

Training concept for Austrian PES staff

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Principal types of jobs in the Austrian PES

Most of the jobs are located in the field of

- „service for jobseekers“
 - info zone (self-service, information about labour market/jobs, material)
 - service zone (placement of job ready people, financial support)
 - counselling zone (intensive advice, longterm unemployed, difficult cases, qualification)
- „service for employers“
 - segmentation of customers (differentiated services)
 - key account management for key customers
- „contact centers“ (service line/telephone channel)
- „administrative jobs“

Description of tasks – Jobprofiles

We make a difference between description of tasks (that means what a person has to do in the job) and jobprofiles (that means which competences are needed for the job - this is important for recruitment of new counsellors). We have already listed the tasks and at the moment we work on jobprofiles.

Basic Training (1)

Basic training focuses mainly on the 3 jobtypes.

Goals:

- Qualification for the future job (contents, methods, tools)
- Identification with PES and its targets

Principles:

- For all new employees irrespective of their educational background
- Combination of training in a central training institution and in local PES offices
- Start of basic training at the same time as starting work in the organisation („qualification as requirement for the work with clients“)

Basic Training (2)

Curriculum:

- 40 weeks total
- 23 weeks in the central training institution including 288 hours of IT training
- 17 weeks in local PES offices
- 3 sections (segment 1 and 2 are obligatory for all employees)
- segment 3: consists of 4 different specifications for special jobs,
- professionalisation and specialisation
(service for job seekers, service for companies, contact center)
- exam after each segment

Basic Training (3)

Additional topics:

- Structure, mission and goals of PES
- The Austrian labour market
- Occupations
- Communication
- Quality management
- Practical case training in important fields

Further Training (1)

Strongly connected with basic training

Goals:

- Promotion of the strategic and organisational development of PES
- Promotion of the individual resources and competences of staff

Basis for planning:

- PES Austria middle-term and annual strategic plans
- Expectations and needs of staff (surveys and individual talks with superiors)

Further Training (2)

Current key aspects:

- Professionalisation of services for jobseekers
 - Customer orientation and attitudes in counselling
 - Techniques and strategies of placement
 - Communication in the process of placement
- Professionalisation of services for employers
 - Key account management
 - Marketing and acquisition
 - Communication and telephone training
- Ageing and health (burnout prevention)

Training for managers (1)

Ongoing project:

Managers as personal developers

Goals:

Managers execute their role as personal developers

- They are able to recognise the actual qualification of the team-members (what do they need to do this?)
- They design in cooperation with each team-member a promotion plan concerning future training measures (training as a more effective tool)
- They give feedback to the team-members after the training measures respective to the success of transfer (what is the advantage for the managers?)

Key success factors and challenges of training for counsellors

Success factors

- High customer orientation
- Counselling competence
- Knowledge about standards of quality, about vision and mission of the organisation (identification)

Future challenges:

- To adapt training in the direction of blended learning (e-learning parts)
- To keep training always up to date (to integrate recent developments of the organisation immediatly)

Impact of training on the quality of service

- High standards of goal orientation
- Competencies in dealing with targets
- Professionalisation of steering the processes
- Knowledge in using tools, instruments and channels.
- Good results of target values (client monitoring system).

Thank you for your attention!

