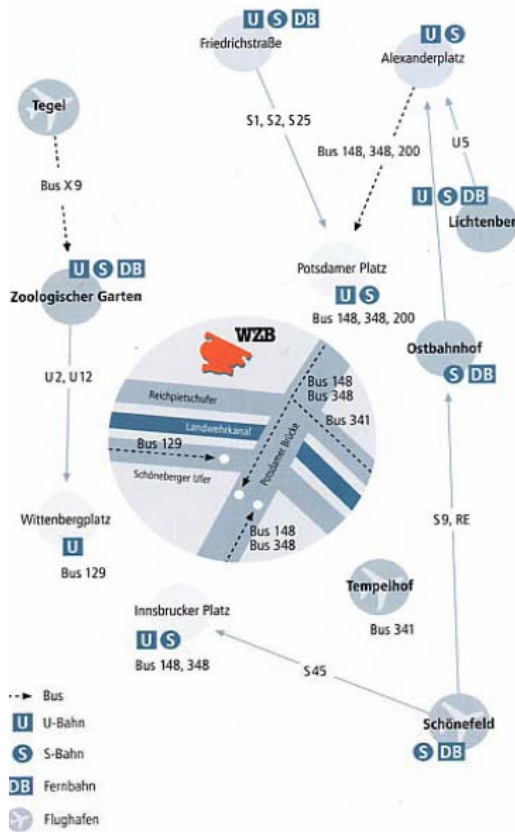


Venue



WZB Science Center Berlin
Raum A300
Reichpietschufer 50
D-10785 Berlin

Contact

Travel & Accommodation

Heike Stempel
Hans Böckler Stiftung
Tel. (+49) 211/7778-124
Fax (+49) 0211/77 78 4124.
E-Mail: heike-stempel@boeckler.de

Global Call Centre Project (Germany)

Jessica Scholten
University Duisburg-Essen
D-47048 Duisburg
Tel.: (+49) 203/379-2805
E-Mail: jsc@uni-duisburg.de

The Global Call Centre Industry

Hans **Böckler**
Stiftung

Fakten für eine faire Arbeitswelt.

UNIVERSITÄT
DUISBURG
ESSEN

Invitation

Workshop:
Emerging Patterns of
Employment,
Union Representation
and Job Design

June 23/24, 2005

The Workshop

The purpose of the international workshop *Emerging Patterns of Employment, Union Representation and Job Design* is the discussion of results from the Global Call Center survey of industrial relations and human resource management in European and North American call centers. Call centers have emerged as a dynamic and transnational service industry. As a source of employment growth for both advanced economies and industrialising countries, call centers are at the leading edge of flexible employment practices and changing labor relations. A major goal of the workshop is the development of a framework for analysing change in labor and employment relations in a comparative and transnational context.

The workshop program includes national reports and focussed analysis across national borders of call center industry structure, employment relations, union representation and job design. In cooperation with a research network studying low-wage work in Europe and North America, the workshop will conclude with a discussion of the quality and security provided by call center jobs in international comparison.

Participants include leading scholars of industrial and labor relations, service sector employment and comparative studies from Europe and North America, as well as representatives of German and European trade union organisations involved in the representation of workers in the call center industry.

Program

DAY 1: Thursday June 23, 2005 10:00 - 18:30

10.00 - 10:30 OPENING

Welcome: Ina Drescher (Hans-Böckler-Stiftung)

The Global Call Center Workshop: Ursula Holtgrewe and Karen Shire

The Global Call Center Project: Rose Batt and David Holman

10:30 - 12:45 BLOCK I: Country-Specific Profiles

The Structure of the Global Call Center Industry

10.30 - 11.00 Denmark (Ole Henning Sørensen)

11:00 - 11:15 Short Break

11.15 - 11.45 Germany (Ursula Holtgrewe)

11.45 - 12:15 Ireland (Maevé Houlihan)

12:15 - 12:45 Netherlands: (Danielle van Jaarsveld/Inge Sieben)

12:45 - 14:00 Lunch

14:00 - 15:30 BLOCK I: Country-Specific Profiles *continued*

14:00 - 14:30 Poland (Karen Shire)

14:30 - 15:00 UK (Stephen Wood)

15:00 - 15:30 US (Rose Batt)

15:30 - 16:00 Coffee Break

16:00 - 16:30 France (Robert Tchobanian)

16:30 - 18:00 BLOCK II: Comparative Analyses

Thematic Analysis of Patterns and Variations in National Call Center Industries

16:30 - 18:00 Thematic Block I: Industry Structure (Initial Summary: NN)

EVENING: Workshop Dinner, possible culture program

Program

DAY 2: Friday June 24, 2005, 9:00 - 15:00

9:00 - 15:00h BLOCK II: Comparative Scenarios *continued*

9:00 - 10:30 Thematic Block II: Employment Structure (Initial Summary: Danielle van Jaarsveld)

10:30 - 10:45 Short Break

10:45 - 12:15 Thematic Block III: Union Representation in Call Centers (Initial Summary: Rose Batt)

12:15 - 13:30 LUNCH

13:30 - 15:00 Thematic Block IV: Job Design (Initial Summary: Stephen Wood, David Holman)

15:00 - 15:15 Coffee Break

15:15 - 16:00 BLOCK III: Future Scenarios

High quality jobs in the global call center industry

Short Presentation: Claudia Weinkopf: Call Centers and Low Wage Employment in International Comparison

16:00 - 16:15: CLOSING: Ina Drescher, Ursula Holtgrewe, Rose Batt

Site plan of the „Hotel Berlin“
(see also <http://www.hotel-berlin.de/>)

