



## Telekom CR-facts

### Professional development

Every employee in our Group is given the opportunity to broaden their knowledge at every phase of their (professional) life, and to develop and grow. We believe that development should be closely linked to the individual life phase, because we are aware that employees' needs change over time. For example, those bringing up young children or caring for family members have particular employment needs. Learning interests are also constantly evolving: Recent university graduates are more interested in company-specific knowledge, whereas a long-established employee might be keen to broaden their specialist knowledge or share it with up-and-coming talents. With this in mind, our lifecycle-based approach to HR development includes a wide range of target group-specific offerings.

"[Bologna@Telekom](#) [1]" enables employees to gain a degree on a part-time basis while continuing to work

Our [Bologna@Telekom](#) [1] initiative encourages talented employees to study for a bachelor's or master's degree alongside their work, provided they have worked for the Group for at least two years. Each year, some 200 scholarships are awarded to employees wishing to study part-time for a Bachelor's or Master's degree. Since 2009, the scheme has even been open to those without formal university entrance requirements. As well as degree courses in information and communications technology, business information systems and economics, we also offer doctorates. Under the Bologna scheme, we pay half of the course fees at one of our partner universities and give students 10 days' leave of absence per annum for studying. For Deutsche Telekom, this represents a great opportunity to secure the loyalty of key top performers, and cover our demand for specialists.

Teaching and learning formats geared to experience and age

The age spectrum of our employees is continuously widening, and the average age of our workforce is on the rise. Employment lifetimes are also becoming longer. We steer

and utilize these developments by implementing new formats for teaching and learning. These new approaches are specifically focused on the needs of the different generations and life cycles found among our employees. By supporting these new training methods, we make a significant contribution to job security for our experienced and seasoned employees. In addition, we make every effort to meet current training and learning demands within the Group, such as integrating the learning experience in daily work processes. For example, we achieve this by striking a balance between formal training sessions (workshops, reality training) and informal methods (collaboration via our internal Telekom network). Hands-on, practical teaching, coaching and mentoring are also intended to generate enthusiasm for lifelong learning. We currently take this approach when training specialists for network infrastructures, and in vocational and academic training programs for employees with vast experience in communications engineering.

#### Academic training at our in-house University of Applied Sciences

Since 2012, a training course has been available at the Group's own [HfTL University of Applied Sciences in Leipzig](#) [2] for communications and electrical engineers to refresh and update their expertise. The course takes 18 months and consists of several modules from the Bachelor course in communications and information technology. It contains specific coaching measures and individual support from specially trained tutors. The curriculum takes past learning experience into account, and lectures at the university are supplemented by hands-on training sessions in the real world.

#### Support for outstanding talent in the IT area

The Young IT Talents and Young Sales Talents programs were launched in 2010 and 2012, respectively, to promote junior staff who are particularly talented in the areas of customer service and sales. Participants of both programs will have the opportunity to tackle challenging customer projects and earn additional qualifications in their own community, at internal and external trade and training events and in national and international competitions.