



**GOAL 3.1
CONTINUOUS LEARNING AND
SUSTAINABLE STAFF
ENGAGEMENT**

TIMELINE

January 2022 to March 2025

INVESTMENT

EUR 2.0 million

STAFF INVOLVED

10.7 FTEs¹

MOST IMPACTED CAPITAL²

Human

MOST IMPACTED STAKEHOLDER

Staff

¹ Full-time equivalent.

² As part of an integrated thinking approach, in 2016 the Office adopted the Five Capitals Value Creation Model (human, organisational, relational, economic & environmental).

LEARNING ECOSYSTEM

The Office needs to be capable of supporting **flexible training programmes**, with **specialised tools** built following strong methodological guidelines, all carefully designed to address the **new scenario for workplace training**. This is all brought together with **an engagement strategy** leveraging available communication tools and motivational techniques, based on a better knowledge of our users so as to be able to target and address their **specific learning needs**.

The Learning Ecosystem, through interoperability with other platforms and cloud technology, proposes an adaptive environment that **interconnects the different components related to learning and development**. Learning and work feed each other to **fill in the skill gaps** at the point of need, both for **staff and customers**. Additionally, it brings together the results from **all of the staff's learning experiences** and merges them with their professional achievements and aspirations to guide them for **efficient upskilling and reskilling**.

EXPECTED BENEFITS

- Improved user experience, quality and efficiency
- Facilitate continuous learning and sustainable staff engagement through opportunities for staff development and engagement and also supporting dynamic skill sets