



TRANSNATIONAL CONFERENCE
Tuesday 6 September 2022

Zentralstelle für Berufsbildung im Handel e.V. (zbb)
Room 3 - Verbändehaus, Am Weidendamm 1 A, 10117 Berlin

**NEW CHALLENGES+ IMPACT OF COVID- 19 CRISIS - CONCLUSIONS AND GUIDELINES
FOR THE DEVELOPMENT OF DIGITAL SKILLS TO WORKERS REPRESENTATIVES**



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Presentation of new challenges in Germany

- SERVICE UNIONS AND EMPLOYEE' PERSPECTIVE

Dennis Dacke | Maria Wierscholowsky, ver.di



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Impact of Covid- 19 on consulting and information processes of ver.di **Challenges**

- **Finding new ways to make contact**
 - Individually
 - Collectively - meetings, etc.

- **Fast provision of suitable hardware and software**

- **Emergence of new relevant aspects of various laws**
 - Working hours law, occupational health and safety law
 - DSGVO
 - BetrVG/PersVG
 - New evaluation of laws with regard to digitalization

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Impact of Covid- 19 on consulting and information processes of ver.di Challenges

- **New structures for organizational processes must be created**
- **New forms for joint work on projects must be found and appropriate tools used**
- **There must be experts and/or contact persons for the acute change of the processes, who can support the questions around technology and Co if necessary.**
- **A comprehensive evaluation is needed to transform the ad hoc processes into sustainable and co-determined structures.**

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Impact of Covid- 19 on consulting and information processes of ver.di **Advantages**

- **Awareness of the need for digitization has grown**
- **There is a wealth of software options for collaborative work on projects**
 - **From brainstorming to to-do lists, everything is possible**
- **Questions about data security have been raised and thus amendments to laws have been promoted**
- **Eliminated travel time and costs**
- **Substitution of telephone conferences to video conferences**

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Impact of Covid- 19 on consulting and information processes of ver.di **Disadvantages**

- **Life became two-dimensional as it happened behind the screen**
 - Perception of a portrait and not of a person as a whole
 - Gestures and facial expressions poorly or not at all interpretable
 - Relationship level was disturbed
 - Bilateral exchange could not take place spontaneously

- **Many unanswered questions arose about the introduction of new software**
 - Where is the server located?
 - Which authorized persons can see what?
 - Who can read the log files?
 - What may lead to consequences under labor law?

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Impact of Covid- 19 on consulting and information processes of ver.di **Disadvantages**

- **Work Compaction**
 - A meeting often follows on seamlessly from the following meeting
 - Due to the elimination of travel time, it is no longer necessary to plan for time buffers
 - The preparation and follow-up of video conferences can hardly be realized in a timely manner

- **Discussion around the question: What is the distinction between mobile work, telecommuting and home office and the associated legal regulations?**
 - Employers tend to argue in favor of mobile work, since fewer occupational health and safety measures are required for it
 - There are no uniform regulations on this

Project New Challenges+

Contract number: VS-2021-0059

Website: <https://newchallengesplus.obes.gr/>

