



## GOOD PRACTICE NORWAY

### Telenor

#### Contact person (NCO)

**Name and organisation**

Odd Bjørnstad - National Institute of Occupational Health

**E-mail address and website**

odd.bjornstad@stami.no

www.stami.no

#### General information about the MOGP

**Name of organisation and short description**

Telenor is Norway's leading telecommunications operator (mobile telephony, data communication, TV, services) and employs 4 656 persons in Norway.

**Contact person**

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**Website**

[www.telenor.no/openmind/Telenor\\_Open\\_Mind\\_Integration/](http://www.telenor.no/openmind/Telenor_Open_Mind_Integration/)

#### Information on the good practice "Telenor"

**Aims**

Telenor's Handicap programme (also called Open Mind Programme) is about opening doors and offering work experience to people with different work disabilities. The programme helps the participants to overcome the barriers that often prevent them from participating in the working life. Telenor creates more diversity within the organization; in addition, this also benefits society because less people rely on a disability pension.



work. adapted for all. move europe is co-funded by the European Commission under the Public Health Programme

## Target group

It is a programme for people with physical handicap, reduced sight, hearing damage and mental health problems. Applicants must be enrolled in the work rehabilitation programme run by Aetat (the Norwegian employment services). They must have an educational level corresponding to high school or equivalent, or have other relevant education.

Young people with disabilities who lack work experience are given priority for enrolment.

## Description

It is a two-year training and work-training programme for people with activity limitations. Enrolments take place two to four times a year, with up to five applicants on each occasion.

The programme is defined as “work plus support” and includes:

- An enrolment interview (evaluating the applicant’s motivation to work).
- A three-month qualifying period consisting of courses in computing. It gives candidates certification in computing at basic or intermediate level. Candidates also follow a communication programme called “Unique as I am”, which focuses on personal development, aims and expectations of work-life, and a course on “Getting into work” that takes up matters such as job applications and information about the labour market. A guidance helps to map the interests of participants in the use of ICT tools, their ability and their motivation to adapt. In cooperation with their own HSE department and the Assistive Devices Centre, participants receive the support they need to adapt their workplace to their special needs.
- Real work training: the workers are participating in a 21 months work-training to get self-confidence and experience with actual tasks. They receive the opportunity to show their capacity and resources, and ability to manage a job. This will be a stepping-stone on their way back to work. The programme involves both the manager and the employees being trained, focusing on possible work tasks in the job.
- Follow-up measures: every third month a follow-up meeting is held with the individual participant, after which a report is submitted to The Norwegian Employment Service.

## Why is it a good practice?

The Handicap programme supports participants with guidance and workplace adaptations and carries out an evaluation after the end of the qualifying period.

Management (head and line management), service providers / health professionals and the employee are involved.

The social partners play an important role in this programme.

## Results

### Evaluation

The programme was evaluated by SINTEF’s (Institute for Social Research in Industry) in 1999 (Dahl 1999). SINTEF concluded that the programme had largely succeeded in rehabilitating its participants and that both participants and the company were positively inclined towards continuing the programme.



## **Incentives for success**

The Open Mind Programme works together with Social service / the Norwegian Labor and Welfare Administration.

From an individual point of view, a prerequisite for success is a motivation to learn and to hold on to a job.

## **Barriers for success**

Not specified.

