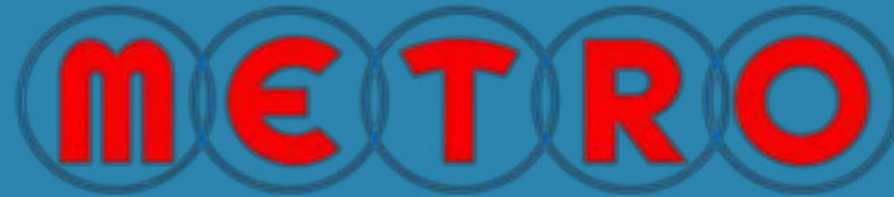


Reskilling & Upskilling Through Customized E-learning Systems



GEORGE GEORGOULAS
TRAINING & DEVELOPMENT DEPARTMENT
HR DIVISION

Our Company



Reskilling & Upskilling



Reskilling means the process of learning new skills so you can do a different job, or of training people to do a different job

Upskilling means the process of learning new skills or of teaching workers new skills

Cambridge Dictionary (Jan 2020)

Looking for...skills

According to McKinsey Global Institute, more than 350 million employees will need to change their skills till 2030.

Why this happens?



MetroLearn




Active Users >90%




Participation on MetroLearn > 85%




MetroLearn - Courses
















 62 Courses

 63.841 Exams

87% Average rate of Exams

85% Average rate of Certifications

 25.000 hours of Training → 2,20 hours/
per
employee

 ΨΥΓΕΙΑ (Θέματα: 4)
 ΜΑΝΑΒΙΚΗ (Θέματα: 12)
 ΤΑΜΕΙΑ – ΞΗΡΟ ΦΟΡΤΙΟ (Θέματα: 5)
 ΚΡΕΟΠΩΛΕΙΟ (Θέματα: 4)
 ΔΕΞΙΟΤΗΤΕΣ (Θέματα: 7)
 ΑΠΟΘΗΚΗ - ΠΑΡΑΛΑΒΕΣ (Θέματα: 3)
 E-SHOP MY MARKET (Θέματα: 4)
 ΠΡΑΤΗΡΙΟ ΚΑΥΣΙΜΩΝ (Θέματα: 3)
 ΙΧΘΥΟΠΩΛΕΙΟ (Θέματα: 7)
 ΕΓΧΕΙΡΙΔΙΑ - ΕΞΟΠΛΙΣΜΟΣ (Θέματα: 4)
 ΚΕΝΤΡΑ ΔΙΑΝΟΜΗΣ (Θέματα: 1)
 ΝΟΜΟΘΕΣΙΑ - ΕΣΩΤΕΡΙΚΟΙ ΚΑΝΟΝΙΣΜΟΙ - ΠΡΟΤΥΠΑ (Θέματα: 2)
 ΚΑΘΑΡΙΟΤΗΤΑ ΚΑΤΑΣΤΗΜΑΤΩΝ (Θέματα: 3)
 ΤΡΟΦΟΔΟΣΙΑ CASH&CARRY (Θέματα: 1)
 ΕΓΧΕΙΡΙΔΙΑ ΕΦΑΡΜΟΓΩΝ ΛΕΙΤΟΥΡΓΙΑΣ (Θέματα: 3)

MetroLearn - Induction



1.435 new hires



905 Induction for employees at Stores



Assessment Center

Empowerment of
Knowledge for the
Job through Digital
Courses

On the Job Training

Certification of
Knowledge through
Exams & Case Study
Creation of Personal
Development Plan

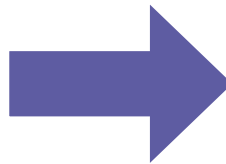
Monitoring of Personal
Development Plan
“Promotion” to the New
Job

MetroLearn - KPIs

Performance per
Store

Performance per
Job

Performance per
Person



Business Units:

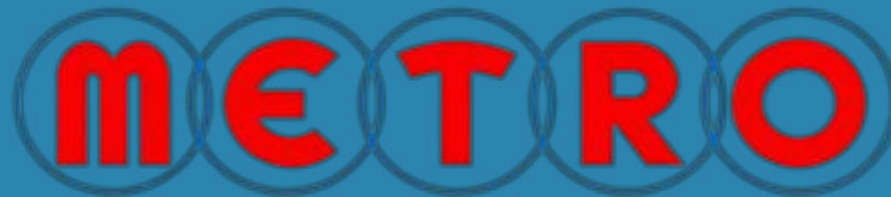
- ✓ Stores
- ✓ HQ
- ✓ Logistics Centers

Benefits of LMS

- ✓ Easy access
- ✓ Induction
- ✓ Courses per job
- ✓ Surveys
- ✓ Learning News
- ✓ Open Library
- ✓ Assessment Center
- ✓ Manager portal
 - ✓ Performance KPIs
 - ✓ Individual Learning profile



Thank you for your attention!



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