



The European Social
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FOR THE POSTAL SECTOR

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POUR LE SECTEUR POSTAL

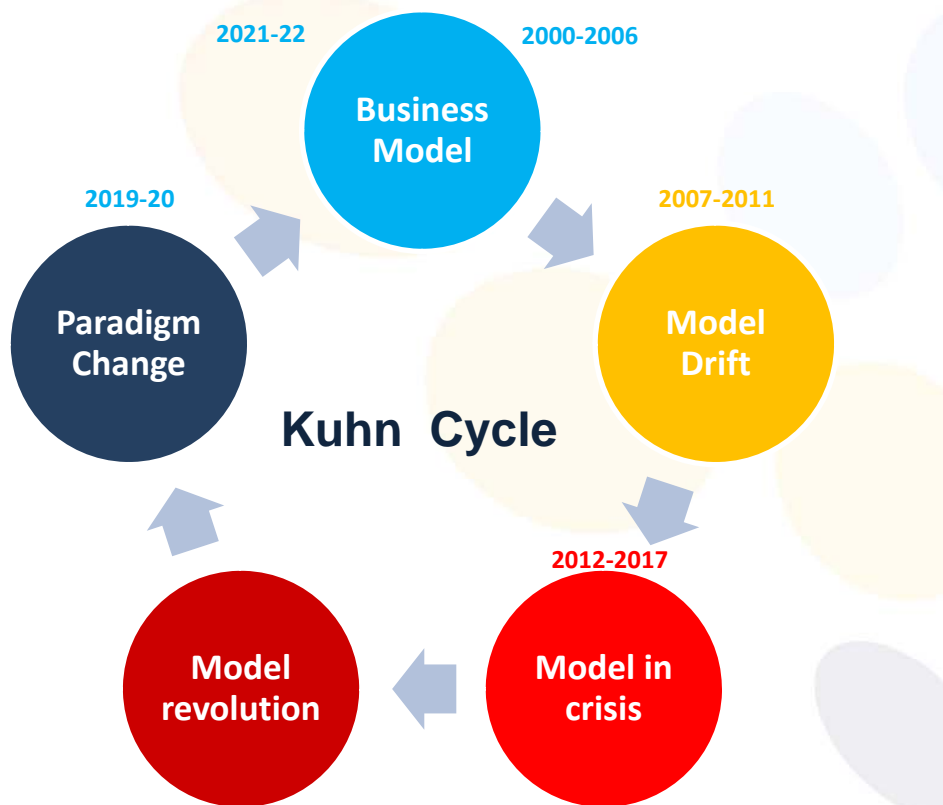
EU PROJECTS AS A CHANGE INSTRUMENT (220 VOL.Ts)

3rd Regional Seminar
Athens, 3-4 May 2018

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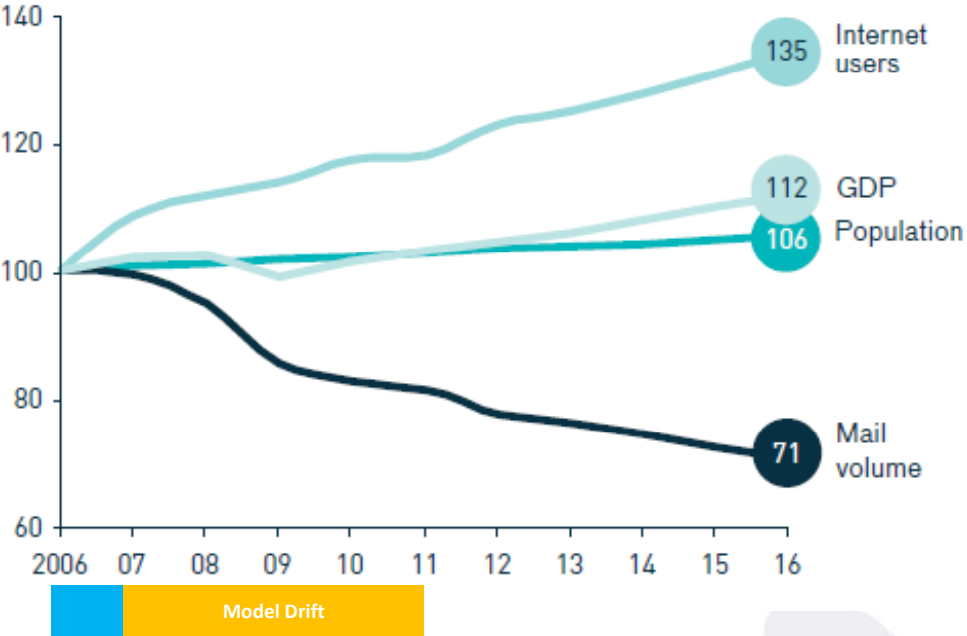
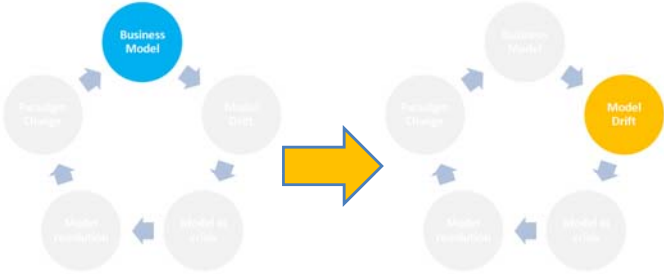


THE “VICIOUS CIRCLE” OF THOMAS KUHN

If we want to **Change the Paradigm** and reach a **new business model**, we have to move from a **crisis** through the **revolution stage** → big progress comes from **revolutionary breakthroughs**



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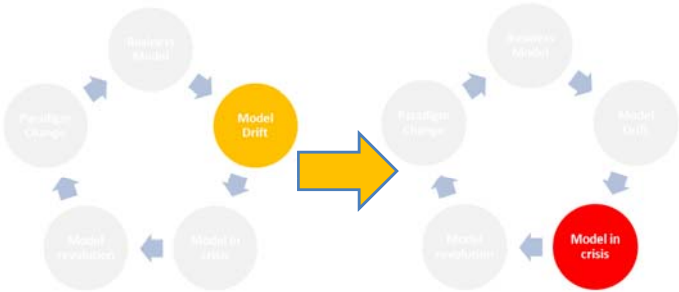
Model Drift

Since 2006, our **business model**, our approach to problem solving, **has drifted away** from its ability to succeed. In other words, we **keep solving new problems** with **old-fashioned tools/methods**.





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Business as usual Model Drift Model in Crisis

Model in Crisis

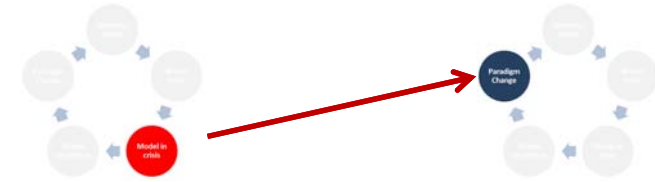
The current model is no longer capable of solving current problems.

We are in a **crisis**.





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Paradigm change

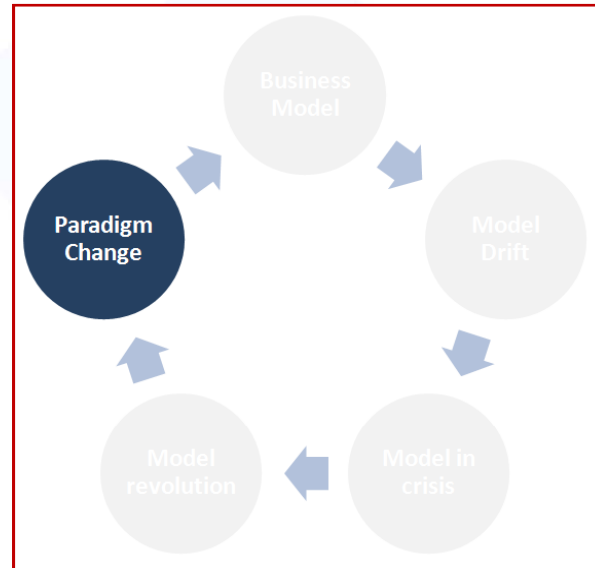
Change of the usual and established way of **doing and thinking** (core assumptions and business model)

NOT an easy task (change resistance)

Why? It's **disruptive, requires changing habits, values.**

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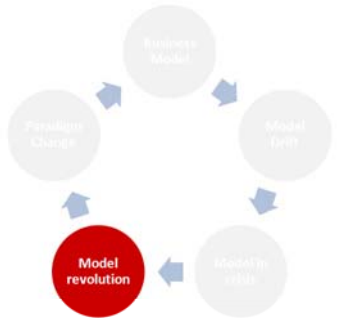
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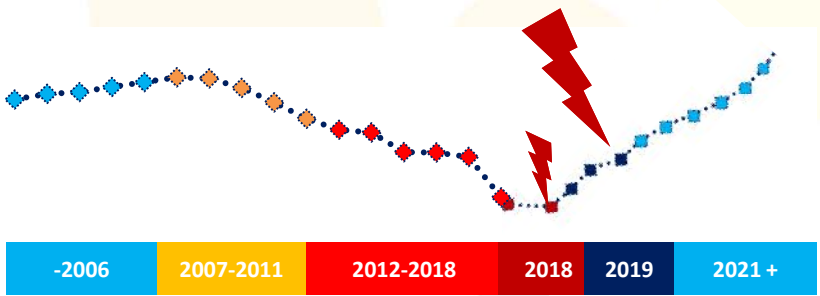
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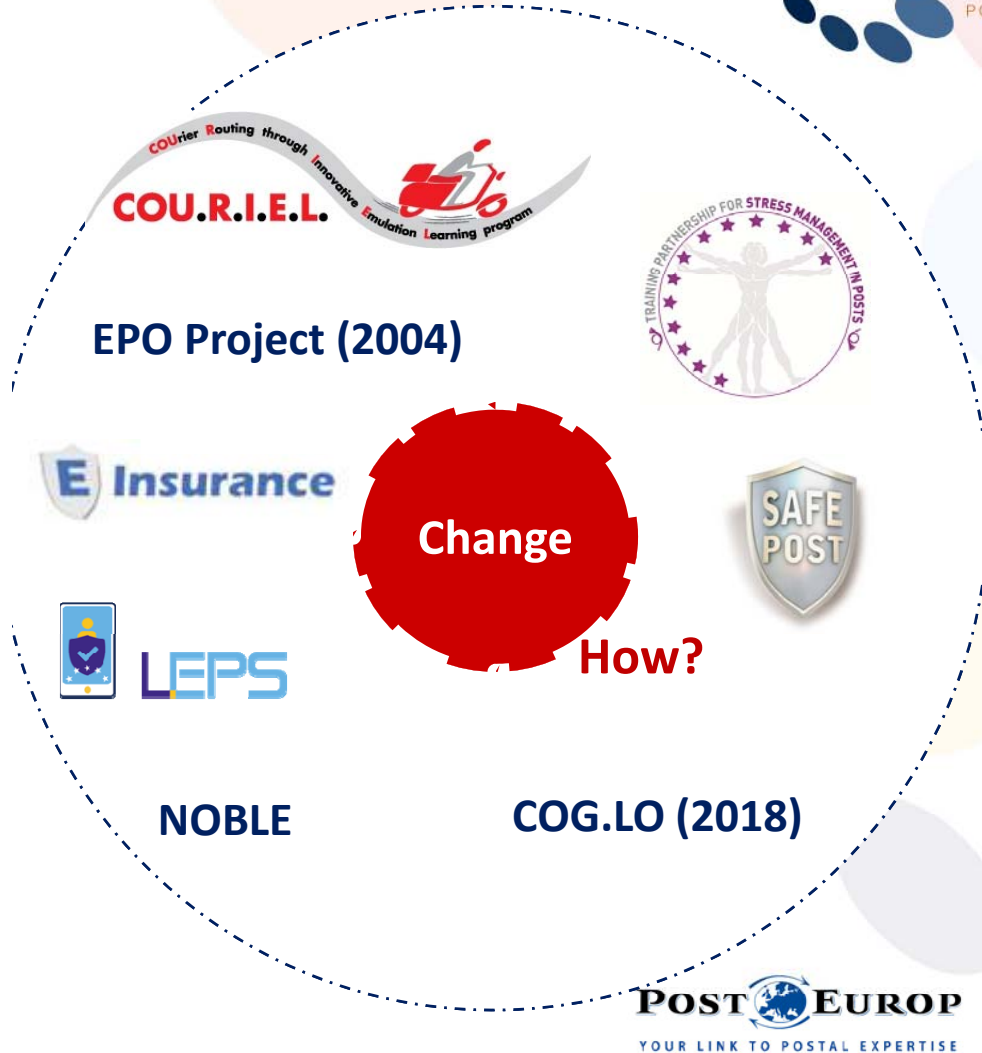
Model Revolution → How?

More...VOL.Ts
from 20 V → 220 V



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EU Projects portfolio

- **Active participation** in various EU Projects since **2004**;
 - **Digital training, digital tools**
- Desideratum → **transformation** from a EC funding instrument to change instrument

Extra 3D

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EXperiential TRAINing in 3D Virtual Environment (Ex.Tra3D)

Duration: 01.09.2015-31.05.2018

Development of **an integrated training system** for front-office desk employees through the use of **serious games practices**.

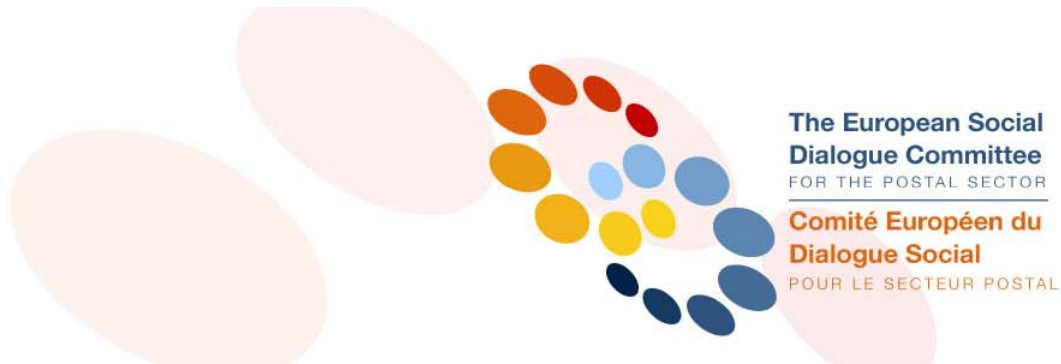
Participating Postal Operators: **GR, CY, ROM**

Training: 500 employees (pilot – first launch)

Facilitators

Mixed training of **theory & practice**





Dashboard

elearning.extra3d.eu/my/

Welcome to the Extra 3D e-learning platform

Our Mission

The project aims at developing an integrated training system through the use of serious games practices and augmented reality technologies, which will provide employees at postal organisations the ability to track, acquire, broaden and self-assess the necessary competencies arising from their daily tasks.

[Read more...](#)

Calendar

December 2017

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Login

Username
at.riga

Password

[Log in](#) [Lost password?](#)

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Erasmus+ Co-funded by IKY

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Training System Development (Extra 3D learning Platform)



Browser tabs: Εισαγόμενα (207) - afro, ζητούμενο - Ελληνοαγγλ, Course: Customer Service

Address bar: elearning.extra3d.eu/course/view.php?id=8§ion=1

My courses ▶

Training Manual 1: Customer Service Fundamentals

[Click on to download Training Manual 1 ↑](#)

- 1.1 Market & Competitive Business Environment
 - 1.1 Self assessment questionnaire
 - 1.1 Webinar
- 1.2 Front office organization
 - 1.2 Self assessment questionnaire
 - 1.2 Webinar
- 1.3 Customer oriented culture
 - 1.3 Self assessment questionnaire
 - 1.3 Webinar
- 1.4 Time & stress management, working climate
 - 1.4 Self assessment questionnaire
 - 1.4 Webinar

System tray: ENG 12:01 μμ

Training System Development (Extra 3D learning Platform)



Training Tools



Manuals (3)

Webinars (14)



1.7 Setting sales targets, evaluation & personal development

Personal SWOT

SWOT analysis is a tool that many businesses use as part of developing their strategy.

SWOT stands for strengths, weaknesses, opportunities and threats and it helps organizations think about what they should and shouldn't be doing.

The first two, **strengths** and **weaknesses** are our personal attributes that we bring to our life.

The second two, **opportunities** and **threats** are what the outside world brings to us.

strengths weaknesses opportunities threats

Training Tools



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Serious Game 3: Change your customer's face

Rules of the game | Exit

Extra 3D

SERIOUS GAME
Change your customer's face

START THE GAME

Erasmus+ Co-funded by the European Union IKY

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Serious Game 3: Change your customer's face

Rules of the game | Exit

Challenge selection

1	Challenge 4 - Step 1	2	Challenge 4 - Step 2
3	Challenge 4 - Step 3	4	Challenge 4 - Step 4

Challenge 1 - Available

Challenge 2 - Locked

Challenge 3 - Locked

Serious Games (3)



Training Tools



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Situational Videos (20)- ELTA's Theatrical team

and the
OSCAR[®]
goes to...

The screenshot shows a web browser window displaying an e-learning platform. The browser's address bar shows the URL `elearning.extra3d.eu/mod/page/view.php?id=691`. The page header includes the 'Extra 3D' logo and navigation options like 'My courses'. The main content area is titled 'Customer Service Training Programme' and features a 'Videos' section. Two video thumbnails are visible, labeled 'Scenario 1 Part 1' and 'Scenario 1 Part 2'. Each thumbnail shows a scene with three people in a service environment. The video player interface includes a progress bar, volume control, and download icons. The Windows taskbar at the bottom shows the system time as 12:22 μμ and the language set to ENG.



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Situational Videos (20)- Facilitators

and the OSCAR[®] goes to...



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COMMUNI-CATION Tool



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Forum

My courses ▾

Dashboard > Customer Service Training Programme > General > Forum

Administration

- Forum administration
- Forced subscription
- Course administration

Customer Service Training Programme

Forum

Separate groups: Facilitators

[Add a new discussion topic](#)

Discussion	Started by	Group	Replies	Last post
ARE YOU READY?	Horacio Covita		7	Nikolitsa Georgopoulou Sun, 25 Feb 2018, 7:05 PM
1st Serious Game: Review by Tuesday 17/04/2018	Eleni Gerasimopoulou		1	Ioanna Melliopoulou Mon, 16 Apr 2018, 11:46 PM
Progress and available training material for facilitators	Eleni Gerasimopoulou		0	Eleni Gerasimopoulou Thu, 5 Apr 2018, 1:56 PM
Thematic test	Antonios Ntasis		2	Aikaterini Tsinavou Mon, 2 Apr 2018, 8:03 AM
Romanian Post video Subtitling - Scenario 20	Oana Albu		0	Oana Albu Fri, 16 Mar 2018, 3:53 PM
Situational Scenarios	Eleni Gerasimopoulou		6	Soula Michaelidou





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“Age Management Training Strategic Partnership for Innovation in the Postal Sector” (INNOV’AGE)

Duration: Sept.2016-Aug.31.05.2019

Age Management in the postal sector through the creation of an innovative **training prototype** valorized by **multigenerational teams**.

Participating Postal Operators:

BU, CY, FR, GR, IT, ROM



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INNOV'AGE Requirements

- Creation of **Volunteer Teams**
- Collection of **case studies**
- Evaluation and improvement of the proposed **training prototype**

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HELLENIC POST's actions

- **Open Call** to personnel
- **75 participating employees** on a voluntary basis
- **Training programme** (Tailor-made)
- **10 Volunteer Teams**



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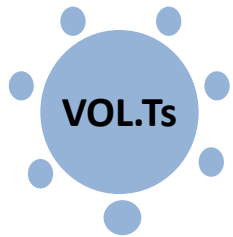
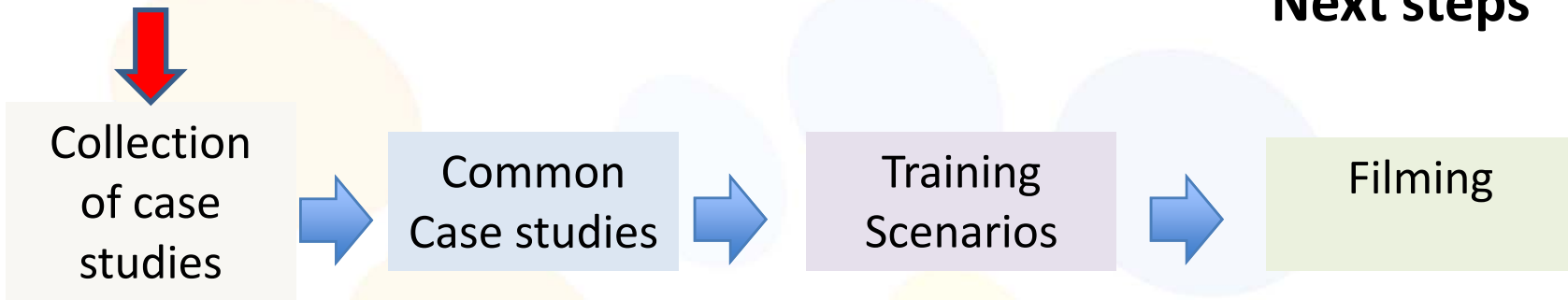
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Next steps



- BULGARIA
- CYPRUS
- GREECE
- FRANCE
- ITALY
- ROMANIA

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Our Building Blocks for CHANGE

ELTA's
EU
Project
Team

ELTA's
Theatrical
Team

ExTra 3D
Facilitator's
VOL.T
(1)

ExTra 3D
Trainees
VOT.Ls
(8)

INNOVAGE
VOL.Ts (10)

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VOL.Ts

Small, loosely structured teams of employees within the organizational setting, acting as creative organizations where experiences and knowledge is shared in different “modular formations”.

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VOL.Ts Formation

1. New-Venture teams:

Initiate, test and develop new ventures (new, innovative ideas)





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VOL.Ts Formation

2. Communities of Practice (COPs):

Collective learning and interaction →
Maintain organizational memory and handle problems that arise in their daily work, without having to wait the traditional structural boundaries, thus improving business effectiveness and performance.

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VOL.Ts Formation

3. Peer to peer Learning:

Knowledge & experience sharing



Summing up...



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- Digital is the means/ the tool
- The answer for paradigm shift is in the company's people



- The way to achieve change is VOL.Ts
- New ways of thinking, new tools of learning, new methods of collaborating
- Chance for personal growth
- No rush- Give it time to mature.

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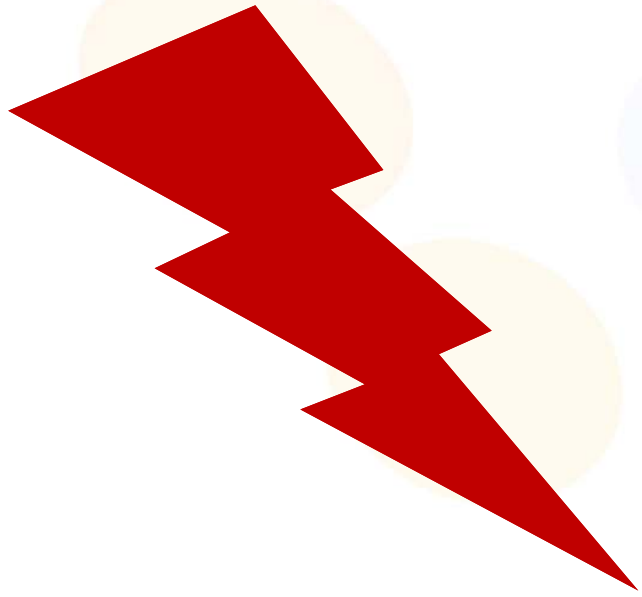
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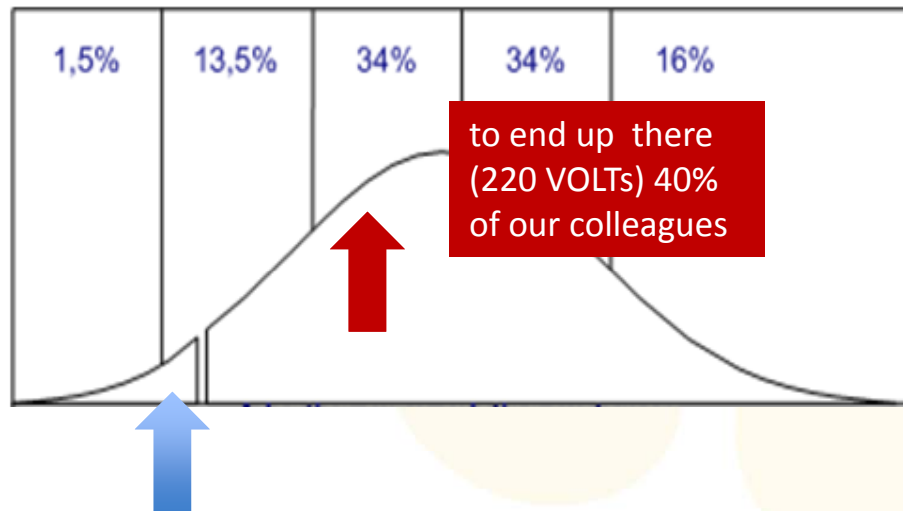
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220 VOL.Ts





to end up there
(220 VOLTs) 40%
of our colleagues

We are here
(22 VOLTs) 4% of
our colleagues in
3 months.

The low of diffusion of innovation indicates that we still missing something more that 30% of our colleagues to get involved, be active and adopt something new.

Long way ahead. But the start has been made...



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W. Churchill

“Success is the ability to
move from failure to failure
without losing your
enthusiasm”

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Thank you for your attention!

