

TEAMBOX IS A SET OF TOOLS TO SUPPORT EXPERIENCED AND INEXPERIENCED TEAM LEADERS IN THE DEVELOPMENT OF THEIR TEAM FOLLOWING THE INTRODUCTION OF NEW REQUIREMENTS.

PROMISING PES PRACTICE¹ Teambox

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BELGIUM (FLANDERS)

The Belgian Flanders PES is undergoing a fundamental reform according to the VLAM-vision² which applies to all areas and divisions within the organisation. The introduction of the sectoral approach and the consequent focus on the needs of the clients in the new service model demands new tasks and requirements for the team leader position. The new requirements are set up according to C-MOL, the leadership model which demands that managers and team leaders take on different roles: coach, manager, entrepreneur and leader. The Teambox is a digital tool full of examples, practical tips and tricks, and inspiration to help old and new team leaders inter alia when starting-up their newly assembled teams and ending the activities of the old teams.

Name of the PES	Flemish PES (VDAB – Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding)
Scope of measure	National (Flanders)
When was the practice implemented?	Spring 2018 – ongoing
What was the driver for introducing the practice? Was it internal or external?	It was introduced following an internal decision in the course of the fundamental reform of the Belgian PES (Flanders), which focuses inter alia on creating top teams and increasing the self-sufficiency of those teams.
Which organisation was involved in its implementation?	The Teambox was developed by the 17 team coaches (those who coach team leaders and their teams), because they are unable to coach all teams personally. Implementation took place centrally and regionally, involving all different types and levels of team leaders.
Which groups were targeted by the practice?	All team leaders (many of them are newly appointed), since all of them are affected by the organisational changes.
What were the practice's main objectives?	The main objective is to support experienced and inexperienced team leaders to fulfil the new requirements of their position since those requirements have been redefined during the reform.
What activities were carried out?	Tools and instruments have been developed to support team leaders to fulfil the requirements on managers and teams according to the C-MOL leadership model and the 'top team' requirements.
What resources and other relevant organisational aspects were involved?	The human resources of the stakeholders involved.
What were the source(s) of funding?	Belgian Flanders PES (VDAB) budget.
What were the outputs of the practice: people reached and products?	Teambox, available on the intranet.

¹ Practices referring to promising changes/reforms/approaches.

² VDAB developed its so-called VLAM vision which was approved by the Board of Directors in 2016. This is a strategic paper with all attributes like a vision, a set of targets, objectives, milestones and etc. The most recent version is VLAM! 2020. The VLAM vision has three main ambitions for the PES: (1) being an innovative network director that leads the co-creation of services with partners and stakeholders; (2) being an excellent service provider that helps each client on an individual basis; and (3) being a leading brand in the labour market.

What outcomes have been identified?

New appointed team leaders, as well as people who had formerly held the position as a team leader, are provided with a useful, quickly available and practice-oriented toolbox.

What are the lessons learnt and success factors?

The Teambox has proved to be a valuable tool box for team leaders to fulfil the new requirements set up by the C-MOL leadership model and the new VLAM-vision.



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