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FOR THE POSTAL SECTOR

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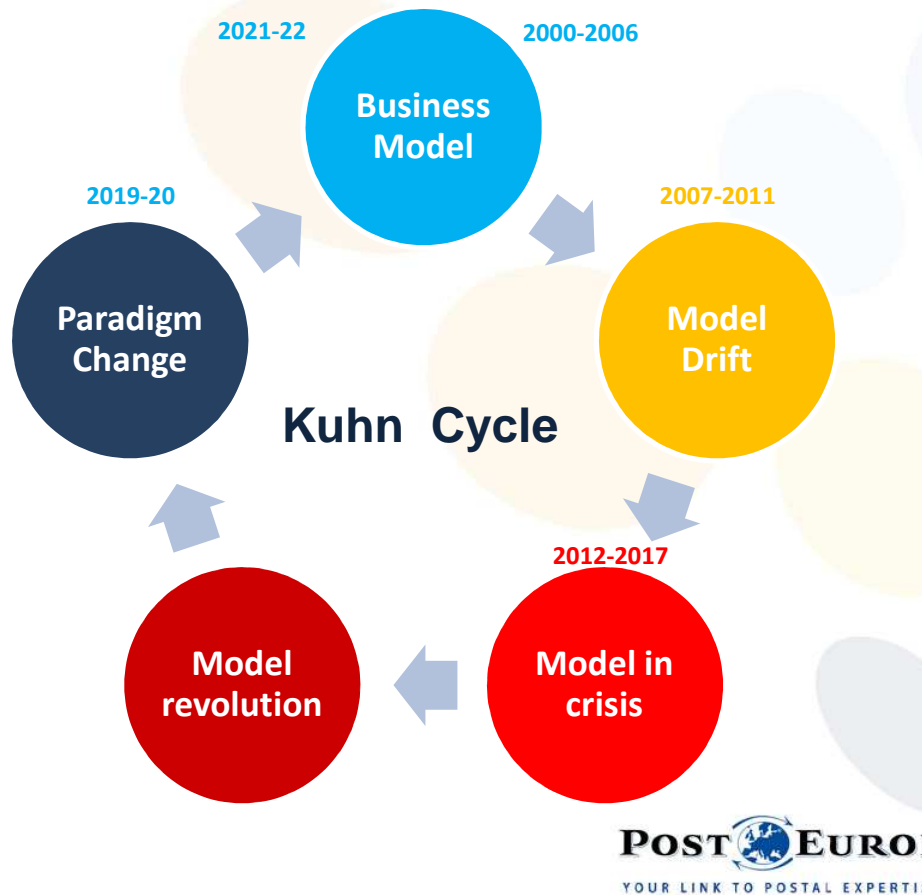
# EU PROJECTS AS A CHANGE INSTRUMENT (220 VOL.Ts )

3<sup>rd</sup> Regional Seminar  
Athens, 3-4 May 2018

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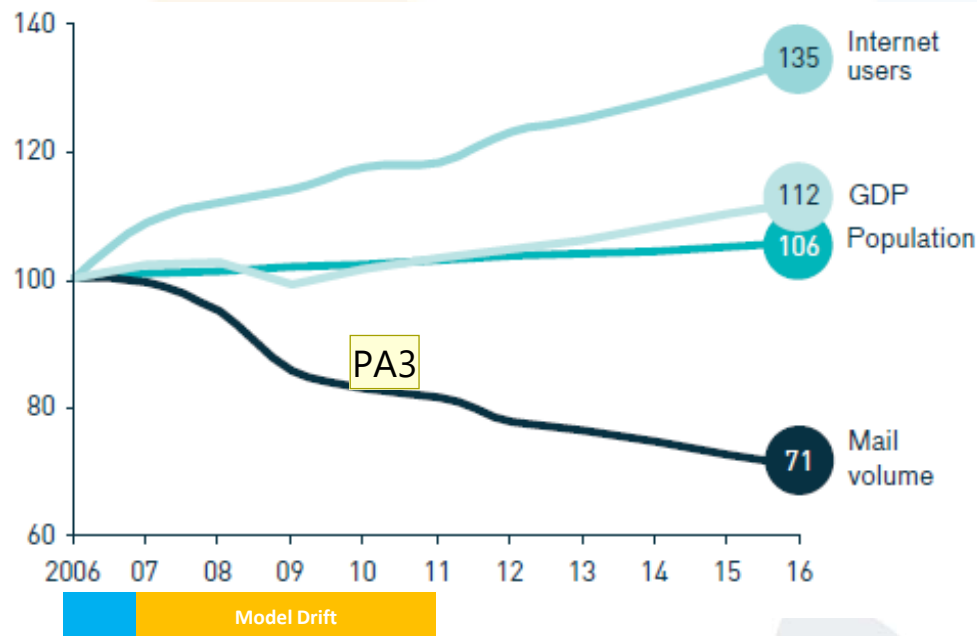
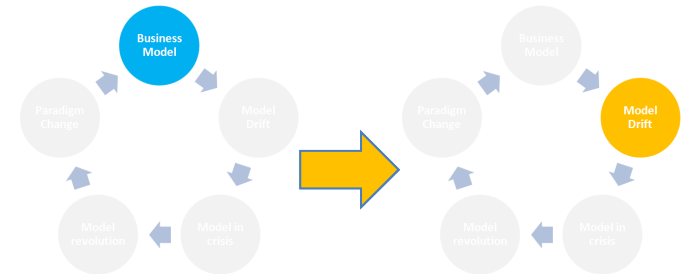
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## THE “VICIOUS CIRCLE” OF THOMAS KUHN

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**



## 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**.

### Slide 3

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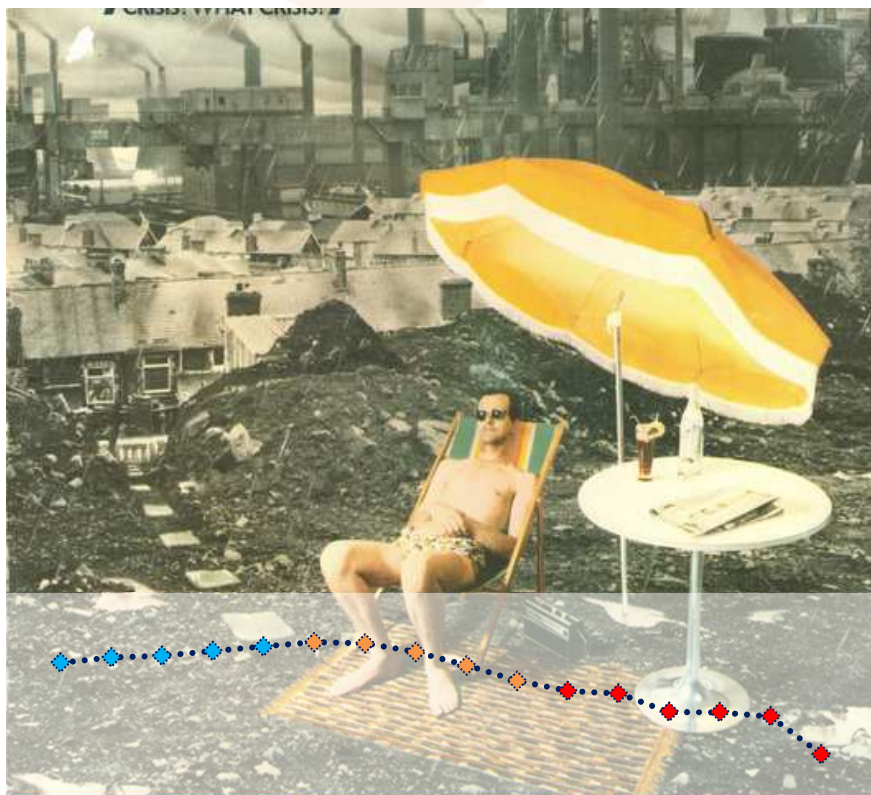
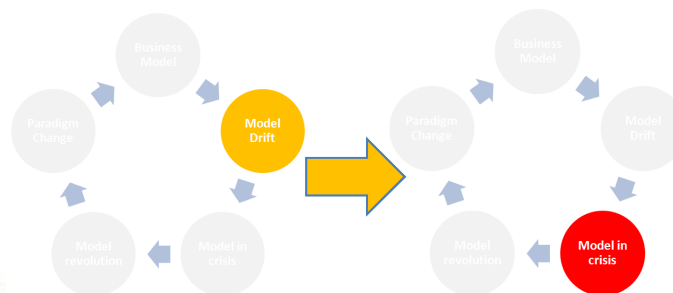
#### PA3

- Outside meaning?
- Source γραφήματος?
- Το γράφημα αφορά ΕΛΤΑ / Ευρώπη/ παγκόσμια? Μήπως ένα πιο ξεκάθαρο γράφημα;

Ρήγα Αφροδίτη, 26/04/2018



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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**.

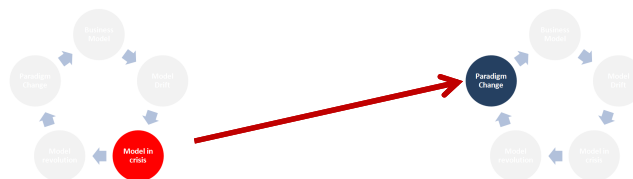
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## Paradigm change

**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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Some didn't make it .....others adapted and survive



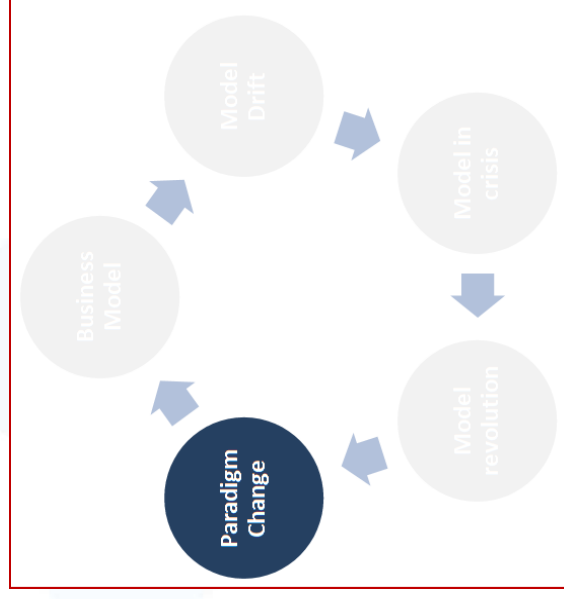
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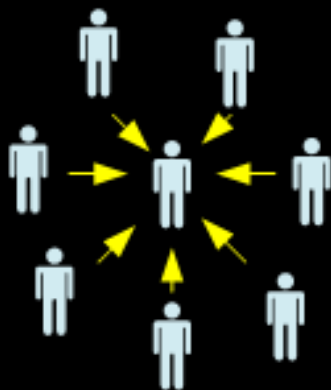
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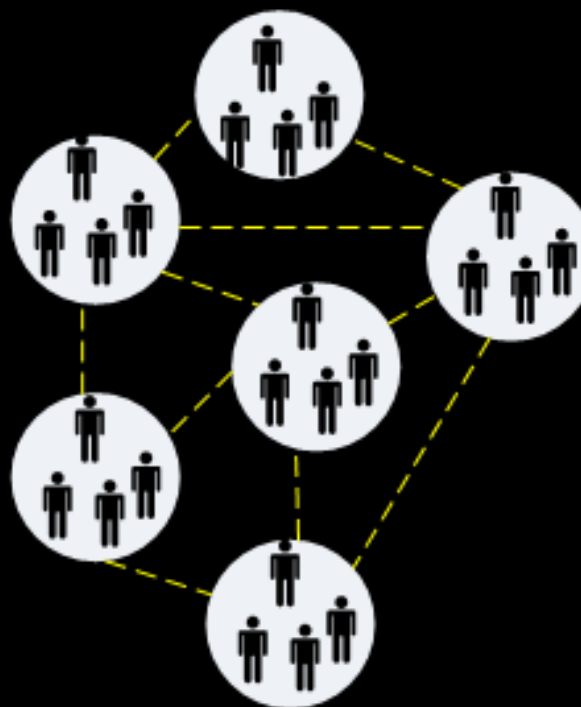
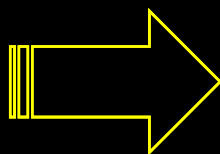
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# Challenge Status Quo of training



**PASSIVE CONSUMERS**



**CREATORS,  
COLLABORATOR,  
PRODUCERS,  
ACTORS,  
PROVIDERS**



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**EMPOWERMENT**



**COLLABORATION**

**HUMANNESS**

**OPENNESS**

# BY SHARING 4 COMMON VALUES “E.C.H.O”

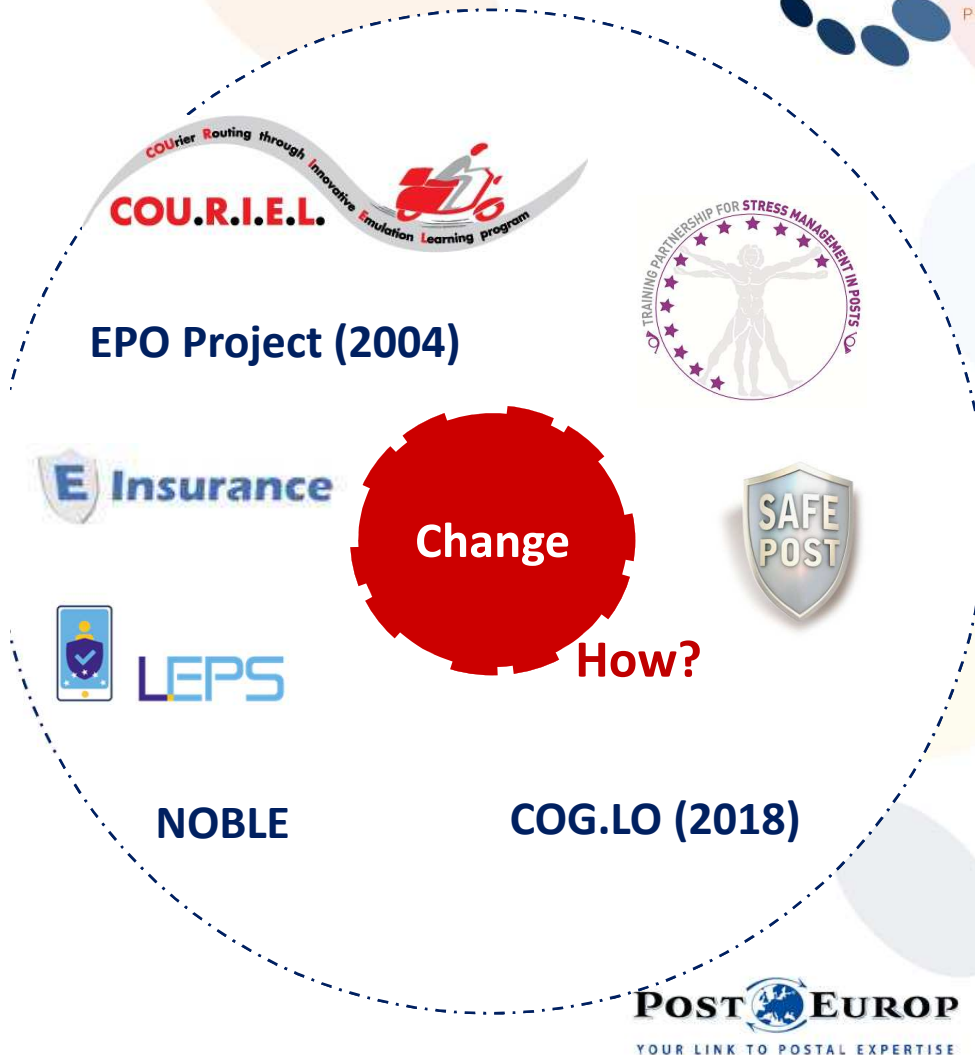
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## EU Projects portfolio

- **Active participation** in various  
EU Projects since **2004**;

- **Digital training, digital tools**

**Desideratum** → **transformation**  
from a EC funding instrument to  
change instrument

Extra 3D

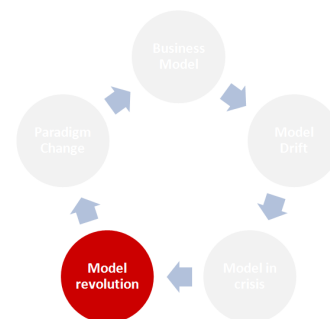
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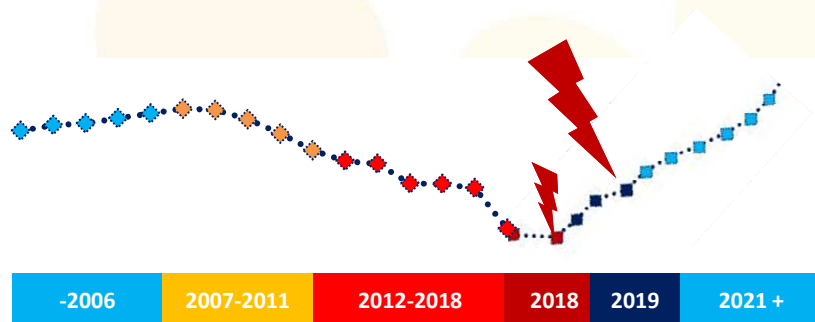


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## Model Revolution → How?

More...VOL.Ts  
from 20 V → 220 V



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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**





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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

Password

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

©2017 Extra 3D. All Rights Reserved.  
Developed by SQLearn.

Ευρωπαϊκό Κοινωνικό Ταμείο and elearning.extra3d.eu...

ΕΡΑΣΜΟΣ+ EXTRA 3... Εισαγωγή (199) ... MEETINGS Microsoft PowerPoint ... ΕΡΑΣΜΟΣ+ 2015-1... Dashboard - Mozilla Fi... EN 3:36 pm

## Training System Development (Extra 3D learning Platform)

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Εισερχόμενα (207) - afro... x ζητούμενο - Ελληνισ... x Course: Customer Service x

← → ↻ ⌂ elearning.extra3d.eu/course/view.php?id=88&section=1 ☆ 📧 📌

Εφαρμογές ★ Bookmarks ★ Stardome\* cosmic tel ∞ Coursera hotmail owa elta Gmail f p t in i time&date EN-GR OANDA KEK U UCLA MEDIT »

My courses ▶ ⌚ 📧 Afroditi ▶

📖 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 ☐

⬆

Windows taskbar: Windows logo, Search, File Explorer, Edge, Mail, Photos, Chrome, WhatsApp, PowerPoint, System tray: Network, Volume, ENG, 12:01 μμ, Chat icon

Training System  
Development  
(Extra 3D learning  
Platform)

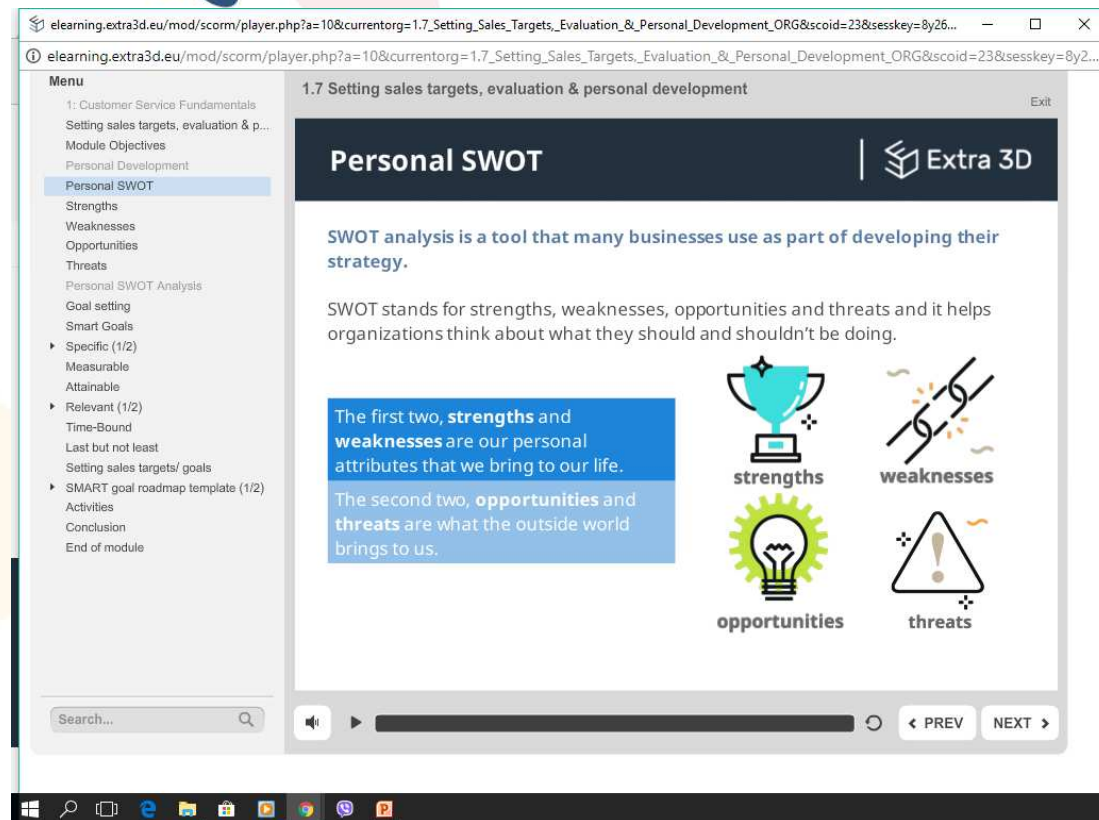


## Training Tools



## Manuals (3)

## Webinars (14)

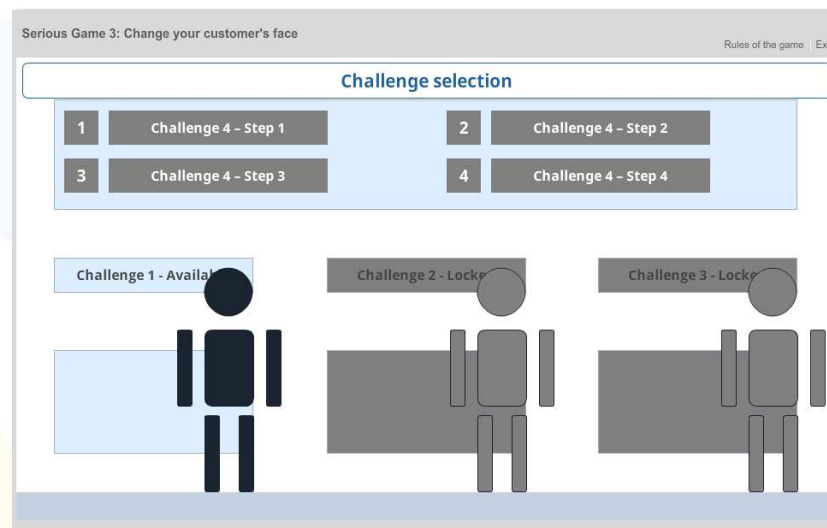


## Training Tools



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## Serious Games (3)

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## Training Tools

and the  
**OSCAR**  
goes to...



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## Situational Videos (20)- ELTA's Theatrical team

The screenshot displays the Extra 3D elearning platform. The browser address bar shows the URL [elearning.extra3d.eu/mod/page/view.php?id=691](http://elearning.extra3d.eu/mod/page/view.php?id=691). The platform header includes the 'Extra 3D' logo and a navigation menu with 'My courses'. The main content area is titled 'Customer Service Training Programme' and features a 'Videos' section. Two video thumbnails are visible: 'Scenario 1 Part 1' (duration 2:04) and 'Scenario 1 Part 2' (duration 1:18). Both videos show a theatrical role-play between a male staff member in a green shirt and a female customer. The interface also includes an 'Administration' sidebar and a Windows taskbar at the bottom.

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## Training Tools

and the  
**OSCAR®**  
goes to...



## Situational Videos (20)- Facilitators



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## COMMUNI-CATION Tool



## Forum

Screenshot of a web browser showing a forum interface for the 'Customer Service Training Programme'.

The browser tabs include: Εισαχόμενα (207) - afric, Ζητούμενο - Ελληνοαγγλ, and Forum. The address bar shows: elearning.extra3d.eu/mod/forum/view.php?id=142.

The forum page has a sidebar with 'Administration' options: Forum administration, Forced subscription, and Course administration.

The main content area is titled 'Customer Service Training Programme' and 'Forum'. It includes a search bar and a 'Search forums' button.

Below the title, there is a section for 'Separate groups: Facilitators' with a button 'Add a new discussion topic'.

The forum lists several discussions with columns for Discussion, Started by, Group, Replies, and Last post.

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



## “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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Develop  
People

Adopt  
Technology

Improve  
Teamwork

Foster  
Innovation

Manage  
Diversity

## 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

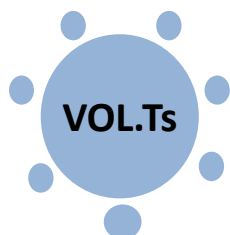
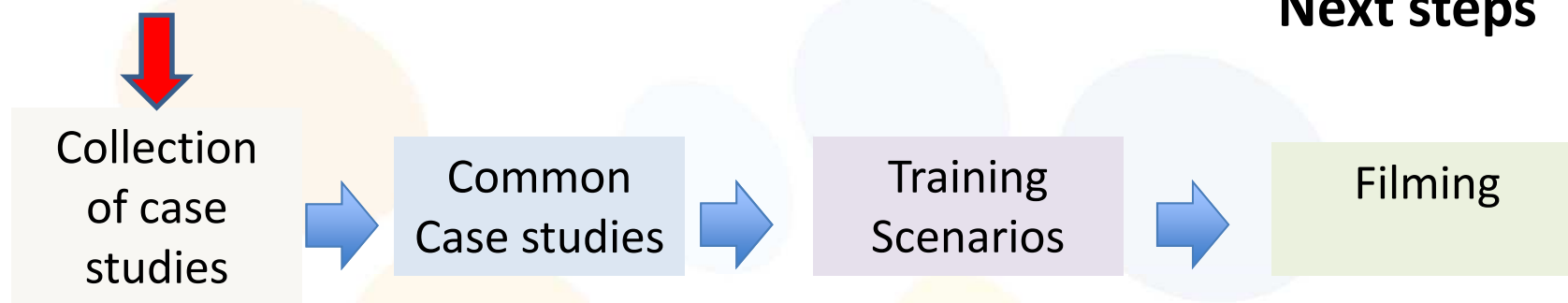
- **Open Call** to personnel
- **75 participating employees** on a voluntary basis
- **Training programme** (Tailor-made)
- **10 Volunteer Teams**



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## 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

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# 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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INNOVAGE

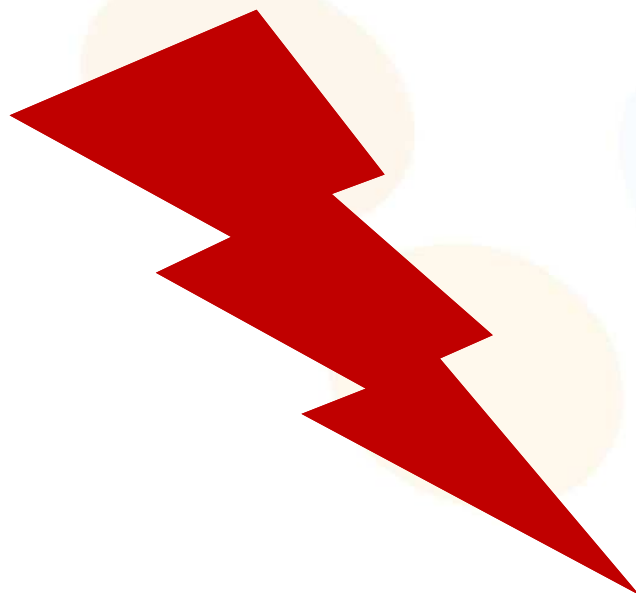
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# 220 VOL.Ts



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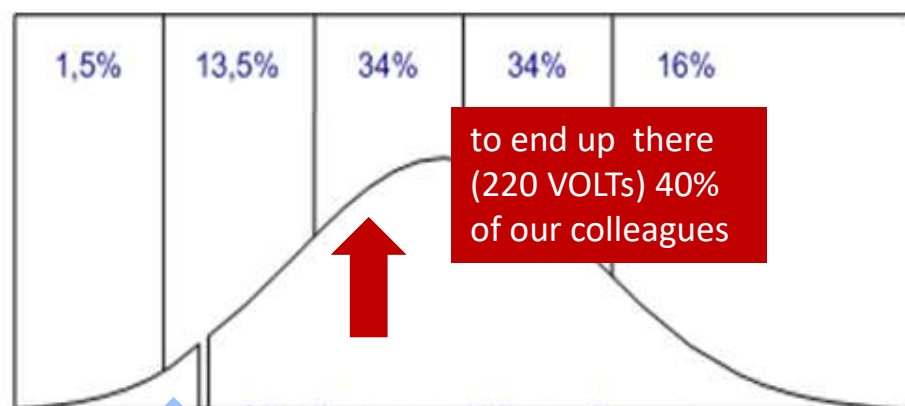
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to end up there  
(220 VOLTs) 40%  
of our colleagues

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

The low diffusion of innovation indicates that we still missing something more than 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”

PA9

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## Slide 32

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**PA9**

Μήπως κάποιο άλλο τσιτάτο; Σαν να είμαστε σίγουροι ότι από πάμε απο failure se failure.  
πχ. A new kind of thinking is essential if mankind is to survive and move toward higher levels.

Ρήγα Αφροδίτη, 26/04/2018



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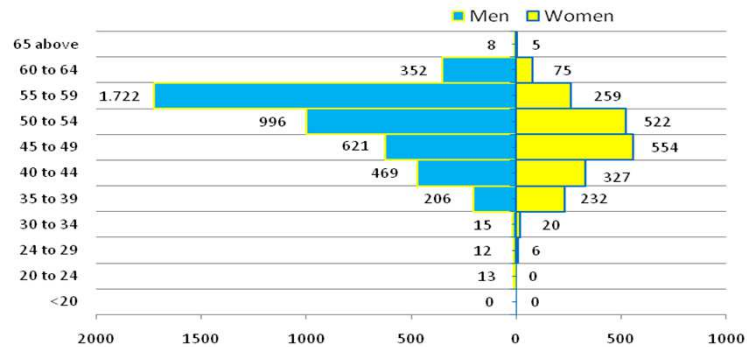
Thank you for your attention!

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Hellenic Post S.A - ELTA ( Age Pyramid 2017 )



(6%) Baby boomers ,  
(54%) X Generations ,  
(38%) Y Generation ,  
(2%) Z Generation

When we started thinking about VOL.Ts we took a closer look at the big picture.

PA8

Indeed,...”we are to old to rock’n’roll” but still “..to young to die”.

So from the 1<sup>st</sup> moment when we created VOL.Ts we always believe that:

## Slide 34

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**PA8**

Μάλλον σε άλλη θέση διαφάνεια (εκεί που μιλάμε για change resistance etc.?)

Ρήγα Αφροδίτη, 26/04/2018