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NGI TETRA

D3.4 SECOND REPORT ON TRANSVERSAL COMPETENCE AND SOFT SKILLS TRAINING

Revision: v.1.0

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| Abstract | TETRA is an EU-funded project under the Horizon 2020 Research and Innovation programme which aims to offer well-tailored business support services to the third-party beneficiaries of the R&I Actions and the C&S Actions funded under the Next Generation Internet (NGI) - An Open Internet Initiative (H2020-ICT-24-2018-2019) topic. In this context, the provision of services will be based on the actual needs of the third-party beneficiaries so as to shorten |

	the gaps and facilitate the transfer and commercialisation of the solutions/tools they have developed or are developing.
	This document describes the Transversal competence and soft skills training package embedding the learning needs the learning objectives and the methodology designed and deployed during the TETRA training activities.
Keywords	Next Generation Internet, TETRA, Transversal Competence and Soft Skills, Gamified learning experiences

Document Revision History

Version	Date	Description of change	List of contributor(s)
V0.1	26/04/2022	Initial draft	FVA
V0.2	23/05/2022	First version	FVA, CE, PEDAL, SD
V0.3	01/06/2022	Pre-final version	FVA, ESN
V0.4	29/06/2022	Final version	FVA

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Dissemination Level		
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* R: Document, report (excluding the periodic and final reports)

DEM: Demonstrator, pilot, prototype, plan designs

DEC: Websites, patents filing, press & media actions, videos, etc.

OTHER: Software, technical diagram, etc.

EXECUTIVE SUMMARY

This document reports on the second release of the capacity building module **Transversal Competence and Skills** designed and developed in TETRA.

This module is part of the TETRA build block services and this report describes in a practical way the TETRA capacity building activities related to Transversal Competence and Skills, designed and delivered during the second project's period.

The main goal of the transversal competence and soft skills service was to follow aside and transversally other services more oriented to business development, to increase the innovators' personal development.

This report describes how the design and implementation methodology for the Transversal Competence and Skills module was adapted to respond to better fulfil the NGI innovators learning needs. This document reports, therefore what methodologies have been identified ad deployed for the learning experiences, as well as describes the innovative supporting tools designed and developed to support the delivery of the modules, generating new exploitable assets for TETRA.
Specifically, this capacity building module integrates innovative methodologies (like experiential learning, participative learning and tools, simulation games and role playing) to engage in a stimulating learning experience to practically explore and put in practice the contents that the capacity building programme is addressing.

Depending on the partner's IPR, the training material of most of the activities related to this task are available free of use in the TETRA toolkit that will be available online at the end of the project and that is described in D5.5.

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ABBREVIATIONS

D   Deliverable

T   Task

TC&S   Transversal Competence and Skills

1 INTRODUCTION

Transversal Competence and Soft Skills is a term widely used to describe the broad-based skills, knowledge and understandings that aim to meet efficiently many challenges. These competences, known also as 21st century skills, Soft Skills, Employability skills and Entrepreneurial skills or Transferable skills, make people function better in any job role. Skills focus on the ability of the learner to apply knowledge, practice, training or aptitude to complete a task, solve problems or answer questions while competence relates to the ability to do something efficiently, effectively or proficiently.

TETRA covers both transversal skills and competences to complement the technical package provided by the other services.

Particularly in the second part of the TETRA project, the **Transversal Competence and Soft Skills** package was tailored in a flexible way to better respond to the innovators' requirements, in strict and continuous collaboration with both the RIAs and the third partiers beneficiaries, to ensure greater correspondence to the educational needs and the TETRA services.

This exercise led to new modules, designed from scratch to fulfil the user's expectations or the NGI contexts (an example is the mastercalss "greening the NGI", designed for the NGI Explorers Oscar event), as well as the integration in the TETRA services of external experts', invited to address specific topics, if not directly covered by TETRA's partners.

The new approach identified after the first round of services delivered and reported in D3.3, have guided the TETRA consortium to start on designing tailored activities in the form of webinars, in collaboration with the RIAs, together with delivering a more generalist bootcamps, to reach the NGI community at large.

Generally, the process for the webinars organized in collaboration with the RIAs followed these steps:

- Organize an online meeting to discuss the specific needs of the RIA's beneficiaries related to transversal competence and soft skills
- Propose a list of potential topics to address
- After the selection by the RIA, propose a tailored package to be delivered

The activities following this approach have been organized in collaboration with NGI Explorers, NGI Atlantic and NGI4ALL. Within this task TETRA have also delivered a training session in the NGI forum 2021 (17 May 2021) in collaboration with NGI4ALL.

2 TRANSVERSAL COMPETENCE AND SOFT SKILLS ACTIVITIES

This chapter reports all the training activities, related to the Transversal Competence and Soft Skills, designed and delivered after February 2021 (D3.3). All activities are new, while just one (Design Thinking) have been upgraded to 2 more elaborated and tailored versions, based on the beneficiaries' needs and on the evolution of the TETRA master plan and value proposition.

In the table below we report the impact, the Transversal Competence and Soft Skills reached for number of participants, from the beginning of the project divided in the 2 project periods.

1st period			2nd period	
Topic	**Context**	**In collaboration with**		**N. of participants**
Design Thinking	1st Build-up bootcamp			22
The contribution of NGI in re-design the post covid-19 society	Webinar	NGI4ALL		55
Introduction to transversal competence and soft skills – the big 10	1st Scale-up bootcamp			29
Actionable insights on leading teams to higher performance				29
The art of pitching and the USP				29
How to be memorable in an online pitch				29
Introduction to transversal competence and soft skills – the big 10	2nd summer Build-up bootcamp			18
The art of pitching and the USP				18
Shape your idea				18
Network like a Casanova				18
Power of mentoring				18
Competencies and skills in small teams				18
8 sentences to stimulate the appetite of your audience	NGI Forum 2021	NGI4ALL		9
How to be memorable in an online pitch?				9
4C - Critical thinking, Creativity, Collaboration, Communication	Webinar	NGI Explorers		16
Visual thinking	Webinar	NGI Atlantic		11
Community engagement for NGI projects	Webinar	NGI0		41
Design Thinking	Webinar	NGI Explorers, NGI Atlantic		33
Design Thinking	Webinar	NGI Atlantic		32
Masterclass: Greening the NGI	Webinar	NGI Explorers		54
Open Source Commercialisation	Webinar	NGI Explorers		30
Mission impossible	Webinar			23
Total				**559**

2.1 INTRODUCTION TO TRANSVERSAL COMPETENCE AND SOFT SKILLS (THE BIG 10)

Context	**Scale-up bootcamp 16-18 March 2021** **Build-up summer bootcamp 29 June – 1 July 2021**
Trainer/s	Louis Ferrini (FVA), Susanna Albertini (FVA)
Objective	To provide an overview of the 10 most important soft skills for innovators both individual and teams related.
Type	**Presentation**
Topics addressed	• Critical thinking • Problem solving • Creativity, curiosity, imagination • Flexibility, adaptability, uncertainty management • Initiative, proactivity, enthusiasm • Perseverance and resilience • Communication, public speaking and pitching • Empathy • Leadership, team management • Teamwork, collaboration and cooperation

2.2 ACTIONABLE INSIGHTS ON LEADING TEAMS TO HIGHER PERFORMANCE

Context	**Scale-up bootcamp 16-18 March 2021**

Trainer/s	Prof. Albert Angehrn (INSEAD)
Objective	To help teams to reach higher performance levels. In this interactive session Albert Angehrn involved the participants in a Serious Game, and shared insights from research on team performance traps, and how to avoid them.
Activity description	**Presentation** **Serious game** ● Intro – Why is Team Performance so critical? ● Experiencing a Serious Game: Watching together Episode 1 video of the EagleRacing Simulation (in English with English subtitles) ● Poll (Individual Decision) ● Second step of the Serious Game: Participants are moved to Breakout Rooms (teams of maximum 5, randomly distributed) and return after 10 minutes with their Team Decision related to the Video Dilemma ● Poll (Team Decision) ● Reflections on the Simulation Results of the Teams of participants (showing the results of the poll) ● Key Insights on Team Performance
Topics addressed	● Leverage Diversity ● Do good quality Team Decisions ● Assess well Risks and Opportunities ● Leverage the Competences present in the Team

2.3 THE ART OF PITCHING AND THE USP

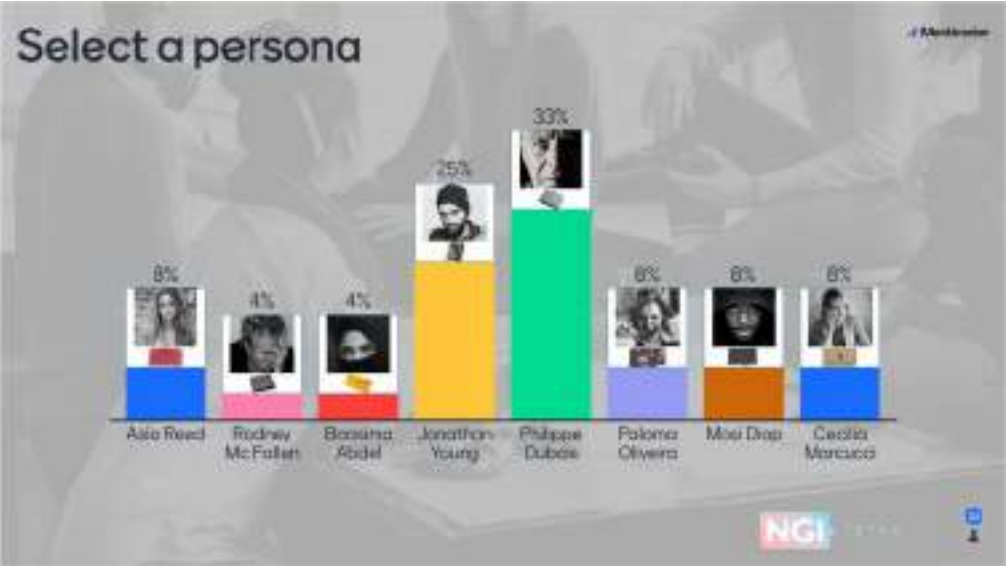|	
Context	**Scale-up bootcamp 16-18 March 2021** **Build-up summer bootcamp 29 June – 1 July 2021** **NGI Forum 2021 18 May 2021**

Trainer/s	Susanna Albertini (FVA), Louis Ferrini (FVA), Philippe Félix (NGI4ALL)
Objective	To define the unique selling point and learn how to pitch targeting the different audiences
Activity description	**Presentation** **Assignment** Introduction to the exercise • Write eight key sentences that structure a pitch, according to what they have learned during the presentation to convince in 2 minutes an investor o Who is our target o What we do o What is the problem o What is our solution o How is it magical o Who we are o What do we offer o Call to action • Based on the 8 sentences define the USP (unique selling point) o [MY BRAND] offers [PRODUCT/SERVICE] for [TARGET MARKET] to [VALUE PROPOSITION]. Unlike [THE ALTERNATIVE], we [KEY DIFFERENTIATOR].

Topics addressed	• Pitching to difference audiences • Definition of the USP

2.4 HOW TO BE MEMORABLE IN AN ONLINE PITCH

Context	**Scale-up bootcamp 16-18 March 2021** **NGI Forum 2021 19 May 2021**
Trainer/s	Susanna Albertini (FVA)
Objective	To identify the differences between live and online pitching. How to make an online presentation memorable.
Activity description	**Presentation**
Topics addressed	• Tricks and traps for online pitching

2.5   SHAPE YOUR IDEA

Context	**Build-up summer bootcamp 29 June – 1 July 2021**
Trainer/s	Louis Ferrini (FVA), Susanna Albertini (FVA)
Objective	To provide an overview of the Design thinking methodology, process and tools to find human centred solutions (extreme user) to problems and increase teams innovation ability and creative thinking.
Activity description	**Presentation** **Assignment** *The wallet game* • Selection by empathy of an extreme user based on the first impression of the picture and the type of wallet • Design thinking process to define each step based on the extreme user wallet contents on the collaboration platform MIRO

Topics addressed	• Design thinking methodology • Collaboration • Creative thinking • Critical thinking

2.6 COMMUNITY ENGAGEMENT FOR NGI PROJECTS

Context	**Webinar organized with NGI Zero – 7 September 2021**
Trainer/s	Johanna-Mai Riismaa (CE), Hellekin (CE)
Objective	**Community-led growth** is a perfect model for open-source projects where development is already driven by community. This webinar focused on community engagement, user acquisition and retention for NGI projects.
Activity description	**Presentation** Two presentations were delivered: • Insights from a community engagement expert related to community-led growth

	as a powerful strategy for open source companies. ● An experience sharing session with a free software activist highlighting the difference between community and the collective, where vanishing lines are making a stand.
Topics addressed	● Community engagement

2.7   NETWORK LIKE A CASANOVA

Context	**Build-up summer bootcamp 29 June – 1 July 2021**
Trainer/s	Robert Miskuf (PEDAL)
Objective	Why networking is important in the business environment, what are the different types of the networking personalities and useful tips on how to become a successful networker.
Activity description	**Presentation**
Topics addressed	● Tips on how to become a successful networker
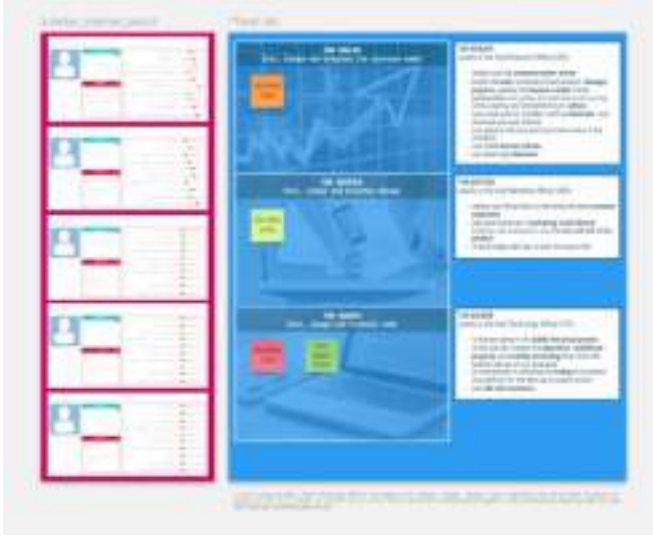
2.8   POWER OF MENTORING

Context	**Build-up summer bootcamp 29 June – 1 July 2021**
Trainer/s	Innocent Mateeka (PEDAL)
Objective	Introducing the topic of mentoring - who is a mentor, whether you should have one and how to find the best one for you.
Activity description	**Presentation**
Topics addressed	• Mentoring

2.9   COMPETENCIES AND SKILLS IN SMALL TEAMS

Context	**Build-up summer bootcamp 29 June – 1 July 2021**
Trainer/s	Louis Ferrini (FVA), Susanna Albertini (FVA)
Objective	Following AKQA's Chief Technology Officer from Rei Inamoto, the 'Hipster, Hacker, Hustler' theory specifies that three types of people are needed in order for a small

	company to succeed, Hustler, Hacker and Hipster : the 3 personality types
Activity description	**Presentation** Description of the 3H theory: THE HUSLER - usually is the Chief Executive Officer (CEO) ● makes sure the company makes money ● builds the team, understand their passion, manages projects, updates the business model, forms partnerships and guides the team along the journey, while creating and strengthening its culture ● has a keen eye for numbers, such as financials, cost structure and user metrics ● can speak to the long and short-term vision of the company ● can make investor pitches ● can take tough decisions THE HIPSTER - usually is the Chief Marketing Officer (CMO) ● makes sure the product is delivering the best customer experience ● sets best practices in marketing, brand identity building, user experience, and the look and feel of the product ● in early-stage start-ups, is also the copywriter THE HACKER - usually is the Chief Technology Officer (CTO) ● is the tech person who builds the actual product ● is the one who creates the algorithms, intellectual property and resulting technology that forms the building blocks of your business ● is instrumental in choosing the coding environment and platform for the start-up to sustain growth ● can talk with customers **Assignment** ● First assignment: based on the profiles of 4 fictive persons and based also on their skills allocate them in the 3H area. ● Second assignment: based on your profile and your team profiles define your

	skills and allocate the team in the 3H area.
Topics addressed	• Definition of the roles in teams • Combination of competences and soft skills to assign a role in a small team

2.10 4C CRITICAL THINKING, CREATIVITY, COLLABORATION, COMMUNICATION

Context	**Webinar organized with NGI Explorers – 19 October 2021**
Trainer/s	Louis Ferrini (FVA), Susanna Albertini (FVA), Marco Luccini (FVA)
Objective	To allow individual and team reflection on Critical thinking, Creativity, Collaboration and Communication using the format of 1-2-4-all.
Activity description	**Critical thinking, Creativity, Collaboration presentation** **Communication presentation** **Assignments**

The 4C webinar village was designed using gather town collaboration platform to meet the webinar requirements. One of the most innovative features of this platform is the proximity, meaning that, like in real life, by increasing the distance from a group of people, is not possible to hear and see the group and vice versa. This feature gives freedom on meeting other people, network and discuss about the assignments given during the webinar from the facilitators. As in other collaboration platforms, is possible to use microphone, camera and chat. It is possible to have a private meeting with a team, or a plenary session with all the participants just by entering different spaces that have been designed in the village. All the exercises were integrated in the platform (MIRO and Mentimeter). The image below shows the designed village with all the elements and areas.

- Critical thinking assignment:
  - 4 snap questions
  - 20 questions for calibration
  - The Tipping Point document reading
  - Discussion and plenary
  - Debriefing
- Creativity assignment:

	o 30 Circles Activity o Yes AND, Yes BUT o Teams discussion and plenary o Debriefing ● Collaboration assignment: o Building the tower (team 10') o Teams (4 individuals) discussion and plenary (1-2-4-all teams 15') o Debriefing (10')
Topics addressed	● Critical thinking ● Creativity ● Collaboration ● Communication

2.11 DESIGN THINKING

Context	**Webinar organized with NGI Explorer – 10 November 2021** **Webinar organized with NGI Atlantic – 28 June 2022**
Trainer/s	Jan Bormans (ESN), Adèle Yalourina (ESN)
Objective	When designing complex systems, it is important to reduce the risks as soon as possible. The webinar introduced a pragmatic design thinking approach that allows to quickly formulate and test hypotheses ("fail fast, fail cheap"). The proposed approach is hands-on, validated on several high-tech cases and avoids the "fluffiness" that is sometimes associated with Design Thinking methods, taking into account both the product/service and the business plan itself as prototypes that must be refined and tested with the aim of reducing risks.
Activity description	**Presentation**
Topics addressed	● Design thinking methodology

2.12 VISUAL THINKING STRATEGY

Context	**Webinar organized with NGI Atlantic – 25 January 2022** **Webinar open to NGI community – 24 May 2022**
Trainer/s	Louis Ferrini (FVA), Susanna Albertini (FVA), Selenia Marinelli (FVA)
Objective	To work on a concept extracted from the product/service using modalities that are usually not explored (Visual Thinking Strategy). This is the best way to stretch the brain and give birth to new ideas, free of preconceived notions, that will be useful in business or elsewhere in life. Thinking visually and spatially helps tackle complex problems by seeing how interdependent pieces fit together.
Activity description	**Presentation** **Assignment** • Represent the product/service or idea using the Visual Thinking Strategy (MIRO board) • Discussion: Artworks discovery and pitch • Debriefing

Topics addressed	• Reducing overwhelm
	• Teaching, learning
	• Speaking, communicating, writing
	• Brainstorming, dreaming envisioning
	• Planning, strategizing
	• Organizing, prioritizing, managing projects
	• Problem solving, simplify complexity, model making
	• Designing, refining, iterating
	• Collaborating
	• Facilitating, listening, coaching

2.13 MASTERCLASS: GREENING THE NGI

Context	**Webinar to NGI Explorers – 2 February 2022**
Trainer/s	Susanna Albertini (FVA), Robert Miskuf (PEDAL)
Objective	The Masterclass focused on the challenges and impacts of the digital society on the environment providing insights to rethink the NGI environmental footprint in the near and far future.
Activity description	**Presentation** **Q&A**
Topics addressed	• The challenges
	• Opportunities
	• Current EU framework on ICT
	• What's next in the EU agenda?
	• What can you do?
	• Extracting resources

- Supply chain and importing
- Marketing and purchasing
- Use and services
- Extending lifetime
- Managing waste
- The role of NGI community in greening the NGI

2.14 OPEN SOURCE COMMERCIALISATION

Context	**Webinar organized with NGI Explorers – 9 February 2022**
Trainer/s	Henrik L. Ibsen (CEO of OTH.IO) and Roger Essoh (CEO and Founder of SAAKAI)
Objective	To educate innovators on Open Source solution commercialisation.
Activity description	**Presentations:** Roger Essoh - Open Source Commercialization webinar presentation Henrik Ibsen - OS Experience presentation **Topics:** • What are the characteristics of Open Source projects? • Choosing OS license and tools • OS impact on components • Development • Deployment, hosting • Security • Support and maintenance • Process and Quality management with OS • Going commercial with an OS product (possible revenue streams, GTM strategy, funding) • Open Source business models • How to build an engaged community

	● Tips and tricks from Speakers' experience
Topics addressed	● Open Source solutions

2.15 MISSION IMPOSSIBLE: FUNDING WORK-LIFE BALANCE IN SMALL COMPANIES

Context	**Webinar open to NGI community – 17 May 2022**
Trainer/s	Ilias Michail Rafail (FVA), Tomi Kaukinen (CE)
Objective	To enable the participants to about how to communicate with stakeholders such as investors, and learn how to create smarter routines and work habits in order to avoid burnout, capitalize on their own experience in Stress Management, while learning new techniques, to proceed through the process of Critical Reflection (as central concept of Adult Education) in the creation of Metacognition (new knowledge)
Activity description	**Experience sharing: "How I survived a burnout"** During his talk Tomi shared the story of how a mismanaged life balance as a startup founder can lead to a severe burnout, but also talk about how to communicate with stakeholders such as investors, and how to create smarter routines and work habits in order to avoid burnout. **Presentation "Stress management"** ● Self-presentations/ Expectations ● What will we do here? ● Anxiety: Myths and truths (Experience Recovery Cognitive Zone) ● Anxiety's Diaries ● Anxiety Self-assessment list ● Reflection/ Closure of the session
Topics addressed	● Communicate with stakeholders such as investors ● Create smarter routines and work habits ● Stress Management,

	• Critical Reflection
	• Metacognition

3 CONCLUSIONS

Entrepreneurship Education programmes in higher education are increasingly giving a central role to the Transversal Competence and Soft Skills in supporting the new generation of innovators ready and equipped to transform a good idea into a successful business.

In TETRA transversal competence and soft skills services, nicely complemented other services more oriented to business development, with the objective of increasing the innovators' personal development.

From our experience, while the importance of Transversal Competences and Soft Skills could have been initially underestimated by the NGI Innovators, once their appetite was stimulated, they recognize the importance of these competences and skills to run a business, work in teams, create and communicate. Some participants attended most of the Transversal Competences and Soft Skills workshops, and their feedback highlighted the importance of this dimension.

Specifically, from TETRA direct contacts during mentoring with the RIAs' beneficiaries, they highlighted the importance of the soft skills for their personal development and resilience, the relevance of being able to pitch to all different type of audiences, from the team members to investors and clients, the importance of thinking creatively and connect with their creative side to stay competitive, the relevance of improving visual ability to organize, prioritize and communicate a concept.

With regards to the decision to involve the RIAs to provide more tailored services to the RIAs beneficiaries, this strategy in one hand have increased the workload of the TETRA consortium in dedicated communication activities with the RIAs representatives, but in the other hand have lead to a higher impact within the NGI community.