



USING TELEPHONE CONFERENCES AND VIRTUAL MEETINGS TO KEEP IN TOUCH WITH BUSINESSES AND TO OFFER THEM THE MOST SUITABLE SERVICES.

# AMS-Boxenstopp ("AMS-pit stop")

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## AUSTRIA

The practice acts as a countermeasure to the mobility restrictions caused by the COVID-19 pandemic and seeks to preserve the services provided by AMS despite the physical distancing regulations and safety measures.

Name of the PES

AMS (Arbeitsmarktservice)

Scope of measure  
(a pilot project or a national reform)

National

When was the practice implemented?

The practice started in June 2020. Because of its success, the service is planned to be continued.

What was the driver for introducing the practice? Was it internal or external?

AMS-Boxenstopp was developed to guarantee a continued supply of services to employers despite the COVID-19-related mobility restrictions.

Which organisation was involved in its implementation?

AMS.

Which groups were targeted by the practice?

Employers.

What were the practice's main objectives?

The overall goals can be summarised in three main categories:

1. Preserve contacts with enterprises during physical distancing.
2. Listening to their concerns, challenges, and needs, while answering operational questions.
3. Figuring out which appropriate services are most suitable to the enterprise's needs.

What activities were carried out?

Telephone conferences and virtual meetings are carefully planned and prepared to provide a structured exchange with representatives of the enterprises. A counselling session takes approximately 20 minutes and provides the opportunity for employers to articulate concerns, needs, and challenges. The desired outcome ought to determine an appropriate service that meets the previously expressed needs.

What resources and other relevant organisational aspects were involved?

The leading role is with the Department "Service for Employers" at the AMS federal head office in Vienna. It is supported by nine regional offices for the rolling-out activities, and – at federal head office level – the Department "Public Relations" for campaigning, the Department "Organisation" for staff training, an external communication trainer conducting training and webinars. In addition, WEBEX online training is organised by using WEBEX licences.

What were the source(s) of funding?	All resources are under the AMS budget.
What were the outputs of the practice: people reached and products?	By August 2021, 33 112 AMS-Boxenstopp counselling sessions have been realised.
What outcomes have been identified?	<ul style="list-style-type: none"> <li>▶ During the COVID-19-pandemic the AMS maintained its ability to keep contact with enterprises during physical distancing and was able to give the best possible support.</li> <li>▶ Staying in contact also meant that AMS was able to learn about current client needs and challenges, and to serve employers accordingly with suitable services.</li> <li>▶ The positive experiences of the employers help to raise awareness that co-operation with the AMS as a strong partner in all labour market issues pays off.</li> <li>▶ AMS-Boxenstopp helps to support positive dynamics in the Austrian labour market in the best possible way.</li> </ul>
What are the lessons learnt and success factors?	<p>The following key elements can be regarded as success factors:</p> <ul style="list-style-type: none"> <li>▶ Diligent planning and preparation</li> <li>▶ Professional execution</li> <li>▶ Wrap-up after the appointment.</li> </ul> <p>AMS-Boxenstopp has proven the following added value to the “regular” employer services provided by the AMS:</p> <ul style="list-style-type: none"> <li>▶ It can be provided from any physical location, via phone or as a virtual meeting.</li> <li>▶ Its careful planning allows a focused exchange.</li> <li>▶ It is compact, with a given timeframe of around 20 minutes for the exchange between AMS-counsellor and employer.</li> <li>▶ It is of high quality, since counsellors are experienced and specialised using a tailor-made method. Specialists are well-trained and specifically prepared for supporting employers.</li> <li>▶ The support is effective since it offers suitable services.</li> <li>▶ The service strengthens a binding partnership between AMS and employers. This partnership is designed to be ongoing and on a long-term basis.</li> </ul> <p>Apart from the positive feedback received from very satisfied employers, success factors identified so far are:</p> <ul style="list-style-type: none"> <li>▶ In-depth training and workshops</li> <li>▶ Well-equipped AMS-Boxenstopp-toolbox on the intranet</li> <li>▶ Well-taken feedback from counsellors</li> <li>▶ The will to establish AMS-Boxenstopp as an alternative to on-site employer counselling.</li> </ul> <p>From a general perspective, AMS-Boxenstopp has contributed to an important mindset within the AMS:</p> <ul style="list-style-type: none"> <li>▶ We are active. We support our customers in the best possible way.</li> <li>▶ We pass on. We adopt our services most suitable to the current needs and develop them further on.</li> <li>▶ We intend to use all communication channels available.</li> </ul>



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