

Digital Skills for Future Work



An I-LINC event
#TEAC16

6th - 8th October
Ghent, Belgium



TEAC 2016 Report – Digital Skills for Future Work

On 6-8 October, 2016, 125 delegates from 70 organisations and 25 countries across Europe attended the 9th Telecentre Europe Annual Conference (TEAC) that was organised in conjunction with the [I-LINC](#) project, and hosted by [Digipolis](#), the non-commercial ICT services organization for Flanders, Belgium. The conference is the annual meeting point of Telecentre Europe members and partners: non-profit organisations, libraries and telecentre networks, as well as policy makers, government bodies and private companies who empower citizens across Europe with technology.

Overall Event Narrative

The key theme of the event explored the skills, both ICT and soft skills, that citizens will need in the future. This was put in the context of the “Fourth Industrial Revolution” and the advances in technology that are starting now and likely to continue for the next generation, such as Artificial Intelligence, Robotics, Internet of Things, 3D Printing, Virtual Reality, etc. Citizens will need to gain new skills to not only take advantage of these new technologies, but to remain in employment, and telecentres should consider how to support citizens in these technologies. Thus, Day 1 was focused on policy and practice around digital skills for future technologies and modes of employment, while Day 2 provided further in-depth discussion on future skills for learning and recruitment and practical sessions.

See the links for the [short video](#) of the event, a [longer video](#) exploring themes in more detail; full [Agenda](#), [photos](#), and the [Twitter feed](#) from the event.

The First International I-LINC Event

In 2016, TEAC hosted the first international I-LINC event. [I-LINC](#), which is developing a sustainable and all-encompassing platform on the topic of ICT (for) learning and inclusion, offers its growing community of registered users an online environment for networking, participation, and learning that focuses on boosting the employability and entrepreneurship capacities of young people.

The I-LINC platform was a vehicle towards TEAC16 central theme and significantly contributed to shaping the programme and the audience at the event. During the event, various aspects of the I-LINC platform were discussed. First, it was introduced during the welcoming speech of TE CEO Laurentiu Bunescu; then during the discussion panel it was shown in more detail. Later, during the Unconference, a workshop was led by I-LINC young digital changemakers, who were carefully selected and have been working with the project since its onset. I-LINC findings were also presented at the Lightning Talks, with the focus on challenges and accomplishments of the platform and community.

Plenary Sessions

There were three plenary sessions with ten speakers in total. The **opening plenary** on 6 October was addressed by:

- Alexander De Croo – Deputy Prime Minister of Belgium & Minister for the Digital Agenda
- Rodrigo Ballester – Member of the Cabinet of Commissioner Tibor Navracsics, European Commission
- Saskia Van Uffelen – CEO of Ericsson BeLux and Digital Champion of Belgium
- Eva Pascoe – Director of Cybersalon



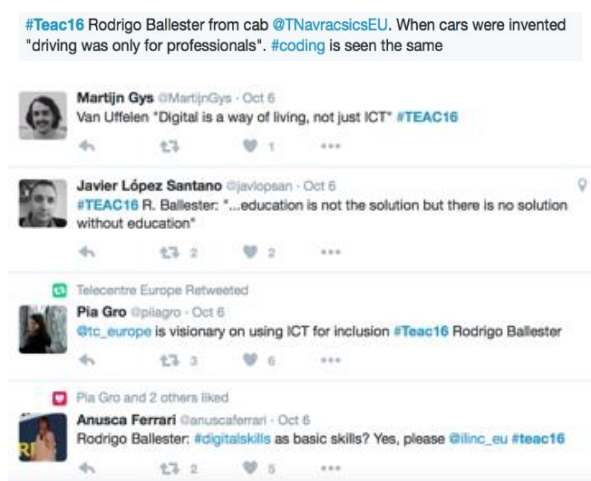
The plenary session set out to address the following questions:

What are the future trends for jobs and skills? How will modes of employment change? How will mobility, freelancing, micro-contracts, retail chain failures and industry transformation change in the future? How can we better predict these trends and changes and develop support packages that will boost inclusion, employability and productivity?



In response, the plenary speakers talked in detail about the Digital Belgium Plan, the New Skills Agenda for Europe, how ICT skills should be seen as a basic skill, the softer skills people will need for future work and changes to working practices and how the retail different sector is already using many new technologies.

Videos of each speaker and presentations can be found [here](#).



On the **second day** delegates were addressed in plenary by

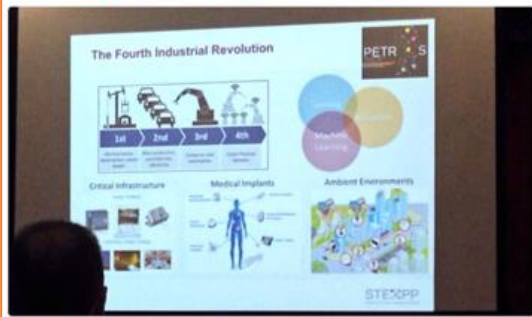
- Dr Jason Blackstock – Head of Department, Senior Lecturer in Science and Global Affairs, University College London
- Andre Richier – Unit for Key Enabling Technologies, Digital Manufacturing and Interoperability, DG for Internal Market, Industry, Entrepreneurship and SMEs, European Commission

The speakers explored in more detail the Fourth Industrial Revolution and the roles of government in it, digital skills of the labour force and the e-skills gap in Europe, as well as IT professionalism and leadership, amongst many other areas. Presentations for these keynote speakers can be found [here](#).



Karen Triquet @k.triquet · Oct 7

There is not just 1 industry being transformed, this is happening to all industries
 @UCLSTePP #Tech #Change #TEAC16



Daniele Di Mitri @dimstudi0 · 7 okt.

Blackstock: "Three factors that help us to adapt to digital revolution: 1) Interoperability, 2) Infrastructure, 3) Early adoption" #TEAC16



Telecentre Europe @tc_europe · 7 okt.

Blur the line between formal & non-formal education even more to ensure everyone can cope with the digital transformation! #TEAC16 @ilinc_eu



thanough @thanough · 7 okt.

#TEAC16 social transformation - social technology innovation, the new "digital" skills from Jason Blackstock



Andy Demeulenaere @Andydakpandy · 7 okt.

"Where's the wikipedia equivalent for policy development?" Dr Jason Blackstock from @UCLSTePP at #TEAC16



Telecentre Europe @tc_europe · 7 okt.

A. Richier, EC "Low completion of MOOC means e-learning is not enough! People need assistance from organisations like telecenters! #TEAC16

Before lunch of Friday, October 7, there was an **I-LINC Discussion Panel: Future Paths to Work** in plenary. Continuing the topics raised in previous sessions, and the overall theme for the event, this session allowed industry and EC experts to comment and add further thoughts to the conversation.

The following questions were addressed: How can telecentres best support people with evolving technology and future **working practices**? How might future **recruitment processes** change the support that **job seekers** will need? What role can industry and government play in helping support organisations be more adaptable to future changes?

The panellists were:

- Anusca Ferrari – European Schoolnet, I-LINC
- Martine Tempels – Senior Vice-President, Telenet for Business
- Alexander Reidl – Deputy Head of Unit, Digital Economy and Skills, European Commission
- Karsten Simons – Strategic Operations Lead, Corporate Affairs Europe, Cisco Systems

The topics covered I-LINC itself, the gap between what government and education provide to citizens as valuable resources for them to use and what they actually use, the (New) Digital Skills and Jobs Coalition, the Cisco NetAcademy and the Cisco view on emerging technologies (e.g. IoT) and citizens. A video of the discussion panel is [here](#).



Daniele Di Mitri @dimstudi0 · Oct 7

Very good point on the Debate on #DigitalSkills "change takes time we got to keep in mind technology requires organisational change" #TEAC16



I-Linc project @ilinc_eu · 7 okt.

@anuscaferrari Anusca Ferrari presenting the i-linc @ilinc_eu project and the online platform i-linc.eu. #TEAC16 #employment



Schuman Associates @Schuman_EU · Oct 7

"Upcoming #skills demand include a generic understanding & a deep dive understanding of technology & the market" @karstensimons #TEAC16



Interactive sessions

Future Trendspotting

The opening plenary was followed by an interactive **Future Trendspotting** workshop where delegates explored the issues of Digital Skills for Future Work. Thinking about the actions that telecentres could put in place, delegates discussed three topics; emerging technologies, future skills, and future working practices. There were many interesting ideas and statements that came from the tables, this is a very short selection of some of the notes of this session.

- Artificial intelligence (AI) will empower people significantly in the future. However, citizens will need support on how to assess critical information produced by AI.
- There will be a huge commercial push with AI (e.g. as with Amazon Echo) and people will need to understand how the commercial aspect of AI could affect them. Both are the areas where Telecentres could help.
- Virtual Reality can give you the courage to actually do certain things that you didn't dare to do in real life.
- New jobs, like drone operators, may be very well suited for video game players, because they require fast reactions.



Digipolis Gent @dgpilsgent · Oct 6

Time for some interactive sessions! #trendspotting #TEAC16 @tc_europe



- LIKTA (Latvia) has developed trainings on wearable technologies for e-health and on how to start a business on 3D printing
- Digital Storytelling will be increasingly important in the future, and therefore storytelling skills, being able to report on what you have done, could be an area for support by Telecentres.
- Remote working and micro contracts require different skills from office-based working – self time management, online collaboration. In this case you are the product and you have to have the skills to sell yourself.
- New skills, such as remote working and collaborative work, are becoming increasingly important, and telecentres could teach the tools and apps to support (remote) teamwork.
- People lose confidence, if things change rapidly; telecentres could help people cope with those changes.

See the full notes taken by each table [here](#).

How-To Workshops

On the second day, there were three more interactive sessions. The first were seven parallel **How To** workshops where leaders prepared practical tips for delegates on how to deliver specific activities, campaigns or services within telecentres. The **How To** sessions were designed to give delegates a practical understanding of how to carry out a particular activity. Speakers shared their own experience that could help delegates to understand the pitfalls, practicalities and lessons learned.

1. [How to run an 'Hour of Code'](#) – Žarko Čižmar, Telecentar; Yakov Ostanin and Bela Tumasova, PH International
2. [How to run a hackathon](#) – Besjana Hysa, Albanian Institute of Science
3. [How to run a crowdfunding campaign](#) – Frederik Lamote, Growfunding.Be
4. [How to run a digital storytelling service for migrants or refugees](#) – Veronique De Leener, MAK5 vzw; Stefano Kluzer, ERVET S.p.A.
5. [How to run a 3D printing service](#) – Deepak Mehta, 3Dee NV
6. [How to run an interactive online safety event](#) – Rita Šukytė, Langas į ateitį
7. [How to enable teachers to become digital leaders](#) – Mara Jakobsone, LIKTA; Gerhard Seiler, 21 Century Competence Centre



Unconference

After lunch we ran an **Unconference** where anybody could offer and run any type of session and consequently everybody could join whatever interested them most. The sessions could explore looking for partners for a particular project, a proposed project to apply for funding, or an urgent issue in telecentre development. Five main topics were set in advance and two more were suggested on the day.

1. From entrepreneurship courses to open innovation practices within Telecentre Europe members – Thanasis Priftis, Yinternet.org
2. [Digital Skills for SMEs](#) – Māra Jākobsone, LIKTA
3. [How to Open DATA - Analysis and Visualizations](#) – Besjana Hysa, Albanian Institute of Science
4. Working towards DigComp derivative framework for youth workers – Claudia Iormetti, Open Group
5. [I-LINC Talk with youth on closing the digital skills gap for employability and entrepreneurship](#) – Karen Triquet and Gašper Andrejč, I-LINC young digital changemakers
6. Girls and ICT – Cheryl Miller, Digital Leadership Institute
7. How digital tools can help young people understand the refugee crisis – Veronique De Leener, MAK5 vzw

Daniele Di Mitri @dimstudi0 · 7 okt.
#TEAC16 unconference: another set of interactive sessions. Too many interesting ones: I-LINC, #OpenData, digital help for refugees



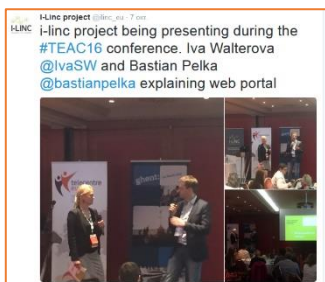
Project Lightning Talks

Finally, in **Project Lightning Talks** we wanted to offer delegates the opportunity to learn about projects from members of Telecentre Europe. This was not (only) about brilliant project results, but about the learning that each presenter had gained from delivering their project. The intention was to share what went wrong, what worked well, and what they had learned from it.

All presenters had to answer five questions in only five minutes, with either five or ten slides:

- What was/is your project about?
- What social impact has it made?
- What would you change?
- What would you keep the same?
- What have you learned?

The projects and presenters were:



1. I-LINC – Bastian Pelka, Technical University Dortmund; Iva Walterova, Telecentre Europe
2. Generation 0101 – Zagorka Prce Veseli, Centre of Technical Culture Rijeka
3. Social Hackathon Umbria 2016 – Altheo Valentini, Associazione Centro Studi Città di Foligno
4. Online4EDU – Nenja Wolbers, Stiftung Digitale Chancen
5. ABC digitale – Claudia Iormetti, Open Group
6. Digikriebels – Eveline Versluys, Digipolis

The six presentations are available [here](#).



The Telecentre Europe and I-LINC Awards ceremony

The exquisite Pacification Room of Ghent City Hall hosted the finalists and winners of the 2016 Telecentre Europe and I-LINC Awards.

The Awards Ceremony marked the culmination of the conference and celebrated organizations and individuals who enable people to get to grips with technology.



The guests were welcomed by **Mayor of Ghent Daniël Termont**, who talked about the value of including all members of society in this digital era and the valuable work and impact of [Digipolis](#), the TEAC16 host organization.

In 2016, Telecentre Europe Awards Competition was held for the 4th time, this year together with the [I-LINC](#) project to recognize individuals and organizations around Europe who work daily with communities to empower citizens through technology. Telecentre Europe and I-LINC Awards acknowledge their innovation, dedication and the inspiring role they play to many people.

The awards were presented by the Ceremony honorary guests and Telecentre Europe Board Members.

See the Awards [video](#) and read a detailed [description](#) of the Awards Ceremony and meet all the award winners and finalists in 4 categories: Best Multi-Stakeholder Partnership, Best Practice, Best Digital Changemaker, Best e-Facilitator.



Social and Side Events

Social and side events included [telecentre visits](#) organised by Digipolis, our host in Ghent, social networking dinner with Internet Quiz, Awards Ceremony and reception, guided boat tour of the historical Ghent. There was also a visit to the [Ghent Digital Fair](#) also organized by Digipolis, where delegates could try their hand at flying a drone, get immersed in Virtual Reality or learn more about 3D Printing.

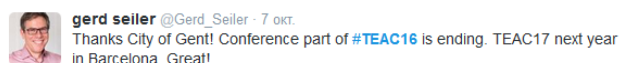


The conference was an inspiring event and presented a unique opportunity for the European digital inclusion sector to share achievements and exchange ideas with policy makers, academics, young people, digital skills trainers and private companies.

Telecentre Europe would like to thank the city of Ghent, Digipolis, our sponsors Cisco Systems and Liberty Global, speakers, session moderators, workshop leaders and delegates for such a successful event!

Feedback

The feedback was mostly very positive. A total of 95% of delegates rated the event overall as either excellent (52%) or good (43%). Many delegates very much enjoyed the plenary sessions with similar very high positivity for several of the keynote speakers. The interactive sessions were also highly rated with the How To (100% Excellent or Good) and Lightning Talks (95%) both scoring very highly. The networking opportunities and the hotel facilities were all similarly highly rated. There was also a question about the balance of content and in general there was a clear preference for more interactive sessions over plenary sessions, but both scored well. There is clearly a diversity in the audience, some of whom prefer the more practical interactive sessions, and others who prefer the more policy driven plenary sessions.



We look forward to next year's event in Barcelona with excitement and hope!

