



With EU Contribution



'Work-Life Management and CSR in the finance sector: a training path to incentivize the social dialogue at company and European level. Focus on Professionals and Managers' - VS/2016/0394

**FROM THE TRAINING ON *KNOWLEDGE*
TO THE TRAINING ON *CHANGE***

Paola Vinciguerra

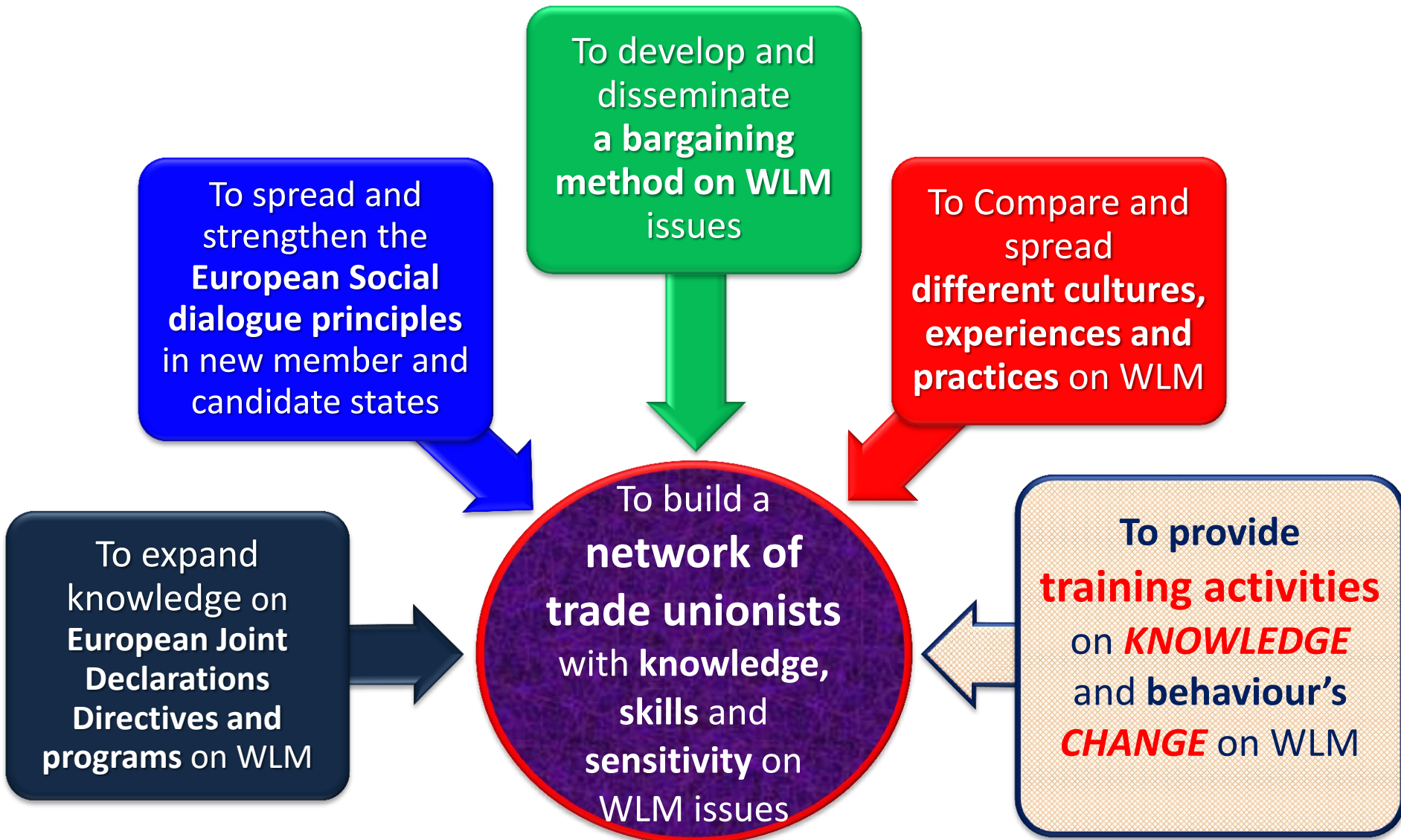
FIRST CISL , National Training Officer

VS/2016/0394

Rome – PV



The project aims





Working groups



The partners have been divided in **three working groups**:



WG1

Area of investigation:

Work life management measures to promote workers' healthy balance b/w work, life and family



WG2

Area of investigation:

workers' H&S protection against psychosocial risks and stress at work especially due to new technology and digitalization



WG3

Area of investigation:

WG1 and WG2 topics from the P&Ms' point of view



The WGs field of investigation

WGs

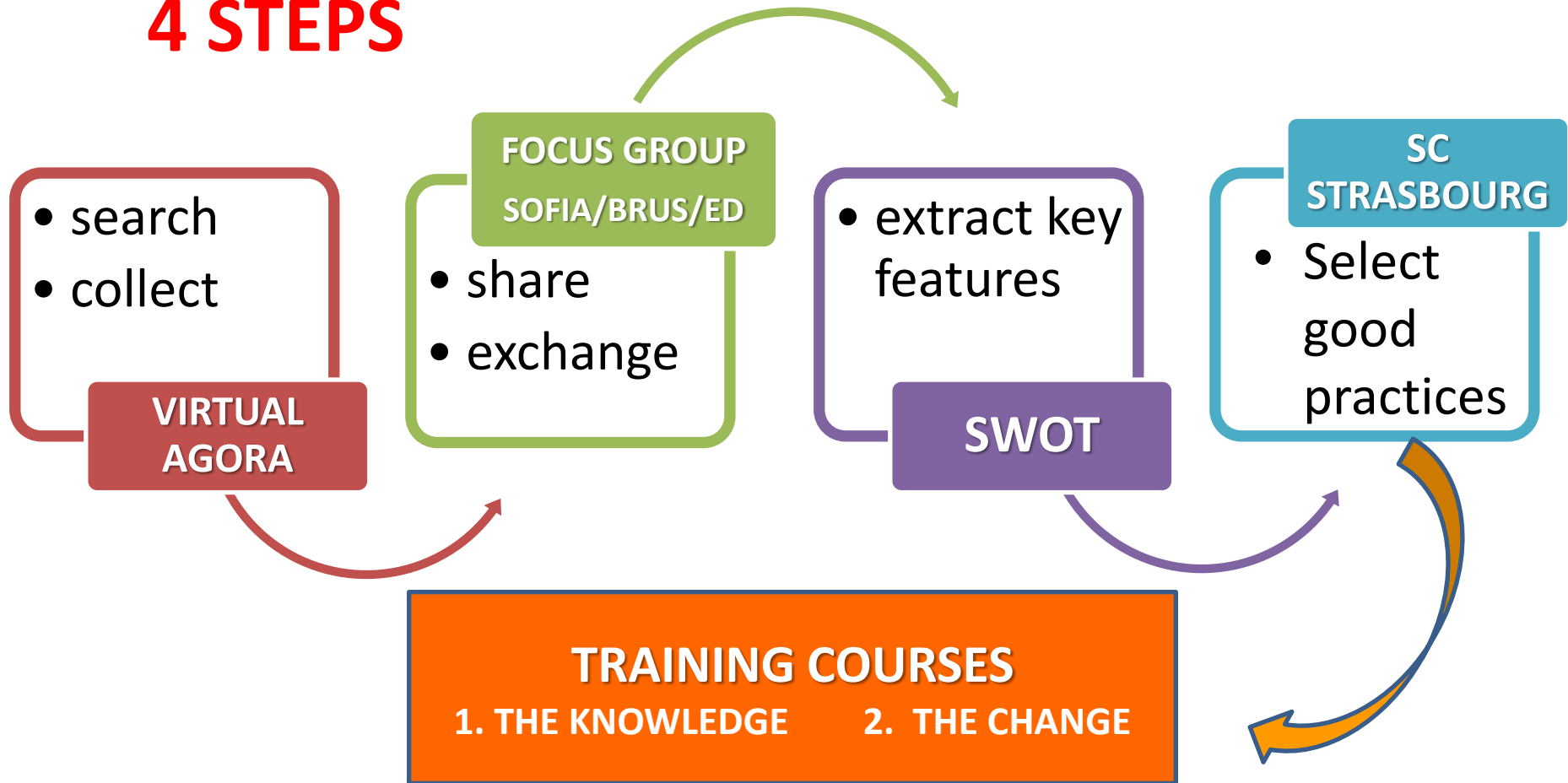
Taking into account the **European framework** (EU Directives, European Parliament Resolutions, 2004 European Framework Agreement on work-related stress, etc.)

the groups **researched** and **analyzed** laws, national and company agreements and social dialogue **good practices** in their own fields of research



The WGs' task

4 STEPS





The training courses



Objectives

To **share knowledge** about **Work Life Management** topics within the broader context of CSR principles and transnationality

To **share and discuss the results of the distance work** and focus groups

To **share good practices** of national and companies' agreements about WLM, CSR and against psychosocial risk and stress on the workplace

To start making the participants aware of their role as agents of change



Objectives

To analyze and reflect on the **workers' needs** emerged in the **online survey**

To achieve by experimenting new **methodological tools & strategy** to **negotiate** collective agreements based on **WLM** and on **workers' health and safety at workplace**

To provide participants with insights to protection **specificities of the P&Ms category**

To strengthen the participants' **awareness of their role as agents of change** in their own workplace





The training on knowledge



Target group, methodology and units' content

Target group: 22 union raps experts in bargaining coming from leading bank and insurance companies in the 9 project partners countries

Active and innovative methodologies

Groups' activities + plenary reports and debriefing + debate

Units' content:

- Deepening of the project issues (world café + 2 experts' speech + debate)
- Presentation, analysis and expert debriefing on the WGs selected good practices



The training on knowledge

Units' description



Deepening of the project issues (world café + 2 experts' speech + debate)

Speech content:

- overview of the regulations on European directives and results emerged from the documents collected by the WGs (*Mimmo Iodice, project's scientific director*)
- The Perspectives of WLM within the European Social Dialogue and the EC initiatives under the European Pillar of Social Rights (*Marco Cilento, ETUC expert*)



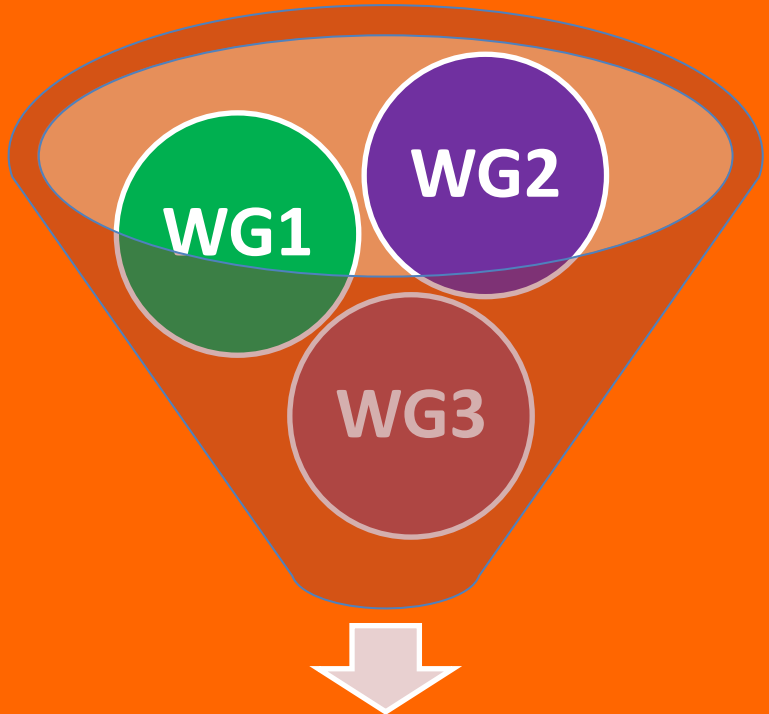
The training on knowledge



Units' description



Good practices: presentation, groups' activity and experts' debriefing





The training on knowledge



Units' description



Good practices: presentation, groups' activity and experts' debriefing
Antonio Masciale + WG1 SWOT + Sabrina Brezzo, First Cisl
National Secretary



HIGHLIGHTS

Turkey - Part time for both parents, days off for moving

Romania - 5 days father leave + 10 if he followed a training on baby caring

Greece - free summer camps for children.

UK – sharing parental leave between mother and father

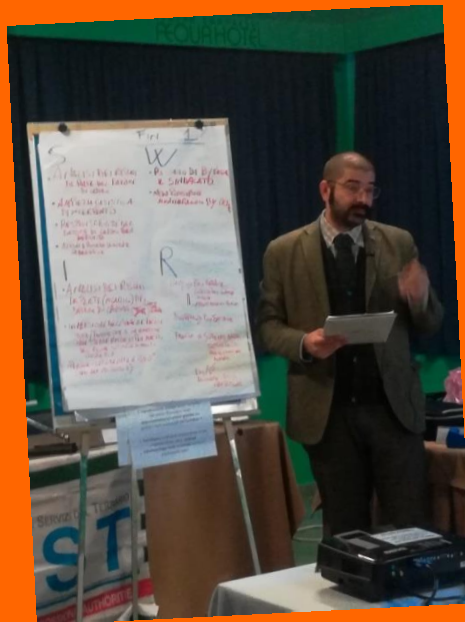


The training on knowledge

Units' description



Good practices: presentation, groups' activity and experts' debriefing
Paola Vinciguerra + WG2 SWOT + Pav Aktar, UNI Europa P&M



HIGHLIGHTS

Finland – nat law: company duty to demonstrate no risk for the workers' H&S

UniCredit - nat agreement: joint committee and explicit link between work related stress and selling policies

Sweden – nat law: active collaboration between workers and management on H&S

BNPP – Eur agreement: right to disconnect, help contact center to support workers



The training on knowledge



Units' description



Good practices: presentation, groups' activity and experts' debriefing
Andrea Paterlini + WG3 SWOT + Tiziano Coco, First Cisl P&M



HIGHLIGHTS

Turkey - Part time for both parents, a right not a concession

Romania - 5 days father leave + 10 if he followed a training on baby caring

UniCredit - nat agreement: joint committee and explicit link between work related stress and selling policies

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The training on knowledge



MODULE'S OUTCOMES

Increased level of awareness on the topics and request for more training on theoretical and soft skills

Participants' sharing knowledge, experiences and practices

Common ground's building for the course on *change*

Survey launch and dissemination (participants' "homework")



The training on Change



Target group and units' content

Target group: 19 union raps experts in bargaining coming from leading banks in the 9 project partners countries

Units' content:

- Analysis of the survey's outcomes
- Groups' developing of a negotiation strategy & tools on WLM and work related stress



The training on Change



Training Methodology

Inductive, active and participatory

The working groups will go through a **3 STEPs** process:

1. Analysis and description of a **real company context**
2. Definition of the **negotiation objectives** keeping in mind the negotiating context and the needs of the workers emerged in the survey
3. Identification of **negotiation strategy and tools**



The training on Change



Training Methodology

The training staff will:

1. Explain the task & facilitate the learning process
2. Observe and orientate the groups' activity step by step
3. Give comments and guidelines after the groups' report back (Scientific director)



The training on Change



Expected results

At the end of the module, participants will be able to:

- **identify** tracks of bargaining action starting from the needs expressed by the colleagues in the **SURVEY**
- **build** a **NEGOTIATION PROTOCOL** on WLM / Psychosocial Risks, starting from the results of the survey and the analysis of a company / sector / real group context.
- **shape** **INNOVATIVE NEGOTIATION TOOLS AND STRATEGY** to negotiate agreements based on the needs of WLM and to protect workers from psychosocial risks
- **exercise** and disseminate **A TRADE UNION CULTURE** based on **participation** and **bilaterally**
- **apply** innovative contractual instruments at the **transnational level**



The Change in Negotiation



THE PDCA CYCLE

The plan–do–check–act cycle is a four–step model for carrying out

CHANGE





THE 10 STEPS OF A COLLECTIVE AGREEMENT (PDCA)

PLANNING

AGREEMENT (DO)

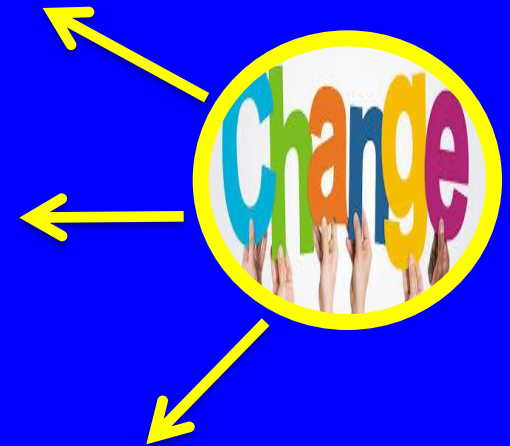
CHECK/TESTING

ACT

1. Evaluation of business success factors
2. of organizational problems
3. of employee expectations
4. Definition of negotiation objectives
5. of strategy, tools, rules, actors involved, timetable

6. Consistency checking
7. System chick-off
8. Results' monitoring

9. In-formation and consultation
10. Constant monitoring and possible readjustments





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Let's start!