SDC PROJECT
“PROMOTING SOCIAL DIALOGUE IN THE POSTAL SECTOR IN AN ENLARGED EUROPE”

Final conference
Brussels, December 3rd 2018
Digitization in Hellenic Post S. A. ELTA
Need for digital skills
Main features and situation in ELTA
Today

• Universal service provider till 2028

• New tools in mail services - Track and trace - Hybrid Post

• Larger portfolio – Banking services – Electrical Energy

• Competition – many players

• E-commerce market

• Client cultures are seen as vital in challenging digital skills and knowledge of employees
Need for digital skills

• Reinforcement of employability through the acquisition of new enhanced digital skills and competencies

• Exploitation of the ICT business advantages and their role in the continuous improvement of operations in terms of costs, job description and redeployment of employees.

• Develop new competencies through training & re-training

• Keep up with the pace of technology towards client needs and client satisfaction
Management of the digitization’ impact on training, retraining and on skills shortage

![Graph showing reduction in employees](image1)

![Graph showing increased participation in training](image2)

The first graph shows a reduction of 17.5% in the number of employees since the year 2013.
The second graph shows that participation rate in training programs has increased by 7% since the year 2013. Employees average age 52 years.

Collective labor agreements till now support the Key role of training and retraining programs for enhancing employee competencies.

All training programs are implemented through KEK ELTA where Panhellenic Federation of Postal Associations (ΠΟΣΤ) is one of the founding members.
Solutions adopted

• e- Educational Platforms
• Synchronous and Asynchronous
• Digital training tools
• “e- Trainingopedia”
• Selective classroom training
  (lectures, brainstorming, tests, case studies)
• Libraries
• Training and re-training programs with compulsory and voluntary participation

Achievements

• Higher Participation rate
• Cultural shift towards digital training
• Increase of responsiveness at complex concepts
• Economic Benefits
**Best Practices**

Extra 3D training

It is an integrated training system through the use of serious games practices and new technologies, which provides employees at postal organizations the ability to track, acquire, broaden and self-assess the necessary competencies arising from their daily tasks.

- Classroom training (face to face training)
- Techniques: lectures, tests, case studies, webinars, serious games
- Long distance training e-learning (focus on trainees needs)
  - a) synchronous learning-web conference,
  - b) asynchronous learning-webinars

Eco driving

Education with the method of simulation for safer driving

Prevention money laundering

asynchronous learning-webinars

GDPR

Axis – digital infrastructure
94 instructors /411 employees 6989 m/h
Postal service 5364 m/h – Delivery 4002 m/h ...(running) ...
Future

• The last collective labor agreement between the management board and the union on 2017, among others, has raised the need for the development of skills in order to support digitization of services.

• Following that both members need to reassess in the upcoming collective labor agreement factors such as the terms and working conditions of employees as well as the right skills and competencies.
Thank you for your attention

Wishes for a Happy Holiday Season