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DeSTRESS

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A. LEARNING OUTCOMES



The following learning outcomes are focused on what the learner (the employee) will know and/or will be able to do after using the DeSTRESS platform.

3. Techno-complexity - Scenario 4

Techno-complexity refers to the inherent quality of an ICT that makes employees feel inadequate with regard to their computer skills.

3.1 Learning Outcomes for Techno-complexity

3.1a. For employees

At the end of the DeSTRESS training modules each employee participating will be able to...

- ... know which channels are available to ask for IT support.
- ... identify when certain processes or situations are too complex to handle and look for IT support.
- ... demonstrate interest in participating in IT trainings.
- ... openly discuss with superiors which tasks are unfitted to her/his technological capacities while being open for solutions.
- ... not isolate herself/himself out of fear of being left out.
- ... proactively look for information and feedback on the development of work through the use of IT.

Key Competences

- ✓ Proactivity
- ✓ Problem Solving Ability
- ✓ Self-confidence
- ✓ Communication

3.b. For employers

At the end of the DeSTRESS training modules each employer participating will be able to...

- ... clearly define IT support policies and procedures.
- ... advise employees on seeking IT support when required.
- ... include employees in the discussion of the changes in the software and hardware.

... openly discuss with employees which tasks are unfitted to their technological capacities while providing solutions.

... give employees time to get a solid experience on technologies' use.

... provide training to remote employees regarding the IT tools.

... provide feedback to employees on their use of IT.

... communicate frequently to remote and non-remote workers in order to assess their adequacy to the required technological skills.

Key Competences

- ✓ Organisation and Task Management
- ✓ Communication Skills
- ✓ Emotional Intelligence
- ✓ Problem solving skills
- ✓ Motivational skills
- ✓ Team Building skills
- ✓ Supportiveness