

CENTER FOR EDUCATION AND RESEARCH "NAHLA" SARAJEVO
CENTER FOR EDUCATION AND RESEARCH "NAHLA" BIHAĆ
EDUCATIONAL CENTER "NAHLA" TUZLA

ANNUAL REPORT 2020/2021



*Using the transforming power of knowledge, we drive change and build
a better future for women in Bosnia and Herzegovina*

Our vision

An educated and empowered woman who changes the world.

Our mission

to empower women through education and creation of stimulating environment for their personal development and competent participation in social processes.

Our goals

1. To educate women in order to improve their personal and social life, spiritual development and reach economic empowerment.
2. To encourage women to build their personality and know their rights in order to increase their social status and potentials.
3. To raise awareness about role of religion in civil society and the importance of establishing dialogue between citizens, different NGOs, religious communities and government institutions.
4. To research, theoretically and empirically, issues important for women, their rights, social engagement, religion and identity in contemporary civil society.

Introductory message

The working year behind us, which began in September 2020, was one of the most challenging in various aspects, but it most certainly contributed to our growth and development into an organization that knows how to turn the greatest challenges into opportunities and look at them as chances to improve weaknesses made more noticeable due to hardship.

Major issues with the legislative framework that did not define a clear state tax policy towards NGOs and one-sided and irresponsible interpretation of the law by representatives of public administration have put the survival of many organizations and the whole concept of philanthropy in BiH into question, and they threatened our work, status and the principles on which we operate and collaborate with our donors. As a society, but also as a large part of the NGO sector in BiH, we won this battle together, at least in this phase, and we continued with our work in a new capacity. The whole process resulted in Nahla's partnerships with other organizations and a leading role in initiating the lobbying process for the revision of the law on tax policies in BiH. All of this also started the revision of internal control of structures and processes within the organization as well as improvement of certain systems, regulations and procedures.

This was also the anniversary year, a year of celebration and pride for the results we achieved in the past 20 years, a year in which we congratulated ourselves and allowed others to congratulate us for our persistence and efforts we invested on showing how continuous learning brings prosperity to individuals and communities in the safest and fastest way. During the pandemic, the activities largely took place in the virtual world and the use of its advantages and technologies allowed us to reach tens of thousands of people, which would be difficult to imagine in any other case.

The challenge of uncertainty, constant changes in the instructions on restrictions regarding physical presence in space and different Covid-19 regulations in each of the cantons where

we have our centers, have imposed a new and much faster pace of adaptation to the aforementioned conditions. The transition to online learning, as well as combining online and on-site teaching required enormous effort and dedicated work of our teams, the innovative spirit of our employees and associates, and here I would like to express my gratitude and admiration to each one of them, individually.

We started with the process of defining and drafting the Strategic Plan 2021-2026 in the last quarter of this working year, and we included our beneficiaries, young people, employees, members of the Management Board and the Assembly, representatives of state institutions, the rest of the NGO sector as well as some of the available partners and donors as our interlocutors. All of us, together, decided to commit to working even harder on the mission of making knowledge accessible using all the benefits of digitalization, to represent a corrective for some social phenomena as well as to speak about it more often in public, to include constant promotion of health, healthy lifestyles, life skills, and values of family life even more in our programs and to continue with branding of some of our programs in order to make their message more clear and longer lasting.

The challenges posed by the pandemic continue, and we will continue looking for the ways on how to make it an additional opportunity to enable as many women as possible to believe and enjoy processes of lifelong learning, to feel its benefits and the changes it brings to their lives, regardless of where these women live or what they do.

Sehija Dedović,
President



Nahla in 2020/2021.

TOTAL NUMBER OF USERS (3 CITIES) IN 2020/21

12606

SARAJEVO: 6724

BIHAĆ: 3198

TUZLA: 2684

EDUCATION

5204

**SUPPORT
EMPOWERMENT
NETWORKING**

2054

SERVICES

5278

EDUCATION

The claim that education and openness to learning new skills opens the door even during a pandemic has, once again, proved to be true. Thanks to our great commitment to the idea of lifelong learning as well as digital transformation, we managed to successfully overcome great challenges, which the pandemic posed to educational centers and implementers of adult education programs. We used the opportunities brought by the sudden increase in demand for online teaching activities, and we significantly increased the amount of online teaching.

The decrease in the number of interested participants in some fields was compensated by certain steps forwards and diversification of the offer in others, so that the number of participants of Nahla's educational programs recorded significant increase in comparison to the previous year, as well as the year before the pandemic. We continued the practice of offering free places for vulnerable categories of women in all of our educational courses, and we also ensured free participations in educations through cooperations and partnerships.



STEPS FORWARD IN THE FIELD OF EDUCATION

Nahla's center in Bihac registered at the Ministry of Education as the Center for Adult Education and started the accreditation of trainings as publicly valid.

Classes in all centers were adapted to the conditions of the pandemic (options of online attendance, combined classes).

Significant increase in the number of online programs - 46 programs realized in online form, compared to 14 last year.

A step forward was made in regard to participants living outside BiH, and we recorded a significant increase in participation in online programs from the diaspora.





NEW PERSPECTIVES FOR WOMEN IN IT WORK ENVIRONMENTS

Upon realizing how strong is the impact of comprehensive educational-mentoring programs for employment during the pandemic, we continued offering previously developed trainings in this field, which were successfully completed by a total of 121 participants. In Sarajevo we developed and accredited as publicly valid two new trainings for employment in IT environments: Training for an accounting assistant and Training for automatic and manual QA testing, thus further increasing the chances for recognition and successful positioning in the labor market to the women who successfully completed these trainings. We accredited and implemented the Training for social networks and online content management in Bihać and Training for web programming for the first time in Tuzla.

This year we realized the Training for web and mobile application design (UI/UX design) in accordance with an accredited curriculum. Experiences acquired in this process confirmed that we managed to develop an advanced curriculum that is in line with what our market needs and it also ensures advanced knowledge and skills even for participants who have been working in the field of graphic design for a long time. The final work and applications created by the participants testify that these are potential business ideas that offer a perspective for further development as well as connection with potential investors.



NAME OF ACTIVITY	NUMBER OF USERS	DURATION
DATA SCIENCE TRAINING	12	132 classes
QA - MANUAL SOFTWARE TESTING TRAINING	14	100 classes
GRAPHIC DESIGN TRAINING	14	120 classes
USER INTERFACE/USER EXPERIENCE DESIGN TRAINING <small>NEW PROGRAM</small>	12	120 classes
WEB DEVELOPMENT TRAINING	15	120 classes
SOCIAL MEDIA & ONLINE CONTENT MANAGEMENT TRAINING	15	140 classes
BUSINESS ADMINISTRATION TRAINING	24	128 classes
ACCOUNTING ASSISTANT TRAINING	15	120 classes
BASIC COMPUTER SKILLS COURSE	45	16 classes X 5 groups
EXCEL – SHORT COURSE (basic)	44	20 classes
EXCEL – SHORT COURSE (advanced)	9	20 classes
COURSE: BASICS OF WEB DESIGN	8	20 classes
COURSE “JAVA SCRIPT”	11	24 classes
ADOBE ILLUSTRATOR COURSE	4	20 classes
IT CERTIFICATION	209	209 hours

Exceptional results were also recorded by the Data Science training, which was also realized in accordance with an accredited program. A good part of the participants in this training managed to get a job in banking, IT, health and procurement and sales sectors, with which was confirmed that our training produced quality participants who have acquired an enviable level of knowledge, skills and competencies to use these advanced tools. In addition to employability and increasing openings when it comes to labor market of these occupations, the increase in the number of women in the IT sector represents an additional value of these trainings, with which we are contributing to the opening of new opportunities for women in STEM.

No one can take your knowledge away!

Danira Mustafović, a 26-year-old girl from Sarajevo, decided for retraining and a brand-new profession after a short work experience in the field of administration and the inability to find a job after graduating high school. Training opportunity was also at CEI Nahla, and she enrolled in a free, six-month long, Data Science Training. She was given the opportunity to train through a free, six-month long, Data Science training in Nahla.

Since career counseling was part of the training, in addition to some further work on her CV and a job interview simulation, she also got the opportunity / recommendation for an interview at NLB Bank. The aforementioned job interview had a positive outcome and Danira now works at NLB Bank as a Processing Officer in the IT Department. She learns something new every day, because that is what the job related to IT entails - constant movement and improvement. Going through this process made Daniru more productive and versatile and gave her the opportunity to improve her quality of life and earn a living for herself and her family.

My message to all women who do not have the strength, will power and who do not see the way or reason to open a new chapter in their self-improvement: Do not wait for motivation to find you, start learning today. Take small steps to achieve big goals! My example shows that it is possible to do that!



Nahla restored my faith in myself

Anita Causevic, a 43-year-old economist from Bihac is a mother of two sons, one of whom has developmental disabilities. With the aim to help her son in his progress as much as possible, she had no opportunity to develop and realize her life plans for the past seventeen years. After enrolling and completing the Community Manager training in Nahla, she received a number of opportunities and she realized that her path to progress was not over yet, as she used to think. After completing an internship practice at a beauty salon, she received an opportunity to work temporarily from home. This opportunity showed her that, regardless of life situation, each and every one of us can be useful for our community and live a more fulfilled life.

The Community Manager training gave me more than a certificate! It gave me additional faith in myself. Faith in life. As a mother who stayed with her child because of his needs and gave up everything that a typical life cycle brings, I got a solid pillar of faith in myself, in order to protect my child and my family! I will remember that kind of support for the rest of my life!



Creative steps forward

Following the increased interest of participants in attending creative courses and acquiring practical skills that can help them overcome the difficulties caused by the pandemic, we focused on the improvement of the quality and further diversification of the offer of programs in this field. The participants expressed special interest in sewing courses, with the aim to obtain a certificate with which they could open their own business. In order to further improve the quality of the offer of courses in this field, we have developed and offered the Course of clothing modeling for the first time, which is very useful for participants who wish to start a business in the field of textile industry. We also introduced a special sewing course for teenage girls, which included a customized program of work designed specifically for this target group.

We have made steps forward towards marginalized categories of women through new collaborations and partnerships - we organized free sewing courses for single mothers, groups of women from Roma population and socially vulnerable women who acquired valuable new skills in this way.



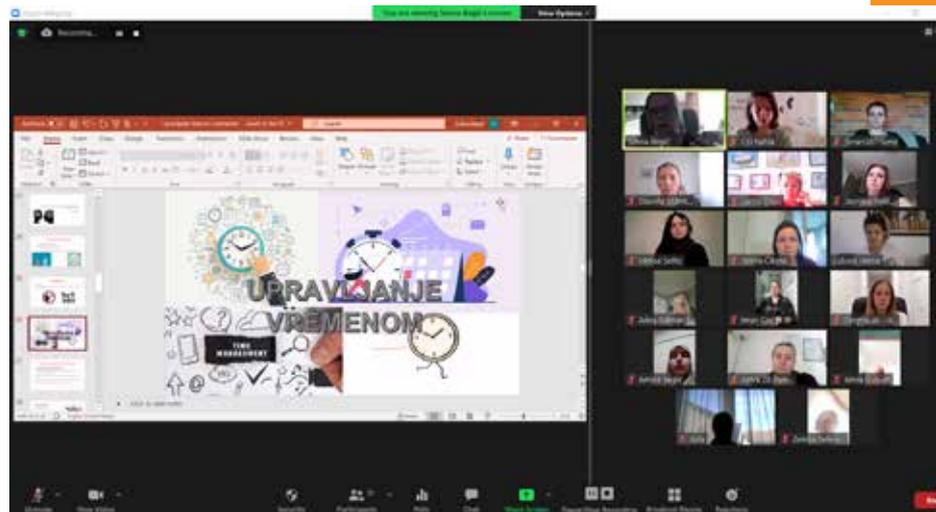
NAME OF ACTIVITY	NUMBER OF USERS	DURATION
SEWING COURSES	766	120 classes
CLOTHING DESIGN COURSE NEW PROGRAM	9	40 classes
SEWING CERTIFICATION	3	6 hours
PHOTOGRAPHY COURSES	13	16 classes
PATCHWORK WORKSHOP	7	13 classes

DECOUPAGE WORKSHOP	17	3 classes
GLASS PAINTING WORKSHOP	12	3 classes
ALUMINUM FOIL PAINTING WORKSHOP	12	3 classes
NATURAL SOAP MAKING WORKSHOP	35	3 classes
NATURAL BALSAM MAKING WORKSHOP	6	3 classes
JEWELLERY MAKING WORKSHOP	8	6 classes
KNITTING WORKSHOP	15	10 classes

The offer of creative courses is further enriched with an improved photography course, which was realized through combination of classroom and field work as well as numerous creative workshops such as patchwork, decoupage, glass painting, painting on aluminum foil, making natural soaps, jewelry making, knitting etc.

We've gone digital!

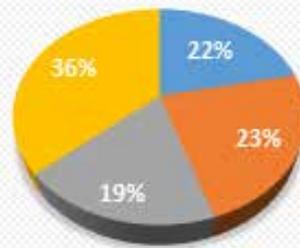
The pandemic significantly increased our needs to use digital technologies as well as different types of services that are available in that way. Using the knowledge and skills of our team of employees, lecturers and associates as a comparative advantage, we continued investing significant effort in the process of digitalization of the existing offer of educational content, as well as to develop new on-line programs that were exclusively



focused on people who are not able to physically visit some of our centers due to distance, illness or some other obstacles.

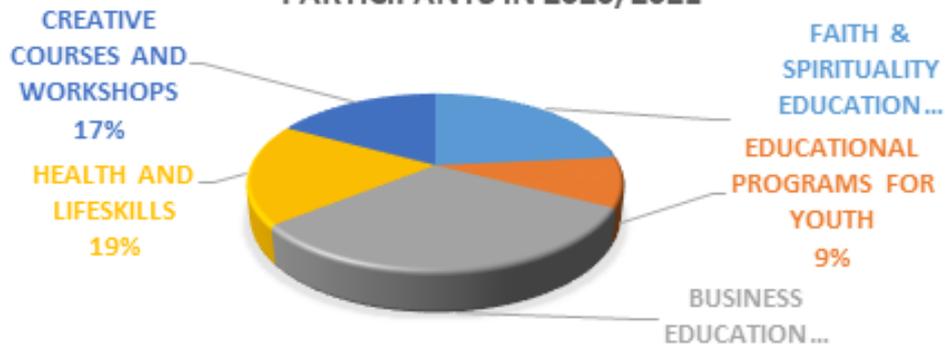
With the aim to educate and empower wider population in different fields (IT and organizational skills, business education, physical and mental health, freelancing, entrepreneurship, etc.) we organized free webinars that were open to all age groups throughout the year. In the

RATIO OF ONLINE-ONSITE EDUCATIONAL PROGRAMS



■ SARAJEVO - ONSITE ■ TUZLA - ONSITE ■ BIHAĆ - ONSITE ■ ONLINE

REPRESENTATION OF THE AREA IN EDUCATION BY NUMBER OF PARTICIPANTS IN 2020/2021



period from August 2020 to August 2021, a total of 32 webinars were implemented, which were followed by more than 1700 people and the total reach was estimated to over 200,000 people.

NAME OF ACTIVITY	NUMBER OF USERS	DURATION
WEBINAR: AGILE & SCRUM METHODOLOGY	40	3 classes
WEBINAR: COME TO THE UI/UX SIDE!	30	3 classes
WEBINAR: BUSINESS MARKET (R)EVOLUTION - DIGITAL SKILLS AND FREELANCING	50	3 classes
WEBINAR: CATCH THE BUG (QA TESTING)	25	3 classes
WEBINAR: RECRUIT PERFECTLY - USE ONLINE TOOLS TO HIRE PERMANENT AND HONORARY ASSOCIATES	52	3 classes
WEBINAR: TURN AN IDEA INTO A PROJECT - USING A FIGMA APPLICATION FOR UI / UX DESIGN	116	3 classes
WEBINAR: CREATING A BRAND - LESSONS FROM ONE BUSINESS	200	3 classes
WEBINAR: BUSINESS PLAN - SOMETHING WE CAN'T GO ON WITHOUT	40	3 classes
WEBINAR: CANVAS BUSINESS MODEL	49	3 classes
WEBINAR: WHY FREELANCE IN BIH? AND WHY NOT!	53	3 classes
WEBINAR: WORKING WITH FREELANCERS - MYSTERY CLEARED (HONORARIUM PAYMENTS GUIDE FOR COMPANIES)	56	3 classes
WEBINAR: THE IMPACT OF COVID19 ON SMEs	30	3 classes
WEBINAR: INTERVIEW WITH A PSYCHOLOGIST - WHAT YOU WANTED TO KNOW BUT DIDN'T DARE TO ASK	99	2 classes
WEBINAR: HOW TO PREVENT ANXIETY?	214	2 classes
WEBINAR: WHY IS SILENCE NOT GOLDEN?	13	2 classes
WEBINAR: HOW TO BECOME ASSERTIVE?	120	2 classes
WEBINAR: HOW TO PREVENT DEPRESSION?	85	2 classes
WEBINAR: HOW TO PREVENT RESPIRATORY DISEASES?	67	2 classes
WEBINAR: HOW TO PREVENT THE MOST COMMON DISEASES OF THE ENDOCRINE SYSTEM?	155	2 classes

WEBINAR: PREVENTION OF THE MOST COMMON DISEASES OF THE CARDIOVASCULAR SYSTEM	68	2 classes
WEBINAR: BABY'S FIRST DAYS AT HOME	14	3 classes
WEBINAR: THE IMPORTANCE OF HEALTHY AND FUNCTIONAL HABITS IN PRESERVING MENTAL HEALTH	10	2 classes
WEBINAR: MY ENTREPRENEURIAL STORY	35	3 classes
WEBINAR: SUCCESSFUL ACTIVISTS - TIGNUM ALUMNI	41	3 classes
WEBINAR: THE SUBTLE POWER OF NONVIOLENT ACTIVISM (INITIATIVE PRVI)	18	3 classes
WEBINAR: THE SREBRENICA GENOCIDE IN THE CONTEXT OF GROWING ISLAMOPHOBIA TODAY (INITIATIVE PRVI)	19	3 classes
WEBINAR: ALL IN SCIENCE, SCIENCE FOR ALL!	37	3 classes
WEBINAR: RELIABILITY OF INFORMATION ON THE INTERNET	18	3 classes
ONLINE EVENT: Designing an adult education system according to the competencies of the future!	25	2 hours
ONLINE EVENT: Women's empowerment: who needs it?	51	2 hours
ONLINE EVENT: Nahla & Youth: inspiration cubed!	56	2 hours
ONLINE EVENT: Working in Adult Education field - turning challenges into opportunities	38	2 hours



Faith and spirituality

Nahla's faith and spirituality programs have played a very significant role in meeting the challenges of the pandemic and over the past year have greatly contributed to the spiritual empowerment that was truly needed by every individual. By digitizing teaching and enabling inclusion in Nahla's programs for people who do not have the opportunity to be close to religion, religious buildings and jamaats, Nahla has become a source of spiritual strength for entire families and expanded its influence



STEPS FORWARD IN THE FIELD OF FAITH EDUCATION

Successful transition to the online realization of a large number of programs

Signing of the Memorandum of Cooperation with the Islamic Community in BiH

The new web platform Beeinspired.ba has started working in Ramadan (April / May 2021) - promo activities and intensive content preparation.



far beyond the cities where it have centers, even outside Bosnia and Herzegovina.

Through various religious education programs, online and in classrooms, 1237 people were educated and spiritually empowered. In our programs met women of different characters, age, educational backgrounds, respecting each other, but also helping each other in mastering the material and motivation for regular attendance.



NAME OF ACTIVITY	NUMBER OF USERS	DURATION
COURSE OF ISLAM	105	270 classes
SCHOOL OF QUR'AN	716	3 cycles, 165 classes/ cycle
LINGUISTIC TAFSEER OF SURAH MARYAM	15	88 classes
QUR'ANIC INSPIRATION – TAFSEER OF THE CHOSEN SURAHS	100	44 časa
CYCLE OF SEMINARS: AN INTRODUCTION TO ISLAMIC BANKING - THEORY AND PRACTICE	35	6 classes
THEMATIC MODUL: GOOD GOVERNANCE FROM THE ISLAMIC PERSPECTIVE	50	11 classes
THEMATIC MODUL: NUTRITION IN THE QUR'AN AND HADITH	50	16 classes
THEMATIC MODUL: MAN AND THE QUR'AN FROM THE PERSPECTIVE OF MODERNITY	35	48 classes
MY SPIRITUAL JOURNEY – FROM BELIEF TO PRACTICE – cycle of seminars for beginners	25	15 classes
SEMINAR „MY PRAYER“ - how to pray in Islam for beginners	31	5 classes
POSITIVE COMMUNITY – training in the field of communication and organizational skills for the members of jamaat boards	10	67 classes
CYCLE OF SEMINARS: MARRIAGE AND FAMILY IN ISLAM	65	12 classes



Support

In the previous working year, besides the constant raise of the quality of its educational programs, Nahla's focus remained on providing support to women in the field of maintaining mental health, career development and successful operation in the business world. Nahla's psychological and family counseling was dedicated

to solving psychological problems through effective psychological counseling with long-term effects, and we supported women in defining their own abilities and career goals through career counseling and developed and improved businesses via mentoring through Nahla's business community. The web platform Beecreative.ba continued to successfully connect employers and freelancers.



FOCUS OF ACTIVITIES IN THE FIELD OF WOMEN SUPPORT

Support for women in maintaining mental health through Psychological Counseling

Career development support through career counseling

Support for successful operation in the business world through mentoring programs

NAME OF ACTIVITY	NUMBER OF USERS	DURATION
PSYCHOLOGICAL COUNSELING (INDIVIDUAL THERAPY)	1152	60 minutes/treatment
PSYCHOLOGICAL COUNSELING (SPEECH THERAPIST)	428	60 minutes/treatment
TALK ABOUT... PSYCHOTHERAPY GROUP	10	60 minutes/person
CAREER & BUSINESS COUNSELING	75	150 hours



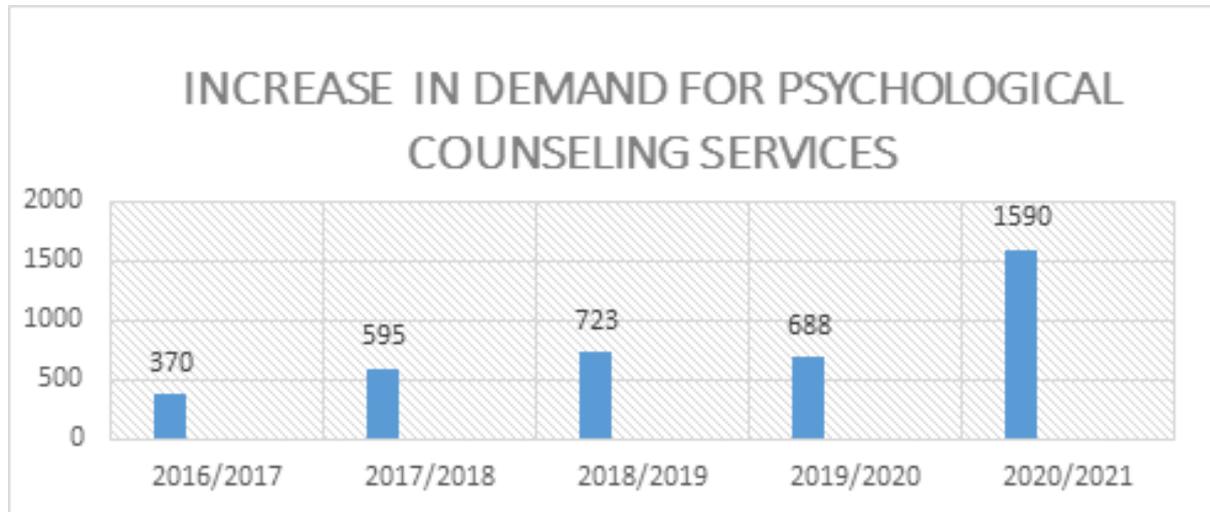
The promotion of alternative ways of employment and self-employment was continued through **Beecreative.ba - the first BiH platform for connecting freelancers and employers**, which offered digitalization of this process and enabled employers, who do not have a need for long-term employment of people from the creative industry, to find adequate solutions in an easy way and within the budget they can offer, and it also allow beginners to find their first clients. The number of registered users of the platform reached 1750.



Nahla's social media marketing agency - BeeSocial in the past year has lived its mission: in addition to providing social networking services for 10 local companies, the agency has grown into an incubator that provided an opportunity for 5 young volunteers to learn social media marketing skills. A lot of time is dedicated to education, mentoring and volunteer activities. We realized that the true power of the BeeSocial story lies in inspiration, motivation and education. We still have clients, but we are more committed to providing opportunities for young people to learn experientially.

Support in the field of mental health protection

In times of extreme social disturbance such as a pandemic, preservation of mental health and integrity of the human personality represents a great challenge for every individual and society. Therefore, online counseling and psychotherapy services that we offered for the first time at the beginning of the pandemic, we also included in our regular offer and thus made them available to our people living outside BiH, who appreciate the opportunity to receive these services in their mother tongue. We also introduced the possibility of free counseling and psychotherapy for persons who are victims of sexual harassment and abuse, which represent our contribution and support to all victims and our voice against such phenomena. The work of the psychological counseling center in Tuzla has been especially intensified as a response to an increasing number of requests for psychological assistance due to the consequences of lockdown. The total number of therapeutic sessions realized in the year of 2020/21 in Sarajevo, Bihać, Tuzla and through online platforms reached 1590.



In Nahla, I began to love life

Jasna Smajić, a 57-year-old professional music teacher from Bihać, had a thorny life path - caring for her family and many sacrifices in that process led her to health challenges that she could not cope with on her own. She became ill and had to learn to live, walk and breathe again. Isolated, unable to walk, her life was reduced to a house and a hospital. After the death of her mother, and then five more deaths in the family, she completely loses the will to live. A family medicine doctor comes to the clinic where she was treated and encourages her to get involved in activities in Nahla and change her lifestyle, diet and habits. With an individual approach and the recommendations of Nahla's trainers, she lost 10 kg in three months and continued to work on her physical and spiritual recovery.

In Nahla I started living, breathing, feeling again. I was reborn. After years and years of not living, I now rise above everything because I know I can do it. I care about myself. I love myself.



Support in the field of entrepreneurship and career development

Entrepreneurship is a journey that starts with one brave step with a decision to turn an idea on paper into reality and a source of income. There are numerous challenges on that path and the need for education, support of more experienced entrepreneurs and networking with women entrepreneurs who dealt with similar challenges represents a key to overcoming obstacles and further development. Over the last year, Nahla's business community strived to provide a complete set of services that entrepreneurs need to turn a starting idea into a successful business. We organized mentoring support programs with the aim to help in the process of developing ideas and registering businesses, and we empowered and networked owners of small businesses with freelancers with the aim of branding improvement. Thus we ensured a complete range of services based on our many years of experience, quality of work, strong network and trust.

With awareness that the consequences of the pandemic will be a lot more far-reaching than it seemed at the beginning, we continued to educate and mentor entrepreneurs from all over Bosnia and Herzegovina and focus on the topics of sales and branding, since these are the segments

NAME OF ACTIVITY	NUMBER OF USERS	DURATION
MENTORING FOR GROWTH – business promotion through stories	15	15 hours
MENTI – mentoring and education for the new market innovators	16	80 classes + 75 hours of mentoring
ENGLISH LANGUAGE COURSES (basic and advanced)	135	44 classes X 13 groups
ENGLISH LANGUAGE COURSES (conversational)	66	32 classes X 6 groups
ENGLISH LANGUAGE CERTIFICATION	60	60 hours
GERMAN LANGUAGE COURSES (basic and advanced)	82	44 classes X 7 groups
GERMAN LANGUAGE COURSES (conversational)	13	32 classes X 1 groups
TURKISH LANGUAGE COURSES	55	44 classes X 6 groups
BOSNIAN FOR FOREIGNERS	5	22 classes X 1 groups

that can most directly help with the improvement of their business and reaching customers. We realized a total of 150 hours of career counseling for a total of 75 women.

We used our networking capacities with experts in the field of marketing, sales and entrepreneurship to improve the results of 16 small businesses throughout BiH through the project “MENTI - Mentoring and education for new market innovators”. Online platforms have enabled us this time to also support business development, besides Sarajevo, in Kladanj, Jajce, Lukavac, East Sarajevo and Ilijaš. With the aim of full implementation of skills acquired during and after the completion of Nahla’s programs, we established communication with IT companies that provided mentoring support, internships or employment to the participants of our IT trainings. In this way, we aspired to complete the process of empowerment and preparation for the labor market of previously unemployed people with the lack of required skills, who are now empowered to work independently and / or find new opportunities thanks to our comprehensive approach.

Hanummah fashion design - ethics and aesthetics in the service of women empowerment

Amra Đugum after graduation from the Faculty of Agriculture at the Department of Food Science, did not have the opportunity to work in the food industry, thus she started working as an administrative worker. She started wearing the hijab few years ago, after which her own fashion aity became her main preoccupation. Amra enrolled in the Academy of Women’s Entrepreneurship in Nahla in 2019, through which she acquired knowledge and skills from the field of legal aspects of business, finance, management and organization, marketing, sales as well as communication skills. She completed the academy in early 2020 and decided to register her craft despite all the fear and uncertainty at the beginning of the COVID pandemic. She aquired additional knowledge and mentoring support through Nahla’s four-month program “MENTI - mentoring and education for new market innovators”, which she attended from May to September 2021.



As the owner of the now successful small business, Amra noted: “Hanummah is recording progress from month to month, we are gradually expanding and our main goal is to become recognizable in the market. The pandemic had an impact on us, it led us to redirecting all of our sales to online channels and we are not planning to change the way we do business in the foreseeable future.”

ZemkaArt - art as an expression of the multilayered dimensions of life

Professor, journalist, military figure, and art lover, Zemka Seferagić decided in her retirement to add to this rich and colorful constellation of her “roles” another one - a role of an entrepreneur. This participant in Nahla’s program “MENTI - mentoring and education for new market innovators” was born in Cazin a little over half a century ago. After graduating from the Faculty of Philosophy in Sarajevo, she was employed at the high school in Cazin as a teacher of the Serbo-Croatian language.



As an art lover, she used her abilities in the whirlwind of war, writing articles and leading radio shows. She lived as a military person in four Bosnian cities and retired in Sarajevo as a major. She will say for herself that she is a “cosmopolitan, philanthropist and dreamer” and that these spiritual qualities “prepared” her for a new step forward, painting on wood.

After retiring, thanks to a colleague, she became acquainted with the decoupage technique. Although unknown to her, the uniqueness of the painted objects led her to complete several courses, from the basics of decoupage, painting details on wood, relief on foil (so-called copper engraving), painting on canvas, painting on silk, and felting wool. In the meantime, she also registered her business as Zemka Art.

Zemka tells young entrepreneurs from her rich life experience: *Success will not come immediately. You need to know that you need to make an effort in all fields. And learn, constantly and constantly learn, and improve yourself.*



Youth empowerment

We are honest believers in the possibilities and potentials of young people here in Nahla, so we continue to provide them with a lot of opportunities for learning, training and action. Nahla's idea itself represents a dream of young women who dreamed of a better world and more opportunities for young people 20 years ago, and today we are here to provide support and empower new generations of innovators and progress bearers. In



FOCUS IN WORKING WITH YOUNG PEOPLE

Personal development and lifelong learning

Training and encouraging social activism

Education and motivation for the development of entrepreneurial ideas

An active role in the promotion of human rights

Education and motivation for more active participation in political life based on values



working with young people, Nahla is particularly focused on their training and encouraging social activism, lifelong learning, an active role in promoting human rights and fight against all forms of discrimination and hate speech, and more active participation in politics based on real values.

We continued recognizing young women in the environment who want to change society for the better with their work and activism, and we continued supporting them and improving their personal and professional capacities through specially created programs, as well as to teach them how to be more active in society, how to use different activist tools, research community problems, offer them opportunities for participation in local and international projects, initiatives and campaigns, as well as opportunities for volunteering, training and scholarships. A total of 346 young people were educated and empowered through several types of youth programs during the previous year.



Besides the regular activities of Nahla’s teen club and youth club Tignum, as well as various trainings for young activists, we consider the strengthening of the entrepreneurial competencies of young girls through the project “When I grow up I will be an entrepreneur” as a special step forward. Through this project, we attempted to put the focus on young people in entrepreneurship, encourage them to deal with entrepreneurship and promote it as an alternative to employment regardless of what they do. We have created and implemented an education program “Turn a plan into an idea” for a total of 15 young girls in the field of entrepreneurial skills and competencies through which they had the opportunity to visualize their business ideas. Furthermore, through a specially designed online campaign that included preparation of articles, success stories, infographics and other content, we attempted to encourage young women from the age group 17 to 25 to take active part in entrepreneurship training programs and give their contribution to the development of a supportive environment for young women who want to get engaged in entrepreneurship through understanding of entrepreneurship and opportunities that entrepreneurship and the environment offer.

NAME OF ACTIVITY	NUMBER OF USERS	DURATION
NAHLA'S TEEN CLUB	59	28 classes
NAHLA'S TEEN CLUB (ADVANCED MODUL)	15	24 classes
NAHLA'S YOUTH CLUB KLUB "TIGNUM"	84	96 classes
WHEN I GROW UP I WILL BE AN ENTREPRENEUR (education "Turn a plan into an idea")	13	34 classes
TRAINING FOR SOCIALLY ENGAGED ACTION (module 2)	10	36 classes
SCHOLARSHIP PROGRAM	28	–
EDUCATION FOR YOUNG HUMAN RIGHTS ACTIVISTS	21	32 classes
CLICTIVISM MAKES A REAL CHANGE – EDUCATION FOR YOUTH ACITIVISTS	20	48 classes
WE USK – YOUTH WORKSHOPS	20	23 classes
WORKSHOP FOR STUDENTS: DO NOT DELAY, BUT PASS THE EXAMS!	18	4 classes
YOUTH SEMINAR: PUBLIC SPEECH AND COMMUNICATION SKILLS	13	3 classes
SCIENTIFIC-RESEARCH PROGRAM: WHEN I GROW UP I WILL BE A NOBEL PRIZE WINNER	11	20 classes

Initiative PRVI – Nahla’s activists for freedom of religion and belief

Initiative PRVI is a network of human rights activists with a focus on freedom of religion and belief which currently brings together over 80 young men and women who have completed various trainings and who are determined to work on the mission of this Initiative - to point out the problems of restriction and prohibition of religious freedoms and to develop and increase awareness of discrimination based on religion and hate crimes committed with religious prejudices, with a particular focus on the growing emergence of Islamophobia.

The initiative educates and empowers young people to actively work to improve the state of religious rights and freedoms, through field data collection, reporting and timely response, teaching and networking, and encourages them to be ready at any time to protect human rights, especially rights to freedom of faith and belief as one of the basic human rights.



Created and submitted “Hate Crime Report” to OSCE ODHIR for 2020

A unique report for all OSCE countries, published once a year and serving as the main database of this type of crime and hate speech, which is the basis for further policy-making by the international community.

- o Webinar “Subtle Power of Nonviolent Activism” was held on the International Day of Nonviolence.
- o Webinar “Genocide in Srebrenica in the context of growing Islamophobia today” was held to mark the anniversary of the Srebrenica genocide.
- o Published a set of educational posts on current topics
- o Preparing release and promotion of a handbook on Islamophobia.

Activities of raising awareness and informing the public on important topics in the field of freedom of religion and belief

Intensified participation in the activities of regional and international organizations, increased visibility of the Initiative among relevant stakeholders

- o Participation in the webinar on “Towards Positive Peace: Opposing Hate Speech” (Youth for Peace).
- o Participation at the conference “Attacks on Democracy and Human Rights: Executive Leaders in Support of Social Groups in the Western Balkans Facing Disinformation, Hate Speech and Hybrid Attacks” (CIVIL in cooperation with the Balkan Forum).
- o Participation in the summer school on “Religious Tolerance” in Albania, (with 36 participants from the Western Balkans).
- o Participation in the panel discussion “Debating Perspectives 2030 Roadshow” (OSCE and FES).

Activists of The Initiative PRVI during the year actively monitored the media, responded to the cases of hate speech, but also highlighted examples of good practice in the community.

Media monitoring and responses to the cases of hate speech in Bosnian society.

Overview of online campaigns implemented by members of Nahla's youth club

Growing with science – International Day of Women and Girls in Science

Goal: to encourage and promote the participation of women and girls in scientific research.

Activities: 1. Preparation of mini guides with a selection of interesting experiments and problems from various STEM disciplines, with the intention of providing support to parents and educators in the process of creating activities in the field of biology, chemistry and physics. 2. Promotion of stories of young students from STEM and their motivation to deal with this field...

It's time for robotics

The campaign held within the European Robotics Week that was hosted by Bosnia and Herzegovina in 2020.

Activities: 1. Posts on social networks about interesting sides of robotics
2. Interviews with representatives of BH companies that use robots in their own process of work.

A trick for a safe click

Goal: To raise young people's awareness of Internet safety and offer information on the topic of proper use and protection of data.

Realized activities: Infographic on data protection on the Internet, podcast on the topic of critical assessment of online content, FB live on the topic of media literacy with a focus on online media, Instagram educational quiz and competition for young people in creating educational posters on the topic "My Internet safety".

When I grow up I will be an entrepreneur

Goal: To promote youth entrepreneurship as one of the main measures for reducing youth unemployment.

Activities: 1. Entrepreneurship posts on topics: I have an idea now what, The importance of networking, How to support small business; 2. Interviews with successful entrepreneurs through FB live: My entrepreneurial story, promotion of examples of good practice of young women in entrepreneurship from BiH.

Pink intervention – check-up is prevention

Goal: Contribute to raising awareness of the importance of breast cancer prevention.

Activities: Participation in the Race for The Cure, distribution of pink ribbons to employees of Nahla, online educational quiz, podcast on the topic with Dr. Suada Tinjić, created informative and motivating posters in online and print version, implemented campaign #PinkWeek - posting symbolic photos on social networks.

Prevention of cervical cancer

Goal: Contribute to raising awareness of the importance of early detection and prevention of cervical cancer.

Activities: An online lecture for young people was held by one of the members of Tignum, a final year student at the Faculty of Medicine.

Participants created a set of educational posters through which they shared the acquired knowledge on the topic to a wider circle of their peers and thus contributed to raising awareness.

Diary of our stories

The campaign "Diary of our stories", through a series of short video announcements and FB live conversations, presented Tignum alumni who are active in society in several different fields - both through their job and in the field of activism, volunteer work in society and taking part in other initiatives. The main aim of the campaign was to raise awareness of the importance of social work and contribution and what kind of results were achieved by some of the activists who were part of this program.

Overview of mini projects of Nahla's youth club in Bihać

For the purpose of practical application of knowledge and tools which they learned through the process of education in Nahla's club for youth, members of the youth club from Bihać completely independently prepared mini project applications, and they applied to the Mozaik Foundation and implemented them in their local community. Through this process they became acquainted with the project cycle, from idea to realization. Through this process, they became acquainted with the project cycle, from idea to realization. The total value of the projects amounted to €3.850 and 12 girls from youth club participated in the process.



Project objective: To raise awareness of the importance of mental health among students.

Activities: 5 psychotherapy workshops for female students with the aim to overcome anxiety and stress.

Results: A psychotherapeutic group of 10 female students was formed, and five psychotherapeutic group sessions were realized with them.

Project objective: To raise awareness among young girls of the importance of physical activities, both for our body and for our mind.

Activities: To enable a group of 15 female students from Bihać to try working out one month and see what kind of benefits they will get, which should result in a healthier life.

Results: Through 10 trainings 15 young female students started a healthier lifestyle.





Youth games

Project objective: To raise awareness of the importance of children's physical activity.

Activities: Different workout trainings organized for children aged 4 to 8 years.

Results: A total of 15 children took part in the program. Three members of the youth club volunteered in work with the children.

Project objective: Building and strengthening environmental awareness and strengthening ties with nature at the earliest age.

Activities: Landscaping, preparation and implementation of eco-activities with children - planting vegetables, learning about plants.

Results: Volunteers of the youth club arranged the yard and realized eco workshops for 15 children aged 3 to 8a.



Green classroom



Self-defense course

Project objective: To introduce children with negative situations and ways to avoid them and how to defend themselves in those situations.

Activities: A set of martial arts trainings which increase flexibility and strength of the children, as well as skills for controlling stress or fear.

Results: A total of 15 children aged 6 to 12 years attended the program.

I realized the importance of each individual in society through Nahla's Youth Club

Šefka Mulamustafić is a graduate student of the Faculty of Law at the University of Sarajevo and an alumna of Nahla's youth club Tignum, where she continued to work as an activist after a two-year education. She volunteered in numerous associations and participated in activities and she also showed a strong awareness for social action throughout her studies.

She showed special interest in humanitarian work. She is most active in her native town of Janja, place where many Muslim returnees live in hard conditions. There she took over the role of coordinator of humanitarian projects in the Association of Solidarity Fund "Hasna".

Through her selfless volunteer engagement, Sefka facilitates and beautifies the lives of the most endangered families who have been left without means of subsistence due to the pandemic.

Nahla's Youth Club had great impact on my personal development. Through workshops on self-confidence and leaderships I realized the importance of each individual in our society. That made me insightful in the sense of not being a hasty person, but to take a look at moments, situations from different angles, not to underestimate or overestimate anyone including myself, to make a conclusion based on clear facts. I am especially proud of the fact that I had the opportunity to sit with, talk and learn from girls who are very hardworking, diligent and as such also influenced me to have the right motivation and genuine role models around me.



You can't win if you don't begin!

Dženita Đulović is a very successful third-year undergraduate student at the University of Sarajevo School of Science and Technology (SSST), majoring in computer science.

Arriving to study in Sarajevo, she joined the Nahla's Youth Club, where she made a special contribution to the work on the Women in Science project. Through this project she worked on the preparation of inspiring stories about Bosnian female scientists and participated in the organization of events that encourage the participation of women and girls in scientific research.

She regularly wins awards for mobile app programming, and recently won a BOLD Fellow for Economic Development and Entrepreneurship at Buffalo University in New York.

As a girl who has just arrived in a new city and is about to start her academic life, Nahla has provided, above all, a sense of belonging and a safe place. As a girl at STEM, participation in the Women in Science project is especially important to me because I hope that we have succeeded in motivating many of our future scientists and engineers.



Activity scheme



ADULT EDUCATION

FOREIGN LANGUAGE COURSES

- English
- German
- Turkish
- Arabic
- Language certification

IT COURSES

- Basic computer skills
- MS Excel
- Web Design
- IT certification

LIFESKILLS

- Communicational skills
- Social and emotional skills
- Parenting

BUSINESS SKILLS TRAININGS

- Management
- Customer Service
- Finance and Accounting
- Project and Time Management
- Sales and Marketing
- Social Media...

VOCATIONAL TRAININGS

- Graphic designer
- Data Science
- Software QA tester
- Community/social media manager
- UI/UX design
- Business administration
- Accounting Assistant
- Women's entrepreneurship
- Clothing designer
- Seamstress/tailor
- Professional babysitter
- Catering master
- Geronto hostess

HEALTH & NUTRITION EDUCATION

- Thematic seminars about women's health
- Pregnancy, birth and baby care seminars
- Healthy nutrition seminars
- Webinars & online campaigns

CREATIVE, ART & CRAFT COURSES

- Photography
- Sewing
- Clothing design
- Painting (silk, glass, foil)
- Embroidery

FAITH & SPIRITUALITY EDUCATION

- School of Islam
- School of Qur'an
- Thematic modules
- Seminars & webinars

INTER-COMMUNITY DIALOGUE

- Interfaith meetings and seminars
- Peace building and reconciliation
- Cooperation with religious communities
- Building bridges between different social groups



SOCIAL RESEARCH

RESEARCH PROJECTS

- Theoretical and empirical research
- Research areas:
 - Woman
 - Women's rights
 - Social engagement and activism
 - Religion and identity

PUBLISHING PROJECTS

- Researches and studies
- Translations
- Master and PHD thesis

REFERENCE LIBRARY

- References about women
- Professional journals and magazines
- Proceedings and papers



COUNSELING

PSYCHOLOGICAL COUNSELING

- Psychotherapy (individual and group)
- Marriage counselling

BUSINESS COUNSELLING

- Competency passport
- Career counselling

SPEECH AND LANGUAGE THERAPY



BUSINESS SUPPORT

MENTORING SUPPORT

- Mentoring program for women
- Guiding, motivating, coaching

COMMUNITY&NETWORKING

- Nahla's Business Community
- Conferences & Fairs

EMPLOYMENT MEDIATION

- Connecting with potential employers
- Practice and volunteering engagements
- Full-time engagements



YOUTH EMPOWERMENT

TEEN CLUB

- For girls 14-18
- Experiential workshops
- Learning new skills
- Facing teenage years challenges

YOUTH CLUB „TIGNUM“

- Platform for youth activism
- For socially active girls 18-30
- Nahla's scholarship for the best members
- Beginner and advanced group

EDUCATION OF YOUTH ACTIVISTS

- Special training programs
- Empower students of social sciences in the field of human rights
- Workshops and practical work

SERVICES

- LIBRARY & READING ROOM
- PLAYROOM FOR CHILDREN
- CAFETERIA
- FITNESS CENTER



NAHLA ONLINE

WEB platforms:

- nahla.ba
- bihac.nahla.ba
- tuzla.nahla.ba
- beecreative.ba – first Bosnian platform for connecting freelancers with employers
- beeinspired.ba – platform for spiritual strength and inspiration
- @NahlinaPoslovnaZajednica - FB page of Nahla's business community
- Klub mladih Tignum @KlubTignum – FB page of Nahla's Youth club
- Bee Creative @beecreative.ba – FB page of platform beecreative.ba
- Bee Inspired @beeinspired.ba - FB page of platform beeinspired.ba
- FB page of marketing agency Bee Social

Nahla on Facebook

- CEI NAHLA (@CEINahlaSarajevo) - Official FB page of center in Sarajevo
- NAHLA-Bihac (@nahlabihac) - Official FB page of center in Bihać
- Edukacijski centar NAHLA Tuzla (@NahlaTuzla) - Official FB page of center in Tuzla

Nahla on Instagram

- cei.nahla.sarajevo
- nahlabihac
- nahlatuzla



Učlani se u Nahlu!
Prijavite se na naša aktivna područja



Stipendiraj studenticu!
Ostavite nam svoju prijavu u inboxu