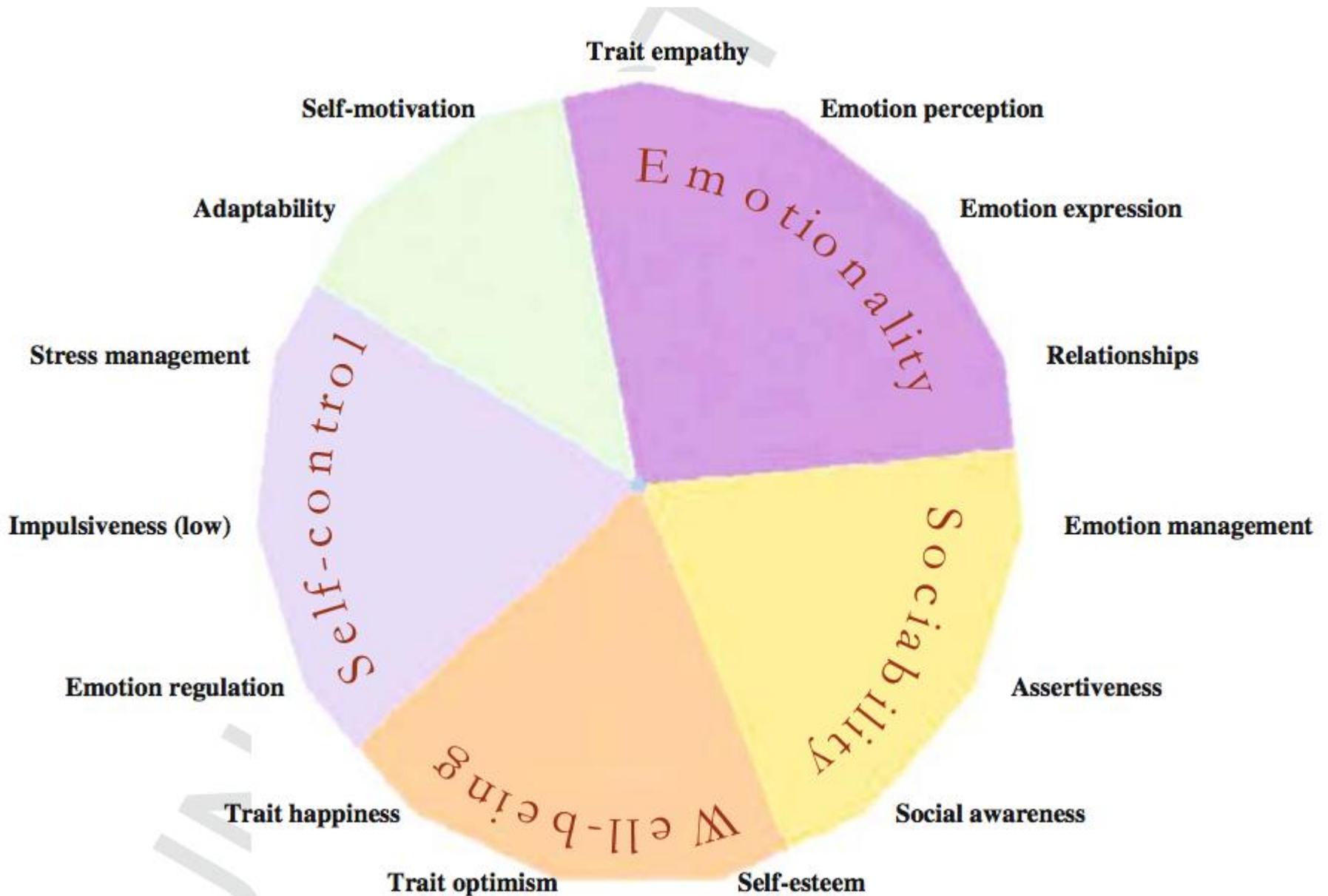


TEST CREATION UNIT

Training

Testing

New Trend



Modern Infrastructure

TBILISI, 2013



TO CREATE APPROPRIATE AND HELPFUL ENVIRONMENT FOR BRAIN FRIENDLY LEARNING!

Infrastructure In Tbilisi, 2014



ON THE BASIS OF TBILISI TRAINING CENTER:

- WELL-EQUIPPED AND MODERN DESIGNED ROOMS FOR TRAINING AND OFFICIAL MEETINGS;
- COMPUTER ROOMS FOR TRAININGS AND TESTING.



CONFERENCE ROOM,
WHICH CAN RECEIVE 40-
80 PERSONS
ALTOGETHER

Infrastructure In Kvareli, 2013



LOCATION

IT IS SITUATED IN ILIA HILL, KVARELI MUNICIPALITY, JUST TWO HOUR DRIVE FROM TBILISI. THANKS TO LOCATION, VISITORS CAN PARTAKE OF THE UNIQUE NATURAL WEALTH AND IMPLEMENT THERE LEARNING PROCESS IN ECO-SAFE AND PEACEFUL ENVIRONMENT.

Infrastructure In Kvareli, 2013



SERVICES

IT COMBINES SERVICES OF LEARNING-LIVING COMPLEX AND SERVICES FOR DIFFERENT TYPE OF BUSINESS MEETINGS. THIS IS THE PLACE YOU CAN CONCENTRATE ON YOUR TASKS AND RELAX MEANWHILE. COMPLEX REPRESENTS MODERN STANDARDS AND COMFORTABLE INFRASTRUCTURE LEARNING COMPLEX OFFERING HIGH CLASS LIVING FACILITIES.

ON THE BASIS OF TRAINING CENTER:

- WELL-EQUIPPED AND MODERN DESIGNED ROOMS FOR TRAINING AND OFFICIAL MEETINGS
- COMPUTER ROOM
- CONFERENCE ROOM, WHICH CAN RECEIVE 150 PERSONS ALTOGETHER

Infrastructure In Kvareli, 2013



FULLY EQUIPPED
RESTING SPACES
CREATING BEST
ATMOSPHERE TO RELAX.

Public Service Reform Accreditation

The National Center for Educational
Quality Enhancement



On September 19, the first meeting of the Accreditation board for Professional Development Programs **for civil servants** was held. According to the decision of the Council, the **basic professional development programs** of the public servants presented by the Training Center of Justice of Georgia have been accredited for 5 years.

- these are the "**Managerial Skills**" and "**Development of Personal and Professional Competences**" e basic programs of professional development which is mandatory if employed in the relevant public service.

TCJ is in compliance with Standards and procedures of the accreditation of professional development programs for civil servants.

“

All governance is **people governance**.

All public service is **people** service.

It's all people.

Without **trusting relationship** there is no Governance.

Relationships are the **DNA of governance**”.

(Kramer, 2003).



Thank you for your
attention !