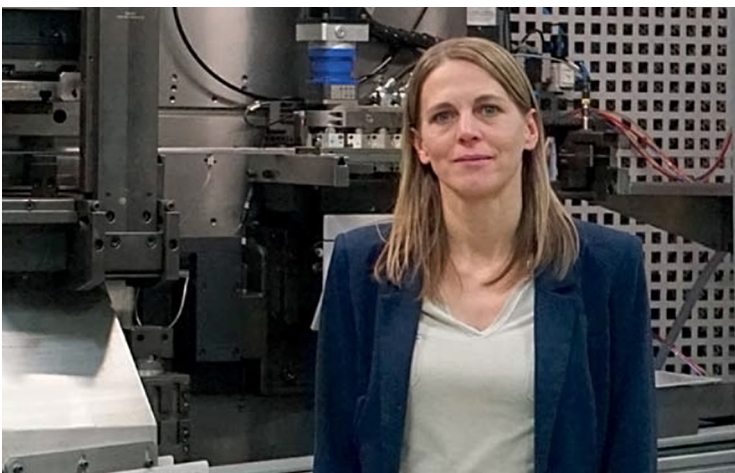


Care Management

Care Management helps with difficult situations

Miriam von Aarburg, Head of Human Resources, takes care of the employees of Federtechnik AG. In autumn 2015, the Board of Directors concluded the transfer of production to Kaltbrunn (SG) with 58 employees from Wangs (SG).



Miriam von Aarburg successfully managed the relocation of Federtechnik AG.

Interview: Raquel.Moreno@swisslife.ch

Ms von Aarburg, what did you want to achieve when you asked Aviga for support?

Abandonment of a location is a special situation: due to the fact that redundancies had to be announced, respectful and correct treatment of employees was very important to us. We wanted to take on our responsibilities as a social employer. In order to handle the relocation of jobs professionally, we organised the support of a neutral expert.

How could you motivate employees to accept the offer of support?

We have organised an information event. There they were informed by us about the further steps and from Aviga about the offer of support. Other topics in the info section included how to apply, how to obtain support from the regional employment centre (RAV), how much unemployment benefit to be expected, etc. Employees had the opportunity to ask questions and meet Maja Bracher from Aviga.

What was the added value of this support from Aviga?

Maja Bracher took a very good look at our situation and didn't just want to sell us a standard offer. I appreciated the exchange with a specialist who always confirmed to me that everything was proceeding professionally. It was also a resource issue, because I couldn't take care of all the employees alone. With the support of Maja Bracher, those affected could choose whether to contact me or a neutral party with their concerns.

Can you recommend Care Management to other employers as well?

Absolutely. It's all about the employee. There are always difficult situations at work where Care Management is very useful. I now have someone to contact at any time. ▲

Federtechnik AG

The Federtechnik Group, headquartered in Kaltbrunn, manufactures in three Swiss locations and has more than 90 years of experience in the development and production of technical springs made of wire and strip steel, combined with the latest laser technology for fine-tuning - welding and cutting. The Kaltbrunn site employs 193 people.
federtechnik.ch

That's what Care Management is about

If you or your employees have problems at work, we don't leave you to deal with them alone: Care Management offers you rapid and individual support for you and your employees. And: A situation analysis is free of charge for corporate clients of Swiss Life.

What is the goal of Care Management?

We can lend assistance if an employee has problems at work, so you can retain the employee's services. We can bring fast and lasting improvement for everyone through professional consulting and the inclusion of the involved parties.


What is the rationale behind Care Management?

Advice and relief is available for line managers dealing with difficult situations in their team, such as health-related problems, conflicts or psychosocial afflictions. The employee in question receives individual support targeting the problem.

What is the benefit?

Care Management relieves pressure on line managers and HR professionals, improves service potential and quality of life of the employee in question and prevents absences. It also increases the identification of personnel with the company, improves service potential and contributes to the company's positive image.

Find out more from Raquel Moreno, Head of Medical Examination and Management at Swiss Life:

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Care Management

External support is worth its weight in gold

Whether it's a structural adjustment to operations, foreseeable organisational or personnel changes or a preventive approach: line managers are often so overloaded and busy that they have no resources available for additional work. External support helps.



Maja Bracher, Managing Director of Aviga AG, is familiar with such situations – and therefore quickly realises the right approach for any given problem. It could be for the reintegration of employees after complex problems caused by illness or accident or, as with Federtechnik AG, organisational restructuring. After a situation assessment with the head of HR Miriam von Aarburg, the support possibilities, the assignment and the goals were defined. The company culture, which Maja Bracher explicitly praises in the case of Federtechnik AG, is also key: “All employees at the Wangs location were well prepared for the situation. Communication was clear and transparent. Ms von Aarburg was there for all the concerns of her employees, I could really see that.” The company was grateful not only for the external professional opinion, but also for the identification of possibilities and the clarification of labour law situations. Maja Bracher says: “It was very important for the entire Executive Board that all employees were given support options.”

In the case of Federtechnik AG, says Maja Bracher, first of all it was a matter of clarifying what kind of support would suit which employees and how long the employee was able to count on individual support. She also made it clear at the first info event when she would be on site in Wangs to provide external support. Maja Bracher: “Some employees also contacted us to clarify individual questions. Individual discussions (coaching sessions) enabled them to gain courage and confidence and to receive open and honest feedback on their job opportunities.” These initial employee conversations with a neutral external person, the on-site coaching and some telephone consultations were crucial to motivating those affected to accept Aviga's offer. ▲