



FONDAZIONE
BRUNO KESSLER

Internal climate and communication support

Actions taken by FBK

Actions to support staff

The Foundation has adopted specific measures aimed both at supporting the **internal climate and the well-being** of its **staff**, and at guaranteeing internal **communication** attentive to the particular situation resulting from the COVID-19 epidemic.

Please see below the actions regarding:

- Training, climate and welfare;
- Internal and external communication with a focus on FBKjunior initiatives;
- IT support.

Training, organizational climate and welfare: ongoing actions



Mental and physical wellbeing and organizational climate

✓ **Training.** New digital format for continuous telework training in the dedicated area:

[#menoviruspiùconoscenza](#).

Priority to professional development and emotion management skills through virtual classrooms and webinars.

Program, in the form of **virtual events**, covering current topics dedicated to FBK employees.

✓ **Screening of needs** and monitoring of the changed climate dimensions particularly relevant in the emergency period through surveys.

Virtual discussions through the Loomio platform and the **FBKIdeas** initiative on the most relevant topics for the Foundation.

✓ **Welfare.** Increased flexibility in working hours procedures such as [teleworking/smartworking](#). Rethinking of family support initiatives such as “[Spazio 0-100](#)”, “[Families Share](#)”. Sanifonds health coverage upgraded package. **Agile working individual agreement** to protect staff from the point of view of health and work-life balance.



Training, organizational climate and welfare: upcoming actions



Mental and physical wellbeing and organizational climate

- ✓ Reorganization of the FBK Academy catalog according to the changed organizational needs. Focus on new ways of providing training and collecting continuous feedback. New **multi-step program** to support agile working.
- ✓ Collection and new analysis of needs through an **internal survey** in order to reformulate welfare and work-life balance actions in line with the real needs of the staff.
- ✓ Activation of a **help desk to support** the mental and physical well-being of the staff in addition to psychology pills published in FBKLive. Implementation of a specific action plan according to the needs emerged and discussed on virtual platforms.

Internal Communication

The Foundation's internal communication, for the purposes of updating the staff on the Covid-19 health emergency and on post-Covid initiatives, are conveyed through two channels.



Transparent Administration at FBK

It collects all **useful and official notices and information** to stay updated on the Covid-19 situation and on provincial and national containment initiatives.



FBKLive Newsletter

Internal newsletter with the aim of making staff aware of internal initiatives to counter the Covid-19 emergency situation, and maintaining the **sense of belonging and involvement in the FBK community**.



The two communication channels, in two different ways, complement and "support" each other: in fact, the FBKLive archives can be found on the Transparent Administration website and reference to the website is always made in the newsletter.



#menoviruspiùconoscenza communication campaign

Communication as a common thread between inside and outside, a connector between experiences, research projects and reflections that arise in a research community and offer its thoughts as a point of reference to guide and support the community in critical and changing situations.

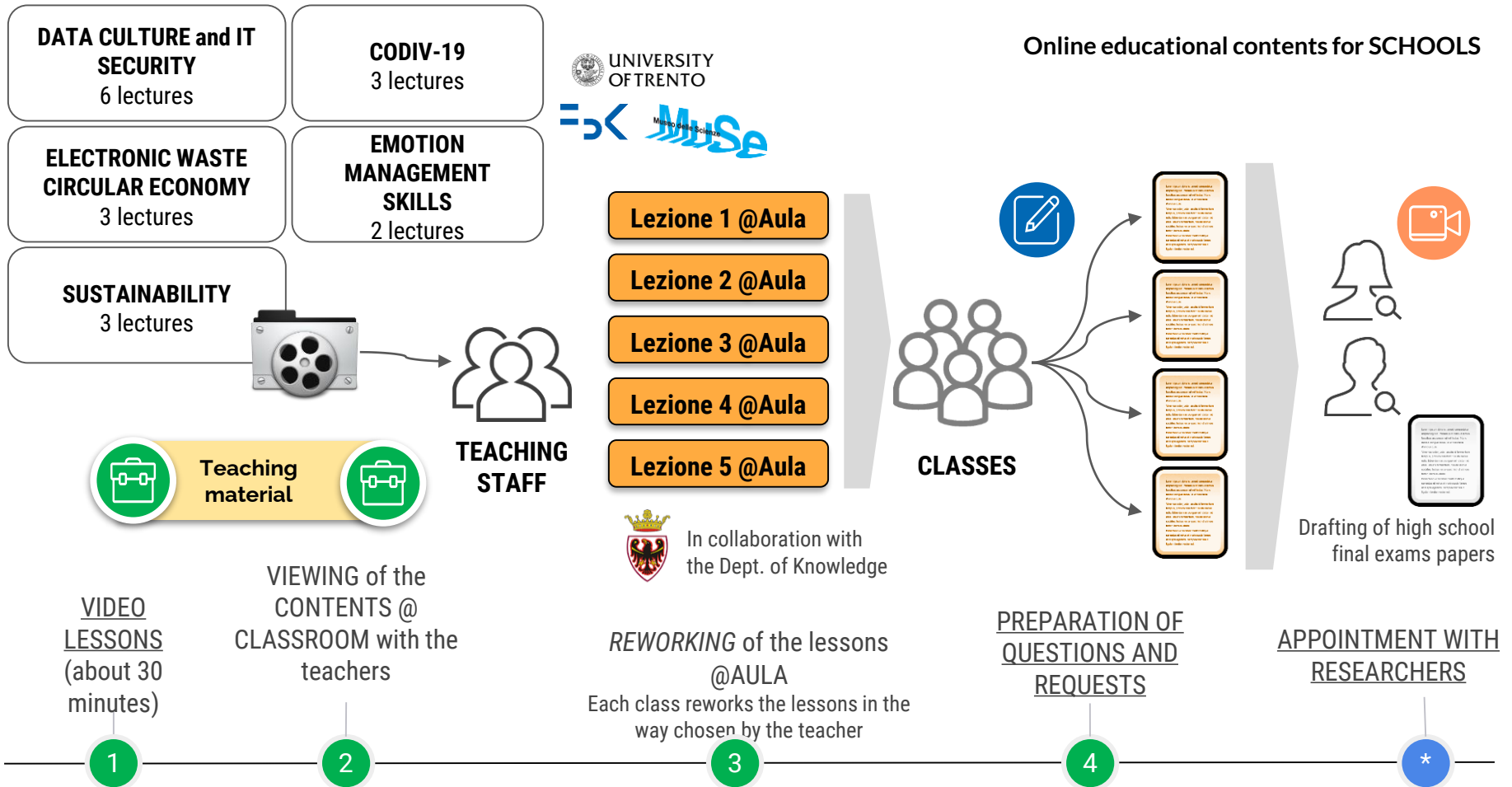
Hence the [internal and external communication campaign #menoviruspiùconoscenza](#), which collects and channels the experiences of FBK in times of the coronavirus to the different targets:



- Dedicated section on the [fbk.eu portal](#)
- Collection of [Covid-19-related research](#) produced by [FBK](#), [APP](#) and [reflections on the topic](#)
- Selection of [digital content and archival materials](#) organized by topics and targets
- Campaign for daily dissemination on [social networks](#)
- Production of original content: [magazine articles](#) (FBK research and current events + reflections and ideas), [campaign launch Facebook videos](#), [live streaming](#)
- Press [releases](#) on the main news regarding Covid-19-related FBK research and activities and dedicated online and offline PR work
- Creation of a training section in times of Coronavirus on the [FBK Academy App](#)
- [FBK Junior dedicated program](#): #menovirus+conoscenza for schools.

#menovirus piùconoscenza program for schools

Fondazione Bruno Kessler researchers, in cooperation with the University of Trento (DiPsCo, DICAM, C3A), MUSE and other local organizations, wish to offer the local education system some training modules for in-depth study and reflection on current science and humanities issues.



Improved IT services

FBK was able to switch to telework in no time thanks to the IT modernization process in a "zero trust" approach (work independent of the place, keeping data safe and confidential) implemented before the emergency as well as on specific support during the emergency:

Pre Covid-19 actions:

- One web portal for all applications (my.fbk.eu), also accessible remotely, with the same methods and one-password login
- Data transfer to Google Drive and Share Drive
- Laptops for all employees and computing and enterprise applications moved to the datacenter or cloud
- Professional and unlimited remote working tools (e-mail, office applications, chat, audio and video conferencing, etc ...)
- Landline telephony on IP technology (remote and virtualization of telephones);
- Remote IT support for users on FBK and privately owned PCs
- Adoption of technical security measures.

Covid-19-specific services activated:

- Increased Pulse VPN licenses
- Firewall and VPN configuration to allow better remote operation
- New software for remote support for FBK and privately owned PCs
- Seminars on remote work tools (offered through [#menoviruspiuconsocenza](https://www.facebook.com/menoviruspiuconsocenza))
- Acceleration of data transfer on Google Share Drive.



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