



"John" & "Mario"

Case examples for the application of the CGC Roundabout for Digital Transformation as learning material for the preparatory webinar session 2 "Digital Competences"



Introduction

The following two examples of "John" and "Mario" show how digital skills are used in everyday working life. John is the example of a blue collar worker. Mario is a CGC professional.

John

John, a 40-year-old skilled worker, has been a dedicated employee at a small, family-owned manufacturing company for the last 20 years. Known for his hands-on expertise and commitment, John's work routine and responsibilities have been deeply rooted in traditional manufacturing practices. This has shaped both his professional identity and his approach to his daily tasks. John's primary responsibility involved operating manual machinery. This included setting up machines for production runs, making adjustments for different product specifications, and conducting regular maintenance checks. He was also in charge of managing the physical inventory. This task involved manually counting stock, recording it in ledgers, and notifying the procurement team about low-stock items. Conducting quality control checks was a significant part of John's role. He inspected products for defects or deviations from quality standards, using hands-on techniques and visual inspections. As a senior member of the team, John coordinated with other workers on the shop floor. Communication was primarily face-to-face or through written notes and memos.

John's work environment was characterized by a strong reliance on manual processes and personal interactions. His tasks were largely routine and did not require advanced technical skills beyond the machinery he operated. The pace of work was steady, and changes in processes or systems were infrequent and gradual. This stable and predictable environment suited John's skills and work style, making him a reliable and valued employee in the company.

The introduction of new, computer-controlled machinery in the factory marked a significant change for John. Accustomed to manual operations, he faced difficulties in understanding the digital interfaces and programming the machines. Navigating through software settings and troubleshooting technical issues became a daily challenge.

As part of the company's digital transformation, John was required to interpret production data and reports generated by the new systems. His struggle was not just with the technology but also with understanding and making sense of the digital data. Additionally, he found it hard to differentiate reliable sources from unreliable ones when researching suppliers online.

The shift to digital communication platforms within the company was another hurdle for John. Accustomed to direct verbal communication, he found it challenging to adapt to email and instant messaging for team coordination. His reluctance to engage in online collaborative tools often led to miscommunications and missed deadlines.

John's role also evolved to include the creation of digital content. He was tasked with contributing to the company's new digital inventory system by inputting data and updating records. However, his lack of experience with content creation tools led to inaccuracies and inefficiencies. The challenge for John was

not only learning how to use these tools but also understanding the principles of creating clear and effective digital content.

The transition brought with it a need for John to develop transversal skills such as adaptability, digital learning, and resilience. He found it challenging to adapt to the rapid changes and to engage with digital learning platforms for upskilling. The shift required a mindset change towards continuous learning and adaptability, essential in the digital age.

Mario

Mario is a counsellor in a small counselling centre. He is 56 years old and, thanks to his many years of experience as a counsellor, is very knowledgeable and also has a good understanding of the labour market. He has an extensive network of local labour market actors. He has also had to work with a PC on a daily basis for several years and has solid basic skills in most programmes. However, online meetings and online counselling have now been added. Mario is currently still particularly shy of these.

Once a month, the team meet online for a team meeting. Shortly before the meeting starts, Mario takes his headset out of the cupboard, plugs it into the computer's USB port and enters the meeting room via the link sent by the network coordinator. As happens every month, he can't seem to hear the other network participants. He makes himself heard and says "hello" loudly, but nobody seems to answer him. What Mario doesn't realise is that the others can hear him, but he himself can't understand his colleagues. A younger colleague, who is also already in the online meeting, realises that Mario is struggling with the technology. She is sitting in the same office building as Mario and helps him by instructing him to leave the meeting again, make the correct audio settings and click on the link again.

It works. "At some point, we'll have to create another step-by-step learning course for me," laughs Mario. In the meeting itself, the network coordinator first presents the current labour market figures. Mario can't believe what he's seeing. "Where are these statistics from and how were they calculated? I have a completely different feeling from my counselling sessions. We have a lot more young people and young adults that we work with in the network." Discussing the data basis would now take too long, but the network coordinator promises to send Mario the documents after the meeting so that Mario can form his own judgement.

In the next agenda item, the network members are warned. An anonymous user is posing as the counselling network on Instagram and TikTok and could harm the network if users fall for it and trust the anonymous user. The network uses a mural board, a digital whiteboard, to collect ideas on how to counter the anonymous user. In addition to reporting the user to the operators of the two social networks, there is also the idea of creating their own accounts and verifying themselves as a counselling network. They then brainstormed together on the whiteboard about what content could be created.

Mario and his colleague are very curious and motivated to get involved in social media. Although Mario still has some reservations about whether he will be able to cope with the application, he is open to learning something new here and familiarising himself with the lives of those seeking advice.

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