

The Remote Worker Training Backpack: An inclusive guide for corporate trainers

PROJECT RESULT 1/ T1.1
COMPETENCE FRAMEWORK - NEEDS
VERIFICATION & COMPARATIVE REPORT

Deliverable: T1.1.1 Needs Verification Report



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(*) Action: C = Creation, I = Insert, U = Update, R = Replace, D = Delete

REFERENCED DOCUMENTS

ID	Reference		Title
1	2021-1-DE02-KA220-VET-000032967		DIGIREACT Proposal
2			

APPLICABLE DOCUMENTS

ID	Reference		Title
1			
2			

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1. Introduction

This document opts for revealing the main needs, challenges and practices applied in the partner countries in relation to the competences required for trainers to easily manage their hybrid teams within a novel remote working business model. On top of that, it aims to identify the digital knowledge and skills needed to become competitive among VET training provision targeting corporate trainers. To provide useful insights to this target group, the following competencies will be scrutinized:

- E-leadership
- Leading virtual teams
- Organizational skills
- Digital competencies

1.1 Methodology

This part of the methodology aims to identify the needs of VET training providers with regard to the competencies required to manage hybrid teams. This will lead in drawing safe conclusions on the current needs and best practices in order for the project partners to efficiently formulate the Corporate Trainer Profile. A survey has been conducted in all partner countries (DE, IT, PT, EL, IE) to collect data from the project target groups about the state of the art of digital and e-leadership skills. The results will support the formulation of the project learning outcomes to be addressed by the 'Remote Worker Training Backpack'. The survey was conducted through an online questionnaire handed to the participants and interested parties. The organization has collected 21 answers in total from Ireland. The results are documented below conveying the status quo of the country while they will be the backbone based on which the training materials and digital tools will be created.

1.2 Target groups

The main target group addressed by the survey is VET Trainers who provide training to corporate trainers. As a result, VET providers and SMEs were contacted in order to gain useful insights on the current practices.

On the other hand, indirect target groups that can be potentially involved and affected by the project results include corporate trainers, employees working remotely, HR managers, employers, IT companies, etc.

2. Survey Results

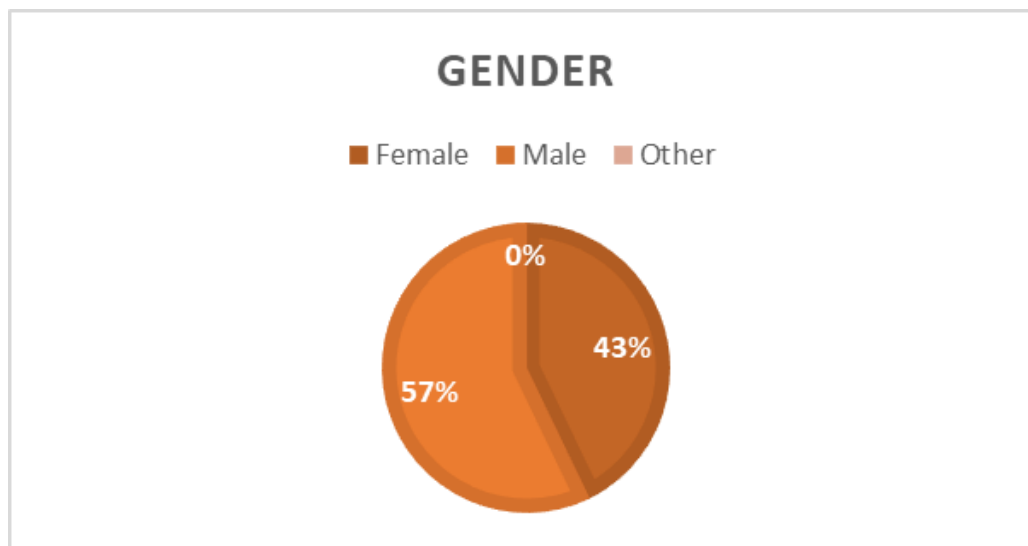
1. Demographic data

1.1 What is your gender?

Female: 43 % (9 out of 21 participants)

Male: 57 % (12 out of 21 participants)

Other: 0 % (0 out of 21 participants)



Graph 1. Gender of participants

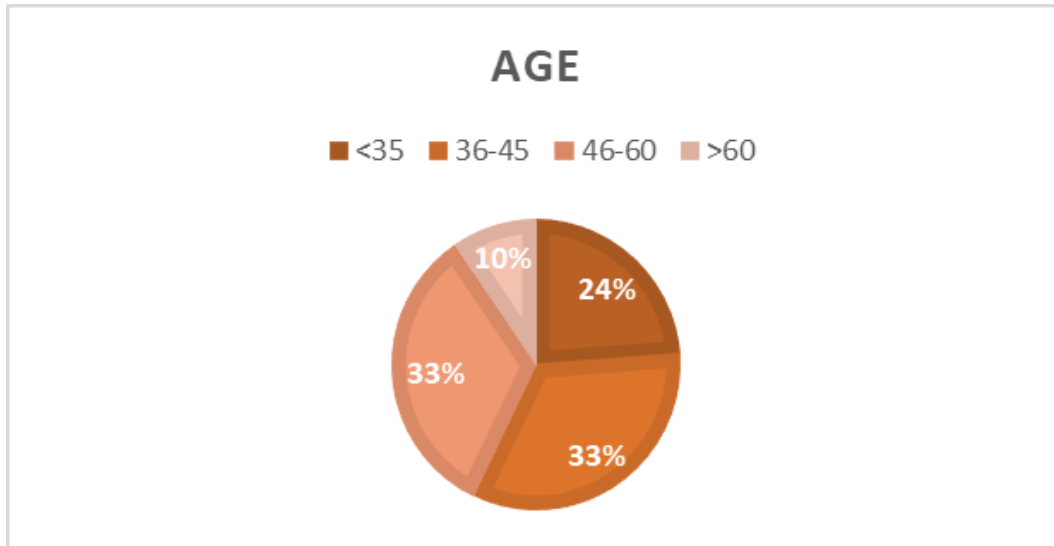
1.2 What is your age?

<35: 24 % (5 out of 21 participants)

36-45: 33 % (7 out of 21 participants)

46-60: 33 % (7 out of 21 participants)

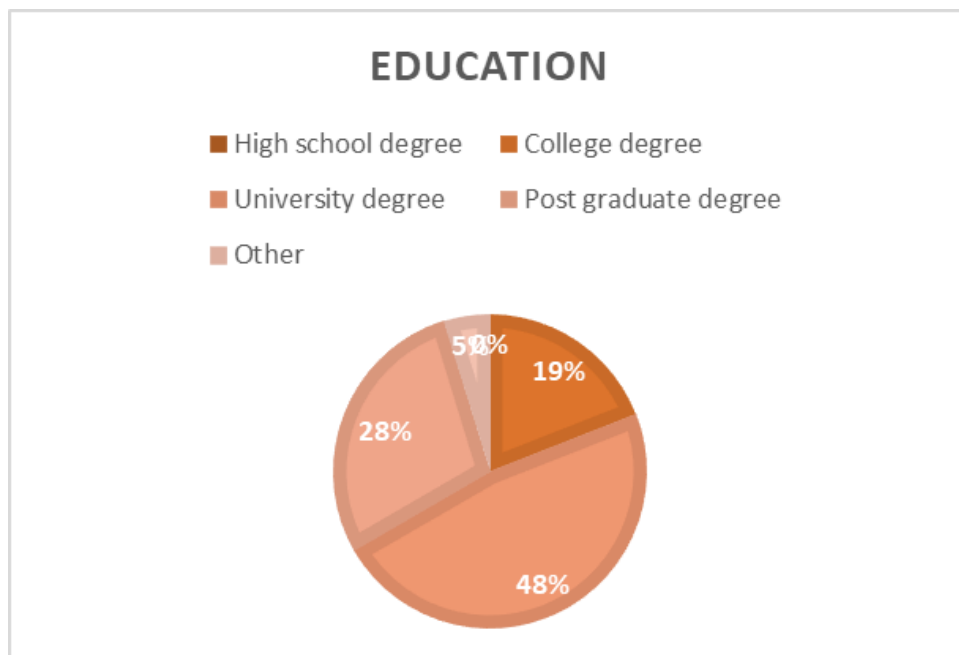
>60: 10 % (2 out of 21 participants)



Graph 2. Age of participants

1.3 What is your level of education?

- High school: 0 % (0 out of 21 participants)
- College degree: 19 % (4 out of 21 participants)
- University degree: 48% (10 out of 21 participants)
- Post graduate degree: 28% (6 out of 21 participants)
- Other: 5 % (1 out of 21 participants)

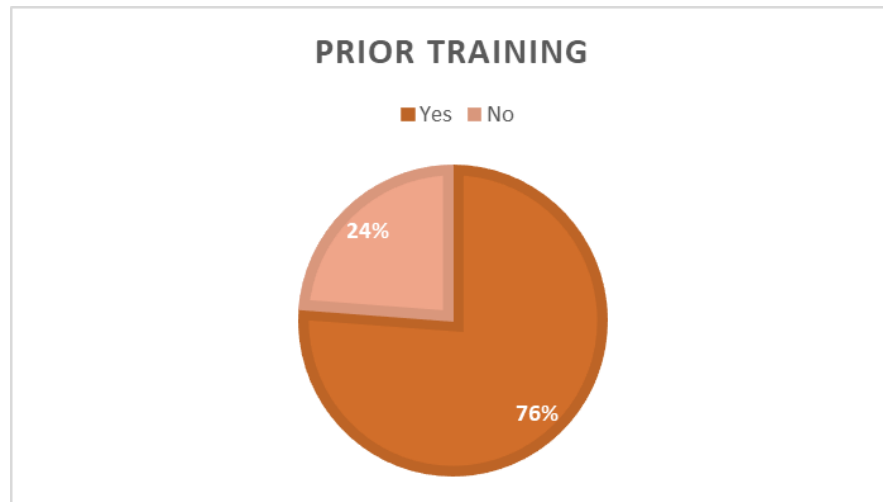


Graph 3. Educational level of participants

1.4 Did/Do you attend professional courses and training?

1. Yes 76% (16 out of 21 participants)

2. No 24% (5 out of 21 participants)



Graph 4. Prior training of participants

2. Employment status

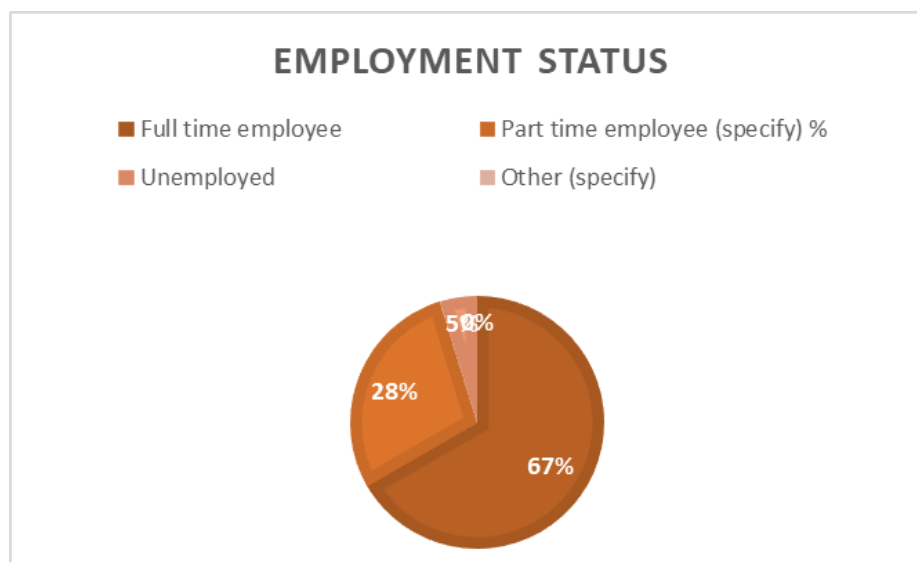
2.1 What is your current employment status?

Full time employee: 67 % (14 out of 21 participants)

Part time employee: 28 % (6 out of 21 participants)

Unemployed: 1 % (5 out of 21 participants)

Other: 0 % (0 out of 21 participants)



Graph 5. Employment status of participants

2.2 Size of organization

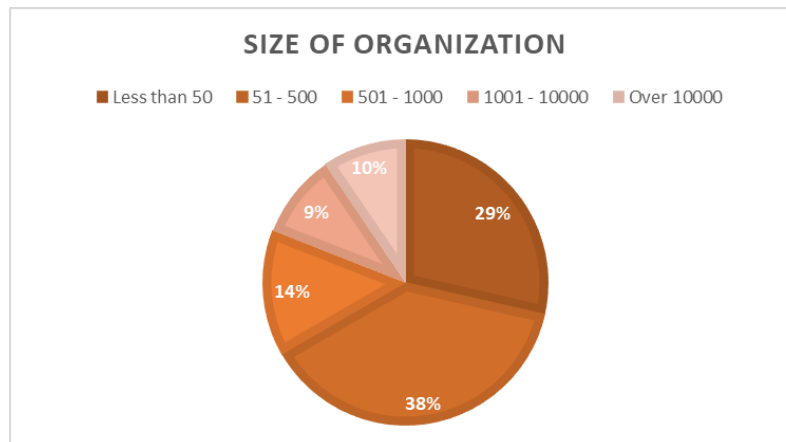
Less than 50: 29 % (5 out of 21 participants)

51 – 500: 67 % (8 out of 21 participants)

501 – 1000: 14 % (3 out of 21 participants)

1001 – 10000: 10 % (2 out of 21 participants)

Over 10000: 10 % (2 out of 21 participants)



Graph 6. Size of participants' organizations

2.3 Position in organization

Chief executive: 0 % (0 out of 21 participants)

Functional head (e.g. Finance, Sales Director): 0 % (0 out of 21 participants)

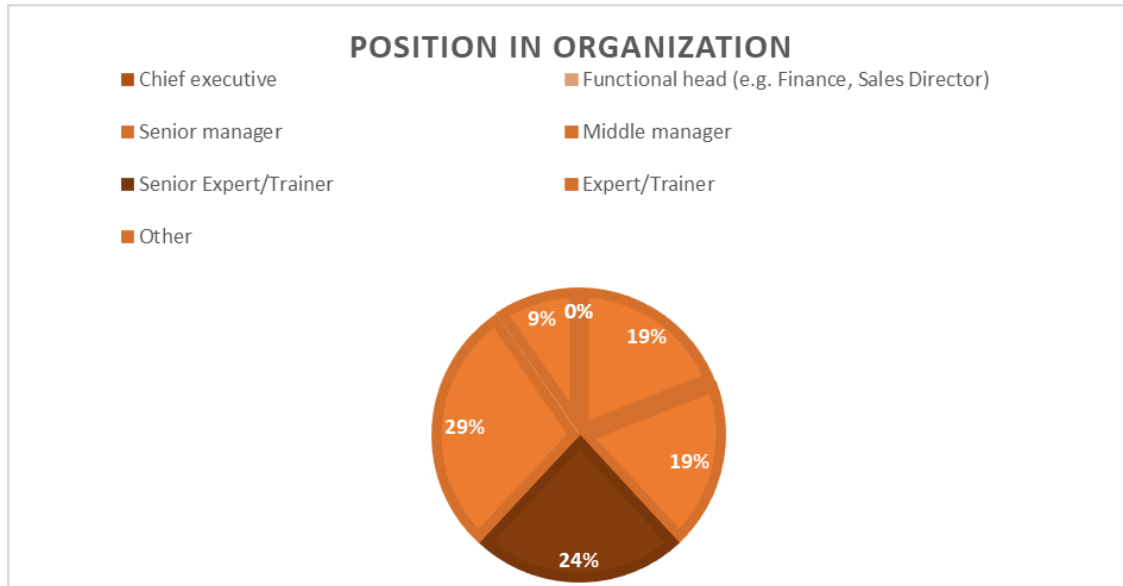
Senior manager: 19 % (4 out of 21 participants)

Middle manager: 19 % (4 out of 21 participants)

Senior Expert/Trainer: 24 % (5 out of 21 participants)

Expert/Trainer: 29 % (6 out of 21 participants)

Other: 9 % (2 out of 21 participants)



Graph 7. Participants' position in organization

3. Competences

3.1 IT-Affinity

Downloading/uploading files: Average = 3,29

Configuring privacy settings: Average = 3,19

Selecting from, evaluating and comparing search results: Average = 3,24

Knowing how, when and where to share information online (e.g. social networking platforms, online collaboration tools): Average = 2,57

Conscious online behaviour/ethics, when commenting or posting: Average = 2,38

Reaching services through digital technologies (e.g. taxi, banks, hospitals, etc): Average = 2,67

Creating digital video content: Average = 2,76

Acknowledging intellectual property and copyright-related aspects applied to online content: Average = 2,52

Designing a website: Average = 1,57

Identifying suspicious apps/software: Average = 2,43

Safely handling private and personal information online: Average = 2,57

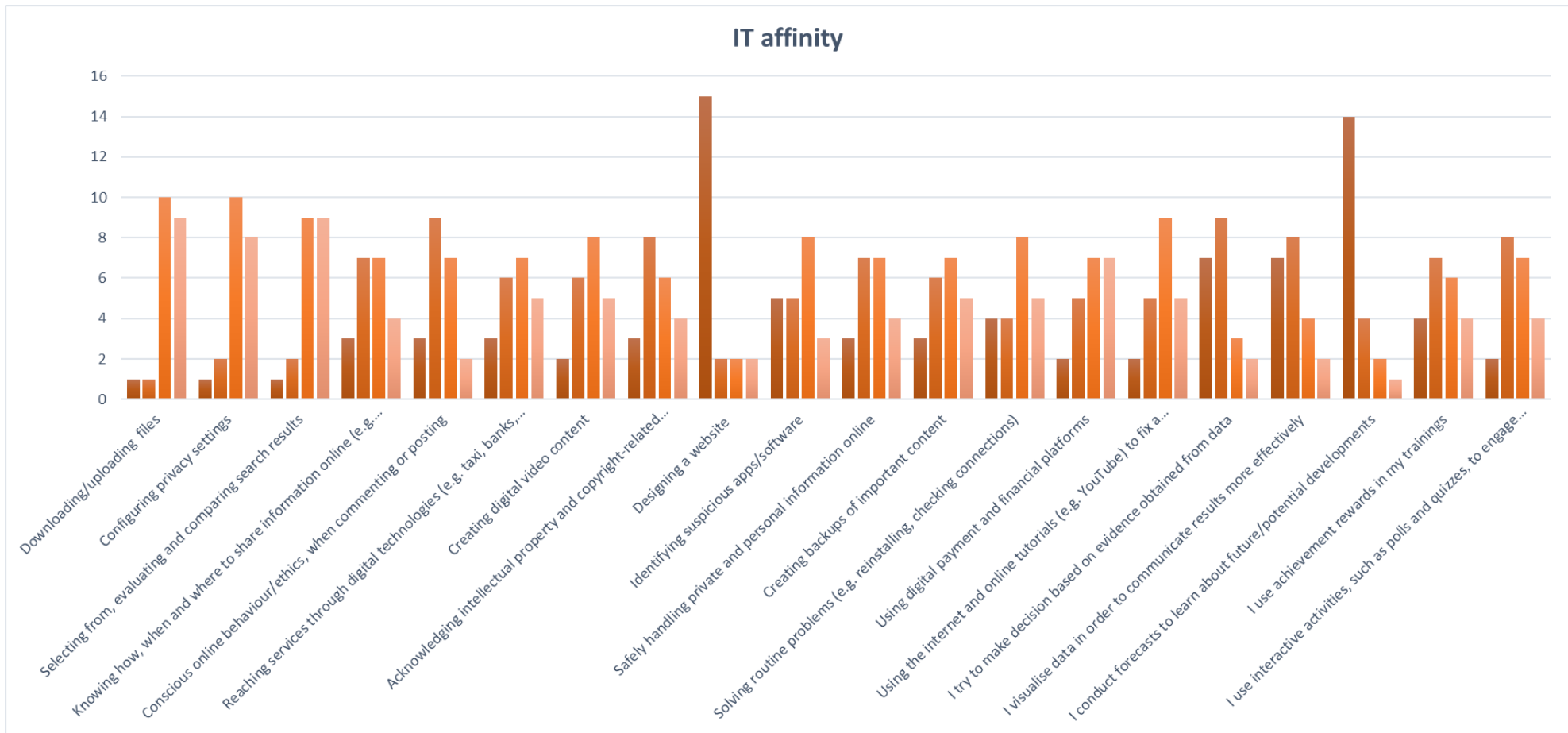
Creating backups of important content: Average = 2,67

Solving routine problems (e.g. reinstalling, checking connections): Average = 2,67

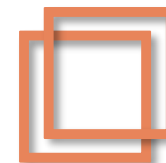
Using digital payment and financial platforms: Average = 2,90

Using the internet and online tutorials (e.g. YouTube) to fix a problem/ to find sources of help: Average = 2,81

I try to make decision based on evidence obtained from data: Average = 2,00
 I visualise data in order to communicate results more effectively: Average = 2,05
 I conduct forecasts to learn about future/potential developments: Average = 1,52
 I use achievement rewards in my trainings: Average = 2,48
 I use interactive activities, such as polls and quizzes, to engage peers/learners: Average = 2,62



Graph 8. Participants' IT skills



3.2 E-Leadership

My company has a digital transformation vision, also with radical changes, applying to each internal unit.: Average = 2,90

I know the strategic assets most important in digital transformation in my field of activity.: Average = 2,33

My company is enthusiastic to install digital technologies.: Average = 2,95

Our employees acknowledge the advantages of the digital change.: Average = 3,14

We accept and learn from failure when performing digitally.: Average = 3,05

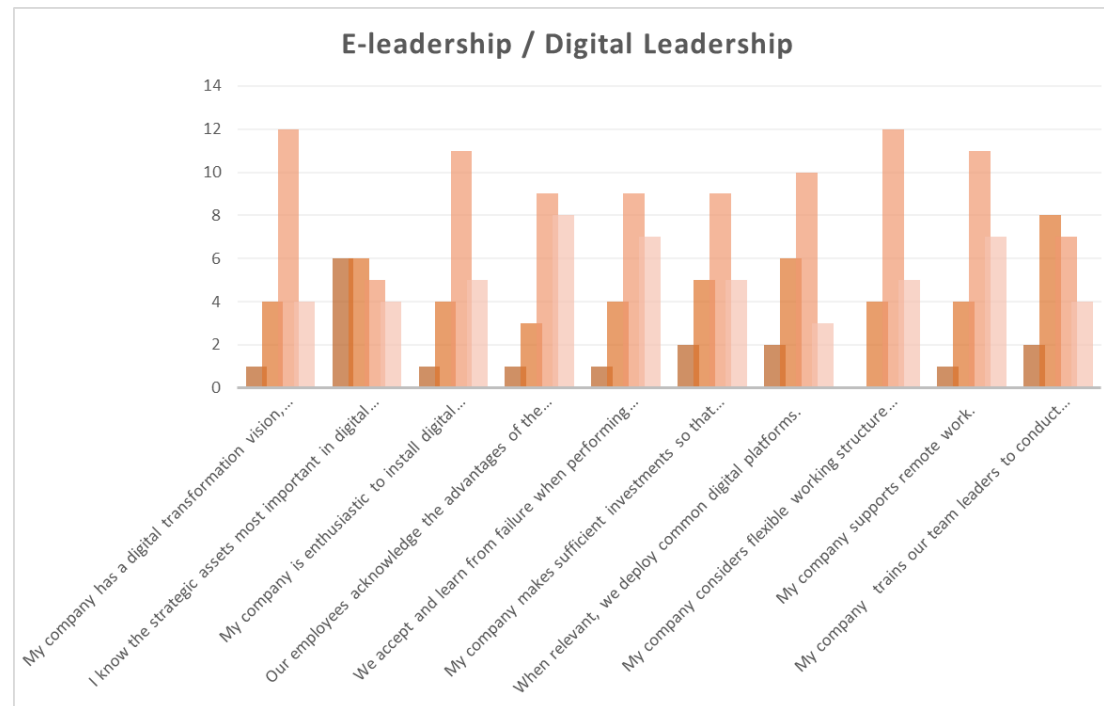
My company makes sufficient investments so that employees obtain necessary digital skills.: Average = 2,81

When relevant, we deploy common digital platforms.: Average = 2,67

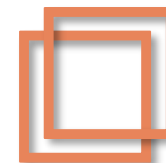
My company considers flexible working structure beneficial for business success.: Average = 3,05

My company supports remote work.: Average = 2,90

My company trains our team leaders to conduct productive face-to-face but also virtual meetings.: Average = 2,62



Graph 9. Participants' leadership skills



4. Informational clauses

4.1 Future tendencies

Name some future tendencies which will change your business in medium term future.

1. Remote working is about to stay for a significant percentage of the workforce
2. Skill shortage, if continued, will affect productivity, profits etc
3. To find and retain suitable talent will remain as a problem ('suitable' is not necessarily the highest certified and w PhDs but the best for the position)
4. Hybrid work
5. Employees need to feel valuable and doing meaningful work
6. AI
7. AR/VR
8. Need for horizontal skills/ soft skills beyond technical and digital.

4.2 Digital technologies

How can digital technologies enable you to adapt to these changes?

1. Support communication, collaboration and productivity
2. Remove boring tasks
3. Access to information and training anytime from anywhere
4. Increased online and virtual online training to keep someone relevant
5. To make new type of content that is more engaging (simulations, stories, immersion)
6. Process huge amount of data to help us take good decisions, to solve problems etc
7. Help us train people with lower cost, more often
8. Match skills, jobs opportunities and available or needed training

4.3 Digitization of companies

Can you name some repetitive tasks in your company which might benefit when digitalized?

1. Anything that requires papers, approvals, stamps.
2. Recruiting, hiring, onboarding
3. Digitize learning and training content (easy access, no printing, no 'we only had 10 copies' issues)
4. Reduce the burden of non-important f-2-f meetings or trainings (find venues, catering, fill paper participants lists, satisfaction surveys keep notes and then type them in a system)
5. Make safe (non-destructive) and easy to repeat virtual simulations

4.4 Challenges

Please select the biggest challenges of your company which you are currently most occupied with?

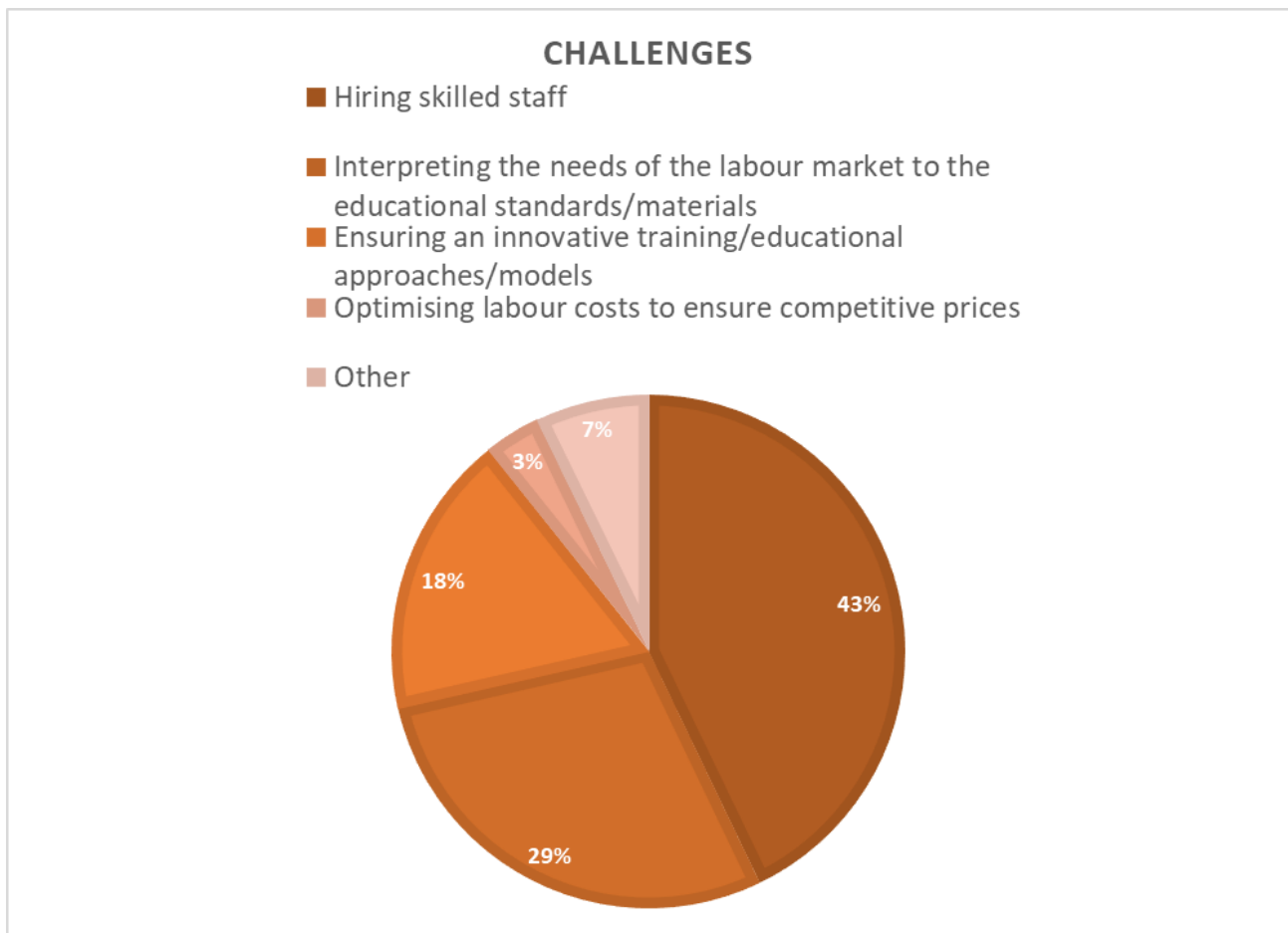
Hiring skilled staff: 43 % (12 out of 21 participants)

Interpreting the needs of the labour market to the educational standards/materials: 29 % (8 out of 21 participants)

Ensuring an innovative training/educational approaches/models: 18 % (5 out of 21 participants)

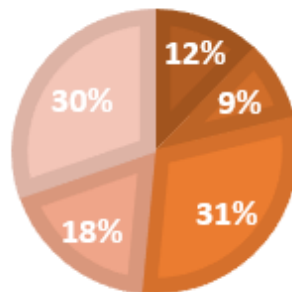
Optimising labour costs to ensure competitive prices: 3 % (1 out of 21 participants)

Other: 7 % (2 out of 21 participants)



CHALLENGES

- Hiring skilled staff
- Interpreting the needs of the labour market to the educational standards/materials
- Ensuring an innovative training/educational approaches/models
- Optimising labour costs to ensure competitive prices
- Other



Graph 10. Challenges in digitization

4.5 Personalization

On a scale from 1 to 5 how well can your participants/students/consumers customise your courses to meet individual needs

Average = 2,38

4.6 Motivation

What motivates your students to be engaged with your content? Select as many options as needed.

Badges/rewards (competitive elements): 24% (5 out of 21 participants)

Certificates: 71% (15 out of 21 participants)

Personal interests: 62% (13 out of 21 participants)

Interactive videos: 48% (10 out of 21 participants)

Collaborative activities: 43% (9 out of 21 participants)

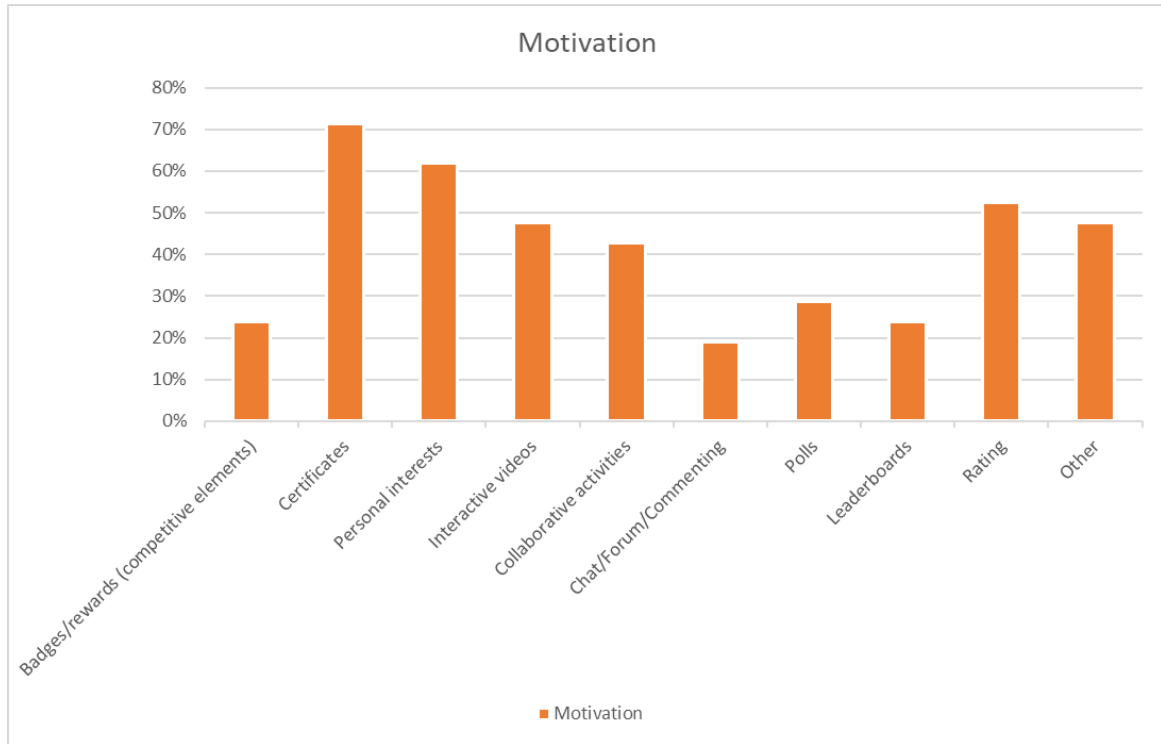
Chat/Forum/Commenting: 19% (4 out of 21 participants)

Polls: 29% (6 out of 21 participants)

Leaderboards: 24% (5 out of 21 participants)

Rating: 52% (11 out of 21 participants)

Other: 48% (10 out of 21 participants)



Graph 11. Motivation of learners

5. Conclusions

The survey was conducted with 21 participants with higher education, mostly in small and medium organizations and a role of either a manager or a trainer. Overall, the respondents have average to good skills in dealing with digitization (except the very few over 60).

The results in digital skills seem somehow related with the age groups represented in our sample, and generally participants feel comfortable with most of the areas in IT Affinity. Programming or generally more complex tasks like building a website or exploiting data to take decisions and make forecasts and even using gamification in their daily practice are the areas that for sure need improvement.

Regarding e-leadership the general impression from this survey (but also from the greater picture of the country) is that the companies and institutions have understood the importance of the matter and trying to move to the right direction even if their workforce doesn't have a very clear picture of how to enforce successfully digital transformation in their activities. That gives us another clue for the content we need to develop.

Motivating also comes more from traditional sources (e.g. certification and personal interests) so there is big room for improvement in adopting technologies that increase engagement (gamification, collaborative learning etc) and suggest content related to the likes and needs of the trainee (e.g. AI/Machine Learning-assisted).