Summary: Digital Empathy (DIGEM)
Training of Youth Workers: 1st to 8th of October 2022

Project Name: Digital Empathy
Duration of the program: 01/06/2022 – 31/01/2023, duration 8 months
Duration of the activity: 1st to 8th of October 2022 including travelling days
Activity: Training at Cyprus of 36 youth workers (4 youth workers from each organization) about how to empower educators
Accomodation: Hylatio Tourist Village, Pissouri, Limassol, Cyprus. www.hylatio.com.cy
Applicant Organisation: Active Cypriot Programs and European Learning Into Acceptance, ACPELIA,
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Trainers: Evangelia Nikolaou, Erma Georgiou: evangelia.nikolaou@outlook.com; ermageorgiou17@gmail.com

Main Idea of the Project
To begin, the Project's central Idea originated from the following concept:
- **What kind of Human practices should be applied for digital transformation to occur?**

Around ten years ago, digital transformation and the Human-Centered Workplace began to interact. They have gradually become entangled in a symbiotic embrace, and the world of work will never be the same. Due to Covid-19, the digital workspace has risen to prominence, and as time passes, an increasing number of skills are required. Such abilities necessitate a great deal of effort, determination, and ongoing education. Regrettably, Covid 19, along with the strengthening of the digital workspace, had an adverse effect on everyone's mental health. IPC measures such as isolation and lockdown have impacted people directly through distress and anxiety, but also indirectly through debt, unemployment, and impoverishment. With increased unemployment and income insecurity, people should learn to cope not only through enforced digital skills, but also through empathy and humanities in general.

Dr Azzopardi-Muscat, director of the WHO's European Region's Division of Country Health Policies and Systems, emphasized in her presentation that "nobody has been spared, but not everyone has been impacted equally," particularly during the COVID-19 outbreak. It is vital to empathize with others in order to better understand each person's need and, thus, increase the digital requirements imposed by our age. Without empathy, advancement is impossible, and digital transformation is extremely difficult to achieve.

- **Why Empathy is Required for Digital Transformation to occur?**
  - **Why Empathy?**
    Samoutis et al. (2020) reported that the overall prevalence of Generalized Anxiety Disorder and Depression in Cyprus was 13.89 percent and 8.33 percent, respectively, with these symptoms being more prevalent

among young people. This phenomena is explained not only by rigorous measures and self-isolation, but also by the fact that the workplace is changing at a fast pace and young people confront enormous future uncertainty. Additionally, young adults have faced university closures and income loss, and are more likely than other adults to report substance use (25 percent vs. 13 percent) and suicidal thoughts (26 percent vs. 11 percent). (Cox et al. 2021).

At the same time, the pandemic has disproportionately affected the health of communities of colour. Non-Hispanic Black adults (48 percent) and Hispanic or Latino adults (46 percent) are more likely to report symptoms of anxiety and/or depressive disorder. Such issues can be contracepted through empathy and humanities. Showing empathy to people at these challenging times is very essential for digital transformation to occur. In order for people to feel well with themselves and continue struggling they have to feel understood, valued, and respected no matter their gender, socioeconomic background, or nationality. This is why empathy is critical. Empathy is frequently the bedrock upon which all other humanitarian qualities are built. Through empathy, you gain an understanding of another person's needs, sentiments, prejudices, and obstacles, enabling you to quickly identify a solution for their development. Additionally, empathy teaches you how to train and educate others effectively, regardless of whether they are depressed or anxious. Empathy is the catalyst for today's digital change.

Furthermore, empathy is critical for providing excellent customer service and satisfaction. Without empathy, one cannot effect digital transformation, as he or she lacks the fundamental skills for comprehending the onboarding experience, demands, and expectations of customers. As such, it is critical to first train youth workers how to be more compassionate toward one another in order to improve customer service through digital tools.

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7550154/
https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use

- **Why Digital Transformation?**

The Covid 19 pandemic has accelerated the adoption of the digital workspace, with the last two years marked by zoom calls, remote work, long-distance learning, and live-streaming. Following Covid-19, it is debatable if we should revert to our previous practises, as most businesses will likely be considerably more flexible. Simultaneously, data indicates that the majority of employers prefer part-time remote work and part-time in the office. Thus, the hybrid workspace is here to stay. As a result, digital capabilities are no longer optional; they are necessary. Advanced digital skills are required for a rising number of jobs, yet only 36% of the workforce possesses them. One of the Training initiative's goals is to encourage youth workers to pursue traineeships that emphasise the development of digital skills. However, for a hybrid workspace to function effectively, employees and, more broadly, young adults must significantly improve their digital capabilities and learn to work with new tools.

- **How will we achieve Digital Transformation through empathy?**
  Any company's strategic digital transformation and success begins with a customer-centric mindset. This entails developing a thorough understanding of the client; anticipating their expectations, wishes, needs, and behaviours; and reacting to those needs and expectations in a compassionate and humanitarian manner. According to Fretty (2020), enhancing the customer experience continues to be a primary driver of organisations' digital transformation efforts, with 43% of respondents citing it as one of the top three reasons for embarking on a digital transformation effort, 34% citing it as a reason to attract new customers, and 29% citing it as a reason to retain existing customers. Cultivating an obsession with users is the way forward for any digital enterprise to flourish. However, in order to empathise with clients, one must first be able to empathize with his surroundings. Today, empathy becomes even more difficult, remote practices do not allow for accessing the expressions and the physical presence of other people. Thus, more non-formal educational techniques are required to demonstrate how we may achieve digital transformation with humanitarian ideals and by providing a customer-focused service. This can be accomplished through activities that build empathy, teamwork, and an understanding of the customer's demands.
  https://www.industryweek.com/technology-and-iiot/article/21119498/empathy-is-driving-the-digital-transformation
  https://enterprisersproject.com/article/2021/2/digital-transformation-4-ways-build-empathy

Description of the Project
Digital Empathy (DIGEM)
"Digital Empathy" consists of seminars and workshops designed to teach participants that digital transformation can only be achieved through humanitarian values. Due to digital enterprise being mostly customer centring, youth workers need to cultivate their empathic abilities in order to be able to assess the needs of their potential customers, students, or surroundings. In a sense, empathy might be the groundwork for digital transformation to follow. For this reason, we include the component of empathy in all of our activities, trying to reinforce young adults to be more innovative, empathetic, and critical when working with digital tools. To achieve this, participants will engage in exercises and activities that focus on digital enterprise and empathy, all of which will help them associate how empathy is directly related with their digital development. Additionally, participants will learn through exercises like the empathy map to put their shoes in the position of their potential customers. Digital enterprise and cultivated digital competences are skills. However, the way you teach young people how to develop and implement those skills should be entangled with humanitarian values. This is our goal. To give participants ideas, digital tools, through a humanitarian implementation. Participants will gain an understanding of the importance of digital enterprise, activating at the same time their humanitarian values. Empathy, curiosity, innovation, non-formal education. During this training, participants will discover through innovative ideas, competitions, exhibitions, and fun-based activities that digital transformation starts with digital enterprise. Such digital enterprise can only get you forward through empathetic abilities which abilities are developed through real-time experiences. We provide these experiences!!

Benefits of the project
There are many benefits within our project. Besides getting acquainted with our topic, the participants will gain valuable soft skills as well as education through non-formal means.
- Non-silencing (cultivation of self-confidence to express personal opinions)
- Introduction to that empathy is directly linked with digital enterprise
- Generation of new ideas about potential digital apps and websites: critical thinking & innovation
- Digital competences
- Team-work
- Problem-Solving
- User-centricity (cultivating customer service in digital enterprise through empathy)
- Strategic thinking
- The opportunity for the participants to understand that nature is inherently diverse and inclusive (re-connect with nature)
- Literary competences
- An understanding of the key people around the topic we are occupied with.
- Understanding the risks and advantages of social media platforms.

Aims of the project.
- To foster empathy
- To eliminate discrimination
- To provide practical tools and to broaden participants' digital skills and knowledge in order to improve volunteer management, online activism, and online communication.
- To strengthen the potential of non-governmental organisations (NGOs) to better meet the contemporary needs of young people through the integration of technology and digital tools into youth work.
- To gain emotional awareness of discrimination
- To develop mathematical competences through innovation
- To develop literacy competences
- To develop responsibility (every young person is and should feel responsible for his local area and for the future)

Relevance of the project for Erasmus + :
- Improving all of Erasmus Plus key competencies and skills for young people;
- Including PAXs with fewer opportunities;
- Promoting participation and active citizenship in European labor market;
- Increasing learning mobility opportunities for young people active in youth work;
- Enhanced cooperation

- Raising emotional awareness and empathy
- Connecting digital enterprise with humanitarian values

Partners Organizations:

1. Active Cypriot Programs and European Learning Into Acceptance, ACPELIA, Nikolas Nikolaou email: nicckolas44@gmail.com
2. INSTITOUTO POLITISMOU LAOGRAFIAS ATHLITISMOU KAI NEON TEHNOLOGION (Greece), Dimitrios Souliotis email: inplanetgreece@gmail.com
3. NGO Network Social Effect (Lithuania). Contact person: Linas Staršelskis email: efektas.project@gmail.com, Asta Kondrakeviciute email: astute.kon@gmail.com
4. SPORTSROOM (Bulgaria). Contact Person: Ivan Ivanov, email: actuallyivanivanov@gmail.com, sportsroomsecretary@gmail.com
5. Asociatia Scout Society (Romania). Contact Person: Ciprian Sfirlogea, email: ciprian.sfirlogea@scout.ro; eddy.hilitanu@scoutsociety.ro.
6. Associación Egeria Desarrollo Social (Spain). Contact person: Rocío Gálvez Serrano, email: International.department@egeriadesarrollosocial.org
7. ASSOCIAÇÃO NÓ GÓRDIO (Portugal). Contact Person: Albino Pereira, email: anogordio@gmail.com; albinomnp@gmail.com
8. Stowarzyszenie "OPEN SOUL" (Poland). Contact person: Agata Lech, email: agata@lemach.pl, Magdalena Szewczyk: m.szewczyk@salez-wroc.pl
9. NGO Young Folks (Latvia). Contact Person: Aleksandrs Morozovs, youngfolkslv@gmail.com flaminko@inbox.lv

No	Aproximate Date	Description of the Activities
		Table1: An Approximate time table program with all actions that will be done in the training before and after the training.
		9 organisations, 4 participants (youth workers), training in Cyprus from 1st to 8 of October 2022.
1	**June 2022**	Starting of the program – first communication with the partners
2	**June 2022**	Initial online meeting for the aims and the whole procedure for partners organisations
3	**June – July 2022**	Selection of the participants that will participate in the training in June 2021/ Signing contracts with the participants and the organisations
4	**July 2022**	Second online meeting for the aims and the whole procedure for participants in the program
5	**July 2022**	Create a group in Facebook with all the representatives of the participating organizations in the project for an easier exchange of ideas or questions about the program and for better communication, through sharing thoughts and actions.
6	**August 2022**	Create a Web Page based on the project. The page will be created by the group from Cyprus and there all the information and material developed through the project will be published.
7	**August 2022**	Slogan/ Logo Competition/ Announcement until the end of September
8	**September 2022**	Digital enterprise competition/ start working
9	**October 2022**	**Training Course in Cyprus from 1 to 8 of October**
10	**October 2022**	Evaluation of the program from organisations.
11	**October 2022**	Final online meeting with all participants and organisation so to be able to arrange any problems in follow up and dissemination activities
12	**October - December 2022**	Dissemination of results. All organisations will need to come in contact with their local area so all results of our project to be published and disseminated to a lot of people
13	**November 2022**	Article preparation from groups by each country, writing about their work and what they have done during the whole program.
14	**December 2022**	An electronic book with all results of the project is going to published in our webpage. All organisations will send their final reports so all to be ready for our final electronic book of the results and the activities
15	**January 2023**	Create a video about the whole project. One video will be prepared from each organisation
16	**January 2023**	Final modification of our web page.

Table 2: Digital Empathy Activity 19 – 24

- ❖ Non-Formal Activities to the venue ▭ (blue)
- ❖ Intercultural activities ▭ (orange)
- ❖ outdoor activities ▭ (green)
- ❖ fun activities ▭ (red)

Time	Saturday 01/10/2022	Sunday 02/10/2022	Monday 03/10/2022	Tuesday 04/10/2022	Wednesday 05/10/2022	Thursday 06/10/2022	Friday 07/10/2022	Saturday 08/10/2022
8:00-9:30		Breakfast						
9:30-11:00	Arrival of the Participants	Knowing one each other better/ Blanket Game	Identify the Hidden talent	Home-Page	Digital Enterprise -Competition	Empathy map	Apps & Success	Departure of Participants
11:00-11:30		Break						
11:30-13:00		Knowing each Other	Traditional Storytelling Vs Digital Storytelling	Follow-Up	Digital Enterprise/ Competition	Follow-Up	Follow Up	
13:00-15:30		Lunch						
15:30-17:00		Introduction to the topic (Presentation) & Youth pass	Activity in the local area	Speaker from the Idea Innovation Center/ Free time Limassol	Digital Enterpri /Follow Up/ 4 countries	Going to Nature Or to the beach/ Photography Challenge.	Erasmus+ Discussion/ dissemination/ evaluation	
17:00-17:30		Break						
17:30-18:50		One Step Forward			Digital Enterpri /Follow Up/ 4 countries		YouthPass Youthworkers	
18:50-19:00		Time for Reflection			Time for Reflection			
19:00-21:00		Dinner						
	Welcoming Drink-ice breaking	Intercultural Night 1- 3 countries	Movie Night/ (Sci-Fi)	Intercultural Night 2- 3 countries	Intercultural Night 3- 3 countries	Game night	Farewell	