



## Europass Curriculum Vitae

### Personal information

First name(s) / Surname(s) **Snežana BAČLIJA KNOCH**

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Nationality Serbian and Croatian

Date of birth 16/12/1980

### Occupational field **International Trainer and Facilitator**

#### Work experience

Dates January 2013 – present

Occupation or position held **Trainer**

Main activities and responsibilities Preparation of the training programme in the framework of EVS (European Voluntary Service) action of Erasmus+ Youth in Action Programme of the European Union; Implementation of on-arrival, midterm and annual EVS for international groups of EVS volunteers (so far implemented 1 on-arrival and 3 midterm trainings); Reporting of the training programmes.

Name and address of employer SALTO-YOUTH South East Europe Resource Centre, Dunajska cesta 22, SI - 1000 Ljubljana, Slovenia, <http://www.salto-youth.net/rc/see/>

Type of business or sector European support structure to the Erasmus+ programme

Dates January 2013 – present

Occupation or position held **Connect Program facilitator**

Main activities and responsibilities Preparing overall agenda and specific lesson plans for Soliya Connect Program semester. Co-facilitating 2 hour long online cultural exchange sessions for university students from USA, Europe, Asia and MENA region; preparing session notes and amendments to online curriculum.

Name and address of employer Soliya, 6 East 39th Street, Suite 301, New York, NY 10016, <http://www.soliya.net/>

Type of business or sector International NGO

Dates April 2007 – present

Occupation or position held **Founder, Programme Director (presently) and Educator (presently)**

Main activities and responsibilities Developing and coordinating educational strategy of the organisation; Creating and implementing educational programmes and training agendas; Facilitating international meetings, seminars and conferences; Project management.

Name and address of employer The Youth Dialogue Programme, Mileve Marić 30, Novi Sad, Serbia, <http://www.ydprogramme.org/>

Type of business or sector Non-profit youth NGO

Dates October 2004 – present

Occupation or position held **Freelance Trainer and Facilitator**

Main activities and responsibilities	<p>Creating educational programmes and training agendas; Delivering trainings for interested NGOs, institutions and agencies; Facilitating meetings, seminars, forums and conferences; Evaluating educational programmes; Reporting about processes and results of the trainings.</p> <p>Trainer/Facilitator/Author in following areas: Intercultural Dialogue and Intercultural Learning; Conflict Transformation; Human and Minority Rights; Volunteering and Volunteer Management; Social Inclusion; Communication Skills; Project Cycle Management; Leadership and Teamwork Skills; Facilitation Skills (including facilitation of E-learning); Training of Trainers/Facilitators/Multipliers. The programmes have included various target groups: youth, students, community leaders, NGO activists, young politicians, unemployed youth, minority groups, youth at risk, youth from conflict areas, immigrants and refugees.</p>
Name and address of employer	<ul style="list-style-type: none"> <li>▪ SALTO-YOUTH South East Europe Resource Centre, <a href="http://www.salto-youth.net/rc/see/">http://www.salto-youth.net/rc/see/</a></li> <li>▪ Croatian National Agency for Mobility and EU Programmes, <a href="http://www.mobilnost.hr/">http://www.mobilnost.hr/</a></li> <li>▪ Contact Point for Erasmus+ Youth in Action Programme in Serbia, <a href="http://www.mladiukciji.rs/">http://www.mladiukciji.rs/</a></li> <li>▪ Slovenian ERASMUS+ National agency, YOUTH FIELD, <a href="http://www.mva.si/">http://www.mva.si/</a></li> <li>▪ Bulgarian National Agency for Youth in Action Programme, <a href="http://www.youthbg.info/">http://www.youthbg.info/</a></li> <li>▪ Eurodesk HU (Hungarian National Agency for Youth in Action Programme): <a href="http://www.eurodesk.hu">http://www.eurodesk.hu</a></li> <li>▪ Council of Europe, Office in Belgrade: <a href="http://www.coe.org.rs/">http://www.coe.org.rs/</a></li> <li>▪ American Councils, <a href="http://www.ac-see.org/index.htm">http://www.ac-see.org/index.htm</a>;</li> <li>▪ SEEYN (South Eastern European Youth Network): <a href="http://www.seeyn.org/">http://www.seeyn.org/</a></li> <li>▪ NAPOR, National Association of Youth Workers in Serbia: <a href="http://www.napor.net">http://www.napor.net</a></li> <li>▪ City of Novi Sad, Department for Sports and Youth, <a href="http://sio.novisad.rs/lap-novi-sad-2">http://sio.novisad.rs/lap-novi-sad-2</a></li> <li>▪ SKCNS - Student Cultural Centre of Novi Sad, <a href="http://www.skcns.org/">http://www.skcns.org/</a></li> <li>▪ Forum 2000, <a href="http://www.forum2000.cz/">http://www.forum2000.cz/</a></li> <li>▪ ICYE International Office (International Cultural Youth Exchange), <a href="http://www.icye.org/">http://www.icye.org/</a></li> </ul>
Type of business or sector	Education and training
Dates	May 2001 – present
Occupation or position held	<b>President, Coordinator of Educational Programs, Member of the Advisory Board (presently)</b>
Main activities and responsibilities	<p>Programme manager, group leader and trainer/facilitator on trainings and youth exchanges in the framework of the European Commission's YOUTH, Youth in Action and Erasmus+ programmes; Developing educational programmes and training agendas for local, national and international projects; Leading training teams in local, national and international educational programmes; Developing and managing online learning platform: <a href="http://www.facilitating.in">www.facilitating.in</a>; Cooperating with partner organisations and networking and contact-making on the international level.</p>
Name and address of employer	BalkanIDEA Novi Sad, Šafarikova 29/2, Novi Sad, Serbia, <a href="http://www.balkanideans.org/">http://www.balkanideans.org/</a>
Type of business or sector	Non-profit Youth NGO
Dates	2005 to 2010
Occupation or position held	<b>Educational Advisor and Facilitator</b>
Main activities and responsibilities	<p>Developing educational strategy for the Encompass programmes; Creating programme agenda, facilitating and evaluating Nine Encompass Journeys of Understanding (International programmes gathering young people from Indonesia, Israel, Palestine, UK and the USA); Four Encompass Diversity programmes (Diversity in London, Diversity in the UK, Diversity in Scotland); Encompass Voyage of Understanding, International Tall Ship Voyage.</p>
Name and address of employer	Encompass, the Daniel Braden Reconciliation Trust, 48-51 Old Gloucester Street, London, WC1N 3AE, United Kingdom, <a href="http://www.encompasstrust.org/">http://www.encompasstrust.org/</a>
Type of business or sector	Trust
<b>Education and training</b>	
Dates	October 2006 – June 2008
Title of qualification awarded	<b>Master in Applied Conflict Transformation Studies</b>
Principal subjects/occupational skills covered	Theories of conflict; Conflict transformation skills; Conflict, power and change: Engaging with actors, systems, structure and policies; Designing and facilitating conflict transformation processes; Action research methodology. <i>Master thesis: The Role of Nonformal Education Based on Challenging Activities in the Process of Rehumanisation (Action Research)</i>

Name and type of organisation providing education and training	University of Novi Sad, Association of Centres for Interdisciplinary and Multidisciplinary Studies and Research (in cooperation with Responding to Conflict UK and Nansen Dialogue Network)										
Dates	October – December 2012										
Title of qualification awarded	<b>Certified facilitator for cultural exchange programmes</b>										
Principal subjects/occupational skills covered	Advanced Facilitation and Conflict Resolution skills; Video Production; Social Media; Community Outreach & Engagement										
Name and type of organisation providing education and training	Soliya, International non-profit organisation, New York United Nations Alliance of Civilizations										
Dates	March – June 2009										
Title of qualification awarded	<b>Certified trainer for the Human Rights Education</b>										
Principal subjects/occupational skills covered	Human rights principles, associated values, history and philosophy of HR; Different instruments for the protection and promotion of human rights; Educational approaches in HR Education.										
Name and type of organisation providing education and training	Council of Europe, Directorate of Youth and Sport, European Youth Centre Budapest										
Dates	November 2002										
Title of qualification awarded	<b>Certified trainer for intercultural projects in South East Europe</b>										
Principal subjects/occupational skills covered	Learning, identifying learning objectives, assessing learning results; Group development and group dynamics; Intercultural learning; Trainer's competence and personal development; Planning, running and evaluating training activities										
Name and type of organisation providing education and training	Council of Europe, Directorate of Youth and Sport, European Youth Centre Budapest										
<b>Personal skills and competences</b>											
Mother tongue(s)	<b>Serbian</b>										
Other language(s)											
Self-assessment	<b>Understanding</b>				<b>Speaking</b>				<b>Writing</b>		
<i>European level (*)</i>	Listening		Reading		Spoken interaction		Spoken production				
<b>English</b>	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	
<b>Portuguese</b>	A2	Independent user	B1	Basic user	A2	Basic user	A2	Basic user	A2	Basic user	
	(*) <a href="#">Common European Framework of Reference for Languages</a>										
Social skills and competences	<b>Intercultural sensitivity</b> (training for trainers in intercultural learning; working in different countries and with various multicultural groups); <b>Ability to handle conflicts on different levels</b> (MA in conflict transformation, working with different vulnerable groups); <b>Ability to work in a team</b> (working in and leading different multicultural teams); <b>Ability to work with great variety of target groups</b> (working with great number of different groups); <b>Communication skills</b> (trained to work as a trainer and years of work as a trainer, facilitator and presenter)										
Organisational skills and competences	<b>Ability to lead teams and projects</b> (experience in project and team management); <b>Ability to work under pressure</b> (experience in meeting tight deadlines and in managing long-term projects); <b>Crisis management</b> (experience in working on projects)										
Computer skills and competences	Proficient in using Microsoft Office™ tools (Word™, Excel™ and PowerPoint™) and Internet applications; Experience in managing Moodle e-learning platforms; Diverse experience in managing social media platforms										
Driving licence	Category B										

<b>Additional information</b>	<p><b>Publications</b></p> <ul style="list-style-type: none"> <li>▪ “Cherry on the cake” – Advice for Quality Planning of Youth Exchanges, English edition (editing and writing chapters about intercultural learning), Nacionalna agencija programa ERASMUS+, 2015</li> <li>▪ Article: “Having a group within the group, or a thousand and one questions”, Applied Conflict Transformation Studies, Collection of Research, Responding to Conflict, 2009</li> </ul>
	<p><b>Member of following pools of trainers:</b></p> <p>From 2014: Trainers Pool of the Youth Department of the Council of Europe, <a href="http://www.coe.int/t/dg4/youth/training/quality_nfe/tp_presentation_EN.asp">http://www.coe.int/t/dg4/youth/training/quality_nfe/tp_presentation_EN.asp</a></p> <p>From 2014: Croatian National Agency for Mobility and EU Programmes, <a href="http://www.mobilnost.hr/">http://www.mobilnost.hr/</a></p> <p>From 2013: SALTO SEE Pool of trainers, <a href="http://www.salto-youth.net/rc/see/">http://www.salto-youth.net/rc/see/</a></p> <p>From 2011: Pool of Trainers, SEEYN (South Eastern European Youth Network): <a href="http://www.seeyn.org/">http://www.seeyn.org/</a></p> <p>From 2009: Trainers Pool, Erasmus+ Programme Serbia, <a href="http://www.mladiukaciji.rs/profil_i_trenera.php">http://www.mladiukaciji.rs/profil_i_trenera.php</a></p>
	<p><b>Reference Persons:</b></p> <p><b>Maija Lehto</b>, SALTO-YOUTH South East Europe Resource Centre Programme Officer, Dunajska cesta 22, SI - 1000 Ljubljana, Slovenia; <a href="mailto:Maija.Lehto@mva.si">Maija.Lehto@mva.si</a>, 0038614304747</p> <p><b>Josh Cass</b>, FODIP (The Forum for Discussion of Israel and Palestine) Director, 38 Rosemary Avenue, London N3 2QN, United Kingdom, <a href="mailto:js_cass@yahoo.co.uk">js_cass@yahoo.co.uk</a>, 00447947325448</p> <p><b>Mark E. Taylor</b>, Freelance Trainer and Consultant, 3 rue de l'Épine, F-67000 Strasbourg, France, <a href="mailto:brazav@yahoo.com">brazav@yahoo.com</a>, 00333762481958</p>