



The results

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The work in learning teams as part of the individual development of employees

Let's imagine – so to speak as the ideal case – an employee from the group of dispatchers: Last year he worked in four different learning teams overall. The work in learning teams has become routine in his company; the group results were implemented very successfully. The personnel department understood that with the work in learning teams they have an additional effective personnel development tool.

The overall positive development of learning team sessions should be documented individually for the employee. This could be integrated in an overall documentation which could be designed like this:



All parts of this package have to be internally designed and documented.

In detail:

The staff member can handle the professional biography by himself and can amend it from time to time. It reflects the employee's background in a comprehensive way. For the professional biography the following form – here filled in exemplary and afterwards inserted as a form – is used:

Professional Biography

Professional Biography

Name: Doe, John
Date and Place of Birth: 01 June 1970 in Salzburg
Graduation: Secondary School, Polytechnical School, Vocational School
Vocational qualification: Freight forwarder

Training priorities: Business English and Italian (basic course) in evening class, hazardous goods management (external seminar), ECDL – European Computer Driving License

Previous activities (priorities): after vocational training Truck Dispatcher Germany with a focus on direct supply automotive - trade - car and direct supply chemical industry as dispatcher / clerk at Autotransport GmbH

Now employed as: Dispatcher / clerk for Eastern Europe transports

Employed since: 10/2007, full-time

Main area of responsibility: Direct supply automotive in Hungary, Romania, Bulgaria, acquisition of return freight

Task description: Realising customers' requirements effectively and efficiently, mediating between the interests of the customer and the company, in detail: planning and realisation of weekly transports incl. resource scheduling of drivers, coordination of return good business, monitoring of processes, contacts to company internal and external bodies by telephone, in writing and personally, e.g. customers, partners, customs authority, insurances and other internal department divisions depending on the workload

Essential characteristics of work processes: IT supported processing of tasks and execution within the functional area / the transport relation, writing of correspondence in correlation with shipment handling and according to guidelines respectively, application of operational information and communications techniques considering the data security and the data protection, compliance of applicable requirements of the management systems used in the enterprise

Work-related knowledge: Knowledge of influencing factors in the designing of supply chains, extensive knowledge of customers and products in own working area and the importance of the implementation of tasks, good overview of regulations in the working area in matters of contracts and insurance law, staff planning management in the operative sector, knowledge of internal administrative procedures

Work-related IT knowledge: comprehensive use of job-related company software, methodological support in the implementation of software extensions and changes

Work-related business management knowledge: work with company-specific predefined key figures for the own working area and the concluding requirements, maintaining customer contacts on operational level, contributing to quality management

Knowledge of health and safety measures at the workplace: regulations on driving times and rest periods of drivers engaged, mixed loading rules and prohibitions, cargo securing, dangerous goods regulation (national and international regulations)

Knowledge of environmental protection at the workplace: ecologically and economically sensible use of resources in the own work environment and in the operational area (hall, loading and unloading area)

Mother tongue: German

Foreign languages: English, some Italian

Furthermore I am doing voluntary work in a sports club (basketball training with students).

My strengths are: gaining a quick overview of problems and their contexts, seek and implement good solutions of challenging situations in teams.

I want to develop myself especially in the area of the growing use of IT in the dispatching.

Professional biography

Name:

Date and place of birth:

Graduation:

Vocational qualification:

Training priorities:

Previous activities (possible priorities):

As (specific title) at (company) from (month/year) to (month/year)

Now employed as:

Employed since: full time part time

Main area of responsibility:

Task description:

Essential characteristics of work processes:

Work-related expertise:

Work-related IT knowledge:

Work-related business management knowledge:

Knowledge of health and safety measures at the workplace:

Knowledge of environmental protection at the workplace:

Mother tongue:

Foreign languages:

Furthermore I do / I can

My strengths are:

I want to develop myself especially

The job description has of course a different purpose than the professional biography. It is developed with a focus on the company and with reference to special functions and represents the standard for this job. The following example shows how such a job description could be designed.

Job description		
Company	Internationale Spedion GmbH	
Title of the job	European traffic	
Hierarchical classification	<input checked="" type="checkbox"/> clerk <input type="checkbox"/> team leader <input type="checkbox"/> division manager	
Surname	Doe	First name: John
Personnel number	12345	
Sector / department:	Italy / Scandinavia / GB / CH	
Requirement profile		
Vocational education (minimum requirement)	<input checked="" type="checkbox"/> Compulsory school degree <input type="checkbox"/> General qualification for university entrance <input checked="" type="checkbox"/> VET school <input checked="" type="checkbox"/> Forwarding Merchant or several years of professional experience <input type="checkbox"/> General commercial training or apprenticeship <input type="checkbox"/> Technical apprenticeship <input type="checkbox"/> Academic studies	
Special requirements	<input type="checkbox"/> Foreign language: <input checked="" type="checkbox"/> Foreign language: English, Italian is of advantage <input type="checkbox"/> Driving license class B <input type="checkbox"/> Driving license class C <input type="checkbox"/> Driving license class E <input type="checkbox"/> Forklift license <input checked="" type="checkbox"/> ECDL Computer driving license <input type="checkbox"/>	

Tasks		
	<ul style="list-style-type: none"> • IT-supported order processing and settlement within the functional area / traffic relation • scheduling monitoring of processes • personal, telephone and written contact to internal and external bodies, e.g. customers, partners, customs authority, insurances and other internal department divisions • writing correspondence in correlation with shipment handling and according to guidelines respectively • internal administrative tasks • application of operational information and communications techniques considering the data security and the data protection • compliance of applicable requirements of the management systems uses in the enterprise 	
Authorisations	<input type="checkbox"/> full authority	<input type="checkbox"/> procurement
Representation	Bill Supervisor	
Direct supervisor	Supervisor Bill	
Direct supervisor	Holder of the position	Status of

The so-called annual meeting is conducted in many enterprises, generally the one-on-one meeting is lead by the supervisor. The supervisor and the staff member keep the documentation of the meeting in form of minutes; it is part of the personal file, is signed by both conversational partners and can be recorded in a free-hand or standardised way.

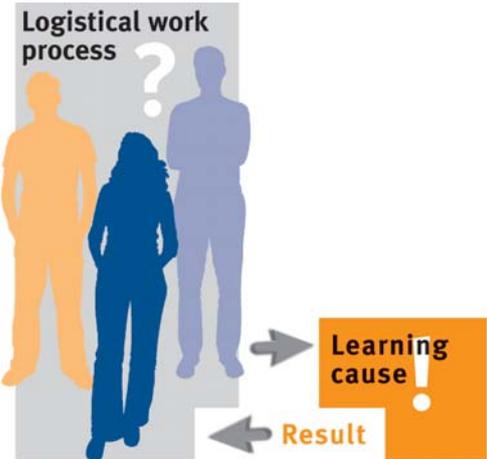
The result of a learning team participation can also be documented with the help of a form. This has the following advantages:

- The participant himself has a concrete document containing what he worked on, when, with whom and what for in a learning team
- The learning guide has a document for all learning teams and their participants
- It is made visible and comprehensible to the Personnel Managers in which development the staff member was involved actively
- The direct supervisor can identify which concrete impact the participation of the staff member in the learning team had in his area.

The form can be designed as follows:

CONFIRMATION OF PARTICIPATION

FOR



Logistical work process ?

Learning cause !

Result

Working with learning causes serves the competence development of participating employees as well as the improvement of processes.

The basis of this work is the SOLOS* model für in-company qualification.

*SOLOS = Solutions for Logistics Skills

Learning cause

Period of processing

Composition of team

Implementation of the result

Date

Signature

participant	learning guide	supervisor

Hereby, a broad in-company description about the potentials, tasks and progress of a staff member is possible, which includes their contribution in the learning teams and the development of his competences. The three exemplary learning outcome descriptions for foreman, warehouse supervisor and dispatcher (see package “The context”) can support the reference framework for the classification and target orientation of an achieved development level.