



TRANSNATIONAL CONFERENCE

Monday 4 July 2022

FAI CILS conference room, 1st floor - Via Tevere 20, 00198 Roma

**NEW CHALLENGES+ THE IMPACT OF COVID IN INFORMATION AND CONSULTATION
-THE NEED FOR ORGANISATIONAL AND TECHNOLOGICAL ADAPTATIONS**



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the European Union

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Presentation of new challenges in Germany

- EMPLOYEES' PERSPECTIVE

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NEWCHALLENGES+



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Central Office for Vocational Training in Trade e.V. in connection with the Handelsverband Deutschland (HDE) e. V.

Founded in 1966 by the German Retail Association (HDE)

Central consulting and coordination office for the educational institutions of the trade, for associations and companies

Goals/Tasks: Improving quality and promoting innovation in vocational and further training in the retail sector

Central Office for Vocational Training in Trade e.V. in connection with the Handelsverband Deutschland (HDE) e. V.

zbb - Business fields



Certification of companies that
train apprentices (ZAB)






NEWCHALLENGES+




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zbb - Business fields




 Development of additional qualifications in cooperation with the educational institutions

 Realisation of exams: Additional training as a trade assistant zbb, Office supplier, certificate in merchandise management

 Development of digital teaching and learning formats

 Innovative projects for trade with national or European funding

 Network: cooperation partners (companies, colleges, universities, educational institutions, vocational schools, etc.)



NEWCHALLENGES+



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Impact of the Corona Pandemic on the zbb's work processes **Challenges**

- **Pandemic and hygiene plan based on statutory regulations, such as the SARS-CoV-2 Occupational Health and Safety Ordinance from the Federal Ministry of Labour and Social Affairs.**
The following points were regulated:
 - => General conduct
 - => Work organisation (mobile work, room occupation, events)
 - => Suspicious cases
- **Sourcing of new terminal equipment to enable home offices**
- **Sourcing and installation of Zoom videoconferencing service**
- **Setting up access to the zbb central database**

Central Office for Vocational Training in Trade e.V. in connection with the **Handelsverband Deutschland (HDE) e. V.**

Impact of the Corona Pandemic on the zbb's work processes **Challenges**

- **In-house training for staff on the use of new media**
- **In-house organisation**
 - => Effective & efficient work
 - => Need for more frequent meetings in the online process
- **Home office regulation**
 - => Effective & efficient working
- **Adaptation of the zbb constitution, §10**
 - => Convocation and passing of resolutions of the zbb General Assembly by electronic communication

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Impact of the Corona Pandemic on the zbb's work processes **Challenges**

- **Change of examination procedure to ONLINE**
=> Adaptation of examination tasks
- **Project work / additional workload for project partners**
 - => Adaptation of project tasks/project plans
 - => Adaptation of events / meetings
 - => Adaptation of cooperation with companies

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Impact of the Corona Pandemic on the zbb's work processes **Advantages**

- **Updating the technical infrastructure**
- **Dealing with new media**
=> Positive development and acquisition of digital competences
- **Introduction of home office / flexible working time model for employees**
=> Home office / stationary - office

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Impact of the Corona Pandemic on the zbb's work processes **Advantages**

- **Work processes**
 - => Partly more effective (time saved travelling to/from the event location)
 - => Reduction of travel costs
 - => Positive effect on the environment
- **Speed up of paperless work**
- **Speed up the conversion of examinations to ONLINE**
 - => Simplification of the registration process
 - => Increasing the competitive advantage

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Impact of the Corona Pandemic on the zbb's work processes **Disadvantages**

- **Unplanned costs to be operational**
 - => Purchase/installation of new hardware and software
 - => Training for staff

- **Change in communication**
 - => Communication not in presence, internal and external

- **Networking not possible / lack of exchange between partners**
 - => Decrease in revenues
 - => Loss of information

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Impact of the Corona Pandemic on the zbb's work processes **Disadvantages**

- **High time expenditure to follow up on legal requirements**
=> Pandemic and hygiene regulations
- **Hiring / training of new staff in home office**
=> Very time-consuming / longer training period
=> Loss of information
=> Teamwork / social exchange was more difficult
- **Compatibility of family and work**
=> For employees with children

Project New Challenges+

Contract number: VS-2021-0059

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

