



Case study

Pro-Frézia Ltd., Kecskemét

Communication and cooperation at the workplace

Being established in 2001, Pro-Frezia Ltd. is focusing on providing cleaning services for institutions. The company is located in the seat of Bács-Kiskun county, Kecskemét assuring the cleaning of approximately 50.000 square meters in different institutions.

The company

Employees

The company employs 65-70 people as cleaning workers. The employees involved in the GO development process were cleaning ladies working in elementary schools in the city who are working in groups of 2-3. All of them have low education degrees.

Challenges at the company

The selected employees work mostly independent on their regular working area. The most critical challenges for the company and also for the employees were the handling of the direct contact situations with the Client when these workers have to “represent” the company. Some times these situations have been resulted smaller or bigger conflicts which could harm the cooperation between the employees.

Corporate commitment towards employees

From the beginning of the process the management of the company proved to be open towards the new model of skill development of the employees. According to their opinion this can be a sort of premium for the workers: “The employees will feel that we care about them and they are important for us!” . The commitment of the company was also proven by the fact that the development of the employees could be implemented during the working hours. This pilot case is demonstrating well the importance of the involvement of the management, that the employers follow permanently the development process, inform the employees on the aim and importance of this activity and to reinforce the workers that their participation is very important for the company.

The GO process



Based on the analysis of the work processes and actual challenges done in the preparation phase it became clear that the development process has to focus on development of social skills and cooperation of the selected employees. For the achievement of more quality in work the following development areas were defined:

- recognition of own responsibility for the company
- flexible adaptation to the changes
- communication with the Client
- understanding and handling of complains related to the quality of work
- working in team
- experience gathering in conflict management



Assessment of individual development needs

Before the elaboration of the learning program we

carried out individual development need assessment in form of on-the-job visits and individual interviews at the workplace. These interviews confirmed clearly the challenges drawn earlier by the management: the triangular relation of Client/Employer/Worker results a number of challenging situations and the workers are often not prepared to handle these situations.



Tailored development program

7 employees attended the development program implemented in 6 occasions, all together 20 hours. The development programme was specially focused on how to handle and solve properly challenging situations mentioned above. Examples of these situations were discussed, processed and good solutions were elaborated in team. Each content block was embedded into ordinary and typical work situations, emphasizing the development of social competences and communication skills of the participants.

Evaluation

For most of the participants involved this development process represented the first organised learning activity they have participated in their adult ages. Affected by their bad experiences related to learning from the past and the suspicious attitude towards the things unknown, the participants were not very enthusiastic at the very beginning. But getting familiar with the content and methods of the GO development their resistance has been changed to enthusiasm, they enjoyed these events and by the end they were really sorry that these learning occasions have (temporary) ended.