LEARNING AND TRAINING ACTIVITY - C1

Main results of the Ynternet.org Workshop

DIMESCA project (2018 - 2020)

DIgital, MEdiation, Skills in lifelong CAreer Guidance

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Main results of the Ynternet.org session

Last January, more than 20 professionals from France, Italy, Belgium, Spain, Germany, Lithuania, Switzerland and Romania got together in Paris (for 3 working days) to learn and to share practices about the role of the digital mediator in lifelong career guidance centers.

This workshop activity was part of our Erasmus+ KA2 project DIMESCA, and the overall goal of this project is to promote digital competencies in career guidance centers and up-skill job advisors in order to provide better services to job seekers.

During the workshops, different topics were approached and a number of specialists gathered insights from different perspectives and countries realities.

The workshop's main **OBJECTIVES** were the following**:**
- Identify the impact of digital on the practices of reception, information and counselling

- Immerse itself in digital culture
- Learn how to update digital knowledge and skills
- Formalise a digital watch process of digital methods and tools for practitioners of lifelong guidance services

Ynternet.org had the chance to facilitate a session on *"Immersion in digital culture"*, specifically we approached Digital culture and new media technology, an introduction of the notion of digital literacy and a brief Presentation of the digital *"netizen" framework*.

In order to create the most dynamic and participative atmosphere, we started our session with a warm up discussion, using a sentence Cité des Métiers Paris have printed on their walls: *"If I have 1 apple and you have 1 apple, each of us has 1 apple. But if I have 1 idea and you have 1 idea, if we share, both of us have 2 ideas."*

"Ideas are to be shared!" - Immediately, from this discussion the first idea that participants discussed was that *"we need to build a culture in the internet where ideas are available to all".* Participants went further by saying "Ideas shared create communities" meaning that people tend to gather around topics they feel are common to them. Also, *"sharing ideas promotes collaboration"* and participants were unanimous on the idea that *"We need to collaborate more by sharing the things we create".*

This was a good moment to ask "*what it means to be a member of a community"*, *"Are you a member of any online community?"* and *"what does it mean to be a citizen in the digital era?".* The main ideas that came out of that discussion were:
- ○ We gather around the same interests, the same social bonds and the same practices. This ideas was clearly stated by a participant by saying: *"we find information that we consider interesting and share it with our community in order to enrich the same community".*
- ○ The online communities are fundamental to keep one up-to-date with the latest best practices and approaches.
- ○ The contribution of the members is fundamental in this communities, as they are the ones providing the resources to the community when they share and collaborate together.

- Online communities promote the exchange of ideas and the fast dissemination of those ideas.
- *"The internet breaks restrains of national vs international, as it doesn't matter anymore, there are no borders".*
- Online communities promote engagement and participation of its users online and offline.
- Online communities help by *"being a collective documentation of information"* (by using: tags, #, people, photos, pages, links, etc) and they create a *"collective awareness"*.

Some people had a different perspective to add to the discussion, and a darker side of online communities was also discussed:
- Some participants referred the exposure all of us have by having such a presence online as offline, like *"always being available to other people reaching out to them"*. The level of digitalization we have, promotes a mindset where we are *"always available to work, answer emails, answer messages, and follow through work things even when we are not at work"*.
- *"It is easy to burnout"* if we don't set clear rules to work online and in collaboration (information obesity).
- Our *"personal attitude in the web"* is also something we need to have very present when discussing online communication. We need to keep track of our own behavior and practices online, but also speak up when we see something wrong on other people's walls".

We eventually moved on our discussion to the Open and Free Software Culture. We realised that most participants were aware of the existence of different types of licenses to protect authorship and attribution (open licenses, creative commons, copyleft, copyright, etc). We debated how each country adapts the laws on the licenses, and how *"we can use/share/adapt/etc as long as i keep the same "values" in order to guarantee attribution and correct authorship".*

We tried challenge our group of participants with some interesting questions like *"Can we print Wikipedia?"* and *"Can we make money with Open and Free source software?"*.

- Participants were fast answering that *"YES!we can!"* print Wikipedia, as long as we keep the same values and "we don't lose the attribution of the authorship".
- And that we can make money with ORSS because *"we can have other services (like trainings or other complementary services, premium services, etc) besides the main product - software"*.
- *"The code is available to all, and we can use it to change it and adapt it to our needs"*.

Because DIMESCA project aims to upskill job advisors in order to provide better services to job seekers, we thought it was pertinent to discuss the tools to do a recognition of skills nowadays, by creating different types of CVs. The main ideas that came from that discussion are:

- "The traditional CV" (e.g. Europass), based on education and work experience achievements, is outdated.
- Nowadays new types of CVs are emerging, more centered on the skills and competencies instead of achievements and professional past experiences.
- Functional CVs, Video CVs, radio programs, etc are some of the new types of CVs gaining visibility.
- This new types of CVs allow to show skills but also aspirations and personality of the applicants. They help develop creativity and

empower people to experiment other job positions they might have not think about.

The last topics we discussed was the golden rules to have a great communication online. Participants brainstormed some general points to take into consideration when communicating online and in the professional context. The main ideas were:
- Title should be short, clear and a good representation of what the email is about.
- We should always start with a polite and warm introduction.
- We should take into consideration previous emails and info. No need to repeat info or *"spam"* colleagues with too many emails.
- We should always use the correct grammar and make sure we don't have typos.
- We should be intentional with our message and adapt the language to our target audience.
- We should be organised with the information in the emails and make separate paragraphs.
- We should end the email by being polite and proposing clear next steps.