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AGENCY FOR
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ERASMUS+ KA2 partner project for
increasing the linguistic competence of the Roma national minority

BETTER TOMORROW

- ENGLISH -

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MODUL 1

1.1. Unemployment

Hello everyone,

Today we will be talking about unemployment. Unemployment is a state in which a person is without a job. In other words, an unemployed person is a person who is not currently employed. Being employed means working for someone through a contract. These contracts can be an employment contracts (specified, unspecified), a service contracts or an author's contracts, etc. An employment contract is a legal document that you sign when you are hired by an employer. The employer is the person who offers you a job, i.e. the person you work for. Likewise, a person can be self-employed, that is, a person is his own boss. These are, for example, owners of companies, businesses and trades. Think about which employers you know in your area. Would you be able to name a couple of employers or self-employed people, i.e. people who are their own bosses?

Let's go back to unemployment. Unemployment can be open or hidden. Open unemployment is unemployment that occurs due to the influence of external factors and hidden unemployment is unemployment that occurs due to insufficient utilization of the workforce. Sounds complicated? It's not, just keep following us and everything will be clear to you. :D

Unemployment is actually a systemic problem, i.e. a problem of the societal system in which we live. Unemployment is a phenomenon that occurs in every society and, therefore, every social change affects unemployment in the same way. Therefore, we will first explain open unemployment using the following example:

In cases of crisis or recession (= deterioration of economic conditions in a country, most often accompanied by a decline in the paying power of the inhabitants of that country or an increase in the prices of food and raw materials that is not accompanied by an increase in wages, residents with the same salary, can no longer afford to buy or pay for things that they once could afford). Phew, that was a long explanation, so let's start from the beginning, in cases of crisis or recession, unemployment generally increases. Why? Well, because in times of crisis or recession, in other words in times of weaker economic opportunities, there will not be as many job offers. Because there are not so many jobs, then, logically, the number of unemployed people in the country increases.

Apart from recessions, other social phenomena affect the increase in unemployment, such as: major technological revolutions (discovery of the Internet), natural disasters (earthquakes) or war. So, all these external factors influence the increase of unemployment among people.

On the other hand, we have hidden unemployment. Hidden unemployment is a slightly more complicated term. Hidden unemployment means that people are able to work but are unemployed. Now we will explain it in a little more detail. So, able-bodied people or individuals are people who can work. They have the physical and mental capacity to do some kind of work, but due to some circumstances they are not employed. Let's think about what it is on your example:

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Imagine a person capable of working, that is, imagine a person who is capable and can do some work. This work can be some physical activity or, for example, office work. And now try to imagine why such a person cannot work?

So let's recap everything we've talked about so far. There is a concept named unemployment that refers to people who are not employed, i.e. who do not work. Unemployment can be open or hidden. Open unemployment (we can notice or see) is unemployment due to certain external influences (such as crisis, recession, technological revolutions, natural disasters or war). Hidden unemployment (we cannot notice or see, at least not so easily) is unemployment that occurs when able-bodied people do not work. The reasons for their unemployment may be due to their personal reasons or due to some external reasons.

Now let's move on and talk about unemployment indicators. What are unemployment indicators? Unemployment indicators are factors or elements that show us how many unemployed people there are in relation to the number of employed people. There are two types of institutions that collect these unemployment indicators:

1. Data or information processed by the Bureau of Employment
2. Data or information processed by the Bureau of Statistics

Have you ever heard of the Bureau of employment? Tell us about your experiences with the Bureau of Employment.

Unemployment indicators show us how many people are unemployed in a society. They can also show us why some people are unemployed. This information is important because it enables us to solve the problems that cause unemployment. In other words, unemployment indicators help us understand what affects unemployment in a particular country.

Unemployment indicators are also important for something else, namely the detection of long-term unemployment. Long-term unemployment is a condition when a person is unemployed for a longer period of time. In other words, if a person is unemployed, i.e. without a job, for longer than 12 months, then he is considered a long-term unemployed person. Long-term unemployment is dangerous because it increases the risk of poverty and social exclusion. Social exclusion is the name for the phenomenon of exclusion, i.e. rejection of a certain group of people from society. An example of social exclusion is precisely the Roma who are most often isolated (excluded) in their own closed communities. Because of this, later on, it is more difficult for them to integrate into society, and they cannot enjoy the same privileges as their fellow citizens.

Let's repeat all this, in order to know who is employed and who is unemployed and why, we need unemployment indicators. Unemployment indicators are data or information that show us (indicators show) how many people are unemployed in a society. Because of this data, we can detect or reveal long-term unemployment. Long-term unemployment means that a person is unemployed for longer than 12 months, i.e. one whole year.

With that, we will end today's lesson on unemployment.

See you another time where we will talk more about social exclusion!

Goodbye everyone!



1.2. Social exclusion

Hello everyone,

Today we will talk about social exclusion. In the last lesson we mentioned social exclusion, who remembers? Can you tell us what you remember or what you know about social exclusion? Explain in your own words.

Thank you for your answer. Today we will talk a little more about this phenomenon. Social exclusion or social isolation are synonyms. Synonyms are words that have the same meaning. So, social isolation and social exclusion are words that have the same meaning, and they indicate or mean that some citizens (= residents of a city, citizens) do not have access to the same rights as other citizens. Let's explain it with an example:

Have you ever heard of someone being denied healthcare? Or that someone did not have access to a quality school or education? Well, this means that this person is being socially isolated or excluded from one part of society. For various reasons, she is isolated from the community in which she lives and therefore does not have access to the same rights as other members of that same community. This inability to enjoy the same rights as other members of the same community means social isolation. So, because of a person's social position in a community, they cannot enjoy the same rights as another member of that community who has a higher social position than then.

The higher a person's social status, the more social rights he enjoys (quality health care and education, access to diverse jobs). The lower his social position is, the less rights he enjoys.

Along with social isolation, there is another similar concept – economic isolation or economic exclusion. Economic isolation indicates a state in which other people do not want to work or cooperate with a person. Because of this, that person gets fewer job opportunities, which then affects their lower earnings. When many members of a certain society refuse to cooperate or work with one particular person, it is called economic isolation. In other words, the person is isolated from the economic (job or business) opportunities that they could get, if other people wanted to would want to cooperate with them. Lack of job or business opportunities means lack of work, i.e. work, which means lack of earnings, i.e. money.

Today we went through very difficult and abstract topics - social exclusion, i.e. isolation, and economic exclusion, i.e. isolation. Could you now repeat what those terms mean? Try to explain in your own words. Can you give an example of social and economic isolation?

Bravo! Exactly! Social isolation is isolation from the society or community in which we live, and economic isolation is isolation from the world of work or the labor market, which is why we don't have as many business opportunities as someone else. The less work we do, the less money we earn. Social and economic isolation are part of labour market exclusion.

I think we went through a lot today and you are doing great! Keep it up!

See you in the next video where we will talk about something called employability! Curious what it is? Well, you will have to join us in the next lesson!

Hello everyone!



1.3. Employability

Hello everyone,

As we said last time, today we will talk about employability! However, before we start with today's lesson on employability, let's recall what we learned in the last lesson?

You answered that perfectly! Last time we learned about social and economic exclusion, which together constitute exclusion from the labor market! Today we will talk in more detail about exclusion from the labor market. So, let's explain everything in order. The labor market is a term that refers to the market where jobs are sought after or offered. When you go to the Bureau of Employment to look for a job, you access an institution that offers you jobs from the labor market. The institution is in charge of listing job vacancies in the country and monitors which employers offer which jobs. All jobs in the state make up the labor market, and all employers and their employees, together with them, make up the labor market. So, the labor market is the market where we look for or offer jobs.

Now that we have explained the labor market, we should also explain exclusion from the labor market. I'm curious, what do you think, how can we be excluded from the labor market?

Just as in social or economic exclusion, if a society or community excludes certain people from some social rights or economic (business) opportunities, then those same people who are excluded from some parts of a society will not have equal access to the labor market. They may not be offered the same high-paying jobs as others, or they may not be offered jobs at all, when they need work. This is what we call exclusion from the labor market.

Why is it important for us to know about social and economic exclusion or exclusion from the labor market? Well, because we need to know these things when we talk about employability! Yes, the moment has finally come when we will talk more about employability. Employability is a term that can be extremely simple or extremely complicated. It refers to a person's ability to get a job. Sounds simple, right? However, is the situation in reality as simple as it sounds?

Of course not. In reality, things are always much more complicated! When we talk about employability, we can talk about two types of employability - employability as work flexibility and employability as an individual trait. Slowly, we know this sounds complicated, but surely we'll explain everything step by step and then repeat at the end to make sure we understood everything.

Ok, are we ready? Let's go then! So, we talked about the fact that employability is a person's ability to get a job. A person's ability to get a job indicates how much a person has certain knowledge and skills needed to do a job. Let's explain it with an example:

How are you looking for a job? What is important to you when looking for a job? What would you like to get out of that job, and what can you offer to that job?

These are the questions we should ask ourselves when looking for a job:

1. What do I want to do - Where will I look for the jobs I want to do? How will I look for the jobs I want to do?
2. What do I want to get from this job - What do I want to learn in this job? What knowledge can I get in this job? What skills can I gain from this job?

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*skill s– something we have learned to do, such as cooking, cleaning or storing. These are all skills that we have learned from someone or from somewhere. Likewise, at work we acquire certain skills depending on what we do.

3. What can I offer in this job - What knowledge or skills, which I have right now, can help me to be a better employee? What can I do to do my job better?

By asking these questions, you help yourself determine what jobs you want to do and why. Likewise, you help market yourself and find jobs where you would like to work long-term, i.e. for a long time. Jobs that offer long-term employment, i.e. employment for a long time, are jobs that offer us financial stability. A continuous salary allows us not to worry from month to month about how and how much will we earn and how will we live.

However, by asking these questions, we help ourselves see what kinds of skills we possess. In other words, by asking these questions, we help ourselves determine whether we are flexible when it comes to work (employability as work flexibility) and whether we possess some general skills necessary for work (employability as an individual trait).

We talked about a lot stuff today. Let's repeat everything together to make sure we remembered. So, the labor market is the market where we look for or offer jobs. The labor market consists of all jobs, all job positions together with their employees and employers. Some people have free access to the labor market, while other people do not. People who do not have guaranteed access to the labor market (which means different quality jobs) are people who are excluded from the labor market. These two concepts, together with social and economic exclusion, are concepts related to employability.

Along with employability, we mentioned two other terms - employability as work flexibility and employability as an individual trait. Let's try to solve a task together.

First example:

My name is John. I'm handy with my hands and I like making things. I like working with natural materials such as wood and making practical things that will benefit me or others. In addition to liking making things with my hands, I have no problem doing other physical jobs. I can carry heavy loads, such as removing rubble from buildings, carrying furniture or bulky waste. What kind of employability does Ivan have?

That's right, it's about employability as a work flexibility. John is flexible when it comes to physical work and making things from natural materials. Therefore, he can do various jobs that include carrying loads or making things out of wood.

Another example:

My name is Marc and I am currently looking for a job. I like talking to people and I have no problem talking to anyone. I am good at computers and can type quickly. In my free time, I solve puzzles and generally like to find solutions to problems I encounter. I can work in a team, but I have no problem doing tasks independently. What kind of employability does Marko have?

Excellent! Marko has employability as an individual trait. Marc possesses many qualities (such as talkativeness, digital skills, problem solving) that can be turned into general skills needed for office jobs or jobs for working with people.

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Today's lesson was not easy at all, but we managed to overcome everything. You see it's not really that hard.

In the next video, we will talk about looking for a job and all the ways we can look for a job! I can't wait to hear in what ways do you look for jobs! Join us in our new lesson!

Goobye everyone!

1.4. Active job search

Hello everyone,

Last time we had a comprehensive, i.e. big lesson. We talked about concepts such as the labor market and exclusion from the labor market, and what does employability mean? Now try to explain these concepts in your own words.

Great! After we had learned these new terms, we had also mentioned employability as work flexibility and as an individual trait. We had explained these concepts through the example of Ivan and Marko. Who can recount their examples and remember what kind of employability did we talk about?

Yes, that's right, John was flexible when it came to jobs and he possessed employability as work flexibility, and Marc had a number of qualities that would correspond to some general jobs that are required. Therefore, Marc possesses employability as an individual trait.

Today we're going to change the way we work a little. Today's topic is an active job search! Before we move on with the material, I would like you to explain how do you look for a job?

Regardless of what you said, there is no wrong way to look for a job. It is important to look for a job! As long as we are looking for a job, sooner or later we will find it. However, there are certain things we can do to increase our chances of finding a job.

Today we will go through with you, step by step, how to actively search for a job!

1. To begin with, if you have not done so already, register in the unemployment register at the Bureau of Employment. You can apply electronically or in person, coming to their location.
 - a. To register in person, you will need:
 - i. identification document
(valid identity card issued by your country, passport or residence card for third country citizens)
 - ii. certificate or diploma of education
(original for inspection or certified copy, if the person does not have the original)

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- b. To register electronically, you will need:
 - i. identification document
(valid identity cards issued in the your country, passports or residence cards for third-country citizens)

2. After applying, you will have to have an informative interview with an employment counselor. Your counselor will ask you some things about your personality (remember employability as an individual trait) and for your existing skills (remember employability as work flexibility). Let's recall those questions related to the job search:

Very good, we are making good progress! Now, let's solve two tasks:

First example:

How would you describe your individual traits or characteristics that you think are employable? Try to describe yourself in such a way that the employer would want to hire you. Describe your personal characteristics that you think could be an advantage in employment.

Very good, you should practice this kind of presentation at home in front of the mirror. Remember what you want to say and recite it in front of the mirror. In this way, you practice confidence in your self-presentation and build your self-confidence doing so!

Another example:

How would you describe some skills you already possess? Where did you get them? Doing what? Describe some of your existing skills and how you acquired them. Think carefully about what you know how to do and which of your skills would be a desirable skill for a job.

Excellent! Employers like to hear from people who are interested in working. Keep this in mind when presenting yourself for work. How can you present yourself in a way that will make someone want to hire you. This is exactly why it's important to know all this information about employability!

Another way you can actively look for a job is by following active employment policies. Active employment policies are measures issued by the Government that encourage employers to employ different groups of people. It is not a bad idea to go to the website of the Bureau of Employment and see if there is an active employment policy currently open on their website and if we are part of that policy. In case you don't find your way on the Internet, you always have the option of going to the Bureau of Employment in person and asking them for help with employment through active employment policies.

We did a lot today! We learned how to be active in your job search and what an active employment policy is!

And now, finally, we suggest that you go to the website of your employment agency and do just a little research on the site. Try to find the currently valid active employment policy and think about whether you fall under that policy.

Gooby everyone!



1.5. Communication skills

Hello everyone!

Up until now, we have dealt with topics directly related to employability and job searching, however, today we will talk about something extremely important but it might not immediately come to mind when we talk about employment. It's communication.

Getting hired, actively looking for a job and finally presenting yourself at a job interview are all actions and actions that require good communication skills. But what are communication skills? I'm glad you asked me that. Communication skills are the skills needed to maintain communication with different people. You might be wondering now: 'Why do I need special skills to talk to people? I talk to people every day, it's not a special skill!' You'd be surprised, but being able to hold a conversation with different people while presenting yourself in the best possible way is really a special skill. Let's explain this with an example:

We all know people who have a way with words and have a special way of crafting sentences and expressing themselves. These are the people who can talk to anyone at any time about anything. Do you know such a person? Try to describe them. How are they different from you?

We say that these people have innate communication skills. What does that mean? This means that they are simply born with the ability to talk to anyone about anything. However, that doesn't mean the rest of us, who weren't born with these skills, can't learn them. And that's exactly what we're going to do today!

Let's start with the definition of communication. Communication is the process of exchanging words or information between two or more people. When we talk to someone, what are we actually doing? We are trying to convey to them some sort of information, something that bothers us, interests us, or simply something that we want to share with another person. Whatever the reason for communication, it always boils down to this exchange of information.

Following us? Now let's go a level up. There is something called verbal and non-verbal communication. So, it is a type of communication (=process of information exchanged between people) that takes place on two levels. Verbal communication is communication with words, as we mentioned in today's examples, and non-verbal communication is communication without words. You may be wondering how we can communicate without words, but the answer is actually quite easy. Exactly what I did now is a form of informal communication. Who can explain to me what I did? And who can explain to me what that means?

Exactly, there is something we call gestures - certain body movements and facial expressions. We complete our verbal communication with gestures and facial expressions. For example, we can say like this:

Hi Ivan? What a beautiful day it is outside, isn't it?

or like this:

Hi Ivan? What a beautiful day it is outside, isn't it?

Have you noticed the difference? Who could tell me how these two sentences differed?

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That's right, in the first sentence there were no gestures, facial expressions and voice changes, while in the second there was. That's why the first sentence sounded strange and unnatural to us. Although there is nothing unusual about the sentence itself, the way I conveyed the information was strange and unnatural. The reason for this is precisely because of verbal and non-verbal communication. We are not aware of it, but we use verbal and non-verbal communication constantly and alternately. Alternating means that we use a little verbal and a little non-verbal communication. And sometimes we use these two types of communication together.

Ok, let's see how this can help us in our job search?

A job interview is part of the job search process. The job search process consists of the job search itself (e.g. on the website of the Employment Service or by researching ads around the city) and up until the job interview. A job interview is the first step in employment. If we do it well, there is a great chance that we will get a job. This is one of the reasons why it is extremely important today to be well prepared for a job interview. And this is exactly where verbal and non-verbal communication will help us!

How can verbal communication help us in a job interview?

Easy, because by knowing verbal communication, we can better determine what we want to say and how we want to say it. In other words, if we know some rules related to verbal communication, then we will know how to present ourselves in the best way. First of all:

1. Avoid yes or no answers

If they ask you a question, avoid short answers and try to be comprehensive in your answer. Show how interested you are in the position with your broad answers!

2. Show interest

Listen carefully to what your employer is saying, don't interrupt them and let them finish what they were speaking. That means to let them complete their thoughts and then ask questions.

3. Ask questions

By asking questions, you show that you have listened carefully and that you are extremely interested in this position.

4. Prepare questions in advance

To show your interest in the job, prepare questions in advance.

5. Research the job or company you are applying for

Good preparation is the key to success. Ask a little about the job and write down all the information you get. This will help you prepare questions for a job interview, but also prepare yourself

6. Practice, practice and practice

A good old Latin proverb says that repetition is the mother of knowledge, and it's right. Being well practised, feeling secure and confident will help you have the best job interview of your life!

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That's all the advice related to verbal communication, but what about non-verbal communication? Well, non-verbal communication will be just as important as verbal communication and here's how:

1. Keep practicing, practicing and practicing

As you practice your self-presentation, try paying attention to the words you use, the way you say them, and the tone you use. It is important that you are aware of your body and that you feel comfortable during a job interview.

2. Confident tone and voice

People love confidence. A strong and decisive voice and tone will attract much more attention than a soft whisper or stammer. Be confident in what you have to say and have faith in yourself.

3. A warm and cheerful smile

A warm smile is something we can use to make ourselves feel better, but also to make the person next to us feel better. A smile doesn't cost us anything but it can bring us good fortune.

4. Eye contact

Try to keep eye-contact with the people you are talking to. This doesn't mean look without blinking, but simply don't be afraid to look your potential employer in the eye.

Today we have learned another great lesson! Although communication is something we use every day, knowing how to talk and knowing how to present yourself are two completely different things. That is why today we have provided you with all these tips that will help you both in preparing for a job interview and in communication at the workplace! In the next lesson, we will repeat everything, so we will have the opportunity to practice these newly learned communication skills!

See you!



MODUL 2

2.1. Establishing an employment relationship

Hello everyone!

The last time we saw each other, we talked about some basic terms revolving the labor market. Some of those terms were:

- Unemployment
- Social and economic exclusion
- Exclusion from the labor market
- Employability
- Active job search
- Communication skills
- Verbal and non-verbal communication
- Business communication

We had to learn these terms in order to understand topics related to the labor market. Today's topic will also be related to the labor market, i.e. specifically, today we will talk about establishing a working relationship at the local level and at the European level. However, before we move on, can you explain in your own words what does it mean to establish a working relationship?

Very good! Establishing an employment relationship, in short, means entering into a working relationship with an employer. We enter into a working relationship with an employer when we sign a contract. Each country arranges its labor laws and regulations differently according to the type of contract you sign. However, the contract that we are most interested in, and the contract that is important to everyone, is the employment contract, and it looks a little like this:

When you put your signature on the employment contract, you promise your employer that you will respect and implement what is written in that contract! By signing the employment contract, both the employer and the employee oblige to hold on to what is written in the contract. This is why it is extremely important to read first what is written in your contract before you sign it!

Now let's see what is written in each employment contract.

The employment contract should contain the following information:

- information about the employee and the employer
- work start date
- job title
- a short description of the job position
- work place
- duration of the employment contract
- use of free days or annual leave
- decision on daily or weekly rest and redistribution of working time
- salary

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- length of notice period
- other rights and obligations related to the Labor Law (= which is unique for each country)

Every employment contract must contain this information because it is prescribed by the Labor Law. The Labor Law is a legal document adopted by each country. This means that each country determines what will be included in its Labor Law. Therefore, labor laws differ in each country and this makes them specific and different. However, for the member states of the European Union, there are certain parts of the Labor Law that must be uniform or harmonized with European legal documents on labor. So, although the Labor Law differs from country to country, there are certain parts of the Labor Law that are the same in every member state. The part that must be the same for everyone is the information that we stated a moment ago in the employment contract itself. This information is important because it determines and defines our workplace and work position. Would you be able to tell the difference between these two terms?

Good thinking! In essence, these two terms have the same meaning and, therefore, how do we call them?

Great! A synonym is the correct answer! Synonyms are words that have the same meaning, as well as our workplace and job position!

Now that we have seen how does it look in our country, let's see how does it look in the European Union. The European Union is a group of countries located in Europe. Some countries on the European continent have joined together in a group we call the European Union. The European Union currently has 27 member states out of a total of 44 countries located in the European area. The European Union, as an association of different member states, offers certain economic, social and economic benefits to its members. What does this mean? This means that every country that joins the EU gets certain benefits compared to other countries that have not joined the EU. One of those benefits is the possibility of employment anywhere within the European Union, if your country is a member of the European Union. Therefore, you can get a job in any EU member state, provided that your home country is also an EU member state.

In order for all of this to be possible, the European Union should have to define the term "worker", and all member states should have to agree to this definition of the term "worker" and introduced it into their laws, one of which is, for example, the Labor Law which we have already mentioned. Therefore, the European Union defines the term "worker" as any person who can perform a certain work activity in an efficient and real way.

This definition is important because of a person's right to work. When the European Union was founded, it had defined some joint documents in which they listed and defined the rights and freedoms of every human being. One of these freedoms is the freedom to choose an occupation and the right to work for every person. According to this document, every human being has the right to choose his own profession at birth. In other words, each person can and should decide for themselves what they would like to do in their life. Likewise, every member state of the European Union should enable every citizen to work. With this, the European Union guarantees every person the right to work. The document in which the European Union listed and defined all these human freedoms is called the European Convention on Human Rights.

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With this, we conclude today's lesson on work at the local level and at the level of the European Union. How are you feeling? How was it to hear about this? Do you think this will be helpful in finding a job? Don't forget to fill out the satisfaction self-assessment after each lesson and give us feedback!

See you in the next lesson!

2.2. Working hours

Here we are again!

We have gathered here today to continue our language lessons on the topics of employment and employability! So let's get started! Who can tell me something about employment and who can tell me something else about employability?

Very good! Employment is a term that refers to the process of searching, finding and choosing a job and employability is the possibility of a certain person to get a job!

Last time we talked about establishing an employment relationship and we talked about what it means to establish an employment relationship and how it is done at the European level. Today we're going to expand on that topic a bit and talk about working hours, so let's get started!

Working hours is a concept that we have mentioned so far, but we never went on to explain it. In fact, we can ask ourselves the question, what are working hours?

Working hours is the time during which the worker is obliged to perform tasks. So, if you remember from the last lesson, we said that the worker, before starting work, makes an agreement with the employer...

_____?

That's right, an employment contract! An employment contract is a legal document that you, the worker, conclude with the employer. A legal document becomes valid only when you sign it. That is why it is extremely important to read everything we have to sign, especially when it comes to legal documents! Let's move on! Can you list at least four things that are in your employment contract?

That's right, let's repeat everything one more time because these are important things to remember!

The employment contract should contain the following information:

- information about the employee and the employer
- work start date
- job title
- a short description of the job position
- work place
- duration of the employment contract
- use of days off or annual leave
- decision on daily or weekly rest and redistribution of working time

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- amount of salary
- length of notice period
- other rights and obligations related to the Labor Law (= which is unique for each country)

This is important to remember so that we know what we are signing and why. Employment contracts are also divided by type. They can be fixed-term employment contracts and indefinite-term employment contracts. Which contract do you think is preferable and why?

You are on the right track! Let's figure it all out. A fixed-term employment contract means that the worker will work for the employer for a certain, i.e., limited amount of time. What does that mean? That means that the worker has agreed to work for a limited amount of time before signing the contract. After the work has been completed, if the employer wants to keep you as an employee, then he will have to offer you a new contract. In other words, a fixed-term contract means that at some point you will stop working for that employer or that employer will have to offer you a new contract. Do you think you should read the new contract offered to you by the same employer before reading it?

Of course! The answer is that you should ALWAYS read any legal document before signing it, even if it is with the same employer!

On the other hand, in contrast to a fixed-term contract, there is an indefinite-term contract, which is the preferable form of contract anyway. An indefinite-term contract is the preferred form of contract because it offers us employment without a defined end of work or employment. This type of contract can be terminated by the employer, by the employee, or termination by mutual agreement. Termination by mutual agreement means that the employer and employee have agreed to terminate the employment contract.

In addition to the type, contracts can also differ in duration of work. So far, we have talked about types of contracts – fixed-term employment contracts and indefinite-term employment contracts. However, there is another type of contract, namely full-time contracts and part-time contracts. Namely, we said that the contract must contain an item that defines our working hours. The maximum number of hours we can work in a day is 8 hours a day. This is prescribed by the Labor Law, which we also mentioned in the previous lesson, and in the European Union Directive on Labor Law.

The Labor Law prescribes the time we are allowed to spend working, as this protects the rights of workers. Do you remember that we previously mentioned workers' rights? Let's remind ourselves what workers' rights are and why they are important.

Workers' rights are rights guaranteed by law of all people entering employment. Entering into an employment relationship means entering into an employment contract or some other type of contract where the worker obliges to work for someone in exchange for salary. Every democratic country should protect human and labor rights of its citizens, and every European country obliges to promote and protect these rights and to punish those who violate them. For this reason, in order to prevent your labor rights from being violated, the European Union adopted the the European Union Directive on Labor Law and other legal documents defining allowed working hours. With that in mind, we've mentioned a full-time contract and a part-time contract. If the maximum number of hours we can work for the employer is 8 hours, how long can we work on a full-time employment contract?

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So, a full-time employment contract means that we made a contract stating we will work as much as we can, which is 8 working hours a day. On the other hand, if we enter into a part-time work contract with our employer, it means that we commit ourselves to work for the employer half-time, which amounts to 4 working hours a day. That is why the employment contract is called half-time, because it immediately indicates in its name that we can work only half of the total possible 8 hours of work.

Today we had a slightly demanding lesson, but it is important to adopt these basics related to work and workers' rights so that you can later join the labor market smoothly.

Next time we will talk about the concept called salary and why we work for salary? So don't miss us! See you!

2.3. Salaries

Hello everyone!

As we announced in the previous lesson, today we will talk about the concept of salary. We have also mentioned it up until now, but we have never explained it in detail, so let's start with what is salary?

Well done, you can see that you are following and making progress! Salary is the money we receive in exchange for our work, in the simplest terms. When we sign a working contract with an employer, we commit ourselves to work for him in exchange for a salary. How do we commit? Well, we commit ourselves with our signature! That's why we constantly emphasize how important it is to examine and read in detail before signing an employment contract. If you have trouble reading or understanding, take your sample contract to someone you trust who will be able to read and explain what is in the contract!

The employment contract defines when the employer will pay us and in what amount. When we talk about pay, we talk about gross and net amount, have you ever heard of these words?

Gross and net are words that indicate how much money is paid to our accounts. You might be wondering, if it's so simple why are the words so complicated? Now is the time when things get a little more complicated.

Earlier, we defined that when you sign an employment contract with an employer, you commit yourself to work in exchange for a salary. We defined salary as the money you receive in exchange for your work. The employment contract defines the amount of money you will receive for full-time or part-time work. If you have signed a full-time employment contract, then you have committed to working for the employer for the maximum possible number of working hours, which is 8 hours. And if you signed a part-time work contract, then you have committed to work half of the total maximum number of working hours. How much is that number?

That's right, a part-time work contract means working 4 hours a day!



Regardless of what kind of contract you signed, the employment contract will contain the amount of your salary and when it will be paid to you. The employment contract will state the gross amount of your salary. Now what does that mean?

Salaries are expressed with terms - net and gross. What do these terms mean? They indicate the amount of salary that is credited to your account and the total amount that the employer pay for your salary. You may be wondering, isn't the amount that goes into my account the total amount that the employer paid for my salary?

It's actually not. Different countries will have their own versions of this story, but what they all have in common is the difference between gross and net pay. The gross salary means the total amount that the employer must pay for your salary, and the net amount of salary means the amount of salary that goes into your account. What does it look like in reality? Let's see...

For example...

The total amount for your salary is 1000 euros. This amount is called the gross salary amount. The gross amount, we remind you, is the total amount that the employer pays for your salary. Of that 1,000 euros, 700 euros will go to your account. That amount that was deposited into your account is called the net salary amount. The difference between the 1,000 euros that the employer paid for your salary and the 700 euros that went into your account is 300 euros. And now we can ask, where did those 300 euros go? That difference between the gross and net amount of your salary is the amount that is paid back to the state. It is spent on taxes (= amount that is allocated and paid back to the state), surtax (= amount that is allocated and paid back to the city), payment of pension insurance (= amount that is allocated and paid back for the employee's future pension) and payment of health insurance (= the amount that is allocated and paid back for the protection of workers' health). If you were able to figure this all out, great for you! But if you haven't, don't worry because we will talk about these topics from now until the end of our modules! So there will be more than enough time to learn what all these terms mean and how we benefit from all of this.

Another difficult lesson is behind us, but with a little patience and effort, you can see that we managed to learn this difficult lesson as well. So don't give up just yet! We have a lot more interesting content and more interesting exercises to go through together! Follow us next time in the new episode – Termination of the employment contract, where we will talk more about whether it is possible and how to terminate the employment contract!

Are you interested in more? Well, you'll have to click on the next lesson to find out!

See you!

2.4. Termination of employment contract

The last couple of times we talked about topics and terms that are closely related to employment and job searching. We mentioned how the employment relationship is established and what it actually means, what are working hours and how much can we work in one day, what is a salary and why do we get it. Let's now briefly repeat all that...

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Establishing an employment relationship means to enter into a working relationship with the employer. You become employed when you sign an employment contract. An employment contract is a legal-binding document with which we oblige to work for an employer in exchange for a salary. Salary is the amount of money we receive for our work done. The salary is defined by the employment contract. Other information related to our job and job position is defined in the employment contract. That is why it is important to carefully read and examine everything before signing the document!

Now that we have repeated everything we have learned so far, we can continue with terms and topics that will be important for our future jobs. At the beginning, we mentioned how important it is to know how to properly enter into an employment relationship - with a detailed examination of our employment contract so that we are well acquainted with everything that we will have to do in the future, however it is also important to know how to terminate the employment relationship.

Employment can be terminated in several ways:

1.) When our Contract expires

We previously mentioned that there are two types of employment contracts:

- Employment contract for an indefinite period and,
- Limited time contract.

Who will tell me the difference between these two contracts?

That's right, a fixed-term employment contract is an employment contract with a defined end of employment. When you conclude such a contract, you agree with the employer on the start and end of work. At the end of the contract, the employer may or may not offer you a new contract. If he offers you a new contract, then you remain working for that employer for as long as is specified in the new contract. For example, if in the new contract your job is extended for another 6 months, it means that you will work for the same employer for the next 6 months with the new contract that he offered you. But, if he doesn't offer you a new contract, then you simply work for that employer until the date you work until and you stop working on the date specified in the contract. This means that if your contract states that the end of your employment is, for example, August 31st, then your last working day is August 31st, and you still have to come to work that day.

When the fixed-term employment contract expires, you have two options:

- Search for new jobs and,
- Register at your local Bureau of Employment.

After your fixed-term employment contract ceases to be valid, you should register with your local Bureau of Employment in 30 days of the contract's expiration.

In contrast to a fixed-term contract, there is an indefinite-term contract. It is an employment contract without a defined end of employment. In other words, when we conclude this contract or when we enter into this kind of employment relationship, it means that we will remain working for this employer indefinitely.



An indefinite-term contract can also be terminated, but then there must be special or extraordinary circumstances that would cause the indefinite-term employment contract to be terminated. An indefinite employment contract can be terminated for two reasons:

- due to the desire of the employee
- because of the employer's wish.

In other words, this means that either the employer or the employee can submit a contract termination or resignation. Resignation is the termination of an employment contract by the employer or employee. The worker can cancel the employment contract without stating the reason for the cancellation. When canceling an employment contract, the worker must serve the notice period. The notice period is a certain period of time during which the employee announces the termination of the employment contract and brings his obligations and jobs to an end, while employers are looking for a new employee during that time. The notice period is determined by the employment contract and the Labor Law.

With this, we have come to the end of another more demanding lesson, which is the termination of the employment contract and resignation. Resigning can be quite an unpleasant situation and it is certainly not pleasant for anyone when they have to quit. However, it is important that you, as a worker, know that you have this option and that it is your right guaranteed by the Labor Law.

We will see each other in the next lesson where we will talk more about whether minors, people under the age of 18, can enter into working relationships? Don't miss us!

See you!

2.5. Employment of minors

Hello everyone,

We are glad that you joined us in a new lesson - employment of minors.

In the last couple of lessons, we talked more about how to enter an employment relationship and how to terminate an employment relationship. Who would like to briefly tell me about what is required to enter an employment relationship, and what is required to terminate an employment relationship?

That's right. To begin with, we will repeat what an employment relationship is. An employment relationship is the result of all our efforts that we have invested in the active search for work. Entering into an employment relationship means that we got a job and we secure that job by signing an employment contract with the employer. An employment contract is a legal-binding document that confirms that the employee and the employer are in an employment relationship and that both have obligations in that employment relationship. The worker's obligation is to come to work every day, for 8 hours if he has signed a full-time contract, or for 4 hours if he has signed a part-time contract, and it is the employer's obligation to pay the worker for his work, as much as is agreed in the contract. The employment contract is signed before the start of the work, precisely in order to agree on all the

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details necessary for the performance of that work. A worker can sign a fixed-term employment contract and an indefinite-term employment contract. A fixed-term employment contract is a contract that has a defined beginning and end of the employment relationship. On the other hand, an employment contract for an indefinite period is a contract that has a defined beginning of the employment relationship, but no defined end. Regardless of the fact that the employment contract for an indefinite period does not have a defined end of work, this contract can also be terminated. Termination of the employment contract, i.e. termination of the employment relationship, means to resign. Giving your resignation is an act that the worker or the employer can do at any time of the employment contract for a fixed or indefinite period, if for any reason they are not satisfied with the job. In other words, there are contracts that are more desirable than others, however, just because you signed an employment contract, i.e. entered into an employment relationship with the employer, doesn't mean you are binded to that contract forever.

Now that we have reminded ourselves of all of this, we can move on to today's lesson, which is the employment of minors. What do you think, can minors enter working relationships? And should they?

You are on the right track - should minors be employed, is a question that society has been asking for years? Before, in the past, it was normal for children to work. Can you give me an example of child labor?

Exactly, once upon a time, children worked the same jobs as adults, more or less. If the adults had a field that they had to take care of and fence, then this meant that the children, together with the adults, took care of the field and fenced it. If the parents had a trade, then the children also learned about that trade alongside their parents and helped their parents in maintaining the trade. What do you think about that? Do you agree with children working together with their parents from a young age?

That question is indeed a demanding one. Namely, there is nothing wrong with children today helping their parents with some of the easier household chores or helping their parents with the garden, however, international and national law dictates that children should not be forced to work. What do you think is the reason for this change, it used to be okay to involve children in hard physical labor, but now it is no longer allowed? Why do you think it is not allowed today?

This happened because we changed the way we look at children and childhood. What does that mean? This means that before children were considered miniature adults. Children were not children, but adults in smaller bodies. They were considered to have the same way of thinking as adults and therefore could perform the same tasks as adults and accept the same amount of responsibilities as adults. Today, that opinion has changed because scientific knowledge has allowed us to understand that children are not equal to adults. Children are not just young adults or adults in the making, they are children, and their childhood is a period in itself that deserves to be respected and accepted as it is. Due to this change in thinking, it became forbidden to force children to do hard physical labor and today it is completely forbidden to force children to work. We must now define the basic terms so that they are easier to understand. Until what age do you think children are considered children?

Great, children are considered children up to the age of 18. However, what about 17-year-olds, are they fully considered children until their 18th birthday when they magically become adults and mature individuals capable of making rational and independent decisions about their own lives? Of course not, maturity is not like a switch that can be turned on and off. Maturity is something we develop with experience, age and education. In other words, the more mature we are, the more we are able to

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make independent and rational decisions and manage and decide what is best for ourselves. Due to the fact that maturity is something that comes gradually and with time, compulsory child labor has been abolished and is unacceptable in all countries of the European Union. In the EU, this is considered a serious criminal offense, the consequences of which include imprisonment.

It is possible and legally acceptable for children from the age of 15 to independently decide whether they want to work. Independently means that they make the decision for themselves without coercion from adults or peers. Children from the age of 15 can enter into employment relationships, however their employment relationships are not the same as the employment relationships of adult employees. An employment relationship that a person of 15 years of age can enter into is an employment relationship with a minor. A working relationship with a minor must be approved by a parent or a guardian, and only with the permission of the parent/guardian can a minor enter into a working relationship. Likewise, minors cannot do all types of jobs, but only jobs that: do not endanger their health, safety, moral values, education or development. We have listed a lot of items here, what jobs do you think minors can do with the permission of their parents/guardians?

Well done, you're on the right track. Jobs that minors, i.e. people under the age of 18, are allowed to perform are, for example: participation in filming and the preparation and performance of artistic and other similar works.

With this we will end today's lesson.

After this, we have another big repetition, so watch these videos of ours again and remind yourself of some key words, terms and concepts that are important for the basic concepts of labor law at the local level and at the level of the European Union.

See you next time at the repetition, fingers crossed!



MODUL 3

3.1. Social welfare, labor market and worker's rights during unemployment

Hello everyone!

In the previous lessons, we talked about the basic terms related to work and labor law at the Croatian level and the EU level. So let's repeat a little before we move on. We talked about:

- the European Union
- employment contracts
- labor laws
- the definition of workers and the right to work
- working hours
- salary, i.e. income
- resignation, i.e. termination of the employment contract
- and finally, about the working relationship with minors.

We have gone through all the terms that are important for entering into a working relationship and for communication in the workplace. Further more what awaits us are basic terms related to social rights at the Croatian level and the EU. Getting to know these terms will allow us to know what our social rights are. Social rights are rights that we exercise as citizens of a certain country. Every country has a developed system of social assistance and care, in other words every country offers certain social services. However, the question is how accessible these social services are to us. In order to be able to use certain social services, we must first know which social services we have the right to use.

The social services we have the right to use are:

- guaranteed minimum compensation
- compensation for housing costs
- compensation for personal needs
- one-time fee
- compensation for funeral expenses
- fee for regular studies
- payment of accommodation costs in the student dormitory
- personal disability fee
- assistance and care fee.

Social services that we have the right to use during unemployment:

- guaranteed minimum compensation
- one-time fee.

Guaranteed minimum compensation

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Guaranteed minimum compensation is the amount that the state offers to social services users. Users of social services are users of the social welfare system, and the social welfare system is a state system with which the state protects its vulnerable members. In other words, every country has an established system of social welfare through which it offers social services to members of society who need it most.

The guaranteed minimum compensation is granted to users who do not have sufficient wages, i.e. income with which they could meet basic living conditions. What does that actually mean? This means that if the household does not earn enough to meet the basic living conditions - pay housing costs, pay food costs and other costs necessary for living (clothing costs, education costs or transport costs) then it can become a beneficiary of the guaranteed minimum compensation.

In order to become a beneficiary of the guaranteed minimum compensation, the total income of the household must first be determined. This means that the employees of the social care center, i.e. social workers, will determine the total wages of the adults in the household. This is done by individually adding up the wages of each adult living and contributing to the household.

One-time fees

One-time fees are social services that users can access in the following cases:

- occurrence of extraordinary costs

(in the case of extraordinary expenses, it is about users of social services who cannot pay some bills due to an extraordinary situation, which can be: birth or compulsory education of a child, illness or death of a family member, natural disaster).

- purchase of basic household items or compulsory school items

(It is about situations where users with their income, i.e. salaries, cover the costs necessary for furnishing the household or purchasing clothes or shoes for individual members of the household).

What is important to emphasize in this lesson is that social services are not the final solution to the problem. Social services serve to provide, help and support individuals who have found themselves in difficult life circumstances. You are entitled to them in the midst of unpredictable life circumstances that make it impossible for you to cover basic living expenses. They are not intended to be used in exchange for work. In other words, it is about short-term solutions that have a limited shelf life. During the use of social services, users have the opportunity to change their current life circumstances by finding a job and income that will enable them to cover basic living expenses!

That's all from us for this lesson. Do not forget to repeat the concepts from the previous two modules and together with them repeat the concepts we worked on today. At the end of each lesson, you have a questionnaire about satisfaction with the topics, so fill out that questionnaire too!

Next time we will work on basic rights in the pension insurance system and why we need them! Don't miss us!

Goodbye



3.2. Pension insurance system

Hello again!

In the last lesson, we worked on basic terms related to social services and rights during unemployment. Some of these terms are:

- Social services
- Social welfare system
- Guaranteed minimum compensation
- One-time fee.

Who will explain these concepts to us in their own words?

Excellent! Social services are services offered within the framework of the social welfare system. These are services to which citizens of a certain country are entitled. The social welfare system is a system in which the state offers various social services to citizens in need. These services can be:

- guaranteed minimum compensation
- allowance for housing costs
- allowance for personal needs
- one-time fee
- compensation for funeral expenses
- fee for regular studies
- payment of accommodation costs in the student dormitory
- personal disability allowance
- child support and care allowance.

The social care system includes services in the field of social protection, employment and personal development, organized housing, childcare, long-term care for the elderly, and personal assistance services. They are offered to people in need. People in need are people who, due to a combination of circumstances or different life situations, at some point cannot bear the costs of basic life necessities. Additional social services are organized to take care of these people in the short term by the state. These social services enable people in need to get out of their unfavorable circumstances and create better circumstances for themselves, their household or their family.

You are making great progress! Let's move on!

In addition to the social welfare system, there is also a pension and health insurance system. Today we will be talking about the pension insurance system and in the next lesson we will talk more about what health insurance is and what services we have in the health insurance system.

The pension insurance system is a system that makes it possible to receive a pension for people in employment, i.e. people who have working experience. We've introduced a lot of new terms here, so we'll start from the beginning.

Every country collects taxes. Tax is the money of taxpayers, i.e. citizens. It is collected through different revenues. In other words, every time you buy an item or pay for services, part of the amount you paid goes to the government. We call this amount VAT. With this, the state finances its free services, such as some social services, pension and health insurance services. In this way, every citizen actually

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invests and ensures that he will be able to get back protection or help from the state if he finds himself in a situation that requires it.

One of these services is the pension insurance service. As we said, pension insurance is insurance with which the state guarantees the payment of a pension for people who are no longer employed, i.e. after the end of their working years.

Every person who enters into an employment relationship is also a person with length of service. Length of service is the time period which a person has spent in an employment relationship. The length of service is recorded and monitored due to the need to calculate the pension. Now, what is a pension? We have already mentioned her 2-3 times, but it still remains unclear to us what she actually is. Well, a pension is the amount of money that the state pays us in old age when we can no longer work. The pension is paid to people who have reached the age of 65 and have a minimum of 41 years of service. In other words, a pension is paid to people who have spent a minimum of 41 years in employment, and when they reach a certain age, such as 65 and are no longer able to work, the state pays them a retirement fee. Pension, therefore, is actually a salary paid to you by the state in exchange for working, in old age.

Now we have to see how we can actually apply for the pension insurance system?

We can apply for the pension insurance system in two ways:

- through the employer
- personally

By entering into an employment relationship, i.e. by signing an employment contract, we oblige ourselves to work for the employer in exchange for a salary. On the other hand, the employer obliges himself to pay us our salary regularly and continuously, but also to pay retirement-fees for pension insurance. In essence, it is the employer who keeps records of registering his employees in the pension insurance system and pays him pension insurance contributions as part of his salary. However, what does a pension contribution actually mean?

To explain the contributions, we must first recall the concept of salary and the difference between gross and net salary. Who can explain to me the difference between gross and net salary?

Exactly! Salary is the amount of money that is paid to our bank account, once a month, as compensation for the work we have done for the employer. The salary is agreed upon in the employment contract, and the gross amount of the salary is on the contract, which is not the same as the net amount of the salary. The net amount of the salary is the amount of money that has been deposited in our bank account, that is, money that we can dispose of freely. On the other hand, the gross amount is the total amount that the employer pays for our salary. As you remember, we said that employers pay more than the total amount that goes into our bank account because they have to pay something called contributions. Contributions can be for health or pension insurance. We will talk more about health insurance contributions in the next lesson, so that now we may take the opportunity to finish the story with pension insurance contributions. Contributions for pension insurance are part of our salary (gross salary) with which our pension insurance is covered. As we said today, pension insurance is a system that allows us to get paid a pension through long-term work. A pension is a salary that we receive in old age when we can no longer work, and we still need a salary to survive. The pension insurance system enables elderly people to "receive" salaries in the period of

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life when they cannot provide for themselves. In this way, through the pension insurance system, the state takes care of its elderly and weakly citizens.

We only have one more question to finish, and that is what about citizens who have not been in employment for part of or all of their lives? Do they have the right to a pension and how do they survive in old age?

The answer to this question is no. Persons who were not employed, in other words who did not have an employment contract through which contributions for pension insurance were regularly paid, do not have the right to receive a pension in old age. In other words, these people should take care of their future and take care of themselves, without the help of the state. So we can conclude that it is extremely important to enter into a legal employment relationship in order to ensure the fulfillment of the conditions for the payment of a pension for our old and weakly days. With the exception of pension payments, entering into employment also covers the costs of health insurance, but we will talk more about that in the next chapter.

How was this lesson for you? Is the pension system a little clearer to you and why it is important? Share your opinion with us in the satisfaction self-assessment survey!

See you in the next lesson!

3.3. Health insurance

Hello everyone!

Until now, we have dealt with larger state systems such as the social welfare system and, last time, the pension insurance system. Who can tell me in their own words what the pension insurance system is, what it is for and what benefits do we get from it?

Excellent, you have mastered it very well!

So, the pension insurance system is a system that enables people of an older age (e.g. from the age of 65 and over) payment of a pension in the period of life when they can no longer work. A pension is a term that refers to the amount of money that sits in your bank account in old age when you can no longer work.

It is related to work in such a way that every able-bodied person (a person who is healthy and young enough to work) is expected to be in an employment relationship. Being employed means working through an employment contract with which contributions for pension and health insurance are paid. The pension contribution is the amount of money (gross amount) taken out of your salary to pay into the pension insurance system. This is done to ensure that elderly people, who cannot work, receive a pension so that they can cover their basic living expenses. People who did not work through an employment contract, i.e. who did not pay a certain amount for the pension insurance system, do not have the right to receive a pension in their older days. The pension insurance system aims to provide a certain amount of money, pensions, so that the elderly and weakly wouldn't have to work.

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And now, we finally move on to the topic of today's lesson, which is health insurance and health insurance contributions. As we have already said several times, the difference between the net and gross amount of salary is that the net amount of salary is the amount that goes into your account, and the gross amount of salary is the amount of your salary with which the employer pays contributions for pension and health insurance. We have already figured out the pension insurance system, so all that remains for us to find out is the importance of paying health contributions, as well. What do you think, why is it good if the employer to pay it?

Of course, it is important to pay a contribution for health insurance in case something happens to your health. As you all well know, it is extremely important that we take care of our own health, however, even with the utmost caution, we can get sick, injured or become fatigued. In these cases, we must contact our doctor to find out what is happening to us and what should we do next and if we need any medicine. In order to be able to go to the doctor for free, it is necessary to pay for health insurance. And here we return to the story of why there is a difference between the gross and net amount of salary. In addition to contributions for pension insurance, health insurance contributions are also paid to workers in the gross amount of wages. Health insurance contributions means that, a certain amount that is paid for health insurance, is the amount deducted from your salary every month. Being health insured means that your visit to the doctor is free, and the care offered by the doctor and the entire health system is free. This is why a small part is taken out of your gross salary every month to pay for the health insurance contribution.

Thus, the health insurance system serves to provide health insurance for sick people and patients. Sick people and patients are not synonyms. A sick person is a person who is ill, i.e. whose health is at risk. On the other hand, a patient is a person who uses the services of the healthcare system. A patient does not have to be sick to use the services of the healthcare system. However, in order to use the services of the health system, you must first have health insurance. As a contract worker, your employer sets aside part of your gross salary each month to pay your health contributions. This means that if you work through an employment contract, your employer pays a contribution to your health insurance every month. That's why it's called a contribution - because it contributes to your health insurance. Accordingly, all workers on an employment contract have also health insurance and are free to use health services.

With this, we will bring today's lesson on health insurance to a close. Don't forget to fill out the satisfaction questionnaire and see you next time when we will repeat everything we know about:

- Social welfare system
- Pension insurance system
- The health insurance system.

Goodbye!



MODUL 4

4.1. Basic vocabulary

Hello everyone,

We have also reached our final module – the concepts needed to create resumes and employment forms! Well, since we have successfully mastered everything up to now, let's dive right into today's Basic Vocabulary lesson.

Who could explain to me what the word vocabulary means?

Vocabulary are all words that we use in our everyday life. In other words, it is our ability to use words to express our thoughts, attitudes and feelings on a daily basis, as well as to understand and communicate with the people around us. So, our vocabulary is how we express ourselves, what words we use and how we use them in our speech. Therefore, the basic vocabulary is the words that we use most often, favorite sentences, sentences or phrases that we say often or every day. Our basic vocabulary is some fundamental or basic words that we know and know very well how to use and use to express our thoughts, attitudes and feelings.

Do you remember the first module when we talked about communication and communication skills? Who could repeat to me what communication means and what communication skills mean?

That's right! Communication is the process of exchanging words or information between two or more people, and communication skills are the skills we possess that allow us to maintain communication or conversation, with the person we are talking to. We have another question for you, why do we say that communication is the process of exchanging words or information? What do we actually convey through communication or conversation?

That's right, we actually convey information with words! By talking, conversing or communicating with another person, we convey our thoughts, attitudes and feelings in the form of information that the other person then absorbs, understands and stores in his memory. The better we express ourselves, the better the other person can understand us. This is how we practice our communication skills and ensure a better understanding with the people we talk to.

Do you remember why we mentioned communication skills in that lesson and why we need them?

We need them so that they can look for jobs better and easier, and also present themselves at a job interview! Let's first repeat how to look for a job! Before we start looking for a job, we must ask ourselves some key questions, such as:

What do I want to do? (Where will I look for the jobs I want to do?, How will I look for the jobs I want to do?)

- a. What do I want to get out of this job? (What do I want to learn at this job? What knowledge can I get at this job? What skills can I get at this job?)
- b. What can I offer at this job? (What knowledge or skills, which I have right now, can help me be a better worker? What can I do to do my job better?)

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After that, we need to find several ways to search for job ads. Job advertisements are advertisements issued by employers in which they describe the job position and certain conditions that the worker must meet for that position. Job advertisements are issued in two forms:

- in physical form
- and in electronic form.

In physical form, they still know how to paste job ads on bulletin boards located in different positions in the city. Most often, such an ad also includes a phone number or email where you can contact the employer for more information. However, BEWARE, such ads are not safe as anyone can post whatever they want, so beware of such ads! On the other hand, we have advertisements in electronic form that are posted on websites. The largest website for job advertisements is certainly the website of the Employment Service. It contains over 1,000 job advertisements from various fields of activity - from service and hospitality occupations to commercial or agricultural occupations. In addition to the website of the Employment Service, there are other websites that collect job ads and publish them. Can you give me a couple of such sites?

Well done, that's right! And if by any chance you haven't listed a single page or you don't know of a single such page, I suggest you search the Internet for the word - job ads; and you'll see how many job posting sites you can find!

Now that we have remembered how we can look for a job and what we need to look for a job, it would be good to remember the first three lessons we did at the very beginning when we first met. We worked on some basic terms related to the labor market. Who remembers those terms, and who could explain them through the mentioned picture?

Yes, this was not an easy task at all, but you did it! Congratulations!

Thus, employability is a person's ability to get a job. In other words, employability depends on how much a person is excluded, i.e. included in the labor market. Inclusion or exclusion in the labor market depends on how many rights and benefits a person enjoys in their community. In other words, what social status does the person enjoy. If a person has a higher social status, then they will enjoy more rights and benefits, they will be socially and economically included in their community, which means that they will be more or better employable. On the contrary, if a person has a lower social status, enjoys fewer rights and benefits, is more socially and economically excluded from their community, which means that they are more excluded from the labor market and are therefore less or less employable.

With this, we end today's lesson on basic vocabulary, and we also remembered the basic terms needed for employment from the 1st module! Great! In the next lesson, we will pay more attention to communication skills, verbal and non-verbal communication, and how they can help us present ourselves at a job interview! Don't miss us!

Bye everyone!



4.2. Presentation of self and others

Hello everyone,

Today we will go through very important lesson, which is introducing yourself and another person! This lesson is important to us because it represents one of the key, i.e. essential, skills that we must master in order to successfully use communication skills. In this module, we will focus more on practical examples of where and how we can use communication skills in choosing and finding a job!

So let's go!

To begin with, let's recall some key words from the previous lesson! Who could explain to us what communication is and what communication skills are?

That's right, communication is a way of mutual understanding and information exchange. When we say mutual understanding, we mean the ability to understand what the other person is saying or trying to tell us. Communication can be verbal and non-verbal. Verbal communication is communication with words, and non-verbal communication is communication without words. It includes gestures and facial expressions. Gestures are hand or body movements that we use in our communication. They serve as a complement to verbal communication, such as:

Hi Ivan! What a beautiful day it is outside, isn't it?

or like this:

Hi Ivan! What a beautiful day it is outside, isn't it?

In the first sentence, there were no gestures, facial expressions and voice changes, while in the second there were. That's why the first sentence sounded strange and unnatural to us. Although there is nothing unusual about the sentence itself, the way I conveyed the information was strange and unnatural. The reason for this is precisely because of verbal and non-verbal communication. We are not aware of it, but we use verbal and non-verbal communication constantly and alternately. Alternating means that we use a little verbal and a little non-verbal communication. And sometimes we use these two types of communication together.

On the other hand, how well we can actually understand what other people say depends on our vocabulary. Who remembers how we defined vocabulary?

Vocabulary is our way of expression. We use words to express our thoughts, attitudes and feelings. Vocabulary is the wealth of words we use in our expression. The larger the basic vocabulary that people handle, the more detailed and precise people can express themselves. Basic vocabulary represents the words, phrases and sentence expressions that we use in our communication. It's called basic vocabulary because you don't have to think about these words in particular, but as you think, you can also pronounce these words or sentences in parallel. Here's how it looks on the example of introducing yourself. We will give two examples, ie ways of presenting yourself. One example will be with a small core vocabulary and the other will be with a large core vocabulary.



Example 1

Greeting!

I am Duško. I used to work in the Luna Roma Friendship Association. I was the president there. I'm looking for a job now. We will be in touch!

Example 2

Good afternoon! My name is Duško Kostić and I am a mechanical technician by profession. I have experience working in civil society organizations and have participated in scientific conferences in Croatia and Europe. I am most interested in working with children and young people, and I regularly improve my skills at trainings, seminars and professional meetings. I am looking for a job that is dynamic, energetic and involves working with young people or children. Best regards!

Which example do you think is an example with a small basic vocabulary and which is an example with a large one? Why do you think so? Explain your opinion.

Thank you all for your feedback. You all had interesting points of view and it's good that you voiced your opinion! Communication comes down to expressing your opinion, and the better we can express ourselves, the better the other person will understand us. So don't be afraid to share your opinion with others. However, also be careful not to impose your opinion on others. We are all equal and we all have the right to express our opinion, but we also have the obligation to allow another person to express their opposite opinion if they do not agree with us.

But let's get back to the topic! The first example belongs to examples of presenting oneself with a weaker or small basic vocabulary. The reason why it belongs to the weaker basic vocabulary is due to the small and limited number of words used to express the thoughts and intentions of the speaker (the speaker is the person who speaks). A weak basic vocabulary means that we do not know many different words, so we cannot use a variety of adjectives to describe our thoughts, states and feelings. We express ourselves with few words and often know how to repeat words for lack of a better description.

The second example belongs to examples of presenting yourself with a rich vocabulary. A rich vocabulary means that we can use different and varied words to describe our thoughts, states and feelings. We can convey what we think to our interlocutors in different ways (an interlocutor is a person who participates in communication or conversation).

And now we have a task for you. First, we want you to introduce yourself in two or three sentences. When you do this, think about what you have said and what else you could say about yourself on the subject. After that, try expanding your first introduction with more words. This is how we practice expanding our basic vocabulary.

Excellent! This was a bit more strenuous exercise, but you did it, congratulations!!! And now, considering that we have come to the end of today's lesson, we would like you to give us your short and long presentation next time. In the next lesson, we will talk about different social situations in which we find ourselves and how we can react differently depending on the situation. Sounds interesting? So don't forget to join in the next episode!

See you!



4.3. Greeting according to the situation

Hello everyone!

Today we continue where we left off last time, which is introducing ourselves!

Last time we asked you to introduce yourself in a few simple sentences, to think and see how we can turn that simple introduction into a more complicated and detailed presentation using a variety of words or vocabulary. Who would like to go first?

You did it beautifully! Let's now repeat a few main rules when presenting:

1. Keep practicing, practicing and practicing

As you practice your self-presentation, try paying attention to the words you use, the way you say them, and the tone you use. It is important that you are aware of your body and that you feel comfortable when interviewing for a job.

As we said then, preparation is half the work! The one who prepares well does not have to worry later on how to perform the task. So, the first thing we have to do is:

1. Introduce yourself in a few simple sentences.

So well,

2. See what else they would like to say about themselves such as:

Where are you from? What do you do or what do you do? What kind of job would you like and why? What competencies do you possess that are necessary for that job?

these are all questions that can help you design a more complicated presentation with which you speak much more about yourself, your interests, knowledge and competences.

And for the end,

3. Practice, practice and practice.

2. Confident tone and voice

People love confidence. A strong and decisive voice and tone will attract much more attention than a soft whisper or stammer. Be confident in what you say and have confidence in yourself.

As we said, preparation is half the job. However, we can practice more than just words. We can practice our tone and the voice we use to sound as confident as possible. We all know what confident people sound like - they have a strong voice and don't stutter when they speak. When such people speak, we naturally have the need to listen to them and follow what they say. So when rehearsing your presentation, pay attention to your tone and voice. Try to think of some confident person you know in your life and try to express yourself like them.

3. A warm and cheerful smile

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A warm smile is something we can use to make ourselves feel better, but also to make the person next to us feel better. A smile doesn't cost us anything, and it can bring a lot of good things.

Speaking of confident people, tell me - do you picture a confident person with a smile on their face or a serious expression on their face? A smile shows a certain amount of self-confidence. When we smile, we show either that we know what we are doing or that we are not afraid to admit a mistake, so smile and others will see you as a confident person.

4. Eye contact

Try to maintain eye contact with the people you are talking to. This doesn't mean look without blinking, but simply don't be afraid to look your potential employer in the eye.

Eye contact is a very important gesture during communication. It could be said that most non-verbal communication takes place precisely at the level of eyes and gaze. A look can reveal a lot about our communication and whether we are going in the right direction or the wrong direction. Try it the next time you talk to someone to see how the person looks at you. Does he seem interested in this conversation? Does he keep eye contact with you? Or does he look away and look around? These are all social signs that can tell us that the conversation is going in a good or bad direction, so try to pay attention to them.

You can see that this is a rich topic. Every time we talk about it, we have something more to add. The reason for this is that human behavior is extremely complex. One of the reasons why it is complex is precisely because of social cues. Social cues are cues that occur in human communication, both verbal and non-verbal. As we said last time, gestures are part of non-verbal communication (such as tone of voice, eye contact or body position) that complement verbal communication. Everything we do or don't do reveals some information about us and those who can notice or notice such small signs or signals do better in social situations. It is important to know this information because it can help us in:

- a) Finding a job
- b) Prepare for a job interview
- c) Presentation at the job interview itself
- d) Getting along at the workplace itself.

Now we have the next task for you. Next time you're talking to someone, try to remember as many social cues as possible. Try to concentrate on:

- tone of voice and changes in tone during communication

When did the person use a deeper and more serious tone, and when a higher and more relaxed one? What topics did you talk about?

- Gaze and eye contact

Does the person look you in the eye or avoid your gaze? When does he look you in the eye and when does he look away? Does he seem interested in the topic or does she seem bored?

- Body or hand position



In what position is your body and the body of your interlocutor while you are talking? Are you near or far? Do you use your hands while talking? In what situations do you use your hands when talking?

Until the next lesson, try to pay attention to these social signs and try to connect them with the current situation you are in or the topics you are talking about. This is how we will practice verbal and non-verbal communication, which we will need to present at a job interview.

We can't wait to hear what you have to share with us!

Hi everyone!!!!

4.4. Conversation in social and business situations

Hello everyone!

Today we will do conversation in social and business situations. In the lessons so far, we have dealt with communication skills and how much we actually use them in everyday life. We use communication skills every time we enter into a conversation with other people. We use verbal and non-verbal communication to convey and explain our thoughts, attitudes and feelings to others. Communication skills also convey our intentions. In the last lesson, we talked about how we can use gestures and social signs to understand if the conversation is going in a good or bad direction. Who would want to repeat what are gestures and what are social signs?

Very good, you can see that you are following! Therefore, gestures are hand or body movements that we use in our communication and they serve as a complement to verbal communication, and social signs are gestures that we notice and that then influence our behavior.

e.g.:

You talk to someone and see that the conversation is going in the right direction. The person keeps eye contact with you, nods while listening to you and follows the flow of the conversation. You take it as if the person is interested in talking and you continue the conversation on that topic. You have a big smile on your face from excitement, you continue to keep eye contact and follow the conversation with big hand and body movements.

Who would want to tell me the gestures and social cues in this example?

Very good! So, the gestures during the conversation were: eye contact and head nodding by the interlocutor. As a speaker, we understand this as a social sign that the person is interested in the conversation and it affects our behavior in such a way that we continue the conversation and participate more in the conversation through non-verbal communication such as a smile on the face, maintaining eye contact and large hand movements.

As an assignment at the end of the last lesson, we asked you to pay a little attention to gestures and social cues in your daily conversations with others. Based on this example, could you share with us the gestures and social signs that you noticed while communicating with others?

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Exactly! There is no conversation without gestures and social cues. Otherwise, it would look strange and unnatural to us. So gestures and social signs are the most normal part of communication with others, the only question is how much we notice them. Now that we've seen how it works in common, everyday and social situations, let's see how it might look in business situations.

How to introduce yourself at a job interview - social cues and non-verbal communication

1. First impression

You may have already heard how important it is to make a good first impression. A good first impression can mean the difference between getting the job or not. Why? Because as soon as we enter someone's office, people already form an impression about us. An impression is someone's personal experience of us that is created within the first few seconds, so it is extremely important how you present yourself.

2. Presentation of yourself

We have already talked about this several times, which only shows how important it is to successfully master this skill. How to successfully present yourself is something that we can practice and it is important to pay attention to the following things in our behavior: a safe and confident tone when greeting, a smile on our face that shows that we are not uncomfortable, a firm grip when shaking hands that also shows confidence and respect for the other person, a comfortable and professional sitting position that also shows that we feel comfortable when talking, but that we still know how to behave professionally, i.e. in accordance with business etiquette.

3. Non-verbal communication

We have already talked a lot about non-verbal communication, gestures and social signs, so now we would like to hear what you think? Tell us how you would present yourself at a job interview. From the moment you have to walk through the door to the end of the conversation.

Excellent, we have to pay attention to a lot of things - voice, look, smile, the position in which we sit, whether our hands are stiff or not, whether we know what we are talking about. However, at first this all seems like a lot, but once you master all these skills, it will come so naturally to you that you won't have to think about it anymore. That's why we repeat so much and do all these exercises. Don't forget – practice, practice AND PRACTICE!

In the end it is important to:

4. Finish in style

If by any chance you notice during a job interview that you did not present yourself in the best way or that the conversation went in the wrong direction, i.e. that you made a bad first impression, do not sink. Do not let the employer see that you are not happy with how the interview went, that you are looking at your feet or at the floor. End the conversation with the same energy you entered the room with. A straight back, a big smile, eye contact and a firm grip. With this ending, you leave the possibility that the impression about you will improve with that "finishing with style".

With this, we will end today's lesson in style!!! But we will leave a task for you again. Repeat everything we've learned so far about communication skills, vocabulary, presenting yourself in social and business



situations, and use that knowledge to put together the right presentation of yourself at a job interview.

Good luck everyone!!!

4.5. Presenting the idea

Hello everyone,

So far we've talked about what it takes to successfully present yourself at a job interview. That's why we had to go a little deeper into the topic of communication skills. We had to define what is communication and what are communication skills? We had to see how communication and conversation are connected? Of course, with that we also had to define what vocabulary means and what kind of vocabulary is best to use when presenting yourself. In other words, in this part of self-presentation, we talked about what we need to say and how we can say it when presenting ourselves at a job interview.

Now we enter another area of self-presentation, which is the area of verbal and non-verbal communication. In this area, we first had to define what is verbal and what is non-verbal communication. Then we went to explain both types of communication in more detail, and in that explanation we discovered that verbal communication consists of what we say, i.e. our words and expressions. And non-verbal communication consists of gestures and social signs.

After all this, you might be wondering, what else do we have to learn?

Although we have devoted a lot of time to talking and how and in what way we should talk, talk and present ourselves, now we want to take some time and talk about the foundations we need to be able to talk to others at all, which are our thoughts and ideas.

Our words and expressions are only the verbal form of our thoughts and ideas. However, the question then arises, what are our thoughts and ideas? What do you think, what are thoughts and ideas? How would you try to describe these terms?

Very good! Thoughts and ideas are abstract things to begin with. What does that mean? This means that when we talk about thoughts and ideas, we are talking about things that are intangible, that we cannot see in the real world. It means abstract. It means that we have to use our imagination to be able to imagine what we are talking about because we are talking about intangible and invisible things, about abstract things. Our thoughts are what we think in ourselves, what we say to ourselves or what we would like to say to others, but we don't say it out loud, it stays inside us. These are our thoughts, and ideas are our original thoughts. Ideas are those thoughts that come to mind when coming up with a solution to a problem.

For example:

Have you ever come across a problem and don't know how to solve it? And then you stop to think and think about it. And just when you think that you won't be able to find a solution to that problem, a



brilliant thought comes to your mind - an idea. That idea is essentially your original thought and your unique way and approach to problem solving.

Now that we know what thoughts and ideas are, let's see what is the best way to present your idea.

There are three key steps in the presentation of an idea:

1. What is my idea, i.e. what problem am I trying to solve?

Ideas are always innovative solutions to the problems we face. Every person has the ability to come up with an idea, but most people get stuck on the realization of that idea. To avoid this vicious circle, try to think carefully about the following questions:

What kind of problem am I facing? Can I solve this problem with the current resources or am I missing something? If I'm missing something, what's missing? Can I do it myself or do I need help? If I need help, what kind of help do I need?

2. Is there something already similar to my idea, i.e. my solution?
 - a. If there is, how is my idea, i.e. solution, better than others?

Sometimes it is difficult to realize your idea. You have to think a lot about it, you have to think from different angles and perspectives, and you have to come up with a solution that doesn't exist. In other words, you have to design a completely new solution with the following questions:

Who has encountered this problem so far? Did they and how did they solve that problem? What did they use when solving the problem? What can I do differently? What do I need to do differently?

3. What do I need to realize my idea?

So, as you can see, this is an extremely important step for us - what is needed to realize the idea? Try thinking outside the box here:

Do I need time and money to realize my idea? If so, how much time and how much money? What do I need to do to set aside enough time or money for my idea? Do I need any special knowledge or skills to realize my idea? Can I acquire it myself or do I need help? How can I help myself, and how can others help me?

The questions we have listed may seem simple, but successfully answering these questions makes a big difference! So, each of us can have an idea, but can each of us realize our idea?

For homework, try to think about a problem that has been bothering you for a long time and try to come up with an idea to solve that problem. Use the questions from this lesson and present to us in the next lesson what you have come up with.

We can't wait to hear your ideas!

See you next time!

Greeting!

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4.6. Establishing contact by phone

Hello everyone!

In the last lesson, we worked on very abstract concepts - thoughts and ideas. Who would want to repeat to us what is a thought and what is an idea?

Well done, you described it very well. Thoughts and ideas are difficult to describe precisely because they are intangible. They do not exist in the physical sense, but in the abstract. So we have to use our imagination when talking about these terms. Great, after that we talked about 3 tips that are important to us when realizing our idea, what are those three tips?

Well done, so you need to answer the following questions:

1. What is my idea, i.e. what problem am I trying to solve?
2. Is there something already similar to my idea, i.e. my solution?
 - 2.1. If there is, how is my idea, i.e. solution, better than others?
3. What do I need to realize my idea?

By successfully answering these questions, you can bring your idea to its final form ready for implementation and presentation to others. And speaking of presentation, who would like to present their idea to us?

Great, well done to everyone who tried! This was not an easy task at all, but you did it! In these tasks, it is important to try, and not to be perfect, because nobody is perfect and nobody succeeds the first time. We all have to first try to realize our idea several times and in several different ways until we finally succeed. The secret of success lies not in perfection, but in persistence!

In today's lesson, we will deal with telephone communication. Why? Because it may happen that the employer wants to conduct a job interview with us over the phone, or maybe we will work in a job that will require us to communicate frequently by phone, and it is important to know the correct telephone etiquette.

We have already mentioned etiquette, but it would be good to repeat it. Etiquette is the rules of good behavior. These are the unwritten rules of every society and it is always worth following them in any situation. Along with everyday etiquette, there is also something called business etiquette. Business etiquette refers to the rules of nice and acceptable behavior in the workplace.

In case the employer wants to conduct a job interview with you over the phone, it is best to pay attention to the following things:

1. Time it must be chosen to suit both you and the employer. Try to arrange a convenient time in advance when you know that no one will need you and you will be able to conduct the conversation in peace.
2. Prepare in advance what you are going to say and repeat until you are sure that you have remembered everything that is important to say to the employer.
3. Prepare materials that can be useful to you during telephone conversations.

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4. Be careful how you answer the phone, this is where your voice, tone and intonation come to the fore. Try to relax before the actual phone call so that you can answer the phone relaxed and confident.

A few lessons ago, we did preparations for a live job interview. I want you to remember those preparations now and let's do a short exercise. I will play the role of an employer who conducts a job interview with you over the phone, and you introduce yourself to me.

Okay, are you ready? I will ask you questions, and you answer them as if you were talking to a potential employer.

So, I'm calling you on the phone and you should answer. How will you get in touch?

Well done, so it is extremely important how we answer the phone. If we expect that the employer might call us, we will make sure to answer the phone with a polite Good day and wait for the person to introduce himself.

"My name is Duško Kostić, I am calling you regarding your application for a position in our institution. I would like to have a job interview with you over the phone. The call will last approximately 10 - 15 minutes. When would be convenient for you?"

In this part, you should pay attention to the time you have chosen. It should be a time that suits you, when you will have no obligations either before or after the conversation itself. It is important to leave yourself enough time for good preparation before the interview.

"Excellent, it can be done on Thursday at 5 pm! See you then!"

Don't forget, ending a phone conversation is just as important as starting it. Thank them for the invitation and say something positive back. You sound confident and confident, but not arrogant. You want to give the impression of someone who is interested, but also ready!

Now it's time for the phone interview itself. Your phone rings at the appointed time, how will you answer?

Same as last time, confidently with a polite Good day, let the person introduce themselves and only then say:

"Greetings, Duško Kostić on the phone, I am calling regarding a job interview at your institution. Are you free now?"

Just proceed safely and confidently. There is no need to talk a lot in this work, you have agreed on a time and you have respected the agreement. Let the employer ask the first question, and you, on the other hand, relax, breathe normally and remember everything we have practiced so far.

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"Excellent! Then we start the conversation. To begin with, I would like you to tell us something about yourself."

Most job interviews start with this question. Here, remember everything you've been practicing to say:

- who you are and what you do,
- what is your previous work experience and
- why you applied for this job.

Since the conversation is over the phone, it is important to be clear and concise. You have to say as much about yourself as possible in as few sentences as possible. It is best to do this so that you are ready to say at least two sentences for each of these points.

"Okay, what do you expect from this job?"

Employers are interested in what skills you possess, and whether they are necessary for the specified position. In this question, describe the knowledge and skills you have acquired in previous jobs and how that knowledge and skills can help you in this job. Try to form everything in two to three sentences.

"Interesting, and what do you want to get from this job?"

This is where the conversation comes to an end, and it is important to end it with style. Just as confident as we were during the entire conversation. So, in the end, it is important to emphasize what he wanted to learn at this job and what skills we want to acquire. In which field of work do you want to advance and how can this particular job help you with that. Also, try to put everything in two to three sentences.

"Okay, thank you for this introduction. We will get back to you with the results of the job competition."

And with this, we finished our exercise. How was it for you? Were you nervous or insecure? What made you insecure? Is there anything you could have done to avoid being insecure? Think about these questions until next time and we will see what we still need to work on and what we can do better.

And finally, I want to say congratulations to everyone who participated. This exercise was acting as if it were a real situation and it was not an easy task at all, but you managed to master it. Every next time it will only get better. Don't give up!

See you in the next episode!



4.7. Electronic mail, fax and letters

Hello everyone!

We ended the last lesson with a longer exercise. In that exercise, we practiced how to conduct a job interview over the phone. I played the role of a potential employer, and you were supposed to answer the questions based on everything we have learned so far. Likewise, after each question, we repeated what was important to say in each question. Now they would like to repeat the questions from the end of the exercise:

And with this, we finished our exercise. How was it for you? Were you nervous or insecure? What made you insecure? Is there anything you could have done to avoid being insecure? Think about these questions until next time and we will see what we still need to work on and what we can do better.

Okay, thanks for sharing your impressions with us. It is important that you can say how you feel in certain situations, because then we know what we need to work on. Therefore, we suggest that you go through this exercise a few more times and train in this way:

- a) what will you say and
- b) your presentation over the phone.

Now we can move on to communication via electronic mail (e-mail) and letters. This type of communication is no different from telephone communication except that it is in written form. While in communication by phone we convey information with our voice, in communication by mail or e-mail it is your written words, so we talk over the phone, and we write in a letter. That's great, this was very simple and I guess you already know that.

Can someone please tell me the difference between an e-mail and a letter?

Great, you see that you know that too, so you don't need me at all!

So the difference between an e-mail and a letter is that the e-mail is in electronic form and we send it via the Internet, while the letter is in physical form and we hand it over to the post office and then the post office delivers it to the recipient's address. In this case, we are the sender, the person who sent the letter. These are two concepts that need to be understood - the sender and the recipient.

Before we begin to explain the concepts of letter and e-mail, we must distinguish between formal and informal communication through these two channels.

Formal communication is beautiful and grammatically correct communication in which you respectfully address the person to whom you are writing an e-mail or letter. Informal communication is a way of communicating, for example the way you communicate with your parents, grandparents, friends and acquaintances. Well, now that we've explained that to you, we can move on to exact things. I believe this was a little more difficult for you, but through the examples you will learn to tell the difference.

Now we will talk a little about the letter and how to write it, later you will have the opportunity to write your own practice letter which you will then send to someone. So when you write a letter, it is important to write first: who is sending it, so in the upper right corner you will write your name and



surname, and then below that your address and the date so that the recipient of the letter knows who is addressing him and to which address he must send your answer. After that, on the left hand side, enter the name and surname of the person or company to whom you are sending the letter and below that his or her address. Okay, I think this was easy for you!

Let's move on, when you have written the sender and recipient contacts, now you have to write the title of the letter, and it depends on what you want to write in the letter. If you are going to write an informal letter to your friend and invite him for coffee, then in the title of the letter you will write Invitation to coffee, and if you are addressing someone official, then you will write, for example, Job application, Parking complaint, and similar stuff. So, to repeat, in the title of the letter, put briefly and clearly, with a few words, what your letter recipient will read about in the so-called body of the letter. The body of the letter is the most important part of the letter in which you explain in detail what you stated in the title of the letter. What does that mean? Well, let's see with examples. If you invite your friend for coffee, then in the body of the letter you will write when and where you will meet him for coffee and ask him to suggest another time and place if your friend does not like the suggested one. It is important to note that before all of this you must address your friend directly with the sentence Dear friend, and at the end you must write some kind of greeting. If you're sending a letter to a friend, you'll definitely write only Hello or We'll see you soon!

If you are writing an official letter to someone for a job or a parking complaint that we mentioned, then you must write Dear at the beginning of the letter, depending on which person it is. After that I assume you are already guessing, describe the reason for sending your letter, and finally end with a greeting. The final greeting can be different, and here are a few examples - Sincerely, All the best or Best regards.

I believe that this is a lot of information for you now before you learn to write e-mails, but don't worry because now you have already learned half of what applies to e-mails!

Before we get into that, I'd like to ask someone to just repeat briefly what parts we've learned about writing a letter?

Bravo! That's right, that's the correct answer.

Electronic mail is slightly different from the letter. The difference is that you don't write the name and surname of the person you are sending it to, but you send it to an email address. Can someone tell me how to recognize whether it is an electronic address or not?

That's right, an email address has an @ symbol in it.

So, in the mail there is a field where you enter the electronic address of the recipient, for example: name.surname@gmail.com. After that, you enter the email address. The title of an email is the same as the title of a letter in which you write in a few words what the recipient can expect in the email. The title of the email is written in small letters, never capital letters, and according to the title, the recipient will know how important it is to respond immediately or not. Can someone tell me which of these two email addresses is correct and why?

EMPLOYMENT CONTRACT or Employment Contract



That's right, well done, you see that you know everything! But let me emphasize that the title of the email is always written in lowercase letters because if you write in capital letters it looks like you are yelling at someone. Now that you have repeated that, let's move on.

At the beginning of the e-mail, you must address the e-mail. What does that mean? It is the same as you wrote in the letter. At the very beginning of the email, write Dear Sir or Dear Madam. You must never forget this part, because this is how you show respect to someone. Then, as in the letter, the basic content of the message is stated in a new paragraph, which is the introduction. In it, you write the reason you are sending the email, or if it is a business email, describe yourself and provide basic information about yourself. In the following paragraphs, additional explanations and descriptions are briefly provided if necessary. Just like a letter, you end an email with a greeting. Can someone tell me what greetings we used when writing the letter?

That's right, the final greeting can be different, and here are a few examples - Sincerely, All the best or Best regards. After that, don't forget to write your first and last name, and your contact information (address of the company you work for, your mobile phone number, etc.).

Well, now that you have learned how to write an email, you will have the opportunity to write your own email to someone of your choice in the exercise! But before we finish, I would like to draw your attention to some small things when communicating by mail, which is the following:

1. If you have received an e-mail message that requires a response, it is important that you respond to it as soon as possible
2. Do not send private messages using a business e-mail address
3. The employer is the owner of your business e-mail address, so he can read, record and manipulate it as if it were his property.

That's it from me on email and letters!

I believe that you already knew most of this and that we will see you at the next lecture where we will learn something more about arranging meetings, until then be diligent and apply what you have learned.

Greetings to everyone!

4.8. [How to set up a meeting](#)

Hello everyone!

We continue with lessons related to specific work at the workplace. In the previous lesson, we did very important things related to working in the future workplace and what future workers should know. Let's repeat what we have learned so far:

using business language and communications

following social cues in communication with people around us

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making a good first impression

introducing yourself

presenting your idea

talking on the phone

using letters and e-mail.

Well, as you can see, we've been through a lot so far. Some things are basic everyday things like communication, etiquette and politeness, while others are slightly more complex skills like business communication by phone, post or email. However, once you adopt all these business and work rules, you will be able to apply them in any workplace.

The next specific skill that workers need to possess is the skill of arranging a meeting.

Meetings are gatherings of workers with a responsible person. Sometimes that person is a team or department leader, and sometimes the boss or the employer. The meeting is led by a responsible person and in it daily, weekly or monthly tasks are agreed upon, how these tasks should be performed and in what time frame, and who should perform these tasks. Meetings serve to review the current state of work or the work process, agreements for future plans or steps in the work process, and the distribution of tasks within the team.

Given that the meeting is a professional gathering, there are also some rules of conduct that should be followed during the meeting itself, namely:

One of the basic rules is that you should appear on time at the scheduled meeting. If you are late, you can appear as if you are disrespecting the person calling the meeting and thereby wasting the time of other colleagues who arrived on time.

If all the participants do not know each other, the responsible person will ask you to introduce yourself before the meeting begins. Introduce yourself in a few short sentences so that there is time to get to know other team members.

Speak loud enough. One of the frequent situations in larger meetings is that some participants hesitate to say something out loud or ask a question. Ask what you do not understand and ask the question with a confident voice.

If you want to say something, start speaking early enough. Later, it is increasingly difficult to join the conversation and express your opinion.

It is not polite to interrupt someone while they are speaking. Wait for the person to finish speaking and then you speak.

Be concise and clear. Avoid repeating the same phrases and providing irrelevant information.

Keep your cell phone in your pocket. Many have the habit of keeping them on the table during meetings, but when it starts to vibrate and light up, it interrupts the flow of the meeting, which is unprofessional.

It is acceptable to drink coffee or water at the meeting, but food should be avoided. If for some reason you must eat during the meeting, ask permission from the person in charge.

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Here, these are the rules of conduct during the meeting. If you follow these rules, then you will not have any problems during business meetings with your bosses or colleagues.

With this, we end today's lesson.

See you in the next one!

Bye everyone!!!

4.9. Rhetorical techniques in presentation

Hello everyone,

How are you today? How are you doing so far? Do you like it? Can you follow the lessons?

Today we will deal with a topic that unites everything we have learned about so far - rhetoric and rhetorical skills.

Rhetoric is an ancient Greek skill cultivated and developed by famous Greek thinkers, philosophers, creators and scientists. Any person who wanted to present an idea in front of an audience should have developed the skill of rhetoric. This meant having developed communication skills in the following areas:

- Possession of an extremely large vocabulary
- Greeting the audience and introduction to the topic
- Presentations of yourself and your ideas
- Communications and interactions with the audience and their questions
- Highlighting your main point and ending in style

In other words, the skill of rhetoric itself contains many other skills, many of which we have already covered in these lessons.

To begin with, we defined communication as:

"...a way of mutual understanding and exchange of information. When we say mutual understanding, we mean the ability to understand what the other person is saying or trying to tell us. Communication can be verbal and non-verbal. Verbal communication is communication with words, and non-verbal communication is communication without words. It includes gestures and facial expressions. Gestures are hand or body movements that we use in our communication. They serve as a complement to verbal communication..."

Along with gestures, we also defined social signs...

"... gestures that we notice and which then influence our behavior..."

We have already talked about signs through verbal and non-verbal signs. Knowing and actively using these signs allows us to keep the attention on ourselves while we speak and for listeners to actively listen and follow us. However, it is not easy to achieve this level of rhetoric and oratory. Rhetoric must

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be practiced - whether you are at home alone in front of the mirror, with friends or in some business situations.

Try to answer the following few questions:

1. Do you need air? How much can you speak in one breath? Do you take quick breaths or take long, inappropriate pauses while speaking? What other breathing problems do you notice while speaking?

Breathing is a normal part of speech. We are not aware of it because breathing is an automatic process that takes place without our control, but we can control the rhythm and pace of breathing. The rhythm and tempo of breathing with speech determine whether you will express yourself beautifully and clearly. Therefore, it is important to be aware of our breathing when speaking, does our speech follow our breathing or do we run out of breath in the middle of a sentence?

2. Is your speech monotone? Do you pay attention to the change in intonation and tone of voice when speaking? Do you emphasize important parts of the speech or do you speak in the same tone?

Speech should not be monotonous. In other words, you must not have the same color and tone of voice while you are talking, as this will lull your audience to sleep. Changing the intonation of the voice and the tone keeps the attention and creates a feeling of interest in what you are going to say next. So be careful during the speech to emphasize important things with a change of tone and intonation.

3. Do you have problems with pronunciation? If so, what should you pay attention to?

Clear and comprehensible speech is also a key factor in keeping attention and focus on yourself. If people can't understand you, they'll lose interest in what you're saying, so the key is to try to pronounce all words and sentences as clearly as possible.

These non-verbal signs, together with all the other signs that we have done so far, are the key to success and mastering the skill of rhetoric, i.e. speaking! Public speaking is not easy and it requires a lot of effort, repetition and patience, however, for those who decide to put in that effort, the results are great. That's why we invite you to round up our knowledge so far through two exercises.

Exercise 1 – Introducing yourself

We want you to prepare your speech as if you were preparing for a job interview. At the same time, be careful about what you say, as well as the way you say it. As a reminder of what you want to say, use the following questions:

- c. What do I want to do? (Where will I look for the jobs I want to do? How will I look for the jobs I want to do?)
- d. What do I want to get out of this job? (What do I want to learn at this job? What knowledge can I get at this job? What skills can I get at this job?)
- e. What can I offer at this job?



And as a reminder of how to say it, use today's lesson. It is important to be confident in yourself and in what you say, and in order to gain this confidence you must repeat, repeat and repeat!

In the next lesson, we want to hear what you will prepare for us!

See you next time!

Bye everyone!

4.10. Farewell and thanks for hospitality

Hello everyone!

Last time we had one big and exhausting lesson on rhetoric! The art of speaking or oratory. How and in what way to present yourself or your idea to others. Towards the end of the lesson, we gave you two exercises. The first was to present yourself at a job interview while paying attention to everything we have learned so far about communication, gestures and social cues. Who would like to share their newly rehearsed and improved presentation with us?

Excellent, you are getting better and better every time!

And now we will move on to the second exercise, which was to present your idea, paying attention to all the rules related to verbal and non-verbal communication. Who would like to try their hand at developing and presenting their idea?

Well done! You have successfully developed and presented your idea! Congratulations!

You see, it is important to repeat the material, but not only to repeat the knowledge, but also to apply that knowledge in reality. With these exercises, we encourage you to develop and improve your speaking skills and all that they entail. Only with practice will you be ready today and tomorrow when the real situation of actively looking for a job, presenting at a job interview and/or presenting your idea at work.

Okay, now that we've heard all these examples we can move on with today's lesson. Today we will deal with hospitality! Has anyone ever heard of this term? Would someone like to describe or explain it?

Great, you were all on the right track!

Hospitality is a term that describes how and in what way guests should be welcomed. Guests are people who come to visit you. They can visit you at home, that is, at your house, or for example you can have "business guests", which we normally call customers or clients who come for business visits.

When a customer or client comes to visit you, it is important how you host them. Hosting a customer or client means how you will welcome and serve them while they are in your establishment. In other words, it is important how the customer or client will feel in your establishment. Will he feel welcome or like you're trying to get rid of him?

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In order to ensure that the client or customer feels comfortable and welcome in your company, the following few tips should be followed:

1. Be ready for the arrival of the client/party

Being prepared means agreeing in advance with the team what the meeting will look like, distributing the tasks among the other team members, making sure that the tasks are completed on time and that everything is ready for the meeting.

2. Prepare the space for their arrival

This means preparing the room where the client or client will stay, preparing the necessary materials that the client or client will need during their stay with you, providing them with a refreshing drink or something to eat, depending on the time of their stay.

3. Prepare your promotional materials in a visible part of the room

Although the client is a person with whom you already cooperate, it is always useful to have promotional material ready in a visible and easily accessible part of the room. If the client needs it, he can take it himself and look at it or even take it with him.

4. Be available

Even if you are not the one leading the meeting with the client, make yourself available to the person leading the meeting. Hosting clients can sometimes be very frustrating because you have to take care of 100 little things. Ask the people leading the meeting if there is anything you can do to help them. In this way, you show initiative and interest in areas of work that are not directly related to your job.

5. Business etiquette

Business etiquette is a term that is mentioned quite often in this module. It signifies decent and acceptable behavior in the workplace. Business etiquette is a set of rules that we all adhere to within our work positions. These rules include:

Saying "Good afternoon" or "Good morning" when greeting people or "Goodbye" when leaving

Shake hands with people when entering the room

Always use please and thank you

Do not interrupt others

Wait for others to finish their thought and then speak up

Be clear and precise in your comments

Sit decently at the table.

You can't go wrong with these tips, and your superiors will certainly be satisfied with your behavior in meetings.

That's all from us for this lesson, see you in the next one!

Bye everyone!

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4.11. Personal profile

Hello everyone!

We're slowly coming to the end of our lessons, can you believe it?

In today's lesson, we will deal with creating a personal profile on online social networks. Why is it necessary to have an already created online profile? Well, because with an online profile you can also apply for jobs you find online!

If you remember, back in the 1st module we talked about the ACTIVE JOB SEARCH, we mentioned that the easiest way to look for a job is through the website of the Employment Service. The Employment Service is a state institution that keeps records of the unemployed. What does that mean? Well, this means that their role is to constantly record what percentage of the population in a certain country is employed, and what percentage is not. Why do you think it is important for us to know how many people are employed and how many are not?

Well done, you were on the right track! If the state keeps track of what percentage of people are unemployed, what their last completed education level is or what their previous work experience is, it can tailor Active Employment Policy measures based on this data. So, these are measures drawn up and issued by the Employment Agency, which then encourage employers to hire a certain group of people. In other words, in terms of the Active Employment Policy, priority is given to unemployed people for example. However, in order to know when and how to implement a specific measure of the Active Employment Policy, they must first keep records of the employed and unemployed. Great, let's move on!

In addition to the Employment Office keeping records of employed and unemployed persons in the country, they are also the largest database for jobs. Almost all employers announce that they are looking for workers for various positions through the Employment Office. However, apart from the Employment Agency, there are other sites that offer jobs. Who would like to name a couple?

Well done, we did that in module 1, lesson 4 Active job hunting. After the lesson, you should have done some research on the Internet to find out which other sites offer the same overview of different job positions. Take the opportunity now to familiarize yourself with these sites, they will be extremely important to you when you look for jobs electronically, i.e. using the Internet.

One of the ways you can search for jobs online is by creating your personal profile. A personal profile is your online profile that contains all the information about you that is important to employers when hiring. The profile must contain the following items:



MY PERSONAL PROFILE:

YOUR PHOTO

PERSONAL INFORMATIONS

Name and surname

date of birth

Personal contacts

Completed level of education/
Qualification

WORK EXPERIENCE

HOBBIES AND INTERESTS

EDUCATION

A page will open in front of you that will look something like this. In each of these boxes, you will have to enter the necessary information, whether it is about yourself, your previous education, previous work experience, and hobbies and interests. Hobbies and interests are activities or occupations that you do in your free time. They can be varied from collecting flowers and making bouquets, reading books on a certain topic, gardening, cooking or physical activities such as running, exercising or swimming. As you can see, hobbies can really be varied, but the key is that they are activities that we do in our free time and because we want to do them. So, these are activities that make us happy and we feel good while doing them. What are some of your interests or hobbies? What do you like to do in your free time and why?

And now try to think about how you can present those same hobbies or interests at a job interview. How some of these hobbies you listed can help you present yourself better at a job interview. What interest can you relate to a business skill? All these are questions that you must keep in mind when filling out your personal profile, but also when interviewing for a job. The employer may ask you what you do in your free time, because these answers also tell us a lot about the person. So think carefully about what your hobbies are, but also what hobbies you can use to present yourself well. Think about what your hobbies say about you.

However, in order for this information to remain saved on the site, you must first register. Registration is a process that requires you to create your online username and password. A username is the name

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you use for your online identity. Considering that this is a profile through which you will look for a job, your username will be your real first and last name, and the password should be a combination of seven numbers that you can remember.

It doesn't matter what the combination of numbers is, it's just important to remember it! If you can't remember it, write it down somewhere where you'll always know where it is when you need it!

With this process, you ensure that all the information entered in your personal profile, all the information needed to present yourself to potential employers, will be saved and always available. This will actually ensure that your profile exists online, as you set it up, and that you can apply for other jobs with it.

Now that we are slowly coming to the end, we want you to find a site where jobs are offered for the exercise and create your online personal profile on that site. Try playing with the profile, see what you can do with it!

See you next time!

Bye everyone!

1.12. CV creation

Hello everyone,

Here we are again in a new teaching lesson. I have very good news for you, this is our penultimate video! Can someone list everything we've learned so far? I know there's a lot, but I think you can list at least a dozen terms.

Well done, I didn't even doubt you, congratulations! Now let's quickly go to our penultimate lesson, where we will talk a little more about the resume, what it is and how to make it in the best possible way. So let's go.

A resume is your identity card in the business world, but what does it mean? This means that you list all your previous business, educational experiences and personal data in it. With this, you present yourself to the employer and your goal is to present yourself in the best possible light for the candidate for the desired job.

Biographies can be divided into 3 parts:

1. Personal informations
2. Education
3. Previous work experience
4. Skills

When we talk about personal information, it is most important to state here:

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1. Name and surname - this is the most important information that you must never forget to write
2. Date of birth
3. Contact information - here you must enter your own phone number, e-mail and residential address, because the employer must contact you in some way

Do not include other information such as marital status, family and number of children, nationality and religious affiliation in your CV, as this information is not even remotely relevant to your employer.

After your personal information, it is very important to indicate your level of education. In doing so, you must state the highest completed level for which you have a document such as a diploma or certificate. In addition, you must indicate the year you graduated from school and the major if it is a vocational school.

If you have completed additional courses or training in the meantime, then it is a good opportunity to include it in this section. I would like to remind you that you need to remember everything and collect all the supporting materials, because very often the employer asks you to send them by mail. And it would be good if you bring them to the job interview so that he can see that they are originals.

I hope you can follow me very easily because this is a simple whole. For the sake of repetition, can someone give me a brief list of what we have to write in the CV?

After this basic information and education, it is important that you list your previous work experience. Previous work experience includes information such as:

1. Job title
2. Name of previous employer
3. From when until when did you work in that position
4. Briefly describe your responsibilities or the tasks you performed within that position

This is the most important part for employers, because based on this, he evaluates whether he will invite you for an interview or for a test. It is important to know that it is not nice to lie on your resume, because if the employer invites you to an interview and asks you questions and if you do not know the answer and get caught in a lie, you will certainly be excluded from the further employment process.

And the fourth thing that is important when creating a resume is to list your skills. So what are these skills? Skills are the special knowledge that a person develops. It can be skills of writing, communication, machine operation, responsibility, orderliness and the like. Can someone list me their own 3 skills that they think they have? Where and how did you learn them?

Excellent! You can see that it is not difficult and that you already know a lot!

Now that you have created your resume, you must pay attention to some other details, namely:

1. Clarity - let your resume be reviewed and organized, without colors and different fonts, highlight the most important
2. Check your grammar – sometimes 4 eyes see better than two so have someone else review your CV and correct your grammar if you are unsure

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3. Photo - if you want, you can add a photo to your resume, but make sure that the photo is decent and professional. Do not post photos with sunglasses or photos from going out or photos of you with friends

Now that you've learned how to create a resume, you're ready to start looking for a job. Don't give up, sometimes it will be difficult, but every effort is worth it.

See you in the next lesson where you will tell me the most important things that a resume must have!

Greeting!

1.13. A test job interview

Hello everyone!

We have reached our last lesson, but also our last meeting! In today's lesson, we will simulate a real job interview and repeat key words, terms and concepts from this whole lesson so far. Don't worry, we'll do everything we've done up until now. We have already repeated everything important several times, and after all, it is not important that you do it perfectly, it is important that you try and see where you can improve.

Let's go. First, tell us - you are unemployed and looking for a job, where can you look for a job?

Excellent! You can search for a job live or electronically. You can search live for job ads found, for example, on job boards or through friends and acquaintances. In addition to it, you can also search online or electronically. If you are going to search for jobs online, then you will be browsing the websites of the Employment Service or other sites that offer jobs in your country. Can you name some of those pages?

Excellent, it's always good, in addition to the website of the Employment Agency, to follow some other websites just in case. You never know what you might come across, and the more pages you search, the more likely you are to find the information you need. Don't forget - it's always worth investing a little more effort and time!

Okay, let's say you find a job posting on one of those sites to apply for, but to fill out an online application form, the site asks you to create a personal profile. What do you need to do next?

Bravo, excellent! So, most online networking sites require you to create your online personal profile through which you then apply to job ads. To create your personal profile you must first register. Registration is the process of creating your online profile, which includes creating your online username and password for that profile. A username is the name of your profile that matches your real first and last name, and a password protects your profile from other people. Because you have "locked" the profile with a password, no one else can access it except you.

When you create your online personal profile, you need to enter some information in it. These data are:

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- your personal data
- completed level of education
- previous work experience
- additional education/training
- hobbies and interests

In fact, this data looks familiar to us. Where else do we have to enter this information?

Exactly! We enter the same data when filling out the resume! A resume is our identity card in the business world because it contains all the information that is important to potential employers. The job an interview and a resume are the factors that determine whether we will get a job or not. That is why it is extremely important to have a neat, beautiful and well-reviewed resume and to present yourself well at a job interview!

Well done, in today's age it is important to use digital technology, but also ways of online communication such as sending emails. Although what you sent now is not the same as an email, you used the same principle. You had a message to send – your job application form and a recipient. You sent a message to the recipient using formal communication, i.e. business and professional communication, and sent your CV along with the message and ended the email with a nice greeting.

So now you've created your personal profile and along with it you've created your online resume. You contacted a potential employer and now you have to wait patiently for the results. After a few days, an unknown number calls you. What are you going to do?

Well done, this was an exercise to remember the culture of talking on the phone and how to arrange a meeting. So, the employer called you, introduced himself and said that he was calling you to arrange a time for a job interview in his office. You answered safely and confidently, you confirmed that the employer got the person he wanted to call, and you arrange the time of the meeting when it suits you. When you will not have important obligations before or after the meeting itself. You agreed on this time so that you can prepare before the actual meeting. After the agreement, you say thank you for the call and end the call as excited and confident as you answered - with style.

You have a few days before the actual meeting, i.e. the job interview. What do you have to do and prepare?

Great, you're doing great, keep it up! Use this time between the phone call and the job interview date to prepare your speech. How will you present yourself to the employer and how will you do it?

Excellent. First you have to choose what to say. Since you have already sent a job application and resume, it is safe to assume that the employer just called you for a job interview because of the items in your resume. When employers call you for a job interview, they don't want to hear about what they've already seen or heard. In other words, don't repeat what is already in your resume, but tell some additional stories or explanations. Try to recall some specific situations where you had to use the skills you listed in your resume. Such an explanation will show the employer that you know what you are talking about and that you are aware of your knowledge and skills. Also, when you're talking about skills, it's good to mention this:

- how do you manage in a team of people, and how do you manage independently?

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- How well and quickly can you follow instructions and complete tasks?
- How precise are you in completing tasks and should you be checked afterwards?
- How successfully can you manage your time or do you have to set aside time for certain tasks?
- Can you assign tasks yourself in advance or does someone have to assign them to you?

The answers to these questions are important to employers because they get an insight into what kind of worker you are. A resume describes what you've learned and what skills you've acquired so far, but these questions provide insight into some specific business situations you might find yourself in. Some employers are looking for people who excel in teamwork and can carefully follow instructions, while for some, independence and efficiency are more important. Also, don't forget to mention your hobbies and why you do them. Try to find a link between your hobby and how that hobby helps you at work.

Now that you've prepared what you're going to say, we're going to practice how you're going to say it a little more. Before we start the exercise, tell me, what do you have to pay attention to when introducing yourself?

Great, let's do it again together! We must pay attention to:

1.) How did we get into the room?

Entering the room and those first few seconds when the employer sees us is the time when the first impression is made. Making a good first impression is important to us, which means you want to enter the room looking polite and professional. Clothing must be neat and fit the job you applied for (you can't go wrong with pants and a shirt)! The face must be well-groomed, the nails clean and the hair combed.

Apart from appearance, it is important to make eye contact with employers as soon as you enter the room and to have a smile on your face. This lets you know that you are confident, but also excited about this job interview. Excitement means that you matter and that you care, and employers prefer to look for workers who are actually interested in the job, rather than just doing it.

With a facial expression, you should certainly greet people when entering the room (Good day! Good morning!) to shake hands and sit down decently. The trick here is to act polite and professional, but still try to get comfortable in your chair. It's important that you're comfortable so you don't have to think about that, in addition to all the other things you'll be thinking about. Make the situation work in your favor as much as possible.

Finally, all that remains is to introduce yourself.

2.) How will we introduce ourselves?

Now that we've entered the room, made a good first impression and met the interviewer. Next comes the demanding part. Now we have to present ourselves at the job interview. First, you will say something briefly about yourself:

- What education did you complete?
- Why did you choose that education?

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- Where have you worked so far and what have you learned in each of those jobs?
- In this section, you will mention your additional knowledge and additional skills, along with hobbies and interests.

While you are talking, you will pay attention to the tone of voice and intonation, especially emphasize important parts and express yourself clearly. You will maintain eye contact and smile when you remember something beautiful or something that makes you happy. Make sure that your body is relaxed, but that you do not look tired or disinterested. The key in this work is to leave an impression of security and self-confidence, but also of excitement and interest. If the employer starts asking you questions, wait for him to finish his question before you start speaking. Be clear and precise in your answer and you will not go into too much detail, but stick to the question. And when the employer no longer has his questions, then ask him your questions. Questions may be related to working hours, salary, scope of work and tasks, method of performing tasks, communication in a group or team, ways to resolve conflicts, etc. The more specific the question you ask, the better. This also shows your interest, and that you have researched the job before the interview itself.

Now we are slowly approaching the end of the interview and all that remains is to end it in style.

3.) How will we end the job interview?

When the employer has asked you all the questions that interest him and you have asked the employer everything that interests you, it is time to bring the job interview to a close. The employer will thank you for coming to introduce yourself, and you will thank him for inviting you. Say your final saying (what you will be remembered for), something along the lines of "...excited about the possibility of working at this institution..." or "...looking forward to feedback..." '. With that, you will stand up and again shake hands with the person who conducted the interview, collect all your things and leave the room. We call that going out in style.

The end is as important as the beginning. If we started well and kept a good pace during the conversation, it is important to follow that positive pace with an equally positive ending. Therefore, it is just as safe and confident to bring the conversation to an end and leave the room. This confirms the first impression from the beginning - no, it's not a trick, you really are that self-confident!

This concludes our final lesson on preparing for a job interview. If you follow these instructions and guidelines of ours, you will definitely rock that job interview! But don't forget, you have to repeat! Repeat until you're sure you've learned everything!

We were glad to hang out with you and we hope that it was pleasant and educational for you to spend all this time with us! Finally, we would like to ask you to fill out a satisfaction questionnaire at the end of this lesson, and we wish you the best of luck in finding a job!

Hi everyone!