To: International colleagues  
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Subject: Short questionnaire on Training and HR policy  
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1. What are the main challenges (topics) in your office regarding Training & Development at the moment?

**Strategic human resources management**
- Organisational behaviour
- Strategic human resources management and competition improvement
- Employment and selection
- Performance management
- Trainings and development (Human resources development)
- Organisational changes
- Control in HRM
- Dismissals management

**Knowledge and information management**
- Defining the difference between “information” and “knowledge”
- Building and maintaining a knowledge and information system
- Equalising the knowledge management system with the corporate business strategy
- Documents and databases information safety – access control
- Information safety as a management process, rather than a technological process
- Building a knowledge based organisation
- Introducing a model of changes through learning and knowledge management in the organisation
- Decreasing the defensiveness and fear from change by improved communication skills and strategies
- Building a spirit of team work and cooperation
- Active listening skills
- Effective meetings chairing
- Anger and negative emotions management
- Effective delegation skills

**Labour law and protection at work**

**Labour law**
- Fulfilling the rights, obligations and responsibilities of the employee and the employer arising from the working relation
- Establishing a working relation
- Workers’ rights and their position
- Unions and employers
- Collective agreements
- Material liability
- Termination of working relation
- Workers’ rights protection
- Inspection monitoring from the area of the working relations

**Protection at work**
- Measures for protection at work
- Employer’s obligations
- Employees’ rights and duties

2. **What are the three most important focus-points in your HR policy at this moment?**

1. Building of a knowledge-based organisation
2. Building of a spirit of team work and cooperation
3. Information safety as a management process, rather than a technological process

3. **Which HR- and training tools do you have in place (or are you developing at the moment) to answer HR- and training challenges successfully?**

At the moment, SSO is organising in-house training for its employees. Namely, these trainings are prepared and performed by the employees for the employees.
4. Image your office in 2016: what in your opinion will be the biggest challenges for your office (relating business architecture and HR-management) at that time?

Efficiency and effectiveness in working
- Difference between the terms “efficiency” and “effectiveness”
- Communication in organisation
- Motivation and work satisfaction
- Working environment
- Leadership skills
- Working effect
- Degree of will among employees
- Changes in the work
- Work post stress
- Time management

5. In the ideal situation where there would be no budgetary restrictions: Which tools do you think are necessary to use or develop to meet the needs of the next generation of statisticians (in 2016) in regard to training and HR policy?

1. Stress management and relaxation
- Stress characteristics and influence of the stressful reaction
- Working post stress and its influence on everyday life
- Personality and ways of reaction in stressful situations
- Frustrations and conflicts, reactions to conflicts
- Stress prevention, dealing with, treatment and management – exercises and techniques for relaxation
- How to decrease the influence of environment and to control the emotions
- How to be prepared for situations of increased stress

2. Habits of successfulness and time management
- Developing of principles of empathic communication and active listening – understanding, respecting and praising others’ thoughts, feelings and worries
- Importance of goal setting in life and in work
- Advantage of priority setting