

Session C

# CERN Staff Association Training & Development plan

Frascati ESRIN / CSAIO -15

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# Agenda

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- **Future training & development program**
  - **Goals**
  - **Learning program**
  - **Advantages**
  - **Difficulties**
  - **Definitions**
- **Case Study**
- **Delegates training in 2014**
  - **Internal training**
  - **External training**
  - **Hot topics**
- **Summary**



# Goals

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- **Development plan for staff representatives to develop the competences in the preferred domain covered by the Staff Association**
- **Recognition by the organization:**
  - **Must be part of the CERN development Plan and include in the CERN Training catalogue**
  - **Must be taken into account in the representative career plan-> return of investment for the staff representative**
- **Facilitate conversion of delegates after their mandate**

# Learning and development program

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- **Definition of needs:**
  - Description of roles, missions, functions and tasks of each representative
  - Definition of competences required to fulfill the roles, functions, missions and tasks
- **Definition of program**
  - **module = course**
    - Allow the knowledge to get or develop the required competences for a mission or task
  - **theme = group of modules**
    - Allow the knowledge to get or develop the required competence for a role or function

# Advantages

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- **Staff Representative:**
  - Participate in one or more modules
  - A module provides the competences to accomplish a specific task or mission
    - Participation validated by an attestation
  - A theme provides the competences to fulfill a role or function
    - Participation in all the modules belonging to a theme will be validated by a certificate
  - Flexibility of the program -> go on several months or years (limit)

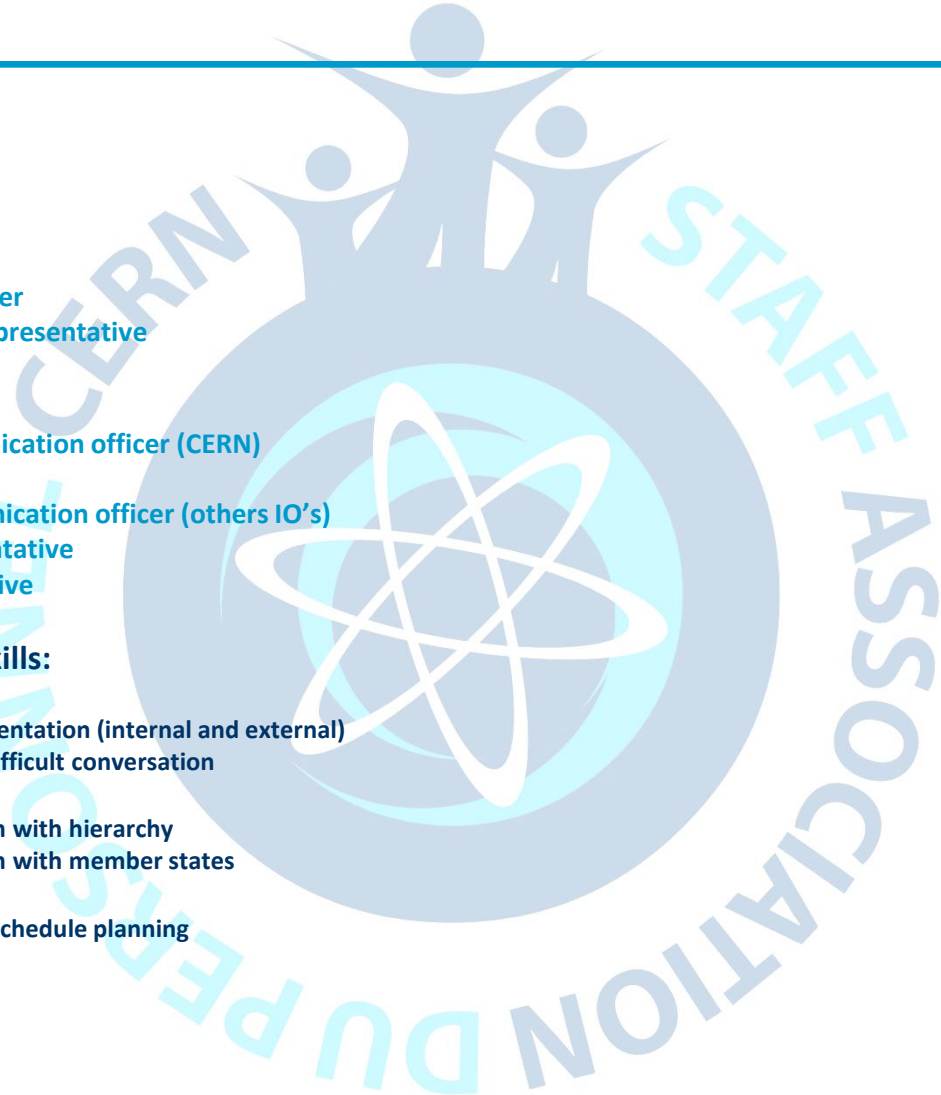
# Difficulties

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- **Representative mandate**
  - Length(2 years)
  - % time dedicated to S.A. (min 10%)
  - Applicability depending on the role and functions
  - Mandatory or optional
- **Topics evolution**
  - Several topics are changing quickly

# Definitions

- **Roles**
  - President
  - Vice-president
  - Commission leader
  - Departmental representative
  - Representative
- **Functions/missions**
  - Internal communication officer (CERN)
  - Training officer
  - External communication officer (others IO's)
  - Pension representative
  - CHIS representative
  - Etc.
- **Competences and skills:**
  - **Communication**
    - Public presentation (internal and external)
    - Handling difficult conversation
  - **Negotiation**
    - Negotiation with hierarchy
    - Negotiation with member states
  - **Organization**
    - Work and schedule planning
  - **Meeting**



# Case study

Role (functions)	Competences	Training	Mandatory
<p>Social Security Commission leader</p> <ul style="list-style-type: none"> <li>- information and possible solutions of the health insurance scheme problems</li> <li>- Define the S.A. policy to be applied in this area</li> <li>- Best practices and propose improvements to the health insurance scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Communicating effectively</li> <li>• Working in teams</li> </ul>	<ul style="list-style-type: none"> <li>• Communication to convince</li> </ul>	yes
	<ul style="list-style-type: none"> <li>• Building relationship</li> <li>• Bringing the best of the people</li> </ul>	<ul style="list-style-type: none"> <li>• Chairing in meetings</li> </ul>	yes
	<ul style="list-style-type: none"> <li>• Technical competence and knowledge in Social Security system</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in social security conferences</li> <li>• Specific training</li> </ul>	yes
	<ul style="list-style-type: none"> <li>• Basic legal knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Specific legal training on CERN rules</li> </ul>	no



# Current training (Internal)

- **Assizes, (compulsory) 2 days training**
- **Scheduled just after the staff representatives election. Internal coaching**
- **Objective: present the Staff Association and its work with and in the Organization**
  - **Content:**
    - **Composition of SA official bodies**
      - Staff Council and
      - Executive Committee
    - **AC n°13**
    - **SA official commissions**
      - Employment conditions
      - Health and Safety
      - In\_Form\_Action
      - Legal matters
      - Pensions
      - Social Security
    - **Statutory commissions**
    - **Secretariat**



# Current training (External)

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- ***How properly conduct the mission as delegate , (compulsory), 3+1 days training***
- **Scheduled during the 2 first month of the mandate. External coaching**
- **Objective: know the delegate mission and the available tools to accomplish this mission**
  - **Content:**
    - **My commitment: motivation and mission**
    - **Know my skills and competences, use and develop them**
    - **My action: individual interview, lead a working meeting and speaking in public**
    - **Manage difficult situations**



# Current training along the year

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- ***Mini-assizes, ½ day training***
- **Adaptable scheduled related to the subject and situation. Internal coaching.**
- **Objective: deeper knowledge in a specific subject**
  - **CERN Pension Fund**
  - **CERN Health Insurance**
  - **5YR**
  - **Etc...**

# Summary

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- *We are trying to put in place a training and development plan for each delegate depending of his/her mission or role.*
- *The recognition of the HR department through the official CERN learning center is essential to reach a “WIN to WIN” situation*
- **We hope to have the possibility to open the course or module to Staff Reps of other International Organizations**
- **The objective is to start the new learning and development architecture in 2016**