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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.

5. Techno-uncertainty - Scenario 6

Techno-uncertainty: this refers to the constant changes and upgrades of software and hardware that may impose stress on employees.

5.1. Learning Outcomes for Techno-uncertainty

5.1a. For employees

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

- ... be proactive in managing IT changes in respect to her/his role.
- ... demonstrate interest in participating in IT programs, trainings and/or consultation processes available in the company.
- ... recognise and ask for support when not following the latest developments in the computer software, hardware or the frequent upgrades in computer networks.
- ... organise and manage when possible the timetables for changes.
- ... require an adequate time frame for the readjustment to the changes and/or upgrades.

Key Competences

- ✓Communication ✓Proactivity ✓Planning and Organisation ✓Flexibility
- ✓Resilience

5.1b. For employers

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

- ... communicate with all employees when IT changes and the reasons for it.
- ... define and explain the key steps of the IT change.
- ... assure employees that any IT modifications are for the best and won't compromise their privacy while also explaining the impact these will have to their jobs.

... organise IT programs, trainings to ensure all employees are up to date with the changes or upgrades in the digital systems.

... include employees (in presential work or remotely) in the consultation processes before, during and after the digital changes.

... provide IT support to employees for the latest developments in the computer software, hardware or the frequent upgrades in computer networks.

... elaborate and provide timetables for planned changes.

... provide an adequate time frame for employees for the readjustment to the changes and/or upgrades.

... revise job descriptions to ensure that when recruiting these cover the latest technological developments.

... clarify the role and expectations of remote employees to them.

Key Competences

- ✓Organizational and planning skills
- ✓Communication Skills
- ✓Empathy
- ✓Leadership skills
- ✓Problem solving skills
- ✓Motivational skills
- ✓Supportiveness