

## The WMS, Welcome Mobility System, and innovative methodology to foster intra labour mobility at European Level

The WMS is intended as a guidance service and a physical point of contact between the mobility job counsellor and both job-seekers and employers interested in geographical labour mobility



The WMS is a result of AMICO project. Through this output, the project has produced a handbook that will serve as a guideline to install a Mobility Welcome Service. The handbook defines the service's structure, its objectives, the target groups that it addresses and the methodology to use. Methodology is a key point of the service. It is based on the Action Workflow Analysis (AWA) model.

The AWA model builds a process of mutual commitment among actors that intend to achieve cooperatively a goal in a network of relations. The process is considered as a "conversation towards action" that happens between the customer and the performer, where the customer represents the applicant, namely a person that shows a need that the performer/provider can fulfil. The service can be identified as an action of communication, of agreement, of mutual commitment, of negotiation, of

sense-making and of trust that involves at the same time the user of a service and the provider. The AWA process is composed of four circular phases that are interrelated and can generate a positive spiral: the proposal, the agreement, the performance, the evaluation.

Specifically, Action Workflow Analysis have been carried out for the following target groups:

1. Workflow for the job mobility of the people with a high-level of ICT competences;
2. Workflow for the job mobility of the employed;
3. Workflow for the job mobility of the unemployed;
4. Workflow for the training mobility of young entrepreneurs;
5. Workflow for the training mobility of students;
6. Workflow for the job mobility of (physically and psychologically) disadvantaged workers.

In view of the establishment of the service, the WMS handbook defines:

- the methodology that has been used to design the handbook and indication on how to incorporate it in the service;
- the general definition of the service structure, based on the Action Workflow Analysis (AWA) model;
- the general objectives of the Mobility Welcome Service;
- the target groups that the service addresses with the specification of the peculiarities that the service will incorporate according to the specific audience.

### AMICO PARTNERSHIP:



This project has been funded with support from the European Commission.

This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## THE MWS TOOLKIT, an innovative mobility service at test

Partners of AMICO project will implement and test the Mobility Welcome Service inside their organisations.

As a result the consortium will elaborate a MWS Management Toolkit that will support the management of the mobility service as well as its transferability to different organisational context

The MWS will also experiment an innovative modality of virtual territorial animation to network enterprises, workers and students interested in intra-EU labour mobility. In the framework of the activities carried out by the MWS, partners will perform Transnational Mobility Speed Meetings, namely opportunities for virtual transnational meetings between ICT job-seekers and enterprises from different countries.

The toolkit will be composed of:

- A manual for monitoring different processes, such as follow up, evaluating performance, developing performance plans, identifying criticalities, among others;
- A guideline to enhance the service performance, in particular providing processes and solutions to overcome criticalities, such as how to monitor integration in the work environment by distance, or how to manage failure in adapting to the environment of the hosting organisation.

The characteristic element of this output is that it will stem from a phase of actual experimentation of the Mobility Welcome Service.



### AMICO IS A THREE YEARS ERASMUS+ K2 PROJECT AIMING AT:

- Increased professionalization of job counsellors through the design and development of an **innovative curriculum** focusing on **international job placement**.
- Strengthened **matching skills at international level** through a set of tailor-made tools.
- Improved provision of services in support of **intra-EU labour mobility**, through the design of specific processes and procedures.

### FURTHER INFORMATION:

AMICO: A new Alliance for Mobility InComing and Outgoing

[www.amicomobility.eu](http://www.amicomobility.eu) / [amico.erasmusplus@gmail.com](mailto:amico.erasmusplus@gmail.com)