

## Shaping Industrial Relations in a Digitalising Services Industry Workshop on 'Services Markets' Brussels, 19 October 2017 Agenda

Venue:  
UNI Europa  
40, rue Joseph II  
B – 1000 Brussels

<b>Time</b>	<b>Item</b>
09:30	<i>Welcome and Introduction to the project</i>
10:00	<u>Part 1: "Input lectures"</u> Two short 'input lectures by academics on: <ol style="list-style-type: none"><li>1. The provision of services to customers – what kind of service societies do we want?</li><li>2. An increasing digitalised liberalisation – which changes will be seen in the production of services?</li></ol>
11:00	<i>Coffee Break</i>
11:15	<u>Part 2: "Discussion Groups"</u> The above mentioned topics are discussed in four groups in view of sector-specific examples
12:30	<i>Lunch</i>
13:30	<u>Part 2 (continued)</u>
14:30	<u>Part 3: "Final debate"</u> Presentation and discussion of the outcome of the discussion groups and formulation of three main (action) points that will be part of the project's final report.
15:30	<i>Coffee Break</i>
15:45	<u>Part 3 (continued)</u>
16:30	<i>End of the Workshop</i>



Part 2: ‘Discussion groups’

Group A and B:

**The provision of services to customers – what kind of service societies do we want?**

- 1) What changes are occurring with regard to the provision of services to customers and the quality of services and goods due to the growing importance of online platforms and trends towards standardisation/specialisation in our digitalising economy?
- 2) To what extent does (re)regulation change the concept of good and decent work? What impact does it have on the provision of services to customers?

Group C and D:

**An increasing digitalised liberalisation – which changes will be seen in the production of services?**

- 1) What changes are occurring with regard to the production of services in light of the growing importance of online platforms and trends towards standardisation/specialisation in our digitalising economy?
- 2) To what extent does (re)regulation change the concept of good and decent work? What impact does it have on the production of services?

Part 3: ‘Final debate’

**Never-ending change – how to anticipate and react to it?**

- 1) How can trade unions anticipate change and negotiate under short-term planning horizons?
- 2) How can trade unions continue to protect workers in order to ensure
  - A quality provision of services to customers?
  - A quality production of services?

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Venue:

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Paula-Thiede-Ufer 10, 10179 Berlin, Germany, BG AIDA room

Time	Item
10:00	<i>Welcome and Introduction to the project</i>
10:30	<u>Part 1: "Input lectures"</u>  Two short 'input lectures on: 3. Labour markets by <b>G�rard Valenduc</b> Associate Researcher, European Trade Union Institute (ETUI) and Honorary Associate Professor, University of Namur  4. Self-employment by <b>Irene Mandl</b> Head of Employment Unit, Eurofound
11:00	<i>Coffee Break</i>
11:20	<u>Part 2: "Discussion Groups"</u>  The following topics will be discussed in three groups: <ul style="list-style-type: none"><li>- Atypical and precarious employment</li><li>- Organising lifelong learning</li><li>- Safeguarding decent employment relationships</li></ul>
12:30	<i>Lunch</i>
13:30	<u>Part 2 (continued)</u>
14:30	<i>Coffee Break</i>
14:45	<u>Part 3: "Final debate"</u> Presentation and debate on the outcome of the discussion groups and formulation of three main (action) points that will be part of the project's final report.
16:00	<i>End of the Workshop</i>

### **A) A-typical and precarious employment**

1. What are the latest labour market trends and developments?
2. How should a-typical and precarious employment be regulated so that it provides adequate and stable protection for all workers?
3. How should trade unions approach the challenges and opportunities as regards:
  - Collective bargaining/workers' representation at company level
  - Workers not covered by collective agreements?

### **B) Organising lifelong learning**

1. What are the existing concepts and strategies?
2. Who are the main actors and how do they have to adapt to rapidly changing skills and (re)training? How can we guarantee lifelong learning is provided to all workers?
3. How should trade unions approach the challenges and opportunities as regards:
  - Collective bargaining/workers' representation at company level
  - Workers not covered by collective agreements?

### **C) (Decent) employment relationships**

1. To what extent are existing employment relationships changing and what are the challenges?
2. How do employment relationships need to be reshaped?
3. How should trade unions approach the challenges and opportunities as regards:
  - Collective bargaining/workers' representation at company level
  - Workers not covered by collective agreements?

Shaping Industrial Relations in a Digitalising Services Industry  
Workshop on 'Work organisation and company strategies'  
Stockholm, 27 February 2018  
Agenda

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Venue:

Unionen, Olof Palmes gata 17, 111 22 Stockholm, Sweden

Time	Item
10:00	Welcome and Introduction to the project
10:15	<u>Part 1: 'Input lectures'</u>  Two short 'input lectures': <ol style="list-style-type: none"><li>1. Update on the project research by Ursula Holtgrewe, Head of Unit 'Work and Equal Opportunities, Centre for Social Innovation'</li><li>2. 'Global political economy' by Professor Jane Hardy, University of Hertfordshire</li></ol>
11:30	<i>Coffee Break</i>
11:45	<u>Part 2: 'Discussion Groups'</u>  The following topics will be discussed in three groups: <ul style="list-style-type: none"><li>- Companies operating transnationally</li><li>- New forms of work organisation</li><li>- Global supply chains</li></ul>
12:30	<i>Lunch</i>
13:30	<u>Part 2 (continued)</u>
14:30	<i>Coffee Break</i>
14:45	<u>Part 3: 'Final debate'</u> Presentation and debate on the outcome of the discussion groups and formulation of three main (action) points that will be part of the project's final report.
16:00	End of the Workshop



**A) Companies operating transnationally**

1. What are the latest trends and developments for companies operating transnationally?
2. (How) can workers still be represented at company level and is collective bargaining the right approach for the future?
3. Is there an alternative (also for non-union members)?

**B) New forms of work organisation**

1. To what extent is work organisation changing, in particular with regard to
  - the core workforce
  - contract workers
  - crowd workers?
2. (How) can workers still be represented at company level and is collective bargaining the right approach for the future?
3. Is there an alternative (also for non-union members)?

**C) Global supply chains**

1. (How) should supply chains be reshaped to improve the situation for workers, in particular with regard to outsourcing and offshoring?
2. (How) can workers still be represented at company level and is collective bargaining the right approach for the future?
3. Is there an alternative (also for non-union members)?