

SEVENTH FRAMEWORK PROGRAMME

ICT and Ageing



D5. 1f

Interim Report on

Consensus Building Events

Madrid, 30th September 2009

Prepared by SECOT

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D5. – Interim Report on Consensus Meetings – CBE Madrid

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Abstract:

This report summarizes the main conclusions of the Consensus Building Event held in Madrid, Spain.

A series of such events are being organized in different countries of Europe with the purpose of collecting feedback and reaching consensus on the planned roadmap for extending professional active life.

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INTRODUCTION

This report summarizes the results of the consensus building workshop held in Madrid on 30 September 2009.

This workshop was organized as a special working session devoted to collecting feedback and suggestions for improvement from relevant stakeholders regarding the current draft of a strategic plan for extending the professional active life.

AGENDA

- 09:00** Welcome
 - 09:15** General introduction to ePAL – goals and findings
 - 10:10** Methodology for the meeting
 - 10:15** Baseline summary - current situation on active ageing and silver economy
 - 10:30** Working groups - discussion on baseline
 - 11:30** Summary of conclusions (plenary)
 - 12:00** Coffee break
 - 12:15** Vision summary - a new strategic vision for active ageing and silver economy
 - 12:30** Working groups - discussion of vision
 - 13:15** Summary of conclusions (plenary)
 - 13:30** Proposed strategic actions - social, organizational and technological perspective
 - 14:00** Working groups - discussion of proposed strategic actions
 - 14:30** Summary of conclusions (plenary)
 - 14:45** General conclusions
 - 15:00** Lunch, and closing
-

LIST OF PARTICIPANTS

NAME	ORGANIZATION	e-MAIL	ACTIVITY
ePAL Consortium			
Filipa Ferrada	Uninova (PT)	faf@uninova.pt	ICT Research, Collaborative Networks, Virtual Communities
Antonio del Cura	SKILL Estrategia (SP)	adelcura@skill.es	Technology development consultancy
Patricia del Cura	SKILL Estrategia (SP)	pdelcura@skill.es	Organizational models, economic factors of active ageing
Will Leonard	WHITELOOP LTD (UK)	will@whiteloop.com	Communications strategy, socioeconomic factors of active ageing
Antonio Dominguez	SECOT (SP)	commext@telefonica.es	Financial executive of multinationals, consultant on turn around
Carlos Diez	SECOT (SP)	distancia@secot.org	Responsible of Quality Management

Invited experts

Jesus de la Peña	SECOT	jota.peache@iies.es	SENIOR Consultant
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WORKSHOP SESSIONS OUTLINE

The Participants were divided into 3 working groups of 3/5 people, each who received a complete set of forms regarding the components of the roadmap.

ePAL 215289

The Coordinator (UNINOVA) welcomed the participants and made an overview presentation of the ePAL Project, as well of the status of the roadmap.

The goal of this short presentation was to get a common starting point for the workshop discussions as well as avoiding misinterpretations.

The ePAL study of the Baseline, Vision and suggested research Actions were introduced at the beginning of each working session by a member of the Consortium.

The following sections summarize the results of the various working sessions, including the votes of the participants and suggested modifications to the draft roadmap.

Please note that not all participants voted on all items, what justifies some differences in the total number of votes per item. This is due to the fact that some participants were not familiar with some of the topics under discussion. ePAL consortium members did not vote.

Working Groups

Group 1	Group 2	Group 3
Jesus de la Peña Julio Rico Sabina Camacho	Eugenio Garcia Jorge Hierro Manuel de Pablo Amadora Nuñez Mar Aguilera	Jose Gutierrez Ernesto Santos Eduardo Reolid
Antonio del Cura Carlos Diez	Patricia del Cura	Will Leonard Antonio Dominguez
Filipa Ferrada		

SESSION ON BASELINE

GLOBAL TREND

The participants were asked to give their opinion on the accuracy of the Baseline based on the following form:

BASELINE - GLOBAL TREND

Is this global trend accurate?

Definitely no Definitely yes

			7	4
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Which direction of move is desirable?

Towards individual initiatives Towards collaborative networks / team work

	1			7
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Which other issues are of your concern?

Which other issues are of your concern?

1. Expand definition of ways to collect remuneration and expenses
2. The volunteer ought to have easy access (free of charges) to any vehicle providing improved education (university, seminars, education en new technologies, expenses, transportation, etc) as long as same are relevant for his/hers voluntary activity.
3. Instability of families and migration to cities cause financial problems to seniors
4. Change of social culture – social displacement of seniors
5. Global collaboration is a necessity, we live longer, however are increasingly poor, so there is a need for projects and services for seniors (social services, gerontologists, family support, etc)
6. Work remunerated how, individually or collectively?

BASELINE – MAIN PERSPECTIVES

Participants were also asked to give their opinion based on the baseline statements according to the Social, Organizational and Technological perspectives.



BASELINE – SOCIAL PERSPECTIVE

1. Demographic Shifts	1.1 Larger percentage of seniors & skills shortage 1.2 Inter-generational knowledge transfer needs 1.3 Need for seniors to keep generating value	<p style="color: #E91E63;"><i>Do these accurately reflect current reality?</i></p> <p style="text-align: center;"><i>Little</i> 1 3 6 1 <i>Very</i></p> <p style="color: #E91E63;"><i>Which other relevant issues are missing?</i></p> <div style="border: 1px solid #0070C0; height: 100px; width: 100%;"></div> <p style="color: #E91E63;"><i>Which of these issues are not accurate?</i></p> <div style="border: 1px solid #0070C0; height: 100px; width: 100%;"></div>
2. Social welfare mechanisms	2.1 Pension systems – a notable European creation 2.2 Two main schemas: 1) Fully state-paid pensions or 2) base pension state-paid + private complements 2.3 Special pensions for some groups (e.g. civil servants)	
3. New adaptable frameworks to facilitate social collaboration	3.1 Some (voluntary) initiatives promote knowledge transfer, namely to SMEs 3.2 Mentoring: Seniors help younger workers	
4. Mechanisms to enable social cohesion	4.1 Many not-for-profit organizations – philanthropic activities & key role in local communities 4.2 Limited involvement in active economy	
5. Frameworks to support social knowledge & experience exchange	5.1 Affective computing & social networks likely to facilitate intergenerational communication 5.2 Some pilot experiments	
6. New human resource policies	6.1 Some HR departments start to be concerned with planning for ageing 6.2 Older workers require different benefit packages 6.3 Employers start to consider structuring pay around performance rather than seniority	
7. New approaches to promote life-long learning	7.1 More flexible training needed to follow market changes 7.2 New models (e.g. flexicurity) being discussed	



Main comments:

1. It is necessary a preparatory education towards retirement
2. Companies an business must participate
3. It is necessary a Government policy
4. Change of the demographic evolution (inverted pyramid and longer expectancy of “quality of life”)
5. The altruistic organizations (as is common for private companies) ted towards the opinion (with which we disagree) that if there is no charge, there is no value. The altruist should be above this.
6. Adjust to the evolutionary phases of the seniors
7. Further clarification of items 6.2 and 6.3 are required
8. There is a need of meetings / events for cultural interchanges between seniors and young people.
9. Coordination of social and economical policies is missing.
10. How can seniors be educated to help in social projects?
11. There is no developed a system for Mentoring.
12. There are few philanthropic organizations in Spain, though a slow progress is seen.




BASELINE – ORGANIZATIONAL PERSPECTIVE

<p>1. Employment and retirement policies</p>	<p>1.1 Active and paid activity vs. unions' early retirement agendas 1.2 Low level pensions: need extra income (in some regions) 1.3 Developing areas: 1) increase the retirement age, and 2) possibility of earning extra benefits for services rendered. 1.4 New forms of employment (e.g. part-time), not a practice yet.</p>	<p><i>Do these accurately reflect current reality?</i></p> <p style="text-align: center;"><i>Little</i> <i>Very</i></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px; text-align: center;">8</td> <td style="width: 20px; height: 20px; text-align: center;">3</td> </tr> </table> <p><i>Which other relevant issues are missing?</i></p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div> <p><i>Which of these issues are not accurate?</i></p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>				8	3
				8	3		
<p>2. Global regulations & policies regarding collaboration</p>	<p>2.1 New forms for companies keeping links with former employees. 2.2 Increasing number of senior associations that try to help SMEs unable to afford consultancy companies. 2.3 Private sector needs adjustments to accommodate older workforce.</p>						
<p>3. Use of knowledge & skills to generate wealth and innovation</p>	<p>3.1 Senior professionals need to remain active in socio-economic terms 3.2 Some mechanisms: jubilee professor, time bank, freelancing 3.3 Skills-shortage & keeping HR: knowledge transfer (senior->young)</p>						
<p>4. New intermediation forms to provide brokerage</p>	<p>4.1 Difficulty of individuals in acquiring work opportunities. 4.2 Need for entities providing mediation services (senior-client). 4.3 Some existing organizations start to help seniors in finding paid jobs. 4.4 Lack of ICT: No adequate profile/competency models. 4.5 New collaboration tools tend to lead to new organizational forms.</p>						
<p>5. Financial support to associations and other intermediaries</p>	<p>5.1 Most organizations depend on membership fees (not enough) and sponsors (public and/or private). 5.2 Most organizations operate on a passive basis, thus lack of work.</p>						
<p>6. Seniors' access to (re)training services</p>	<p>6.1 Insufficient re-training: it must be improved. 6.2 "Classical" universities do not yet offer education to seniors. 6.3 Education and employment in EU needs to be more flexible: to react to the demographic changes.</p>						
<p>7. Organizational culture embracing seniors & pre-retired professionals</p>	<p>7.1 Emergence of mechanisms and organizations to help seniors remaining professionally active and fighting the negative stereotypes surrounding older workers. 7.2 Associations are composed of "professional elite": Good pensions.</p>						

Main comments:

1. The vast majority of organizations are politicized and distancing themselves from optimal objectives for senior organizations. Independency and adequate means are lacking.
2. General rejection in the labour market of people beyond 40.
3. Vast lack of education and competencies in ICT
4. Spanish laws disallow working after retirement, including after dedicating time to a NGO. (USA provides benefits to family members of social projects)
5. Need of more budget financing by State and local government.
6. No "star executives", but more "average" backgrounds and experts within different areas.



BASELINE – TECHNOLOGICAL PERSPECTIVE

1. Theoretical foundation for technological developments	1.1 Good progress on conceptual models for collaborative networks. 1.2 Need to adapt/extend CN results to the senior professionals area. 1.3 Research needed on "soft issues": trust, collaboration readiness, etc.	<p style="color: magenta; font-weight: bold;">Do these accurately reflect current reality?</p> <p style="text-align: center; color: blue;">Little Very</p> <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px;"></td> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px; text-align: center;">2</td> <td style="width: 20px; text-align: center;">7</td> </tr> </table> <p style="color: magenta; font-weight: bold;">Which other relevant issues are missing?</p> <div style="border: 1px solid blue; height: 80px; width: 100%;"></div> <p style="color: magenta; font-weight: bold;">Which of these issues are not accurate?</p> <div style="border: 1px solid blue; height: 80px; width: 100%;"></div>	1		1	2	7
1			1	2	7		
2. Collaboration support services, including teams' formation	2.1 Management systems for VBEs and PVCs: still limited use in real practices. Wide availability of CSCW tools.						
3. Support for user-generated knowledge content	3.1 Configurable document management platforms becoming available. 3.2 Creation of a culture of content sharing (e.g. YouTube). 3.3 Generation of business content: still limited & interoperability problems. 3.4 Unsolved issues: IPR, ethical issues, ownership and protection.						
4. "Configure yourself" based philosophy infrastructure	4.1 First cases of user configuration of his/her interface & functionalities. 4.2 Need creation of libraries of components and proper interoperable reference architectures.						
5. Easily adaptable and customizable user interfaces	5.1 Importance of adaptive interfaces & user interface customization. 5.2 Automatic adaptation to different output channels.						
6. Tools supporting the process of value creation	6.1 Developments on value systems for CNs: no practical tools yet. 6.2 Lack of sound models & tools for IPR and risk management in CN.						
7. Affective computing and context aware enriched environments	7.1 New research area: focus on perception/recognition of emotions. 7.2 Human affects & emotional experiences linked to human learning. 7.3 Usage of emotions to regulate virtual environments - promising.						
8. Contractual and cooperation agreements & negotiation	8.1 Contract models/e-contracting – still research issue. 8.2 Some negotiation prototypes, but not yet practical. 8.3 Some e-institutions but not integrated in collaboration platforms. 8.4 Recent trend – negotiation wizards.						
9. Marketing and brokerage services	9.1 Service oriented approaches – popular but not easy. 9.2 SMEs & seniors context: not very SOA-skilled, lack of proactive services and templates library consultancy services.						
10. Networking models for elderly communities	10.1 Some examples of virtual communities exist. Lack of effective intermediation role. 10.2 Current communities: limited team work, brokerage, collaboration.						
11. Security and ethical / privacy support	11.1 Mechanisms & tools for safe communications: Building blocks available, but difficult to integrate. Need for reference architectures coping with leisure / social / professional activities.						



Main Comments


1. Project lacks consideration of importance of mass media and permanent collaboration to create a public image of the Project
2. Define the "image" wanted for the Project
3. These are tools for the further process
4. This is neither technology nor knowledge
5. "Foro of expression" understandable for the majority of seniors
6. Seniors with no opportunity / option for access to IT
7. Seniors discriminated against as far as education is concerned / pay for it ...

- 8. Why in Spain do we not utilize the unused capacity of school (after school hours)?
- 9. There is a lack of education and technology targeting seniors

SESSION ON VISION

The participants were asked to discuss the global vision statement first, and its instantiations according to the social, organizational and technological perspectives afterwards.

VISION - GLOBAL



VISION – GLOBAL

Core ideology:
Building a strong and cohesive social fabric to embody active senior professionals, as an important part of the European silver economy

Envisioned future:
In the coming decade, a comprehensive paradigm will emerge in response to Europe's ageing population and its inevitable skill shortage, that extends the balanced active life of senior professionals, facilitating the use of their talents and expertise, and thus facilitating value creation from these mature assets, for the benefit of both Europe's economy as well as the European society as a whole.

Main desired facets:

V1. Well founded reference model of the environment, specifying its:
endogenous (*structural, componential, functional, and behavioural*) and exogenous (*market, support, societal, constituency*) elements, and their interlinks

V2. Well established technological infrastructure, support tools/services

V3. Support for social responsibility and adaptation of suitable ethical code

V4. Established organizational infrastructure, supporting economic and societal involvement through government policies and actions

V5. Established national/international regulations for involvement of senior professionals in market/society and related legal frameworks

How relevant is the vision as a whole?

<i>Little</i>				<i>Very</i>
				9

How important is the achievement of?

<i>Little</i>				<i>Very</i>
			1	10
			1	10
			1	10
			1	10




Main comments

1. Regarding gender, equal opportunity based on merits
2. Seniors provide a capital of experience, which society should avoid losing. It is even getting to be needed.
3. It could be condensed into “less or more understanding”. There is a lack of an international media plan aiming at establishing socially the roles relative to retirement
4. Definition of “messages” planted into the societies via the media plan
5. The global vision is desirable, but not very realistic
6. The future! Which future for people above 65 years?
7. The present! Services and medical and social attention
8. How many politicians represent the group of retired, being of the same age?
9. Establish free education programs within topics such as:
 - a. Languages
 - b. Social
 - c. Arts
 - d. Health / physical activity
 - e. Ideology, education of professional seniors. Psychologists, gerontologists and other backgrounds in social studies.

VISION PERSPECTIVES INSTANTIATION

Participants were asked to give their opinion based on social, organizational and technological perspectives.



VISION – SOCIAL PERSPECTIVE

In the coming decade, extending active professional life will be a high priority strategy in addressing Europe’s aging population. The social infrastructure will mature to accommodate demographic shifts through the creation of mechanisms to support active involvement of elderly people in the silver economy. Attitudes in society will evolve towards positive acceptance of elderly people as a value-creating pool of talent, thereby creating opportunities to support and promote active aging. Both senior and young professionals will derive greater benefit from the exchange of knowledge and experience. As the social environment evolves, new support mechanisms will arise to sustain an aging but more active and inclusive population.

How relevant is the vision as a whole?

<i>Little</i>					<i>Very</i>
		1			10

How important is the achievement of?

<i>Little</i>					<i>Very</i>
			1		10
			2		9
			2		9
			2		9
			2		9
			2		9
			1		10

VS1. New mechanisms to enhance positive understanding and perception of in society regarding the value of the abilities, skills and experience of senior professionals in the economy.

VS2. Motivating mechanisms for senior professionals to join CASPs.

VS3. Mechanisms to support cross-cultural interactions among senior professionals as well as to the active labor force.

VS4. Mechanisms to support a balanced economic benefits sharing among the entire society including senior professionals.

VS5. New mechanisms for social networking to help articulate the collective needs of seniors across national boundaries.

VS6. Mechanisms to support cross generational interaction between seniors and younger citizens; fomenting inter-generational solidarity and understanding within the EU.

VS7. Mechanisms to capitalize on the increased sense of trust and understanding which comes through leveraging seniors’ social capital.

Main Comments

1. There is a need to create mechanism to support:
 - Cross cultural interactions
 - Cross generational interaction
 - Understanding and perception in society of these items
2. Need for cooperation, and even positive involvement by the mass media in order to inform and sensitize the society of the existence of these activities
3. Motivate the seniors to get actively involved in the organizations
4. Which political parties offer opportunities
5. For public representation of seniors?
6. Financial aspects of retired professionals!

- University studies for the young persons, so, why invest in seniors retired from professional life? Does not fit with social and demographic issues...



VISION – ORGANIZATIONAL PERSPECTIVE

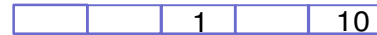
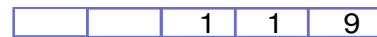
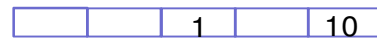
In the coming decade, the primary organisational stakeholders – governments, intermediaries, and businesses – will adopt positive and proactive policies and approaches that enable senior professionals to continue their active life and generate income that compensates for pension shortfalls and facilitates a valuable contribution to Europe’s economy.

- VO1. Employment and retirement policies will change to provide greater flexibility for seniors to continue as economic actors.
- VO2. Global regulations and policies will change to encourage the participation of businesses in collaboration with senior professionals.
- VO3. The knowledge and skills of seniors will be harnessed to generate wealth and stimulate innovation amongst European businesses.
- VO4. New forms of intermediate organizations will provide highly efficient brokerage that will help seniors engage with businesses in Europe.
- VO.5 There will be significant long-term funding – from both public and private sectors - and the political drive to support new forms of senior associations and other intermediate brokers.
- VO6. Seniors will have access to the relevant services, including training, which they need to facilitate their transition between their working life and retirement to continue their active professional life.
- VO7. New organizational cultures will positively embrace relationships between senior professionals and pre-retired (active) professionals.

How relevant is the vision as a whole?



How important is the achievement of?



Main Comments

- How are the proposals contemplated in the framework of continuous adaptation to the dynamism of the actual time?
- The programme could be feasible for all Europe? Or should it be adapted to every country, every culture?
- The female aspect does not appear mentioned. Is it considered that there is no need of making any special reference?
- VO2: need to rely on a lobby which promotes the optimal end result of these policy regulations
- VO1 – VO7: Coaching – mentoring, from teenage years onwards, to make all conscientious of longer life expectations.
- VO1, VO2: Progress towards a coordination of the policies pertaining to retirement, pensions, and financing of seniors associations.
- It is not possible to root within European associations, because the culture and objectives vary from country to country.
- We should remember that by year 2025 it is estimated that 50% or more of the population will be above 50 years of age.
- Which impacts, positive / negative, will the seniors have?



VISION – TECHNOLOGICAL PERSPECTIVE

In the coming decade, the ICT collaboration platforms and tools will be developed as an easy to use enabler of new approaches for continuation of the active involvement of elderly people in the socio-economic system. As such, novel infrastructures and intelligent functionalities will act as a catalyst of new organizational forms, supporting geographically disperse communities of retired professionals. Furthermore technology will enable seniors to leave their legacy, expand their human capabilities, and facilitate their active participation in the socio-economic system.

- VT1. Advanced collaboration support services, including (virtual) teams' formation and management
- VT2. Development of collaboration ontology supporting variety of stakeholders
- VT3. Support for user-generated knowledge assets
- VT4. "Configure yourself "based philosophy infrastructure
- VT5. Easily adaptable and customizable user interfaces
- VT6. Affective computing and context aware enriched environments
- VT7. Support for establishment of trust among stakeholders
- VT8. Tools supporting the process of value creation
- VT9. Novel contractual and cooperation agreements, including negotiation support
- VT10. Advanced marketing and brokerage services
- VT11. New networking models for elderly communities' involvement with the socio-economic system
- VT12. Security and ethical / privacy support

How relevant is the vision as a whole?

<i>Little</i>		<i>Very</i>	
		1	10

How important is the achievement of?

<i>Little</i>		<i>Very</i>	
		1	10
		2	9
		1	10
	1		10
		2	9
	1	1	9
	1	1	9
	2		9
	2		9
		1	10
	1		10
	1	1	9

Main Comments


1. The machine could substitute the person in interactions.
2. It could be a stimulus to develop the communications and feelings, in a way unthinkable up to now.
3. It would be necessary to teach how to use the positive elements of technology.
4. Include aspects of analysis of educational needs of seniors in IT.
5. VT6: disagreement, the "engine" should not make subjective judgments.
6. VT10: relative to media plan and messages.
7. Technology is an instrument, not a purpose.
8. Maintain ethical standards which support credibility.
9. Systems easy to use and manage.

SESSION ON ACTIONS

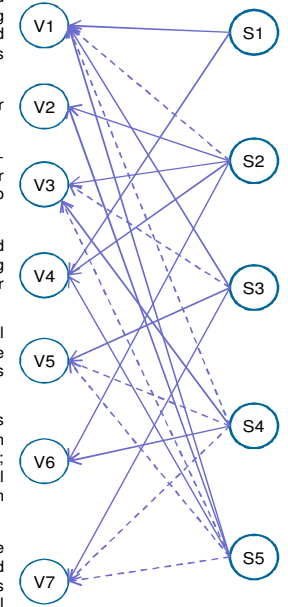
For this session, each participant could use a maximum of 10 votes. Furthermore, each participant had to give at least 1 vote to one action in each perspective. The remaining 7 votes could be freely used for actions in any of the perspectives. In case of a high preference for a particular action the participant could give 2 votes to that action. In this way, participants from a sociological background would naturally give more votes to actions on the social perspective, while ICT experts would tend to favour actions in the technological perspective.

ACTIONS – GENERAL VOTES

The participants were asked to vote on the following perspectives, social, organizational and technological.



ACTIONS – SOCIAL PERSPECTIVE

VISION		ACTIONS	VOTES
<p>New mechanisms to enhance positive understanding and perception of in society regarding the value of the abilities, skills and experience of senior professionals in the economy.</p>		<p>Promote socio-economic studies that identify the unique value senior workers bring to the workplace, investigate new ways of senior workers interacting with the socio-economic system and communicate findings to employers and to society and as whole.</p>	5
<p>Motivating mechanisms for senior professionals to join CASPs.</p>		<p>Design/develop mechanisms for skills/talent identification and improvement that assess acquired experience, provide career transition advice and deliver skills-enhancement to maximize the potential of seniors.</p>	8
<p>Mechanisms to support cross-cultural interactions among senior professionals as well as the to active labor force.</p>		<p>Establish the “European Senior Space” to promote dialogue and consensus around issues of technology, culture and socio-economic participation and to develop a single, powerful voice for senior professionals across Europe.</p>	7
<p>Mechanisms to support a balanced economic benefits sharing among the entire society including senior professionals.</p>		<p>Investigate the barriers and potentials for cross generational interaction and collaboration between senior professionals and younger people, and fund/promote technology development programmes that support and facilitate this interaction/collaboration.</p>	6
<p>New mechanisms for social networking to help articulate the collective needs of seniors across national boundaries.</p>		<p>Investigate and promote new models of working practices and related reward and taxation models for senior professionals, taking account of issues of work-life balance and aging well.</p>	7
<p>Mechanisms to support cross generational interaction between seniors and younger citizens; fomenting inter-generational solidarity and understanding within EU.</p>			
<p>Mechanisms to capitalize on the increased sense of trust and understanding which comes through leveraging seniors’ social capital.</p>			



ACTIONS – ORGANIZATIONAL PERSPECTIVE

VISION

Employment and retirement policies will change to provide greater flexibility for seniors to continue as economic actors.

Global regulations and policies will change to encourage the participation of businesses in collaboration with senior professionals.

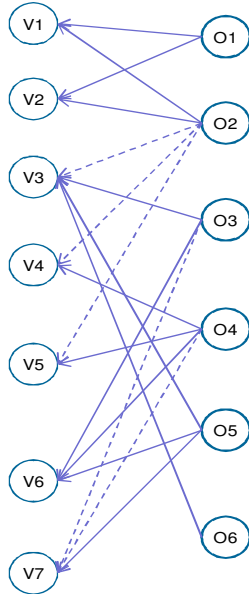
The knowledge and skills of seniors will be harnessed to generate wealth and stimulate innovation amongst European businesses.

New forms of intermediate organizations will provide highly efficient brokerage that will help seniors engage with businesses in Europe.

There will be significant long-term funding – from both public and private sectors - and the political drive to support new forms of senior associations and other intermediate brokers.

Seniors will have access to the relevant services, including training, which they need to facilitate their transition between their working life and retirement to continue their active professional life.

New organizational cultures will positively embrace relationships between senior professionals and pre-retired (active) professionals.



ACTIONS

Identify and **assess current** national and European **policy and legislation** relevant to active participation of seniors in the socio-economic system and recommend new approaches that eliminate barriers and promote and support active aging.

VOTES

7

Investigate new mechanisms that **forge** mutually beneficial **relationships between seniors and the socio-economic system** including novel interaction models that facilitate collaboration between organizations and their retiring employees.

5

Investigate and establish **new roles, governance rules and organizational forms** for communities of active senior professionals to promote inter- and intra-community collaboration and to create new opportunities for member engagement.

3

Characterize and design **new roles and modes of operation for intermediate organizations**, both public and private, that provide brokerage and assistance to better facilitate integration and collaboration between senior professionals and the socio-economic system.

3

Define new **programmes and organizational practices** that prepare for and **guide the successful transition** of senior professionals from full employment to active retirement, taking account of issues of gender, profession and local context.

5

Characterise and quantify the **uniqueness of what senior professionals can offer** the socio-economic system (mature experience, compensation flexibility, etc.) and identify **new channels** to harness these resources in order to generate wealth and stimulate innovation amongst European businesses, thus supporting the 'silver economy'.

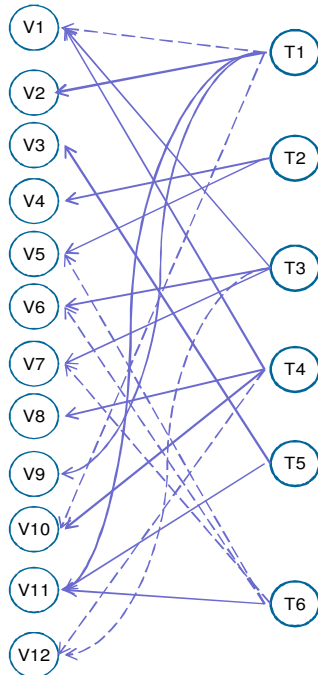
8



ACTIONS – TECHNOLOGICAL PERSPECTIVE

VISION

- Advanced collaboration support services, including (virtual) teams' formation and management.
- Development of collaboration ontology supporting variety of stakeholders.
- Support for user-generated knowledge assets.
- "Configure yourself" based philosophy infrastructure.
- Easily adaptable and customizable user interfaces.
- Affective computing and context aware enriched environments.
- Support for establishment of trust among stakeholders.
- Tools supporting the process of value creation.
- Novel contractual and cooperation agreements, including negotiation support.
- Advanced marketing and brokerage services.
- New networking models for elderly communities' involvement with the socio-economic system.
- Security and ethical / privacy support.



ACTIONS

- Establish **formal conceptual models** for people's professional life cycle and the support environment for active ageing. 3
- Develop and integrate **self-adaptive and configurable technology solutions** in ICT environments to enable customized involvement of seniors. 8
- Develop ICT **collaboration platforms** for communities of senior professionals that are enhanced by affective computing, context awareness, and trust establishment. 3
- Design and develop support **collaborative tools and systems** to facilitate value creation. 2
- Develop environments that **empower seniors to leave a legacy** that capitalizes on their personal / professional experience and is usable and transferable to the society. 5
- Develop approaches that **discover patterns and model** "the evolution of senior professionals' interests and their involvement in the socio-economic system" and "the behavior and emotional health of senior professional networks". 5

VOTES



Comments

(A) Social:

Reduce or consolidate the number of listed actions, as there is some overlapping

(B) Organizational:

1. Ensure that any activity does not negatively impact studded pensions
2. It is necessary to achieve "value addition"
3. Legal aspect : strict equality
4. Education: Adapted to personal situations whichever they may be
5. It is necessary to include an action point that makes reference to the establishment of a media plan

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6. It is necessary to ensure a lobby which drives at national level the political and regulatory aspects within Europe, independent from political tendencies

(C) Technological:
(No comments)

CONCLUSIONS

The session went well, and the participants were very interested in the ePAL Project and the themes proposed to discussion.

The participants also valued the knowledge they acquired and the opportunity to be part of the process of generating a roadmap for extending the professional active life of retired persons, even the fact that they were no very familiar with some topics under discussion.

They were very interested in being informed of the final results of the project, and what the European Commission plan to do.

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