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

3rd Regional Seminar
Athens, 3-4 May 2018
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.
The current model is no longer capable of solving current problems. We are in a crisis.
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.
Model Revolution → How?
More...VOL.Ts
from 20 V → 220 V
EU Projects protfolio

- Active participation in various EU Projects since 2004;
- Digital training, digital tools

Desideratum ➔ transformation from a EC funding instrument to change instrument
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
Training System Development (Extra 3D learning Platform)
Training Tools

Manuals (3)

Webinars (14)
Training Tools

Serious Games (3)
Training Tools

Situational Videos (20)-
ELTA’s Theatrical team
Training Tools

Situational Videos (20)- Facilitators
“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
INNOV’AGE Requirements

- Creation of Volunteer Teams
- Collection of case studies
- Evaluation and improvement of the proposed training prototype
HELLENIC POST’s actions

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

Collection of case studies → Common Case studies → Training Scenarios → Filming

- BULGARIA
- CYPRUS
- GREECE
- FRANCE
- ITALY
- ROMANIA
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)
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”.
VOL.Ts Formation

1. New-Venture teams:

Initiate, test and develop new ventures (new, innovative ideas)
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.
3. Peer to peer Learning:

Knowledge & experience sharing
Summing up...

- 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.
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...

We are here (22 VOLTs) 4% of our colleagues in 3 months.
“Success is the ability to move from failure to failure without losing your enthusiasm”

W. Churchill
Thank you for your attention!