



1

**WELCOME &
CONGRATULATIONS!**



2

A Few of the Places We Work



3

SELECTED CLIENTS

International Non-Governmental Organizations (NGOS)

- Association for Democratic Initiatives (ADI), Gostivar, Macedonia
- Association for Emancipation, Solidarity, and Equality of Women (ESE), Skopje, Macedonia
- Centre for Balkan Cooperation (Loja), Tetovo, Macedonia
- Center for Civic Initiative (CCI), Prilep, Macedonia
- Center for Civil Military Relations, Belgrade, Serbia
- Center for the Development of the Non-Profit Sector, Belgrade, Serbia
- Center for Institutional Development (CIRa), Skopje, Macedonia
- Center for Regionalism, Novi Sad, Serbia
- Center for Research and Policy Making (CRPM), Skopje, Macedonia
- Child Helpline International, Amsterdam, The Netherlands
- CHOICE, Zandvoort & Utrecht, The Netherlands
- Citizens' Association Felicitas, Belgrade, Serbia
- Civic Initiatives, Belgrade, Serbia
- Coalition All for Fair Trials, Skopje, Macedonia
- Consumers Organization of Macedonia (COM), Skopje, Macedonia
- European AIDS Treatment Group (EATG), Brussels and Bruges, Belgium
- Federation of Farmers of Republic of Macedonia (FFRM), Skopje, Macedonia



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SELECTED CLIENTS

International Non-Governmental Organizations (NGOS)

- Global Fund to Fight AIDS, Tuberculosis, and Malaria, São Paulo, Brazil and Belgrade, Serbia
- Independent Journalists' Association of Serbia (IJAS), Belgrade, Serbia
- KHAM, Delcevo, Macedonia
- Macedonian Center for Civil Education (MCEC or MCGO), Skopje, Macedonia
- Mesecina, Gostivar, Macedonia
- Macedonian Institute for Media (MIM), Skopje, Macedonia
- MOST, Skopje, Macedonia
- NaotePrives, Lisbon, Portugal (Pending)
- People's Parliament, Leskovac, Serbia
- Planetum, Strumica, Macedonia
- PROTECTA, Nis, Serbia
- Wo=Men (Women Equals Men), The Netherlands
- YouAct, Brussels, Belgium & Sophia, Bulgaria & Haarlem, The Netherlands
- Youth Cultural Center (YCC), Bitola, Macedonia
- Youth of JAZAS, Belgrade, Uzice, & Vranje, Serbia
- Yugoslav Youth Information Center, Belgrade, Serbia



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SELECTED CLIENTS

And Hundreds More U.S. Based...

NATIONAL SOCIAL PROFIT ORGANIZATIONS

COMMUNITY BASED ORGANIZATIONS (CBOs)

COLLEGES AND UNIVERSITIES

"Dear Craig, Violeta and I never got a chance to tell you how much we enjoyed the Ohrid (Macedonia) Mentoring Training you delivered in such an enthusiastic and authentic manner. It was one of the rare trainings we both stayed to follow, regardless of the fact whose turn was it to translate."

Actually, your training methods and strategies, the approach you adopted, and Victor Hugo's quotes have been the subject matter of the translators' table in a crowded Skopje cafe in the past two weeks; and that in itself, puts you in the spotlight of one of the most critical and anti-mainstream professional groups in a city that in the past 15 years of transition has seen everything and everybody and is very rarely impressed.

Anyway, thank you once again for putting so much effort and professional commitment into making a change in our small, but incredibly important Macedonian reality."

Svetlana Spasovska, Interpreter/Translator, World Learning (Macedonia)



6

Institute for Sustainable Communities

ISC's mission is to help communities around the world address environmental, economic, and social challenges to build a better future shaped and shared by all.

We are in the business of unleashing the power of people to transform their communities. Our approach ensures solutions emerge from within the community, rather than being imposed from the outside. By combining technical expertise and leadership training with strategic investments in local organizations, we are sparking creative solutions and lasting change.



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ISC KOSOVO CSSP

In October 2008, the Institute for Sustainable Communities launched a program in Kosovo to help ease the country's transition to an inclusive and democratic government. After years of conflict and political uncertainty, Kosovo's newly independent status poses great challenges, including healing ethnic and political rifts while rebuilding the nation's economy and infrastructure.

ISC's goal for the **Civil Society Strengthening Program (CSSP)** is to ensure that Kosovo civil society is an effective and influential partner to government in public decision-making.

OBJECTIVES

- A robust, diverse, and representative nongovernmental organization (NGO) sector is able to influence public policy and carry out advocacy campaigns that achieve results at the local and national levels.
- The legal and regulatory framework allows NGOs to operate with maximum leeway and impact.
- Kosovo Serb and other minority NGOs are able to represent and advocate for the interests of their constituents.
- The civil society "infrastructure" is in place to support the sector over the long term.



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ISC KOSOVO

Qëllimi i ISC-së për Programin e Forcimit e Shoqërisë Civile në Kosovë është të sigurojë që shoqëria civile e Kosovës të jetë partner efektiv dhe me influencë i qeverisë në vendim marrje publike duke kontribuar për një Kosovë demokratike dhe përfshirëse.

Objektivat

- Sektor përfaqësues, i fortë dhe i shumëlojshëm i OJQ-ve në gjendje të ndikojnë në politikë publike dhe të bëjnë kampanja mbrojtëse të cilat arrijnë rezultate në nivel lokal dhe atë nacional.
- Kuadër rregullativ dhe legal që mundëson OJQ-të të operojnë me fleksibilitet dhe efekt.
- Serbet e Kosovës dhe OJQ-të tjera të pakicave kanë mundësinë të përfaqësojnë dhe mbrojnë interesat e përbërësve të tyre.
- "Infrastruktura" e shoqërisë civile është e vendosur për përkrahje të këtij sektori në periudhë afatgjate.

Namera ISC-a je da kroz program Jačanja Građanskog Društva omogućiti da građansko društvo Kosova bude efektan i uticajan partner vlade prilikom donošenja odluka od općiteg interesa, doprinoseći time otvorenom i demokratskom Kosovu.

Program će postići sledeće:

- Snažan, raznolik i reprezentativan NVO sektor u stanju da utiče na javnu politiku i sprovodi zastupničke kampanje koje postižu rezultate kako na lokalnom tako i na nacionalnom nivou
- Pravni i regulatorni okvir omogućava NVO-ima da deluju fleksibilno i efektno.
- NVO-i kosovskih Srba i drugih manjina su u stanju da predstavljaju i zastupaju interese svojih zajednica
- Postoji "Infrastruktura" građanskog društva odlučna da dugoročno podržava ovaj sektor.



9

TIME IN . . .



10

WHO ARE WE: 1-1

**What is YOUR NAME
WHERE do you come from?**

WHY did you want to come to the Academy?



11

Playing the Name Game!



12

**Making the MOST
of the Next 7 Days!**



13

First ... LOGISTICS



14

**Including ...
ROOMMATE RESPONSIBILITY**

(Tomorrow: Intros)



15



Life happens on the Edge of Your Comfort Zone



16

WAYS OF BEING

-PRESERVE CONFIDENTIALITY – What is said in the context of our work together will remain private. It is important for people to feel safe speaking about personal experiences and this can only happen without the fear of unintended listeners. This trust is sacred.

-USE 'I' STATEMENTS – It is important that we take responsibility for what we say and own our own issues. This also helps to cut down on broad generalizations and stereotyping by encouraging ownership of one's own ideas and opinions.

-HONOR SILENCE – Silence serves many purposes. It enables us to center and to sort our thoughts. It also allows us a chance to retreat inside ourselves to listen to what our heart and mind are saying to us.

-ALLOW YOURSELF TO MAKE MISTAKES – Especially around issues of language. It is important that we make every effort not to censor one another. At the same time, we should all be open to hearing about how our language, actions and behaviors affect others.

-LISTEN TO WHAT OTHERS ARE SAYING – Listening is an art. Listening means to be fully present in hearing a speaker and making every effort not to spend time formulating your comments while others are talking. Otherwise it creates opportunities for misunderstandings and may cause you to miss something very important.

-KEEP AN OPEN MIND – Be honest with your opinions and reactions to the discussions, but work to withhold judgment. Allow others the freedom to express opinions that you may not share.

-CHALLENGE YOURSELF TO THINK FROM DIFFERENT PERSPECTIVES – Make every effort to put yourself in someone else's shoes. Think about how and why they feel the way that they do. Remember that every individual has a unique life story that deserves your respect.

-MAINTAIN CONVERSATIONAL COURTESIES – Don't interrupt others while they are speaking; don't carry on side conversations; be brief and to the point when speaking; and understand that everyone should have a chance to participate.

-HAVE FUN!!

SPEAK HONESTLY, BE BRIEF & LISTEN FROM THE HEART



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What Is Leadership?



18

The BEST definition of Leadership ...



19

Does Not Exist!



20

There is not one agreed upon definition in the world despite how much leadership has been studied and written about. As of today 316,641 results returned when searching Amazon for books on leadership. According to Warren Bennis in Leaders (1997) "academic analysis has given us more than 850 definitions of leadership". I think it is fair to say that defining leadership will be studied and debated for a long time to come and it is likely we will never all agree on THE BEST definition.



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GOALS OF THE ACADEMY

- ★ Develop a clear understanding of your unique leadership profile through participation in a set of highly-participatory group and individual activities;
- ★ Create a personal mission statement;
- ★ Develop new skills in public speaking, conflict resolution, goal-setting, time management, and peer education, among others;
- ★ Learn to apply conflict resolution strategies and tools for effectively managing conflict among your peers and those that promote mutual understanding and the peaceful resolution of differences;
- ★ Increase awareness of personal culture and identity;
- ★ Forge lasting bonds with each other, addressing areas of conflict stemming from stereotypes and negative socialization, and forming a cooperative and multi-ethnic network of young leaders.



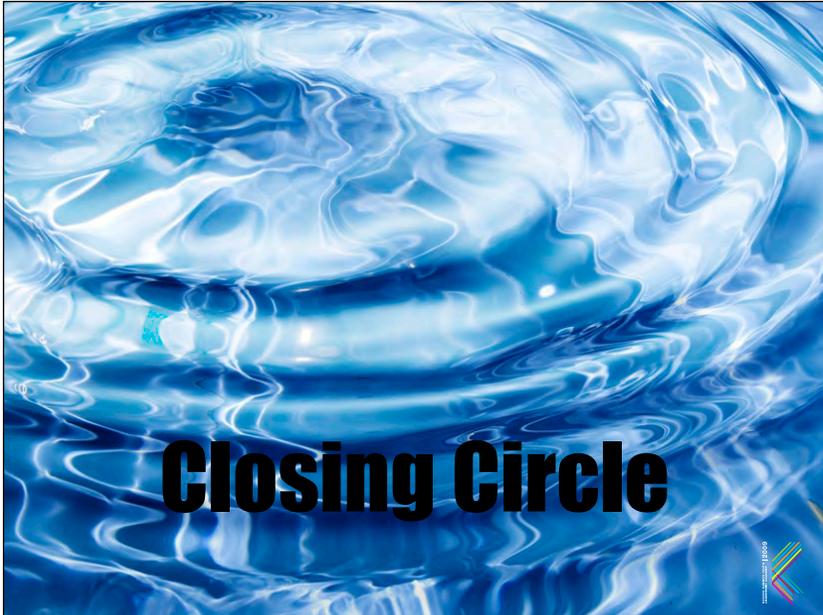
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THE RULES

- ★ I will remain within the Academy boundaries at all times unless accompanied by adult staff members.
- ★ I will be in my room at curfew and will remain there until morning wake-up.
- ★ I will not bring any weapons or dangerous items to Academy.
- ★ I will not bring or use any drugs or alcohol at the Academy except medications detailed in the medical information section of this application.
- ★ I will not bring or use cigarettes at the Academy.
- ★ I will turn in all medications to the medication supervisor in its original container.
- ★ I will not engage in sexual activity at the Academy.
- ★ I will abide by the separate rules set by the site staff.
- ★ I will attend and be on time for all meetings and meals.
- ★ I will pay for any damage to the facility for which I am responsible.
- ★ I will wear my nametag at all times unless directed by Academy staff.
- ★ I understand that telephone use is for emergencies only.
- ★ I understand that I am not to take part in any destructive activities.
- ★ I will treat everyone involved with the Academy with respect.
- ★ I understand that violating any of these rules can result in immediate dismissal from Academy and that my parents or legal guardians will be called to pick me up at their expense.



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Closing Circle



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Enjoy Your Dinner!

Coffee Break NOW!

Dinner in the Restaurant at 18:30

Please Be Ready to Work at 19:30

*"The best time to plant a tree is twenty years ago.
The next best time is today."*

— Chinese Proverb



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YOUR EXPECTATIONS*

(*& OUR EXPECTATIONS OF YOU)



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