Telecentre Europe Annual Conference 2016

Interactive Reporting Document

Notes from tables during
Interactive Session 1:

Future Trendspotting

Ghent, Belgium 06.10.16

For EACH of the three questions, what could be the actions, programmes, projects, learning materials or campaigns that telecentres could develop?

1. What are the **new technologies** that will empower people? Which ones will need support to empower?
2. What will be the required **future skills and attitudes**?
3. How will **working practices** change?

Responses were captured on the following document, and then collated below:

https://docs.google.com/document/d/1BwJ1us6Yu_kN6zsnXzLI_E3ZOLWIzD5CoJNi4KHdyM8/edit?usp=sharing

Table 1
For EACH of the three questions, what could be the actions, programmes, projects, learning materials or campaigns that telecentres could develop?

1. What are the **new technologies** that will empower people? Which ones will need support to empower?

   - Telecentres bring technology and bring knowledge
   - Telecentres provide access to new technologies that are not available yet at individual level.
   - Establish **Pokestop** at all telecentres.
   - Integrate games and gaming technology to telecentres work, games with social focus.
   - 3D printer is cheap, exciting, learning to use for - creative gap
   - FabLabs can provide access to 3D printers
   - Provide cheap devices to use them in creative ways
   - Wearable technology in telecentres
   - Virtual reality - getting cheap and accessible
   - Robotics for children (6-13y)

2. What will be the required **future skills and attitudes**?

   - Most time we don't know the future trends, important show the diversity
   - Self-learning, community learning
   - Emergency measures to learn except driving
   - Collaboration, working in team from different time zones
   - Telecentres may have ideas about future trends and can better reach on
   - Promotion and motivation is important work for telecentres
   - Telecentres need to know the needs of the community and how they can use technologies
   - Telecentres show how to share, learn their own way, be responsible
   - Learn to be open to new ways of working
   - From digital skills to digital literacy

3. How will **working practices** change?

   - Telecentres should be the first adapters, open to new ideas, changes, experiences
   - FabLab / 3D print shows how to transform failure into positive way
   - Today is easier to support failure
   - Adopt to international cooperation
   - More easy and flexible ways (AirBnb)
   - Cooperative culture is changes a lot
   - Community work of telecentres remain critical - manage relationships and connections
   - Horizontal knowledge vs. traditional hierarchies
   - Crowdsourcing - collecting information through social channels
   - Immediate translation services

Table 2
For EACH of the three questions, what could be the actions, programmes, projects, learning materials or campaigns that telecentres could develop?

1. What are the **new technologies** that will empower people? Which ones will need support to empower?
   - Studies the case of Jim Pool (?), a device similar to the Amazon tool. It was launched few month ago, developers can add more technique to advance the device, there is a kid. The telecentres could develop programmes to teach to use the kid and thereby make the tool smarter: this is the future
   - Ve Kid (variable ..) captures the experience of an expert while cooking or else and transfers it to the database. Someone who doesn't know how to do the task, thereby people can learn how to do the tasks

- Can telecentres be involved in this? Via train-the-trainer and learning material so that they give it to the target group - they will invent and develop new technology (e.g. robots). If everyone can contribute, the technique will improve. Se the case of Google (open) and Microsoft (close).
- Work with robotics with earlier ages, working on programming and assemble the robots. The telecentre can give the tool kits to the kids and start a competition out of it. Leico has suitable tools for this idea. But we have to think about the staff of the telecentres because they have to be the facilitators and are by themselves but are maybe not competent enough.
- Telecentres should align to the trend of robotics so that both they will benefit and better improve the technology.
- How about the Internet of things and the sensors and privacy issues? What can telecentres do? Raise awareness about this issue.

2.   What will be the required **future skills and attitudes**?

- These are soft skills: how to be social, how to be open and integrate, how to be responsible, it is about self reflection - systematic self reflection: how far should anybody be responsible for their life and action?
- The ICT people lack the soft skills because they focus on technical skills, they need the soft skills, they lack often these skills for jobs (fit for jobs).
- Identify the skills that are needed, train the staff of the telecentres according to a curriculum and train young people.
- Talking to the industry to identify the skills that are needed for the jobs. But people come first and the technology comes second.
- People need to see the usefulness of the technology.
- DigiCom: learn by yourself, keep learning
- Apart from employability, skills apart from the industry is important
- Digital ergonomics: how technology builds a good life - people before technology: empowering people means also they can say no to more technology.
- Showing to the people what are the good and what are the bad aspects of technology. Do not stick to cyber optimism, give people a perspective and show people always the two sides.
- Technology can make us more productive, but will not do the job for the people. Graduates have not enough practical skills for jobs.
- Education system lacks behind, therefore there is informal education. But that cannot teach everything.

3.   How will **working practices** change?

New jobs like drone conductors are made by video game players, because they are fast and have the skills. Skills can also come from other background than education.

The industry is responsible to teach the people to use their products - we should work with them together. That would be an ideal scenario. The CSR department of the companies could take over this and the telecentres could work on getting people and products together again. The example for that is Microsoft who trained trainers about Office. Laws could be made to force companies to do that. Now, telecentres do the work for the companies.

The important question is how can we avoid the modern times scenario and the oppression of technology over people. Maybe it is not right to teach the people about all new technologies. The people must choose the technology they use and for that they have to know about the different technologies and tools.

Table 3
For EACH of the three questions, what could be the actions, programmes, projects, learning materials or campaigns that telecentres could develop?

1.   What are the **new technologies** that will empower people? Which ones will need support to empower?

- New technologies that will make a chance must empower the user, not be just a experience.
- Telcentre and Fab Labs - Fab Labs are a professional area, the table questions it's value in a telecentre as much of the tools in a fab lab (new technology) require more expertise competencies.

- However this may change as prices of new technologies drop, they are more integrated in everyday life, and youth for example could benefit from gaining access from the new technologies. Now robots are used to help visualize programming. People can see the changes.
- 3D reality-great technology, loses it "wow" factor, people are passive in virtual reality.
- Low-level development for virtual reality can be a means of using the technology and gain the curiosity and learning factor but also make sure people don't get dizzy.
- Potential of technology is empowering, but if people don't know how to use technology, how can we empower. There are challenges in telecentres keeping up with new technologies, not overwhelming key users of telecentre - so that new technologies complement and not outpace users.

2. What will be the required **future skills and attitudes**?

- New skills, remote working and collaborative work. Tools to support teamwork, help follow things on asana. Tools for collaborative working are not working yet in place.
- How is Europe going to be? What's happening in head offices, we see a lot of fragmentation, less and less headquarter-driven due to price, also to maintain global reach.
- How do you get people to work together and not silos out departments.
- You don't need that many people.
- Micro-contracting
- You don't need people, you can manufacture much concrete.
- We are talking about future skills. It's a question of attitude. People lose confidence if things change rapidly. Job is developed through difference rather
- There are many jobs that remain unfilled because
- Intention, we talk about technology and losing jobs.
- How can you fill jobs in this case.
- We don't have an obvious job, to work in a transport industry you can be a low qualified workers. German.
- We are killing jobs.
- It will always be a economic crisis.
- If we don't change the economic model.
- Millennium approach, look to the future.
- What is the reason people need this skills, how do we get people.
- What you learn in university is obsolete in 2 years.
- We are going to lose jobs to technology.
- Digitalization, people have well prepared skills. The questions should be what is employability and work. Digitalization-we come closer to work.
- Pessimistic view: how do we motivate people with all this pessimism is no good enough.
- Studies of results from playing games, changes the mindset-functions like a drug-people get more optimistic.
- Outliers theory, 10 000 hours
- I'm not expecting them to code right away-I want them to learn how to use google analytics in a week, or statistics in a month. You don't have to do it, you have to learn and understand it.

3. How will **working practices** change?

Table 4
For EACH of the three questions, what could be the actions, programmes, projects, learning materials or campaigns that telecentres could develop?

1. What are the **new technologies** that will empower people? Which ones will need support to empower?

- Artificial intelligence could empower people, since it makes things easier. The computer will do things for us.
- All have the potential to empower people, but each technology needs support in order to have the potential to empower

- Perhaps not the self driving car? Still, it is a computer, that might need support to be able to use.
- Many technologies try to reduce the amount of tasks that people have to do, the usability will highly increase. Still, the issue will be when to use them. You need critical information on what they can or can't do. There will be a huge commercial push.
- Example: amazon Echo: people need to know how it works, if you shop with the device, you need to know that you shop with amazon, and they will receive a certain amount of money.
- Telecentres could encourage people to share amongst each other why and how to use new technologies.
- Each of the technologies can be of use for everyday life of professionally. Inform people how technology can be of use for people. This is about inspiration, and show added value.
- Security, privacy - they need to be aware of the dangers.
- VR > can help you to experience certain aspects virtually, and make sure that you do actually do it later. It can give you the courage to actually do certain things that you didn't dare to do first.
- Cortana > Telecentres could provide introductions, inform people about the use, and dangers, what is done with the data etc. (E.g. show the movie 'Her')
- Ease of use is of high importance

2. What will be the required **future skills and attitudes**?

- Collaborate with different types of people. IN a workplace, you usually work together with people with a similar profession. Multidisciplinary.
- Are there going to be actual new skills? Which skills might gain more importance.
- The ability to communicate in a wider environment, in a social digital network. And how to communicate to the rest of the world.
- Soft competences are necessary to make use of hard competences.
- Everybody needs to be a storyteller, to be able to report on what you have done.
- Empathy will gain more importance. Machines and robots might have a bigger role, but empathy is something what they are not capable of.
- Mathematics will gain importance, you do not need to do the math's, but you need to understand it.
- Have insight in behavior and motivation. Coaching, encourage people.
- Each part of society needs its own resource. How to involve everybody as a resource, in a way that everybody can contribute something, to be able to see the possibility everyone can contribute.
- Communication abilities are highly important.
- An ethical framework is needed to know how technology should be used.

3. How will **working practices** change?

- There will be to types of people: people who are told by a person what to do, and those who tell the computer what to do.
- Work such as caring, will be increasingly supported by technology, but the human-human interaction will remain. Or not?
- We need a work environment that makes it possible to have more flexible use of the employees.
- Many companies do not have an office for each employee. E.g. some companies have desks for only half the employees (flex offices). People are more on the
- Many work activities will have gaming dynamics, especially competitive environments. But is also ethically controversial.
- Will it be a competitive or cooperative economy?
- E.g.: Amazon is an extremely competitive working environment.
- Surveillance is highly increased by technology.
- Discussion on transparency, find a balance with privacy. Transparency can be of high value, but you need
- We will be able to work anytime, anywhere. But it also has its limits.
- But a more flexible way of working also has its advantages.
- It could be a collective decision how to work.

Table 5

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1. What are the **new technologies** that will empower people? Which ones will need support to empower?

Actions
- Role of telecentres: telecentres can help to get the people together for trainings who are done by the companies developing the new technologies. Also, companies can train librarians to deliver training on wearable technologies and telecentres can be the mediators.
- Another role of telecentres is to make sure users are safe using technologies and provide trainings on general online safety
- Informing parents about the new technologies that their children are using such as augmented reality, so that they are able to talk to their children
- Using apps such as OJOO app - an app for creating augmented reality for events and "quests" to organize training.
- Using augmented reality to take a tour in a library

Programmes

Projects

- LIKTA - already has a training on wearable technologies for e-health, how to start your business on 3D printing

Teaching materials

2. What will be the required **future skills and attitudes**?

- Self time-management
- Selling your competence and your skills

3. How will **working practices** change?

We need to start from the working environment that will change and then see about the skills.
We cannot say that in the future all jobs will be done remotely or not because people are different. Remote working and micro contracts requires 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. Telecentres can teach these skills but they cannot change attitudes which lie beneath and are based on cultural and historical factors. One solution to changing attitudes can be working together with your organisations and organizing creative activities with them.
Telecentres of the future - should they be more like class-rooms or like collaborative spaces with equipment and coaching.

Latvia - MISSION POSSIBLE - young people who are not pedagogues go to teach for one year and show to other teachers practices from other sectors

Table 6

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1. What are the **new technologies** that will empower people? Which ones will need support to empower?
- Smart watches---adds on, not replacement, internet of things (potential for health industry)
- Drones-benefit for delivering

2.   What will be the required **future skills and attitudes**?

3.   How will **working practices** change?

Table 7
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1.   What are the **new technologies** that will empower people? Which ones will need support to empower?

- 3D-printing things for everyday use. Simple things. How to use ready to use programmes. How to find a file, how to open it, how to print it. Where to print it.
- A classroom that implements augmented reality and 3d-printing.
- Problem: you needs experts.
- Make sure you empower the telecentres through networks and partners. Collaboration.
- Schools, companies, communities. Exchange knowledge.
- Augmented and virtual reality. But you need good content.

2.   What will be the required **future skills and attitudes**?

- Intercultural learning. Lifelong learning. And languages. Never close your mind.
- Learn and don't be a parrot.
- The world demands more people with a ICT background. In all fields.
- For example: a teacher can be a content creator and use his creations in the classroom.
- Surgeon working together with robotics.
- Skills and attitudes for telecentres: create a (digital & local) community so people can learn from local experts. Social changers.
- Digital facilitators. Will they stay or go? Will they become Digital Guides. Someone who explains what the technology is about. Not how to use it, but why to use is.
- More teaching how to learn themselves. How to find and use tools, create an interest to research. Motivate people to get a deeper understanding about technology.

3.   How will **working practices** change?

Work from home or from a public places. More Coworking places. Maybe telecentres can be be
More cooperation between creator of the software/hardware and the (professional) user. Not providing information, just facilitating the exchange in technologies.
(MOOGs) Need for more online courses in local languages.