



## Learning by Leaving Conference 2020 – Table Discussions

### Table 3 The show must go on(line) - Apps to telework and build your online presence - Using chat bots for youth service

**Table host:** Gheorghe Kraszuk (Eurodesk EU)

#### Participants:

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*Jennifer Fellnhofer, AT (support)*

*Nikola Rakidziev, Eurodesk MK*

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#### Outline:

We are going through a forced internet presence evolution. The internet is ready (or almost ready), so, it remains for us to spark the rest. We will discuss a few ideas, advantages, problems, learn about new tools and how to use AI and automation to fill the gaps.

#### Discussion Notes:

- Keeping the system at the same level even though there where some "problems" was hard at some level
- People quickly got used to the new media (Slack, Zoom, Social Media)
- Tend to spend more time on working and find limits, work-life balance gets unbalanced

#### Recommendations:

- Using technology is a new normality for many and the experience from the last months needs to be analysed, to see how to make most of it and only go for the efficient ways
- People should be open to new tools
- Do not underestimate the value of youth (knowledge)
- We need to find / use interactive ways, so that sharing or learning is inspiring, i.e. avoid a typical webinar where you only have long presentations and QA session
- Assure that users and professionals have modern technology that enables access
- Competence development (incl. learning mobility related areas and digital tools, teleworking etc.) of guidance professionals is the key - prioritize