

INTRA -Innovative Technologies of Responsible Automation
2022-1-EN02-KA220-ADU-000085744

Report on the 1st Pilot phase in Italy

INTRA e-learning platform – session 1

Partner: Problem Solver (Italy)

Training period: January-February 2025

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Introduction

In January and February 2025, the first phase of the experimentation of the INTRA e-learning platform, dedicated to the development of transversal skills for adults, took place in Italy. The activity involved a selected group of participants, with the aim of testing the effectiveness of the training course in the field, collecting improvement indications and observing user behavior in a real online learning context.

The course consists of three main modules:

- Stress and emotion management;
- Personal development and motivation;
- Time management.

Each module offers textual content, ideas for guided exercises and a final quiz.

Procedure and target group

The training took place in asynchronous mode: each participant had access to the platform independently and was able to manage learning times and methods according to their personal and work needs. At the end of the course, everyone completed the planned quizzes.

The qualitative analysis was conducted through direct observation and a focus group, moderated by a Problem Solver researcher, with the aim of collecting perceptions on the usefulness and criticality of the training experience.

The Italian group was made up of 18 adults (12 women and 6 men), mainly third sector operators, trainers and freelancers. The average age was about 43 years, with good familiarity with digital tools but very concrete expectations with respect to the marketability of skills.

Quantitative results

16 of the 18 participants completed the three modules, while all 18 obtained 100% of the correct answers in the final quizzes. This is a significant figure, but it must be interpreted in the light of two factors:

- some users did not view all the sections of the forms, despite passing the quiz;
- The quizzes were perceived as accessible and coherent, but in some cases too simple compared to the complexity of the topics covered.

From the point of view of use, access to the platform took place in a distributed way: many users chose to follow the modules on weekends or in the evening, often dividing the activity into several short sessions. The estimated average time for the use of each module was between 35 and 55 minutes.

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No technical problems detected.

Results of the interview: qualitative reading of the experience

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The qualitative interviews were administered during a group meeting that generated a positive and spontaneous discussion from which diversified ideas emerged, generally favorable, with useful observations also on a practical level. Below is a thematic summary of the main considerations that emerged:

1. Content accessibility

Many participants found the contents immediately understandable and consistent with the proposed themes. The activities were judged adequate as a stimulus for personal reflection. Some pointed out that, although these were well-known topics, the way in which they were presented allowed them to be seen in a new light. Few others perceived some content as too generic compared to their professional context.

"I found myself in many of the situations described. Not everything was new, but useful to refocus."

"It wasn't the first time I had dealt with these topics, but here they were put in an order that helped me put everything back together."

"Perhaps for those who, like me, already work in the social sector, some scenario more immersed in everyday reality would be needed".

2. Communicative language and tone

The language was generally perceived as clear, direct and suitable for an adult audience. Some observations concerned the possibility of making certain passages less generic and more engaging.

"The language is suitable, not too technical and not trivial. We follow it well".

"Maybe a few jokes, images or real examples would have lightened some sections".

3. Use of the platform

The experience with the platform has been positive overall. Users found it functional, logical and well organized, even if the essential graphics were experienced by some as an unstimulating element in the long run.

"You understand everything on the fly. Even those who are not practical can do it".

"Everything is very linear, even if graphically it is a bit monotonous".

"I didn't have any problems."

4. Learning and perceived changes

Reflection on skills was one of the most discussed aspects. Almost all participants recognized a positive impact in terms of awareness. The course provided ideas for improving self-management and the organization of one's activities.

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“I started using more realistic to-do lists and it works.”

“The part about time got me thinking. I would like to deepen some aspects”.

“I’ve been managing stress for years... But it was useful to see things from another perspective.”

“I don’t know if I really changed anything, but it made me think about things I took for granted.”

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The skills on which the need to work again emerged concern:

- the management of priorities and complex deadlines;
- motivation in teamwork and burnout situations;
- communication in conflictual contexts and emotional control in moments of pressure.

5. Final Tips

In general, the suggestions were not aimed at changing the structure, but at enriching it. The most frequent request was to make the path more “dynamic” and specific for work contexts:

- the introduction of infographics, images, videos or simulations;
- downloadable exercises to be used in everyday life;
- examples differentiated by professional context.

“I’d like to download a worksheet to use at work, like a checklist.”

“I would like a module dedicated to conflicts, it is a recurring theme in my work”.

Conclusion

The first Italian experimentation of the INTRA platform confirmed the solidity of the training approach and the quality of the content proposed. The experience was perceived as positive, accessible and well organized. The added value that emerged is the ability of the course to activate a conscious reflection on one’s habits and personal and professional dynamics, offering simple but effective tools.

The participants recognized that the format, in its essentiality, allows a good balance between autonomy, personal rhythm and didactic coherence. The suggestions collected do not question the structure of the path but hope for an enrichment in terms of variety and practicality: greater visual stimulation, more concrete references, some more operational ideas.

The overall impression is that the course works, especially for those who are already motivated to work on themselves. The most frequent requests derive from a desire for in-depth analysis and personalization. This makes feedback particularly valuable for the next phases of the project and the improvement of the model.

It is suggested to:

- maintain the modular, simple and flexible approach, which has been highly appreciated;
- gradually introduce more dynamic elements (such as short videos, infographics, practical cases, downloadable materials);
- to further enhance the link between theory and operational contexts, especially in the modules on motivation and time management.

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The Italian experience shows that the platform has all the potential to be an effective and replicable tool in adult education, especially for the high potential it has on the development of transversal skills such as conflict management, self-reflection and stress control.

A second trial with a new target is scheduled between February and May 2025.