


The logo for IDOCAL features the word "idocal" in a lowercase, sans-serif font. The letters "i", "d", "c", and "a" are dark brown, while the "o"s are a golden-yellow color. The top "o" is positioned above the "d", and the bottom "o" is positioned below the "c". The logo is centered within a white square that has a thin orange border, which is itself set against a larger orange-to-brown gradient background.

idocal

NOVEDADES
IDOCAL
2018

11 - 15 de Junio
Vol. 4, número 22

A horizontal decorative bar at the bottom of the page, consisting of a gradient from orange to blue.

1. **WOP-P MASTER PRACTICES: THIS WEEK - BRIAN FLOREZ**
2. **WOP-P MASTER PRACTICES: END OF THE SERIES FOR THIS EDITION**
3. **FORMACIÓN: ÉXITO DEL CURSO “ANÁLISIS DE MODELOS MULTINIVEL CON SPSS”**
4. **CONVOCATORIAS: CALL FOR PAPERS EAWOP 2019**
5. **RECURSOS: DAVE ULRICH DISCUSSING THE FUTURE OF HR**
6. **RECURSOS: MÁS DE LA MITAD DE LOS TRABAJADORES MAYORES DE 55 AÑOS VEN DESCARTADOS AUTOMÁTICAMENTE SUS CURRÍCULOS**

1. WOP-P Master practices: this week - Brian Florez

We continue sharing the second year WOP-P master practice experiences. This week shares his experience:

Brian Florez

“Life takes us to unexpected places sometimes. The future is never set in stone; you sculpt your own future”



My name is Brian Florez and I am second year WOP-P master's student currently doing my internship at the Consorcio Hospital General Universitario de València (CHGUV) in Valencia, Spain. I am being asked to collaborate with the quality and training department in the design and development of a strategic plan regarding the improvement of the

quality of services provided by all professionals at the CHUGV. This new strategic plan is centered in the idea that a patient's experience is a continuum of encounters and not silos dictated by internal systems of processes.

To enhance and turn the patient's experience into a more positive one, I am being asked to prepare and conduct a preliminary diagnosis of the patient's current experience at the CHUGV. Hence, using a mindset of a scientist-practitioner I am being asked to develop reliable instruments such as surveys and semi-structure interviews to measure the patient's experience, as well as to conduct focus groups with patients presenting different pathologies. An important tool used to perform the diagnosis of the patient experience is the Customer Journey Map. I use this technique to identify the different touch points (patient-professional interaction) from the patient's perspective, and to collect information of how a patient perceives the care provided in each interaction point. Following the same methodology of the Customer Journey Map and using similar instruments adapted to the context, I am also participating in diagnosing the patient's satisfaction levels of 5 groups of chronic renal patients who attend a psycho-



educational multidisciplinary program. Finally, in both groups I am asked to suggest an intervention plan which involve suggestions and recommendations derived from a human centered approach.

The Work, Organizational and Personnel Master Program (WOP-P) has equipped me with the professional knowledge and skills to be able to fulfill my duties with great rigourosity. Last but not least, the Wop-p has provided me with personal competences that come in hand when working with multidisciplinary teams, such as effective communication skills, conceptual thinking among others.

2. WOP-P Master practices: End of the series for this edition

With the letter published in the newsletter of this week, we finished a series started 14 weeks ago that allowed us to know the practices' experiences of the WOP-P Master students in Valencia, during the **2017-18 academic year**. We thank all of them for their participation and generosity in a process that allowed us to share this experience with Master professors, with first-year students and with their own class colleagues, also doing their internships.



The fundamental goal was to take advantage of all this information to reflect on the demands of companies on trainees, on the tasks that companies have assigned to students, as well as on the model of practices proposed to them and, to what extent, the WOP-P Master offers them the necessary resources to face these demands.

We have been able to know how students deal with tasks related to socialization processes and the training of new employees or with talent management policies, how they develop organizational consulting activities, or actively participate in selection processes at different functional levels. Others have participated in the design of tests, used through different channels, or participate in training processes and career development.

Some students have explored tasks and functions close to Marketing, while others work in the selection of 'IT specialist talent'. Some have had the opportunity to know global structures, such as the United Nations, while others have learned the characteristics of 'Nonprofit organizations' or have devoted themselves to analyzing the level of patient satisfaction in a large public hospital.

And, like every year, some have preferred large companies, while others have turned to medium and small companies and organizations. Some have preferred to continue in Valencia for their internships, while others have spent this quarter to thousands of kilometers of their usual classroom, followed during their internships by their professor tutors.

And so are the practices of the WOP-P Master, diverse and varied as the students themselves, which will be the first step to develop their professional careers. The first-year students have been able to see models of useful practices to focus their own practice experience from the beginning.

Of course, we cannot fail to thank the companies and organizations that have welcomed them during these months, as well as their company tutors, their collaboration without which all this would not have been possible.

See you again, next course.

3. Formación: Éxito del curso “Análisis de modelos multinivel con SPSS”

El curso, ofrecido por el Servei de Formació Permanent de la Universitat de València, dentro del programa de formación continua para el PDI, e impartido por los profesores del Idocal **Vicente González-Romá, Ana Hernández, e Inés Tomás**, los días 11, 12 y 13 de junio ha sido un éxito de afluencia y se prevé una posible segunda edición para permitir la asistencia a quien no tuvieron oportunidad. Si finalmente se confirma os mantendremos informados.

Los modelos multinivel, o modelos lineales jerárquicos, permiten estimar relaciones entre variables que se encuentran en niveles diferentes. Su aplicación en la investigación ha crecido progresivamente durante los últimos 25 años (ver, González-Romá y Hernández, 2017). Esto es parcialmente a causa de que los fenómenos estudiados se desarrollen en contextos multinivel, en los cuales se puede diferenciar diferentes niveles de análisis (por ejemplo, en las empresas: la empresa, el departamento, el equipo de trabajo, el empleado).

4. Convocatorias: Call for papers EAWOP 2019

Transcribimos nueva convocatoria de EAWOP:

“The theme of the 19th EAWOP Congress is “Working for the greater good: Inspiring people, designing jobs and leading organizations for a more inclusive society”.

We are happy to announce that the call for the 19'th EAWOP Congress is now open. The congress will take place in Turin from 29th May to 1st June 2019.

You will find all the information on the website www.eawop2019.org, including the call for abstracts and the abstract submission guidelines and deadline for registration.

Thanks to the contribution of all of you we will make a congress of high scientific and professional profile.

For our part? We are working intensely and enthusiastically to make your experience here in Turin pleasant and unforgettable.

We are looking forward to meet you next year in Turin, Italy.”

Enlace a la convocatoria [aquí](#).



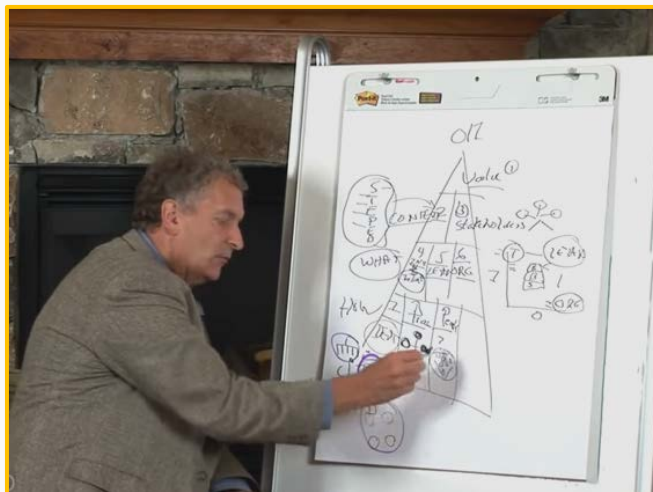
5. Recursos: Dave Ulrich discussing the future of HR

HR Congress Keynote speaker, Dr. Dave Ulrich talks about what is required of HR to be a source of value in the future.

Para ver el vídeo, pincha [aquí](#).

Bio:

Dave Ulrich is the Rensis Likert Professor at the Ross School of Business, University of Michigan and a partner at The RBL Group, a consulting firm focused on helping organizations and leaders deliver value. He studies how organizations build capabilities of leadership, speed, learning, accountability, and talent through leveraging human resources. He has helped generate award winning data bases that assess alignment between strategies, organization capabilities, HR practices, HR competencies, and customer and investor results.



Dave has published over 200 articles and book chapters and over 25 books. He edited Human Resource Management 1990-1999, served on editorial board of 4 Journals, on the Board of Directors for Herman Miller, and Board of Trustees at Southern Virginia University, and is a Fellow in the National Academy of Human Resources.

6. Recursos: Más de la mitad de los trabajadores mayores de 55 años ven descartados automáticamente sus currículos

El 52% de los currículos de trabajadores mayores de 55 años son descartados por los profesionales de recursos humanos de manera automática, fundamentalmente por "prejuicios" relacionados con la edad, según el X informe 'Tu edad es un tesoro' elaborado por la Fundación Adecco.

En concreto, el 65% de los reclutadores piensa que los mayores de 55 años no encajarían en la plantilla de sus empresas porque la mayor parte de sus trabajadores son jóvenes; el 18% los descarta porque cree que pedirán un salario más elevado, y el 17% rechaza su currículum porque estima que sus competencias están desfasadas.



De acuerdo con este informe, durante el último año, siete de cada diez profesionales de recursos humanos no ha seleccionado a ningún trabajador mayor de 55 años para que trabaje en su empresa. La misma proporción de trabajadores mayores de 55 lleva más de un año en el paro, frente a la tasa de paro de larga duración del 50% que presenta España a nivel general, esto es, incluyendo a todos los grupos de edad.

El número de parados mayores de 55 años se ha reducido un 1,2% en el último año, aunque

a un ritmo muy inferior a la media (-10,8%). Su proporción sobre el total de desempleados es cada vez mayor, pues mientras en 2012 representaban el 8,5%, en 2017 suponían el 14,6% del conjunto de personas sin empleo.

El director general de la Fundación Adecco, Francisco Mesonero, ha destacado la "significativa cronificación" del desempleo entre los mayores de 55 años: "Encuentran grandes dificultades para colocarse o reengancharse al mercado laboral, con lo que no consiguen abandonar las listas del paro", subraya.

Para leer la noticia completa, pincha [aquí](#).

Colaboradores de este número (por orden alfabético):

Salvador Carbonell
Brian Florez
César García
David Montesa
José María Peiró
Aída Soriano

Editores:

Jorge Magdaleno
Luminița Pătraș