Programme for improving working life in Finnish local and county government

The programme is implemented by the principal negotiating organisations for local government sector:

- KT Local Government Employers
- Negotiation Organisation for Public Sector Professionals (JUKO)
- Association of Educated Municipal Care Personnel (KoHo)
- Union of Local Government Employees.

- A new way of working together
- Based on collective agreement
- Co-financing 25 %
Municipalities and counties in Finland (2017)

311 municipalities, + 16 in Åland Islands.
117 joint municipal authorities

18 counties (+ Åland Islands)

- Strong self-government based on local democracy and decision-making
- Wide range of functions:
  - Social welfare
  - Health care
  - Education and culture
  - Technical services
- Total expenditure 45 billion € (2017)
  - 44% social welfare and health care
  - 150 health centres
  - Hospitals provide 95% of all specialist medical care
- 422,000 employees (2015), 20% of the workforce
- Population 5.5 million in Finland

Guidelines for the programme 1

- To promote long-term improvement of productivity, performance and quality of working life
- Organization based development
- Nationwide
- Co-operative development: staff and management develop working life together
Guidelines for the programme 2

- To make Finnish working life the best in Europe in the municipal sector
- National Working Life Development Strategy to 2020

Goals of the programme

1. To disseminate information about working life development
2. To share best practices
3. To improve development skills
4. To support and to enhance working life development
5. To create networks
6. To produce breakthrough innovations of working life development
Forum of sharing best practices: www.kunteko.fi

Sharing of best practices:
**Work environment in health care**

**TOP 12**

1. Ergonomic work practices - how to put them into practice
2. Safety Management at work in elderly care
3. Ergonomic patient handling card and its influence on well-being at work
4. Development of work ergonomic in nursing of obese patients
5. Employees as developers of elderly care
6. Ergonomics guidance for students
7. How to make the bed while sitting on a saddle chair
8. Tool for checking the work environment
9. Ergonomics at everyday work
10. Ergonomics work network in health care district
11. Ergonomics work network in Northern Finland
12. The support of physical functioning in rehabilitative homecare
More examples of best practices: well-being at work

City of Lahti
- Improvement of well-being at work by co-operative learning

The Hospital District of Satakunta
- Good Work! - development programme for well-being at work

Municipality of Ii
- Ii - Great Place to Work - development programme for well-being at work

City of Riihimäki, social and welfare sector
- Guidelines and tools how to discuss well-being at work

Communications by Kunteko

- 260 000 viewers, 50 000 users
- 31 newsletters
- 2 publications
- 20 articles of working life development

Kunteko is well known

@kunteko2020
712 followers
879 publications

@kunteko2020
2400 followers
2100 tweets

Kunteko 2020
11 videos
2000 viewers
Services provided for workplaces

1. Half day development workshops
2. 1-2 day coaching
3. Specific networks
   - 3 day workshops to promote culture of experimentations
4. 3-day training for staff responsible for development
5. Learning networks with stakeholders

Themes for development

Specific networks
- What is LEAN?
- Service Design
- Employee driven productivity development

Learning networks
- Family friendly work
- Ergonomics in health care
- Management in organizational changes
- Age Management

Coaching
- Improvement of working culture
- Strategic planning and putting strategy into practice
- Co-operation of work units
- How to manage well-being at work?
- How to motivate staff and managers to develop their work?
- Service design with staff and customers
Coaching
Municipality of Laukaa, elderly care

• 2 days of coaching
  • How do we do our work in our organization?
  • New ways of working in changing world
  • Better services for clients
  • How could I develop my own work and our work together with my colleagues?
  • How do we create a culture of experimentations?

Feedback from coaching excellent
Participants: staff and management

Municipality spends 14 million euros for elderly care services in a year

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How to participate in Kunteko?

1. To share best practices on the website
2. To subscribe newsletter and follow-up what is happening
3. To apply for coaching, training and workshops
4. To attend webinars, seminars and events
5. To discuss and to disseminate information about Kunteko-programme and working life development at workplace
The feedback of the services has been excellent; they have been effective and proved to work well.

Coaching 4,8/5
Training 4,3/5

"new ideas"
"inspiring"
"motivating"
"encouraging"

The big picture was made clear

New tools for development

New perspective from the consultant

Feedback

Statistics 12/2017
- 306 contact persons
- 187 participating municipal organisations
- 4708 participants
  - 80% personnel
  - 20% management
  - 80% women
- 150 coaching days
- 21 trainings
- 20 networks
- 238 development stories
- 53 best practices
- 2801 newsletter subscribers
- 50 000 web page visits
- 3000 social media releases
Key messages to success

- Trust and commitment between the parties
- Commitment to long term development
- Organization based development
- Communications and making best practices visible
- Co-operative development
- Easy ways to participate

“...solutions can not be found in the bureaucratic way to operate, but by fully implementing the competence of the entire municipal workforce: everyone is a developer” Mayor Päivi Rahkonen, Municipality of Hollola

“We are here to develop our work and to create future jobs for ourselves” An employee participating in training, City of Jämså, catering and cleaning services

Thank you

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