TRANSFORM4EUROPE:
THE EUROPEAN UNIVERSITY FOR KNOWLEDGE ENTREPRENEURS

MILESTONE 97
First training programme for non-academic staff

Prepared by:
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Work Package T5.3 Professional Development
Programme for non-academic staff
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1. Approval

Approved by:

☒ USAAR

☒ UA

☒ EKA

☒ UCP

☒ UP

☒ JMU

☒ USil

☒ SU

☒ UNITS

☒ VMU

2. Introduction

Professional Development (PD) plays a key role in helping the Transform4Europe alliance (T4EU) achieve its goals, particularly for both academic and non-academic university staff. The first **T4EU Professional Development Programme for Non-Academic Staff** (Task 5.3) has been created to strengthen the skills and expertise of non-academic staff throughout the Alliance, offering a unified approach to professional growth. This programme, delivered through webinars, has been developed collaboratively to meet the specific needs of local institutions while addressing broader European educational objectives. By encouraging cross-border collaboration and knowledge exchange, the programme aims to equip academic staff with essential skills in Information and Communication Technologies (ICT), Artificial Intelligence (AI), administration, time management, and psychology, supporting excellence in higher education institutions.

The webinars in this programme result from joint efforts by the institutions within the T4EU Alliance (VMU, USAAR, EKA, UCP, USil, SU, UA, UP, and UniTS). These webinars ensure that the content is relevant to the local non-academic environment and aligned with European standards and the latest trends in higher education. This collaborative approach increases the programme's relevance and promotes a culture of innovation and excellence across the Alliance. The webinars are designed to provide flexible, accessible, and high-quality training that addresses the changing needs of non-academic professionals in Europe.

This report presents the implementation, structure, and outcomes of the First training programme for non-academic staff, emphasising its impact on T4EU staff and its contribution to the strategic goals of the T4EU Alliance.

3. Professional Development Implementation T4EU

Training content. In the project proposal, it was declared that in total there had to be four training programmes. While planning the first training programme the partners had agreed that one module should include 2-3 webinars. Based on the survey and the preferences expressed by the Transform4Europe partner universities, the modules were as follows: "Digital Transformation," "Team Building Skills," "Time Management and Productivity," and "Psychological Resilience Skills." Therefore, eight webinars took place – one for each partner. Each partner (except one) organised one topic targeted to non-academic staff. The webinars were held online and were recorded.

T4EU training for non-academic staff (2024)

Topics (fields)	Title of the webinar (each partner chooses their title according to the topic)	The University responsible for the development of a webinar	Webinar date	Lecturers
Microsoft Office applications (Digital transformation module)	Mastering Microsoft Excel: advanced techniques for data sorting, filtering, and conditional formatting	University of Trieste	23.10.2024 10-12 AM CET	Marco Gerdol
Artificial Intelligence tools (Digital transformation module)	Artificial Intelligence tools in practice	Sofia University	25.09.2024 9-11 AM CET	Albena Antonova
Team building and conflict resolution (Team building skills module)	Team building and conflict resolution	Universidade Católica Portuguesa	16.09.2024 12 AM-2 PM CET	João Matos
Influencing and motivating others towards shared goals (Team building skills module)	Influencing and motivating others towards shared goals in today's worlds of knowledge and innovation	University of Primorska	12.11.2024 9-11 AM CET	Simona Kustec
Goal setting and prioritisation (Time management and productivity module)	How to manage goals and priorities in everyday flow	Estonian Academy of Arts	03.10.2024 9-11 AM CET	Anna Gramberg
Effective task planning (Time management and productivity module)	Dealing with the daily flood of tasks - methods for effective task planning	Saarland University	08.11.2024 9-11 AM CET	Vivien Seimetz
Stress reduction techniques (Psychology resilience skills module)	Stress reduction techniques: Using cognitive-behavioural therapy techniques while being kind to yourself	University of Silesia in Katowice	21.11.2024. 12 AM-3 PM CET	Monika Stojek, Maryla Sokolowska
Work-life balance strategies (Psychology resilience skills module)	Skills for a balanced life: Mindfulness, resilience and a healthy lifestyle	University of Alicante	13.11.2024 10-12 AM CET	Rocío Juliá-Sanchis, Silvia Escribano

Training date and duration.

The task 5.3 required training to be conducted during 2024, and the partners decided that it would take place between September and November. Each webinar lasted between 2 to 3 academic hours, depending on the expertise of the partner, the topic, the target audience, and other relevant factors.

Training structure.

The training content framework ensured that all partners accessed the collectively recognised T4EU professional development webinars. These webinars were delivered in English and recorded for future reference, with recordings posted on the Transform4Europe YouTube channel. All partners agreed to use the T4EU Microsoft Teams platform to deliver and record the webinars. Innovative teaching methods and tools such as breakout rooms, Mentimeter.com, and mind maps were incorporated into the webinars.

Lecturers.

Each partner was responsible for arranging and covering the payment for their lecturers.

Training recordings.

Webinars were recorded in compliance with the T4EU project requirements. Partners ensured that lecturers consented to the recording and uploading sessions to the T4E YouTube channel and other communication platforms.

Registration.

The online registration form for participants was opened approximately a month before the start of the PD training. All T4EU webinars were free to the non-academic staff of T4EU partners, with open registration for training. Vytautas Magnus University managed the registration process, while each T4EU partner university was responsible for delegating participants.

Announcement of the T4EU PD training.

Communication about the training programme was developed in alignment with the Transform4Europe Communication Strategy and the GDPR. Information about the T4EU PD training programme and participant applications was shared through various T4EU communication channels, including the T4EU website, social media platforms, and internal communication tools of each partner institution (such as websites, social media, newsletters, and intranets). VMU, in collaboration with the T4EU partners, was responsible for effectively promoting the T4EU professional development training programme for non-academic staff.

Participants.

The training sessions for non-academic staff under the Transform4Europe project attracted significant participation across all modules. The most popular module was "Digital Transformation," which garnered the highest number of participants, reflecting a strong interest in this topic among the target audience. The most popular topics were "Mastering Microsoft Excel: Advanced techniques for data sorting, filtering, and conditional formatting" and "Artificial Intelligence tools in practice". Participants who completed the training modules received certificates for their effort and engagement. The interactive webinars provided valuable insights and practical skills, contributing to the professional development of the non-academic staff across partner universities. A total of 590 participants attended all eight training sessions, with 399 unique participants overall.

Participant numbers. T4EU training for non-academic staff (2024).

Topics (fields)	Participants who received certificates	Webinar date	Lecturers
Mastering Microsoft Excel: advanced techniques for data sorting, filtering, and conditional formatting	113	23.10.2024 10-12 AM CET	Marco Gerdol
Artificial Intelligence tools in practice	116	25.09.2024 9-11 AM CET	Albena Antonova
Team building and conflict resolution	82	16.09.2024 12 AM-2 PM CET	João Matos
Influencing and motivating others towards shared goals in today's worlds of knowledge and innovation	48	12.11.2024 9-11 AM CET	Simona Kustec
How to manage goals and priorities in everyday flow	53	03.10.2024 9-11 AM CET	Anna Gramberg
Dealing with the daily flood of tasks - methods for effective task planning	35	08.11.2024 9-11 AM CET	Vivien Seimetz
Stress reduction techniques: Using cognitive-behavioural therapy techniques while being kind to yourself	88	21.11.2024. 12 AM-3 PM CET	Monika Stojek, Maryla Sokolowska
Skills for a balanced life: Mindfulness, resilience and a healthy lifestyle	55	13.11.2024 10-12 AM CET	Rocío Juliá-Sanchis, Silvia Escribano

4. Quality Assurance

A quality assurance (QA) system has been designed to uphold the highest levels of effectiveness. This system ensures that the professional development (PD) programme achieves its goals, responds to participants' needs, and delivers precise, measurable results. The QA system ensures:

- Aligning the programme with the needs of non-academic participants.
- Continuously enhancing the quality of content, teaching methods, and learning outcomes.
- Assessing participants' experiences and satisfaction.

The QA system for the PD programme comprises several essential components, each contributing to maintaining the programme's standards. First, every partner university is tasked with selecting a qualified lecturer for a specific topic. Second, each trainer or lecturer must complete a standard template for the PD webinar (see Annex 1). The content of this template is reviewed and approved by all partner universities (see Annex 2). Third, after each webinar, participants are asked to evaluate the webinar and provide feedback via an online survey (see Annex 3). Furthermore, each participant received a T4EU training certificate after the training (See Annex 4). The annexes mentioned above are available online, making the process convenient for all involved. These forms not only help maximise the benefits of each training session but also establish a sustainable system for ongoing professional growth.

Participants' experience and satisfaction can be summarised based on the online survey "Feedback Template of Transform4Europe Professional Development Webinar (2024)" (Annex 3). The anonymous survey was sent to participants by e-mail after each T4EU online training. As a result, it was filled by 152 participants. The following training received the most feedback:

- "Artificial Intelligence tools in practice" by Senior Assistant Prof. Albena Antonova (Sofia University St. Kliment Ohridski);
- "Stress reduction techniques: Using cognitive-behavioural therapy techniques while being kind to yourself" by lecturers Monika Stojek and Maryla Sokołowska (University of Silesia in Katowice);
- „Team building and conflict resolution" by Prof. Joao Matos (Universidade Católica Portuguesa);
- „Mastering Microsoft Excel: Advanced techniques for data sorting, filtering, and conditional formatting" by lecturer Marco Gerdol (University of Trieste).

The most common benefits highlighted by participants were as follows: high competence of lecturers, stimulating and interactive training content, convenient training duration, and engaging tasks and activities during the training. The participants also suggested new topics for future training, such as AI in practice for non-academics, project management, motivation at work, team management, elements of statistical analysis using R software, etc.

5. Annex

ANNEX 1: Template for a Professional Development Webinar

Title of the webinar (abbreviation, if any)	
Name and surname of the trainer(s)	
Contact information	Email: Phone:

	Skype: LinkedIn: Etc.
Trainer(s) experience in the field (max. 200 characters)	
Represented university (–ies)	
Annotation of the webinar – a short description of the content, including the main aims and objectives, learning outcomes, and teaching methods (max. 200 characters)	
Structure and description of **topics**, exercises, etc. (max. 200 characters)	
Competences acquired, e.g., The European Commission Recommendation on Key Competences for Lifelong Learning (eight key competences, DigComp or other (max. 100 characters)	
Recommended readings (max. 5 items, e.g., APA style)	1. 2. 3. …
Duration	
Digital platforms	E.g., Teams, Moodle, Zoom, etc.
Online tools	E.g., Breakout rooms, Socrative apps, Mentimeter.com, Canva.com, mind maps, Kahoot.com, etc.

Please click here for an online version.

ANNEX 2: Template for a Webinar Assessment

Criteria	Level of implementation
The webinar's theme aligns with the list of Transform4Europe professional development topics.	☐ Yes ☐ Partially ☐ No
The trainer(s) are knowledgeable and experienced in the field.	☐ Yes ☐ Partially ☐ No
The webinar structure is prepared in line with the title/topic.	☐ Yes ☐ Partially ☐ No

The webinar structure, topics, and exercises ensure the planned competences are acquired.	☐ Yes ☐ Partially ☐ No
Interactive learning/teaching methods are planned.	☐ Yes ☐ Partially ☐ No
The duration of the webinar is in line with the activities planned.	☐ Yes ☐ Partially ☐ No
The recommended readings are in line with the topic (links to open educational resources are provided)	☐ Yes ☐ Partially ☐ No
The overall webinar description is well-prepared and clear.	☐ Yes ☐ Partially ☐ No
Comments and recommendations for course improvement (if any)	
1. 2. 3. …	

[Please click here for an online version.](#)

ANNEX 3: Feedback Template of a Professional Development Webinar

1. Training title (Select your answer)					
2. How do you feel about the training you have received in general? Rate the structural elements of the training (1 very bad; 2 bad; 3 neither bad nor good; 4 good; 5 very good)					
Training content	1	2	3	4	5
Competence of the trainer	1	2	3	4	5
Duration of the training	1	2	3	4	5
Tasks provided during the training	1	2	3	4	5
Training time	1	2	3	4	5
Training format	1	2	3	4	5
Benefits of the training for your work	1	2	3	4	5
3. Would you advise changing something in the webinar? (Please comment)					
4. What other training topics could be included in the future? (Please comment)					

[Please click here for an online version.](#)

ANNEX 4: Example of a PD Webinar Certificate