Sección CGT
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COMMUNICATION TO THE WORKERS ON THE CPM TRAINING PLAN.

Last month the CGT evaluated the state of the Training Plan in CPM. The overall assessment is that the offer is **unsatisfactory** for Airbnb agents, training for leads are prioritized **and the worker are left aside.**

CGT is working to change this reality and for months we have been demanding more training and courses for CE, R1 and R2.

On August 16th, a meeting was held between the Training Committee and the person in charge of the whole Training in CPM, in which it was agreed that the company would offer two additional courses (in addition to the traditional languages courses) for the last quarter of 2019: **time management** and **excel**.

Now it seems that the training managers have preferred to prioritise other CPM social events rather than speeding up the process to offer the two promised courses. We continue to press so that at least, the word is kept and the agents can enjoy the two courses.

Following we leave you as a testimony, the diagnosis that the CGT made of the state of Training in the company.

DIAGNOSIS OF IN-COMPANY TRAINING - AUGUST 2019

From the CGT we consider that a good formative offer on the part of the company goes through a deep knowledge of the service and the sector of Telemarketing. In order to achieve this, we consider it urgent and necessary to draw up a good Training Plan based on a serious diagnosis in which the **company's philosophy and organisational culture** are explained, in which **training needs** are analysed on the basis of a study of the **profile of the real employee** and the **profile of the desirable employee** at various scales; where **internal promotion** is prioritised through the training of employees, where the **dysfunctions of the company** are analysed in an honest and self-critical way to see if these problems can be solved through training and, last but not least, a diagnosis analysing the particularities of each project in CPM to find out how the Training Plan can be adapted to each one.

In this way we will be able to move on to the next step which will be to identify the very foundations of the training plan, its objectives, its content, its implementation (with special attention to ensuring accessibility to training and equal opportunities) and monitoring methods.

From surveys already carried out by CGT within CPM we have realised that the workers have already detected urgent training needs directly related to their tasks and activities. These needs have already been mentioned in previous meetings: **stress management**, **time management**, **mediation skills**, **communication skills**, and others that would fall within the set of psychological-social skills. On the subject of promotion: **excel courses** have been the most mentioned. We communicate, therefore, the urgency of the Training department to take action regarding these needs detected from the base, given that there is a great dissatisfaction among the employees in these issues.

1. **Global vision of the organization**

From the CGT we think that it is urgent to define the philosophy of CPM, what are its **objectives**, its **values** and its **strategic plan** in order to make visible the context and the framework in which the CPM workers subscribe.

Until we have defined this framework, CGT assumes that the **lack of transparency** on the part of CPM are made in bad faith and that serious dysfunction problems, such as error in payrolls, are part of the business culture of CPM, which does not put any interest, either from the training department, or any other, to solve them. In our opinion, it is a problem of education, and that is why we believe that the training department can do much to change that from the roots.

Topics such as **values** are of the utmost importance because, as we say, they define the framework on which the Training Plan must be developed. The Training department should take into consideration educating in values of **management responsibility**, **co-responsibility**, **equality** and **solidarity**.

Finally, once the global vision of the organisation has been defined, the Training Plan can be developed and, above all, its coherence with the general framework.

2. **Training needs**

Since the need for training is defined by the deviation between a desirable profile and a real profile we also need an analysis of: **current skills**, **knowledge** and **attitudes** (descriptive of the reality of workers) and those desirable for the future. In this way we could analyse this GAP, and prepare a coherent Training Plan.

Also, the most requested courses in surveys carried out by CGT: **Excel courses**, and **Payroll courses**: should be prioritized in the training plan.

3. Problems in CPM

Finally, as we know, a need for training can have its origin in the existence of a problem of operation in a company (management errors, inadequate procedures, misuse of equipment, etc.). That is why we urgently need a **dysfunction analysis in CPM** with the aim of improving. With its analysis we would try to identify the gaps in knowledge or skills that have influenced the existence of the problem.

By means of a clear identification of these deficiencies, it will be possible to define the training actions that contribute to the resolution of the problem.

From the Training Committee, we urge CPM and the management to start defining things as they are. In the annex to this Diagnosis they have a clear **step by step process** that would make everything more transparent and easier: tasks, categories, promotion, etc.

Last but not least, we are open to work together, and we will always prioritize the workers rights.

TOGETHER WE ARE STRONGER.