



**WORKSHOP TIMETEBLE – 90 minutes**

<b>1. part of the workshop – presentation (translation will be provided)</b>	<b>minutes</b>
Zuzana Filipková	8
Miroslav Konderla – (user of services in Silesian diacony)	8
Petr Matuška	8
<b>Total</b>	<b>24</b>
<b>2. part of workshop – information, creating groups for discussion</b>	
Passing on information about work in the individual discussion groups and key topics (present in PowerPoint and in writing)	1
Creating discussion groups – distribute discussion topics in a written form. Number of discussion groups will depend on a final number of workshop participants (possible number is between 10 and 80). If there are <ul style="list-style-type: none"> <li>- up to 30 people, there will be created 2 work groups</li> <li>- up to 60 people, there will be created 3 work groups</li> <li>- up to 80 people, there will be created 4 work groups</li> </ul>	3
Pointing moderators, who will lead the discussion in the group, and pointing recorders, who will record conclusions from the discussion in writing and present these conclusions at the end.	2
<b>Total</b>	<b>6</b>
<b>3. part of workshop – discussion in groups</b>	
Verifying group discussions - on the given key topics <b>(with interpreters' presence)</b> : <ul style="list-style-type: none"> <li>▪ How to set up and establish user-focused quality systems</li> <li>▪ Role of users in setting standards and also in contributing to quality inspection process</li> <li>▪ These developments in the context of services for disabled people</li> </ul>	13
Task request	2
<b>A break for interpreters</b> – participants will work on their task at this time.	15
Discussion in the group – preparation for presentations from the discussions and presentation of the independent work (moderators will present at the final part of the workshop)	10
<b>Total</b>	<b>40</b>
<b>4. part of workshop – presentations (translation will be provided)</b>	
There will be presentations from the discussion groups at the end of the workshop. Recorder and moderator will present the conclusions from the discussions. In case of 2 work groups – every group will have available 7,5 min. for the presentation In case of 3 work group – every group will have available 5 min. for the presentation. In case of 3 work group – every group will have available 3,75 min. for the presentation. The two speakers – Zuzana Filipkova and Petr Matuska will monitor the time limits.	15
Participants will have time for additional questions and discussion.	4
Conclusion – farewell, acknowledgements ....	1
<b>Total</b>	<b>20</b>