



Dear Ladies and Gentlemen, mine damer og herrer,

How a German logistic company ensure that the employees have the necessary competences for future requirements.

My name is Matthias Gödecke and I´m a representative of the Transport company GÖDECKE EUROTRANS with offices in Lübeck/DE, Swinoujscie/PL and Malmö/SE.

This presentation is divided into two parts:

First, I describe the todays working process

2nd which people skills we are looking for and how we support our team members on the job, to be prepared for the future



This picture shows a part of one of our disposition offices. A lot of people and manual work. It's the today situation, but what will necessary in future?





All efforts we have made until now, is mostly driven by actual requirements, but not as a long term strategy for a time when a tunnel solution between Germany and Danmark will be ready.

(So far, we had designed no special demands to our members of the teams, for a time when the tunnel between Danmark and Germany will be opened. In approximately 7 years from now).

1st Part

When I took over the company from my father in 2009, one of the first steps was to developed a working flow process, which makes it very easy for every one to understand what is his/her part in the team.

Now, our IT-System guides the employees in many cases, in the right working flow direction. Starting with the offering process to an inquiry, and the connection to our central order registration desk. Guided processes helps to avoid mistakes and we have no lack of information.



After the recording of customer bookings in our data system, follows a much more manuell planning process. The employees in the disposition division has to connect plenty of information, there are mainly:

- the tracking of the trucks,
- the drivers, (driving hours, weekends stops, exchange from the truck, holidays a.o)
- stored cargo in our warehouses,
- Stops at maintenance shops,
- shipper requirements,
- consignee requirements,
- ferry bookings
- supervise the transit time during the transport
- build different part loads together to a complete Truck load in the right time



People in this job, should be very tough and it takes a long time to instruct them.

After the disposition division, when the load is delivered, we are going further with our self leading processes.

The Quality management system is a great help to simplify the way of implementation and makes it more practical for every one, as you can look it up at the next flow chart:

Description of the lines in next page:

1st line: name of job

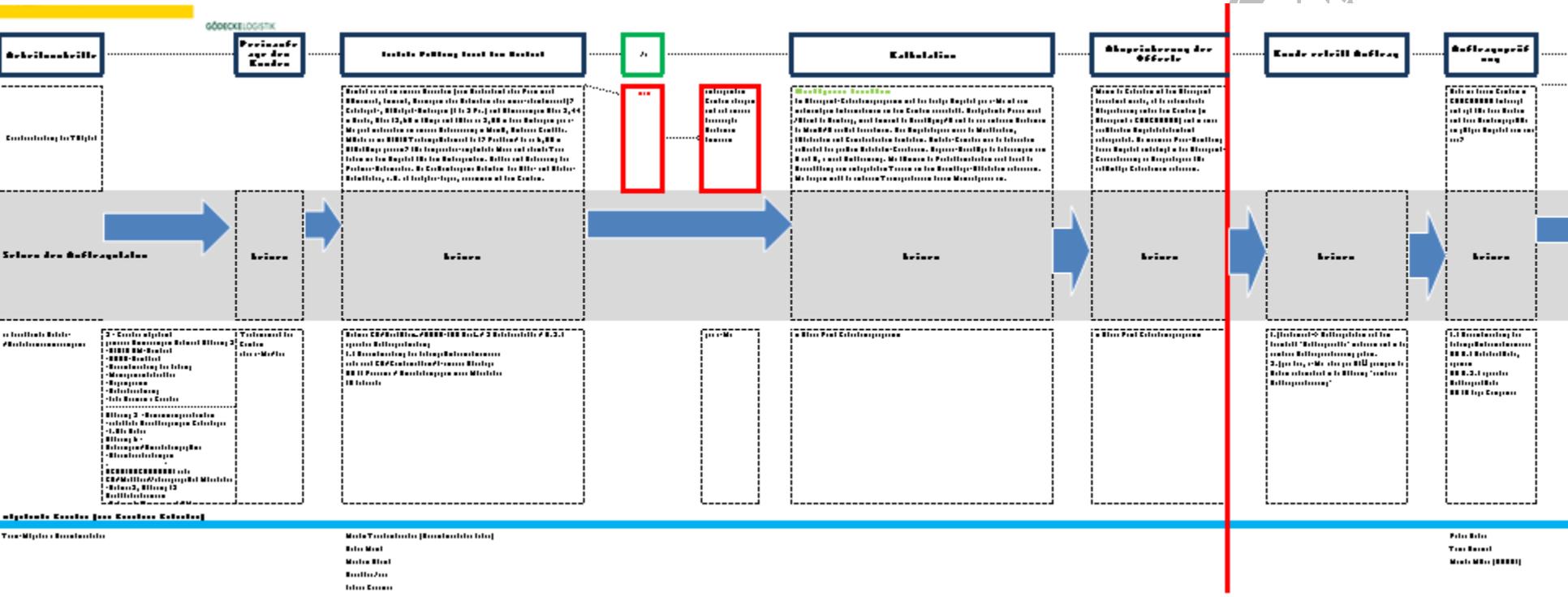
2nd line: a short description of the job which is to do

3rd line: which status should be set, by the employee, during the job

4th line: which Quality documents belongs to this job

5th line: which laws should be respected

6th line: name of the team members





And now, the 2nd part of presentation:

Which skills we are looking for to face the customers requirements?

Every year we take one new Trainee for an education period of 3 years and therefor we look for young people, with knowledge of foreign languages, like polnisch, swedisch or danisch.

People which want to work with us, needed a certain Gene/DNA. We are interested in attitudes like:

- being hardworking,
- adaptable,
- the Trainee should seen the work
- friendly
- stress resilient
- a communication gene
- and of course, they should love the transport sector



All Trainees in Germany, normally study his/her first job in a three years time. They are being teached in a business school, one and a half day per week. In the end, they have to make an examination to reach a status as a professional.

If the trainees like, they can book some more courses in their leisure time, like to get an english certificate.

After this 3-years time, we normally take over the good Trainees in our company. We love our self-drawn flowers.

Many people think that there is a gape in employees. We can not see this missing people for the time being.

As I reported, we are looking for employees from eastern Europe with German and/or knowledge of Scandinavian languages and a communication gene. The age of the employees is not so important for us. The mix of young and older people with a lot of experiences is good for the team. The right professional manner for their job, they will be get from us.



To implement the high level of service and customer performance we are standing for in the market, we developed our own training courses, which starts from the beginning to every team member, in: methods, the thinking behind our processes and the processes itself , to obtain a high performance in skills, like:

- doing the work right
- communication,
- empathy,
- multi-cultural understanding for our colleagues from abroad
- team spirit (the new team members must understand our intern way of thinking and which unwritten laws we follow – this are the differences/secrets of every company)
- our way of doing and understanding business
- and some others,

The training results will be checked by the daily work and repeated when problems are occurred. Online courses will be developed in a view month to teach our truck drivers too.



To train new team members, in jobs with a more guided process, it is mostly done in a short time. And special skills are not demanded.

But in the truck disposition, we need persons with special skills, like:

- at least two different language's, english is mostly self-evident
- knowledge of regional characteristics,
- a good feeling for distance, how many driving hours are needed and a knowledge of geography, for planning of the right time to pick up the cargo (booking a time window - very often a few days before loading day – it is very challenged).
- knowledge of the transport equipment
- an always 2nd ear opened to the disposition desk
- they should like to work with data systems (a rising part in this job)
- good at empathy and communication to the customers
- being motivating the drivers
- to have a very good feeling for costs and paid money on the truck
- being available to solve problems after the official working hours
- to have always an overview of many things
- working together with the team



With the leader of the teams, we agree every year new goals / targets with them and build on their necessary leadership skills. If they reach the agreement by the end of the year, we pay an extra bonus.

On top, to get the best Team members and best professionals, we developed a good working surrounding in our offices like: rooms flooded with light, a table football room, stand-seat tables, a supporting and most modern IT-Infrastructure, a scandinavian way of leadership and support meetings, between the offices as much as possible.



Now a view visions from me:

Young people, starting after their school time the professional career, they will find different ways and levels of being trained in business in the northic region, in Germany, Danmark and Sweden.

Our branch manager in Sweden reported recently, that Sweden will start a trainee program like in Germany. People which finished school, can start a Trainee time for two years. It is planned to have the Trainees a few month in school and a few month in their job. A good idea I think.

I am looking forward:

How we find a way to exchange Danish and German Trainees between German and Danish companies during their Training?

Will Germany accept the Danish standard of Training in the job?



In March 2013 we self have tried to start this exchange program for business people. Together with Herr Svend Erik Jessen of the Handelsgymnasiet CELF (Center for Erhvervsrettede uddannelser Lolland Falster) in Nyköping Falster, but no student had been interested in this program.

How we make young students interesting, for an exchange of the jobs, as a small trainee time between Danmark and Germany to come closer and better understanding for each other?

How we can find new forms of partnerships/ cooperations between competitors for being better prepared against the big fleet operator (very often from eastern Europe, because of much smaller salary)?

Summary for today, I will point out for me, that the most important skill we are needed, when our countries are much closer connected with a tunnel, will be an understanding of the languages of each other.



Thank you for your attention. - Tak for din opmærksomhed.