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CVETNET
Intergenerational
digital learning

Brief description of the best practice

Title

What is the name that best describes the good practice?
Intergenerational management service

Location (region, country)

What is the geographical area where the good practice has been used?
This project has been implemented directly for the Chamber of Commerce of Terrassa in the area of our influence, and also for the Chambers and organizations that have taken part in Wings4success project (Portugal, Germany, Austria and Greece).

Target group

Who are the users of the best practice?
The main beneficiaries of these practices are the companies, fundamentally SME's, and also big companies, where there are people (employers and employees) of different generations, and then with different interests, expectations and competences.

Context: Why was it introduced?

What is the context (initial situation) and challenge being addressed? Provide a short description.
Successful companies need innovative approaches of young employees and the experience of older colleagues. That is why it is necessary to actively promote the co-operation and knowledge transfer between the young and the old. In the EU funded project "WINGS4SUCCESS" the project partners developed, tested and implemented Intergenerational-learning practices in SMEs. After this, Chamber of Terrassa launched an intergenerational management service for SMEs.

Brief description of the best practice:

Please, describe briefly the methodology lead to a successful outcome and finally to the good practice? What was the process?
The main objective of the service is facilitating the understanding and the growing of the employees of all the generations, and ensure the knowledge remain in the company, even if the person leaves (for retirement, for another company…).
This service starts with the analysis profile of the composition of the company.
Through a template we make a picture of the profiles, and generations of this profiles.
This picture allows us see the dependences and where are more distance between generations, very important data because often in these "distances" is where are the most part of misunderstandings.
Starting from this analysis, concrete actions are established to work intergenerational learning. These actions can be workshops, training actions, or another kind of dynamics (e.g. scape rooms, teambuilding activities…).

Impact (What are the lessons learnt?)

What are the lessons learned and the key success factors identified?

It is a fact that in the company, as in most organizations, different people have coexisted and coexisted: by culture, by gender, by origin… by generation.

We know that factors such as globalization, demographic change, and the level of development of new technologies in business and everyday life have accelerated changes and differences between generations, and we often find that business does not we know how to take advantage of the knowledge and skills of different generations.

For this reason, the Chamber has developed an Intergenerational Management Service.

This service is adapted to each company, and can include, according to the needs, objectives and time of each company different phases, which can range from a training designed from the Room Escape methodology, to a diagnosis, implementation and evaluation consultancy from Intergenerational Strategy to Business.

Source of information:

Please, indicate the source of information (link to website, e-publication, etc.)

Website Chamber of Commerce of Terrassa (in Catalan):
https://www.cambraterrassa.org/formacio-experiencial/
Website Wings4success Project (in English): http://www.wings4success.eu/

Photos / images

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Please, upload some photos/images here