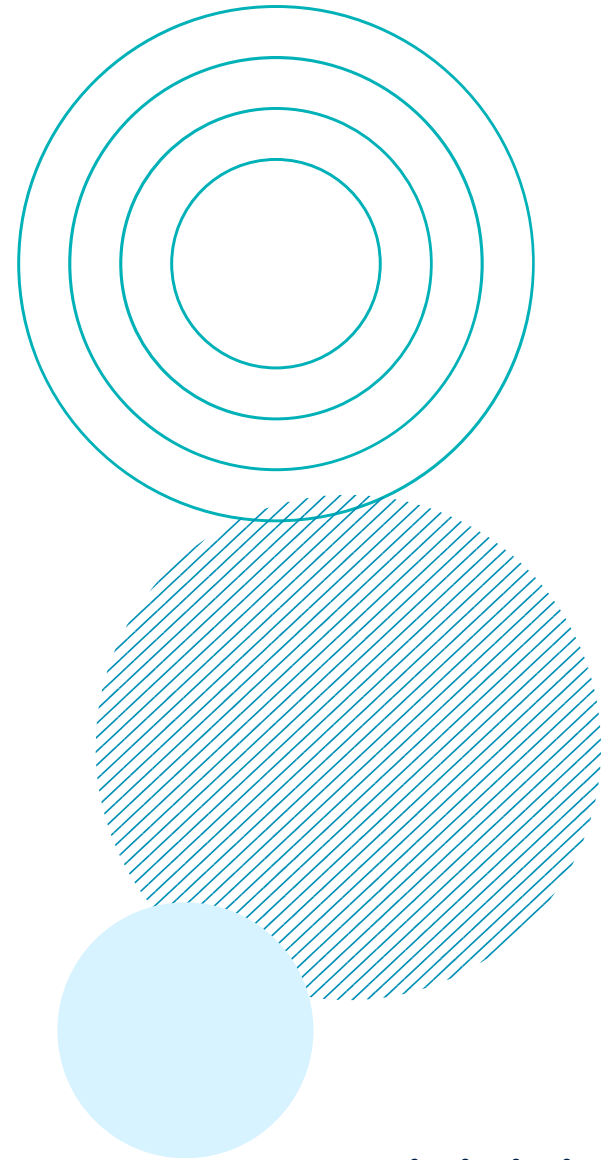




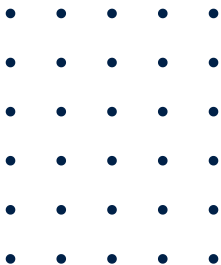
SERVING YOUNGSTERS PROJECT REPORT

Service Model Descriptions

NOVEMBER 2023



Funded by
the European Union



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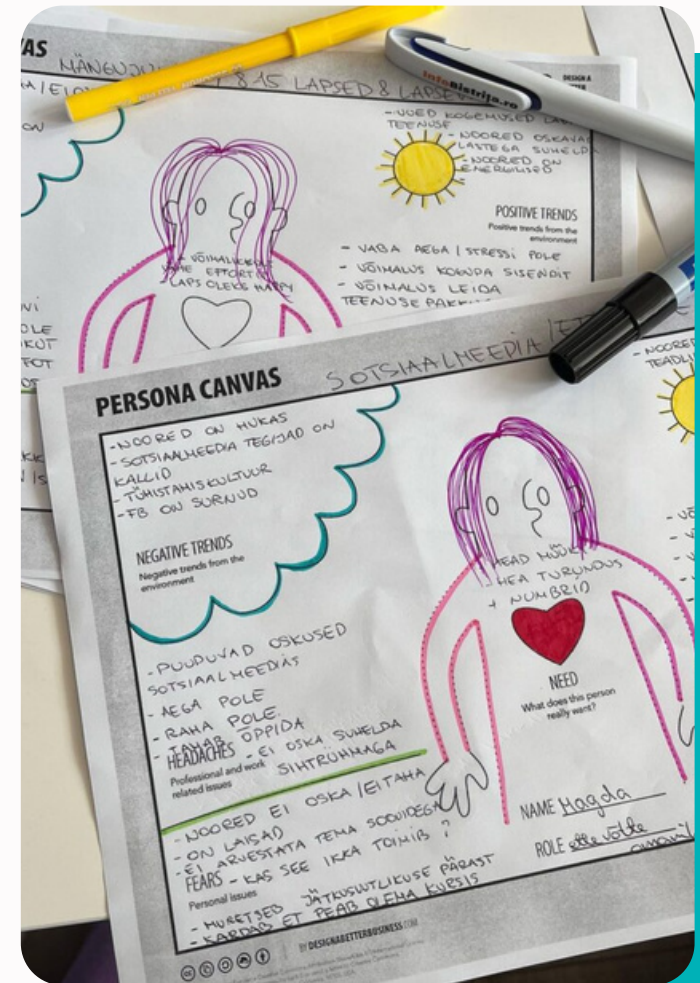
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SUMMARY

Serving Youngsters final outcome was developed as an open educational resource for youth workers from youth organisations or other types of organisations working with young people. It provides a framework for NGOs to strengthen their operations, amplify their impact, and effectively serve the needs of young people. It offers examples on how non governmental organisations and non profit associations can introduce and organize new activities together with their volunteers through new services that will make them better equipped for working in a sustainable way, and, at the same time, offer youngsters opportunities of work experience through those services.

This support tool comprises a set of 3 proven working service models that can be used in your organisation to support young people and to offer the possibility to be self sustainable as an organisation. The toolkit is designed as an accessible document focused on the 3 service models developed by the 3 partner organisations - MTÜ Project Spirit from Estonia, Asociatia Bistrita Business Academy from Romania and Young Folks LV from Latvia.

The given modules contain the knowledge that the expert needs, in order to have adequate preparation for applying the models in your own organisation, with a particular focus on social entrepreneurship (e.g. Business Model Canvas development, marketing tools, what is a social enterprise). Being aware that the success of the application of the model depends on extensive details, we have included tips observed first hand during the development of the services, offering a realistic view of the whole process and giving bandaied solutions to problems that may occur during the implementation of the services.

Finally, the youth workers and trainers will be able to understand how to introduce the models into their organisation and how to involve young people in an innovative way in order to gain and share their new skill sets.

People behind this project:

Mariliis Maremäe, Florin Marginean, Jelena Markune

INTRO

In the beginning of this toolkit we aim to provide understanding of fundamental concepts surrounding social enterprises, along with details about the consortium that has created these new service models.

First we need to commence with a fundamental query: What exactly constitutes a social enterprise? The European Commission defines that “social enterprise is an operator in the social economy whose main objective is to have a social impact rather than make a profit for their owners or shareholders. It operates by providing goods and services for the market in an entrepreneurial and innovative fashion and uses its profits primarily to achieve social objectives. It is managed in an open and responsible manner and, in particular, involves employees, consumers and stakeholders affected by its commercial activities.”(EU Commission, n.d.)

The definition sends us in the right direction, hinting that a social enterprise has two main goals - to generate profits, while reaching its social, cultural, economic, or environmental outcomes outlined in the company’s mission.

On top of established businesses, cooperatives or community organisations, NGOs and charities were usually established to support a specific social, environmental, or political goal. The profits are used to further the social or environmental aims of the organization or to provide salaries for people who provide free services to specific groups of people.

In 2023 unemployment among youth in Europe has been rising, Estonia, Romania and Latvia being on top of the trend with a higher level than the EU median, putting youngsters in a risk situation. Typically, teenagers and those in their twenties who are fresh out of education do not find jobs right away, especially if the country’s economy is experiencing difficulties, as can be seen above. Additionally, it also tends to be higher in emerging markets than in industrialized nations. Worldwide, youth unemployment figures have not changed significantly over the last decade, nor are they expected to improve in the next few years. (O’Neil,2023)

Youth unemployment seems to be a problem not because of job scarcity but mainly because of the lack of skills and competencies required today by employers, research showing that NGOs play a key role in supporting the young generation in the transition to the labour market (Epure & Barna, 2021). Having these data into consideration, the consortium decided to develop and implement 3 service models that will allow young youngsters and the organisations to gain experience and revenue.

DESCRIPTION OF PARTNERS

Project Spirit

The leading NGO **Project Spirit** is a youth organization that was created on September 19, 2014 by and for young people. Their main goal is to promote the initiative and activity of young people. Non-formal learning and lifelong learning are the principles that the NGO Project Spirit follows and promotes.

Learn more www.projectspirit.ee



Young Folks Latvia

Young Folks LV is a non-profit youth organization founded in 2015. Their goal is to provide a safe and supportive environment that discovers and develops the cognitive and creative skills of different target groups, promoting non-formal education and meaningful communication, creating a welcoming and inspiring environment alongside a friendly community.

Learn more www.youngfolks.lv



Asociatia Bistrita Business Academy

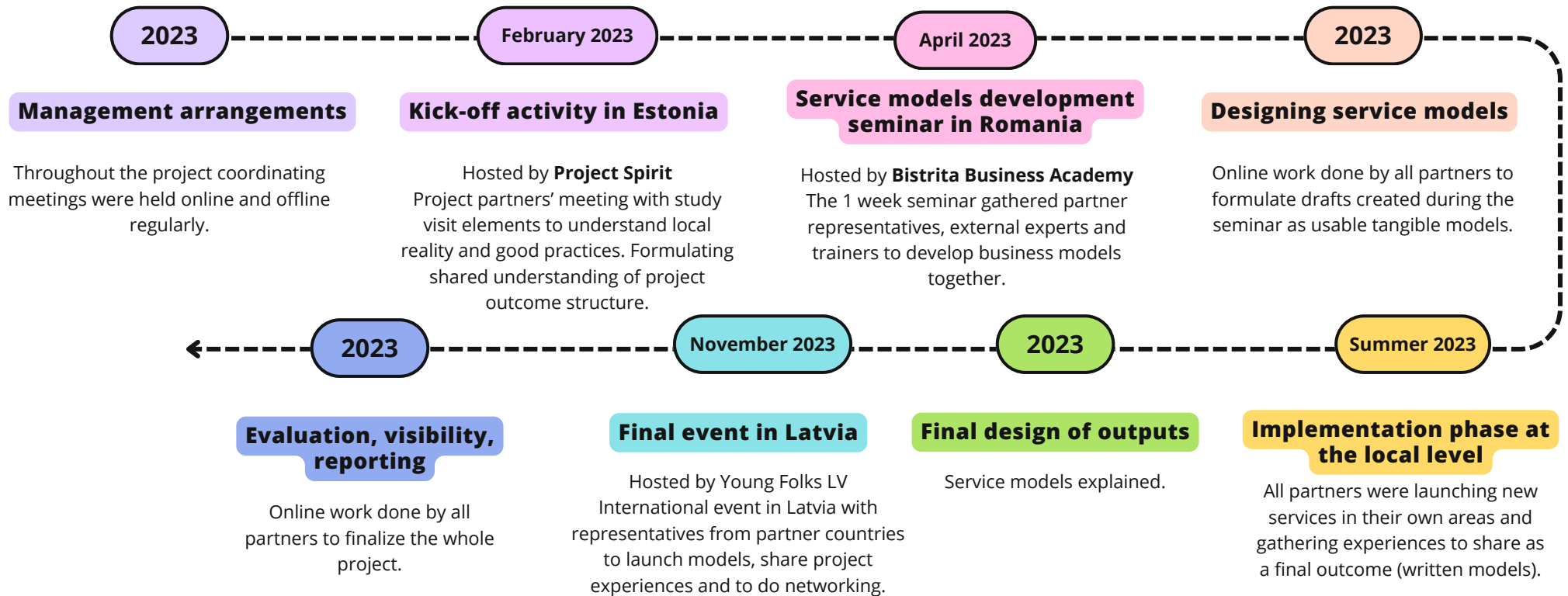
Asociatia Bistrita Business Academy is a youth organization founded in 2017. The mission of the organization is to promote freedom, economic success and youth empowerment through business and entrepreneurial initiatives using non-formal education and international programmes.

Learn more www.asociatiabistrita.ro



PROJECT OVERVIEW

The main aim of the project was to develop new services for partner organisations in order to make them better equipped for working in a sustainable way, and at the same time offer youngsters opportunities of work experience through those services.



TERMINOLOGY IN THE CONTEXT OF THIS PROJECT

Service model

a service model outlines the organized plan for providing and overseeing a particular service, explaining its most important parts and how they work together.

Service description

a clear and detailed explanation of the service and support that the organization provides together with highlighted key activities to launch the service.

Business Model Canva

a one-page tool that offers a quick summary of how an organization delivers its service and achieves its aims, frequently used for planning and improving nonprofit activities or business strategies.

Value proposition

the unique and compelling benefit or advantage that the organization offers to its beneficiaries or the community it serves, explaining why its service is valuable and relevant.

Cost structure

the detailed breakdown of the expenses and financial resources required to operate and deliver the concrete service effectively, helping to understand and manage the budget and funding needs based on project experience.

Target group

the specific individuals or community that the organization aims to assist or benefit through its service, defining the primary recipients and beneficiaries of its programs and initiatives.



ANIMATORS

ESTONIA

SERVICE DESCRIPTION

An animator is a person who specializes in entertaining children's birthdays and parties, leading and organizing various games and activities according to the event's theme and the children's ages. The animator creates a pleasant atmosphere and ensures that everyone has a great time at the party, making it a memorable day. Offer an animator service where young animators can gain initial work experience and discover their talent in the entertainment world. Make events special while also supporting the development of young individuals.

KEY ACTIVITIES



Map the services of animators in your area and see what they offer and how.

Think of and write down the purpose, idea, and content of your service, and create a concept.

Find young individuals interested in becoming animators and provide them with training opportunities. Discuss together what additional services you can offer.

Establish a suitable pricing policy and service description, then add it to your website or social media.

Acquire the necessary equipment and, if needed, storage space, and start promoting your service.

TARGET GROUP

01

PARENTS

The primary target group are parents who have children or youngsters below age 15. Parents are interested in organizing (birthday) parties for their children, where there are meaningful workshops and animators who are playing with their youngsters. This allows the parents to have quality time with fellow adults while their children are entertained and involved in creative activities.

02

KINDERGARTENS AND YOUTH CENTERS

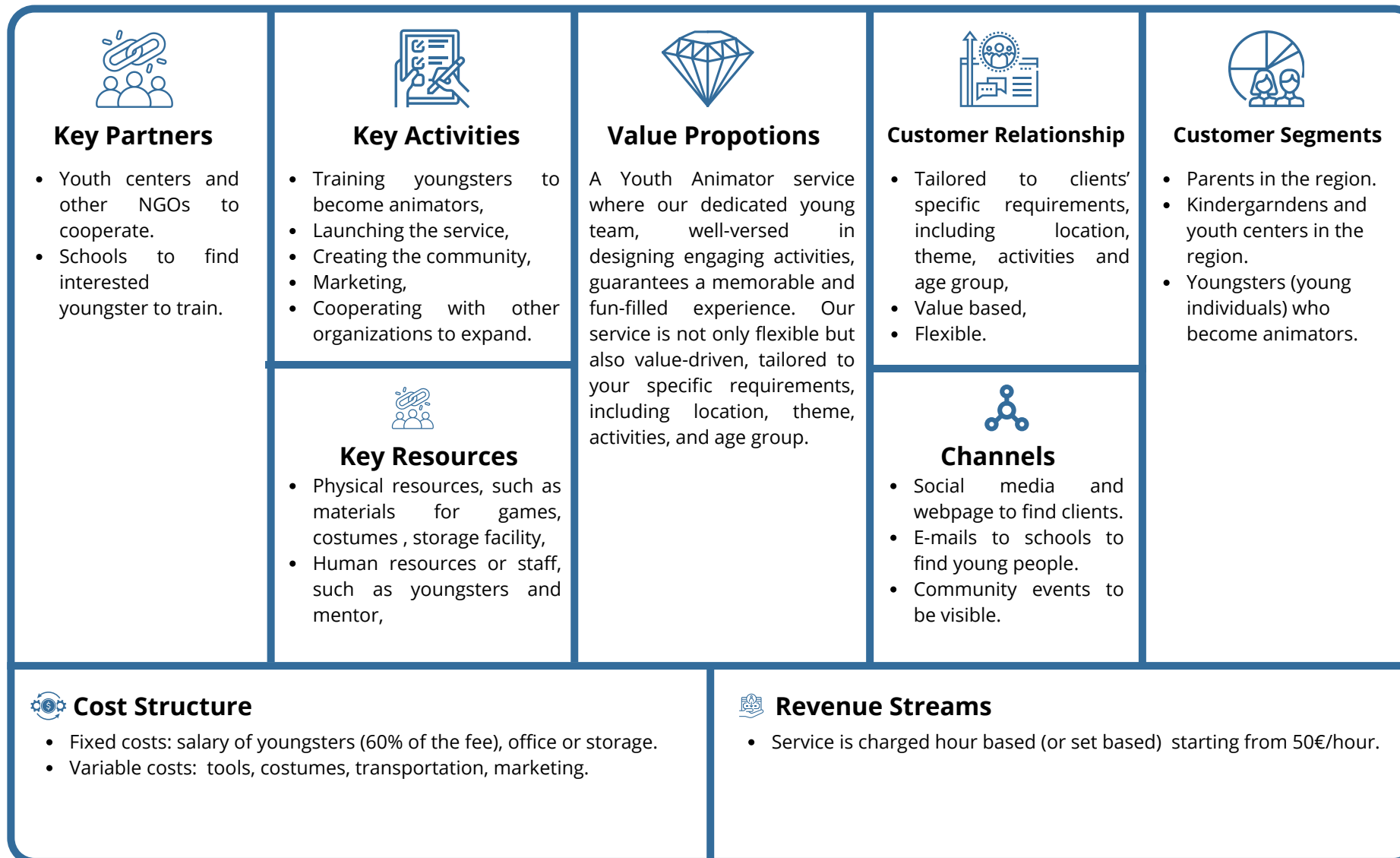
The second target groups are kindergartens and youth centers. They are interested in teaming up with various partners to add excitement to their parties, theme nights and events for kids and youngsters. They are an important target group because through them animator service can reach more children and youngsters and their parents.

03

YOUNG INDIVIDUALS

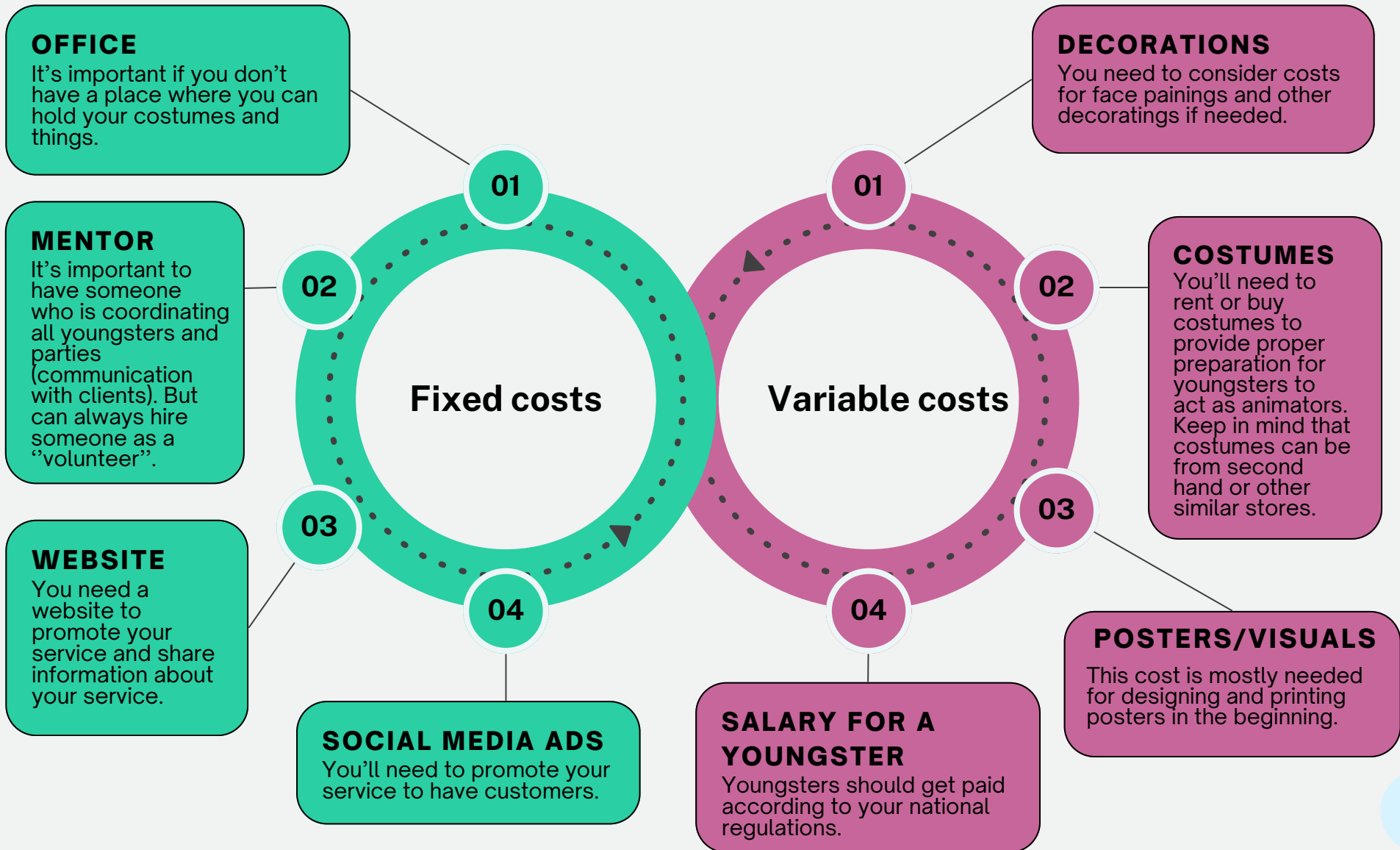
The third target group includes young individuals who want to become party animators. Their goal is to earn their first pocket money in a secure environment while gaining valuable work-life experience.

BUSINESS MODEL CANVAS



COST STRUCTURE

General cost structure for animator service



COST STRUCTURE

Project Spirit calculated cost structure

OFFICE

100€/MONTH

MENTOR

150€/MONTH

WEBSITE

3,17€/MONTH

SOCIAL MEDIA ADS

50 €/MONTH

COSTUMES

200-300€

DECORATIONS

150€

SALARY FOR A YOUNGSTER

30 € IN HOUR
(INCLUDING TAXES)

POSTERS

109,99€
(YEAR)

General rule for deviding service fee: Youngsters get 60% (including taxes) and organisation get 40%.

TIPS

Additional Services

A great opportunity to add simple and exciting activities to your animator's service and make the party even more awesome. As an additional service, we decided to offer the following things: face painting, balloon figures, glitter tattoos, and crafting. Additionally, you can also rent out props if you have them. For example, we offer the rental of an ice cream machine as an additional service, which belongs to our non-profit organization.



Involving Youth in Activities

Involving young people in this service is crucial. It's not just about providing them with work but also about making them part of decisions that affect them. Young people should develop a sense of "we" when working with us. Through youth involvement, you can provide them with opportunities and experiences that may not always be paid but still offer them valuable skills and practical experience. For instance, we involved our young people on Children's Day and Knowledge Day, where we demonstrated our activities to other town residents. Young people got to practice communication with customers and contribute to decisions on what activities to do and how to present ourselves to potential clients.

Costumes

An important aspect of providing this service is having your own costume collection or collaborating with someone who does. Young people are often creative and may have items at home that can be used to embody characters. Encourage young people to think creatively and look around their homes to see how they can use their existing items wisely. We created a costume inventory table in collaboration with young people, where each young person could list the items they have at home. Similarly, we found creative solutions for making simple elements ourselves, such as cat tails, cat ears, and so on. We also asked our family acquaintances and recycling groups for costumes, which was an ideal way to get various small details for complete costumes and also to recycle and save when you're a starting entrepreneur.

TIPS

Workshops and Meetings

To maintain the motivation of young people and help them build their experience, it's important to consistently offer opportunities for self-improvement. We offered several meetings where we invited interesting guests, and young people could practice providing our additional services.

Collaboration with Other Institutions

Collaborating with other institutions is a great way to expand your service to more clients. Find a fun play area, dance school, or something similar that can take your service to a new level. For example, we decided to collaborate with Shate Dance School, which has fantastic facilities and a large decoration inventory. With our enthusiastic animators, we made the service offering even more convenient for clients who want an animator but have limited space at home.

Introducing Animators

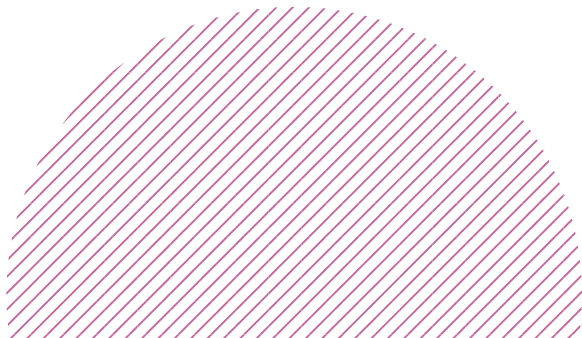
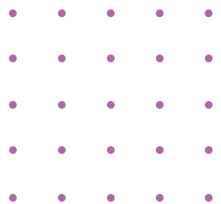
Use your social media to occasionally introduce your service and service providers to the community. This allows customers to get to know the young people who will come to their party and choose the right young person for them. It also gives the animators a good opportunity to promote your service among their friends, boosting their self-confidence and excitement.





VALUE PROPOSITION

A Youth Animator service where our dedicated young team, well-versed in designing engaging activities, guarantees a memorable and fun-filled experience. Our service is not only flexible but also value-driven, tailored to your specific requirements, including location, theme, activities, and age group.



FEEDBACK

FEEDBACK FROM CLIENTS



Karin, Linda Regina's mom, 3 years old.

Activities: The girls are still young. They need to learn to be a bit more confident and intense in their presence, as this quickly draws all the children around them. Initially, they were a bit reserved and timid, but after a while, they managed to gather most of the kids around them. Since there were quite a few children, it seemed like everyone was more or less satisfied with the setup. I just lost track of where they were at times because they are small and got lost among the children :)

Additional Services: Balloon figures/face painting were super.

Overall, the animators were very charming, and in that sense, everything worked well for the birthday party.

Joosep, Mari's dad, 5 years old.

The young animators who visited us were very polite and pleasant. It's entirely true that the kids enjoyed their activities! Their costumes were also lovely.

I must admit that the initial communication to arrange the event wasn't ideal. We received the first response after two emails and two attempted phone calls. I understand that their availability was disrupted due to several reasons coinciding. Nevertheless, even automated responses like "We are on vacation until xx.xx" are much better than complete silence. I acknowledge that the start of the event planning on my part could have been earlier, and a change of mind by my side added some confusion.

Regarding recommendations, we were very satisfied with the service, and we'd gladly refer you if the right moment arises. There's a good chance we might invite you again in December.

GALLERY



GALLERY



MOSAIC CRAFT WORKSHOPS

LATVIA

SERVICE DESCRIPTION

Service offered by an NGO - Organization and leading of Mosaic Craft Workshops, where every participant could learn how to create mosaics, using glass, ceramic and stone tiles, including but not limited to learning how to cut tiles into smaller pieces, glue them on different surfaces making different kinds of mosaic arts and crafts.

Additional service offered:

1. Making DIY mosaic kits for making mosaics at home and organizing the selling process.
2. Making it possible to sell mosaic crafts and arts, made by workshop participants.

KEY ACTIVITIES

MOSAIC CRAFT WORKSHOPS LATVIA

Find out any similar activities in the area in order to understand what is already offered.

Create a description of a service, writing down the idea, purpose, content and value of mosaic art workshops.

Find young individuals interested in becoming mosaic workshop leaders and provide them with training opportunities.

Discuss together what kind of workshops can be offered, what could be most attractive topics for mosaics workshops.

Establish pricing policy for different kind of workshops and create service descriptions for adding it to the website and social media.

Acquire the necessary materials and equipment including the storage space.

Start promoting the service and organizing mosaics workshops.



TARGET GROUP

Mosaic workshop organizing and leading service has four main target groups:



Adults – parents of children (8-12 years old), who would like to find new opportunities for their children to develop their creativity, at the same time to have some free time for themselves, hoping that children will enjoy the process and the result.

Teenagers and youngsters (12-17 years old), who would like to try new things, find new hobbies or just to have fun and find new friends, hoping to find themselves in making something nice with their hands.

Adults (18-55 years old) searching for self-realization, creative time for themselves, and finding the way of self-expression through art and craft making. For them the process of making mosaics can be also a kind of meditation and have an anti-stress effect.

Seniors (55+) who are in need of socializing would be interested in participating in a mosaic workshop in order to try something new, meet other seniors and enjoy the time of creativity together.

BUSINESS MODEL CANVAS



Key Partners

- Construction and craft shops,
- Schools, youth centers, workshop centers,
- Event organizers.



Key Activities

- Mosaic workshops,
- DIY kits for sale,
- Ready craft sale.



Value Propositions

- Can be integrated in different activities and events.
- Experience for young people in promoting their own led activity.
- New activity in the market.



Customer Relationship

- Member of a community/club, interested in mosaics or other type of arts.



Customer Segments

- Adults – parents of children (8-12 y.o.),
- Teenagers and youngsters (12-17 y.o.),
- Adults (18-55 y. o.)
- Seniors (55+).



Key Resources

- Workshop leader,
- Space for workshops,
- Colorful mosaic tiles,
- Tools and materials.



Channels

- Facebook,
- Instagram,
- Telegram Channels.



Cost Structure

Set-up costs: equipment, basic materials, set-up and training, marketing expenses.

Fixed costs: rent and utilities, mentor-coordinator, marketing expenses.

Variable costs: additional materials for workshops, salary for young leaders (usually 50% of a workshop price).



Revenue Streams

Workshops for kids: 10 eur x 10 = 100 eur

Workshops for teenagers: 15 eur x 10 = 150 eur

Workshops for adults: 15 eur x 10 = 150 eur

Workshops for seniors: 10 eur x 5 = 50 eur

2 events x 100 eur = 200 eur

Sales diy: 5 x 10 eur = 50 eur

Sales: 3 x 20 eur = 60 eur

COST STRUCTURE

General cost structure
for mosaic craft workshops

Mosaics Workshop space

It is important to have a place with a table for workshops being able to fit at least 5 people, shelves for the materials and other equipment needed for the workshop.

Basic materials

Basic materials for the training of young leaders and first workshops (tiles, glue, instruments, etc.)

Practical set-up training for young leaders.

Fixed costs

Variable costs

Additional materials

Additional materials for workshops, depending on the type of workshop topic and number of participants.

Mentor

coordinating all young leaders and other parties.

Marketing and design

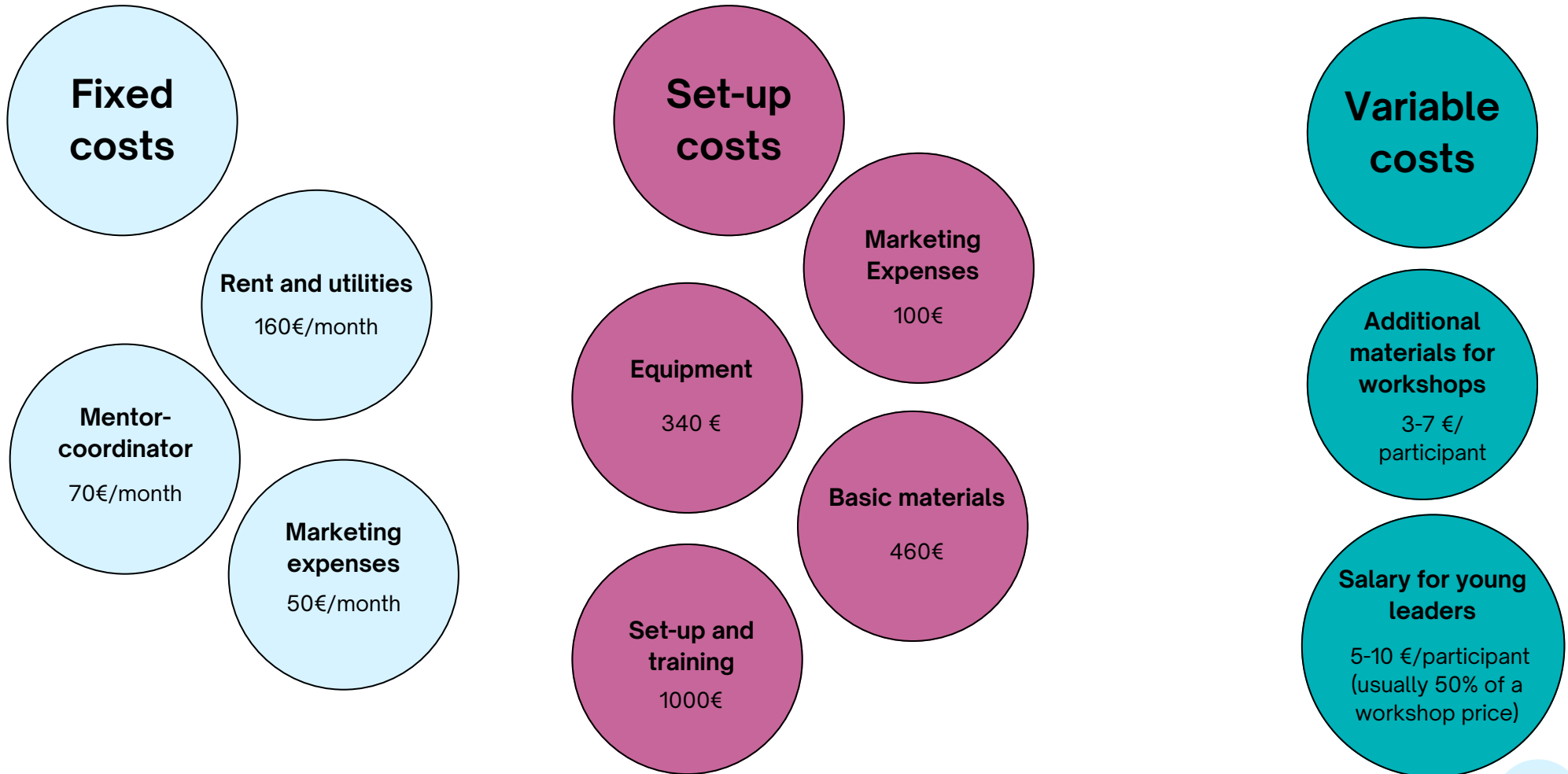
coordinating texts, pictures, designs for advertising and social media promotion.

Salary for young leaders.



COST STRUCTURE

Calculated cost structure
for mosaic craft workshops



TIPS

MOSAIC CRAFT WORKSHOPS LATVIA

Specifics of mosaics workshops

It is very good to always have a proposed topic of each workshop, participants are more attracted with an idea of creating something similar to what is proposed. Topics can be – mosaic mirror, mosaic pendant, mosaic tray, mosaic coasters for cups, mosaic candle holder etc. Given the quantity of participants also makes the preparation easier – you know how many pieces of materials are needed. It is good to have a list of shops, where you can quickly buy materials needed for the workshop, if something has finished or is missing.



Offering Additional Services

Opportunity to purchase DIY kits for making mosaics at home, to rent instruments and other equipment for cutting mosaic tiles, organization of Mosaic workshops during other events, like festivals, birthdays, parties and other kinds of celebrations outside of the office.

Involving Youth in Activities

Involving young people in this activity is very important, as those, who can join workshops on voluntary basis can get practice in communication with customers, step by step organizing of the activity, they can later become leaders and organize their own workshops themselves, also not limited to mosaic craft.

Collaboration with others

Collaboration with others is a good way to expand the service to more clients. Collaboration can be first made within the NGO activities, using mosaic workshops also for mental health club activities or for dog lovers – making a dog picture of mosaics. Also there can be a collaboration with other institutions.

Additional Workshops

It is important to consistently offer opportunities for self-improvement, offering additional meetings with mosaics practitioners, social media specialists, online sales promoters etc. in order to get new tips for mosaic and workshop service development in organization.

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TIPS

MOSAIC CRAFT WORKSHOPS LATVIA

Community Development

Mosaics making can become a good tool for community development as one of the project implementations, where everyone could participate and make a piece of whole mosaics, which can be glued on a wall in the city for example.

Model use for other crafts

The Service Model can be also used for other craft workshops, for example candle making workshop or jewelry making workshop or any other craft making, just you need to be sure that there is availability of materials and skilled person in order to teach young leaders.





VALUE PROPOSITION

Mosaics is not so popular in Latvia as a way of self-expression, and being able to learn how to do it even without previous experience, thus offering this Service is very unique at the moment.

Young leaders, organizing mosaic workshops will be able to get experience first in the community of the NGO, finding the best way of promoting the Service in order to attract participants for different target groups.

Mosaic making workshops are good for integrating in other kinds of activities, events, parties, festivals, city events or even as an extracurricular activity at schools.



FEEDBACK

FROM YOUNG LEADERS



LIZA

Mosaic is a great activity to take your mind off the hustle and bustle and meet new people in such a meditative activity. It is interesting to observe how people perceive the world, transferring it to an empty form, laying out this world with various mosaic details.

ALEKSANDRA

I really enjoyed teaching and learning mosaics, it was very inspiring. I like to come up with unusual options for what topic to do a lesson on, look for materials, and especially the atmosphere during the lesson, when everyone is immersed in the process or when they joke and communicate. In my opinion, mosaic is not only relaxation and creativity, but also magic that unites people. But it's a little frustrating that it's difficult to recruit people - perhaps this is due to the fact that we do mosaics often and people have already tried it, or because it's paid (although not expensive, as for creativity), or because the time is not suitable for everyone or it is difficult for people to decide. Moreover, at the stage when you make an announcement, many are interested, but in the end only a few sign up. But then those who are really interested come and that's why magic happens.



FEEDBACK

FROM WORKSHOP PARTICIPANTS



EMMA (YOUNGSTER)

The master class was great, I really liked it, I especially liked making the candle holder, because everything was so cozy and cute, it turned out very unusual, especially when I managed to cover up the two fallen parts with cement, it turned out with a secret. I'm looking forward to your other workshops.

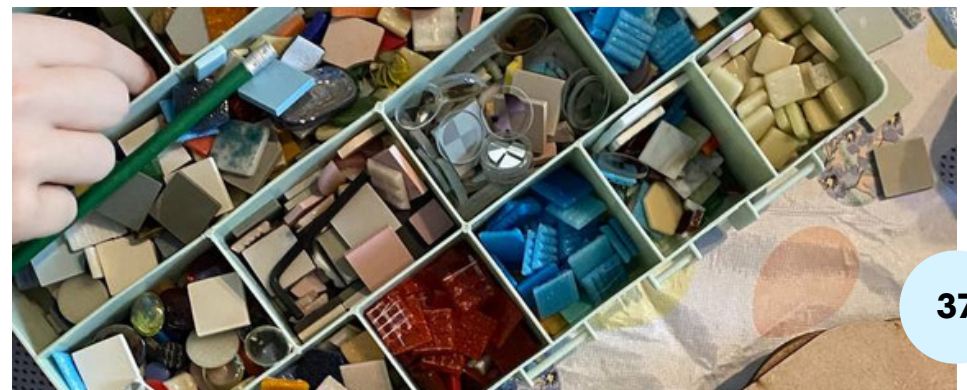
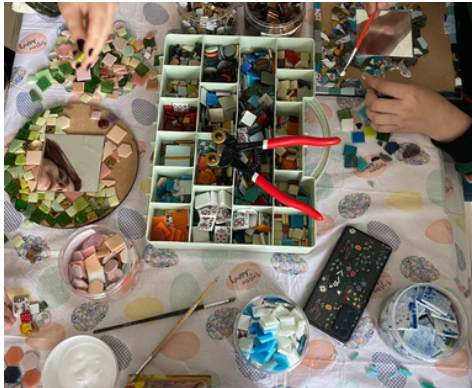
ARINA (YOUNGSTER)

It was very interesting, I liked it very much, very inspiring and meditating! Thank you!

MARINA (ADULT)

If you wish to do some creative handcrafting, and you do not want to think about materials - welcome! I came as always, not even remembering, what I have signed up for, and came out after three hours with a tray glued with mosaics, very happy.

GALLERY



ARTIFICIAL INTELLIGENCE CHATBOTS FOR BEGINNERS

ROMANIA

SERVICE DESCRIPTION

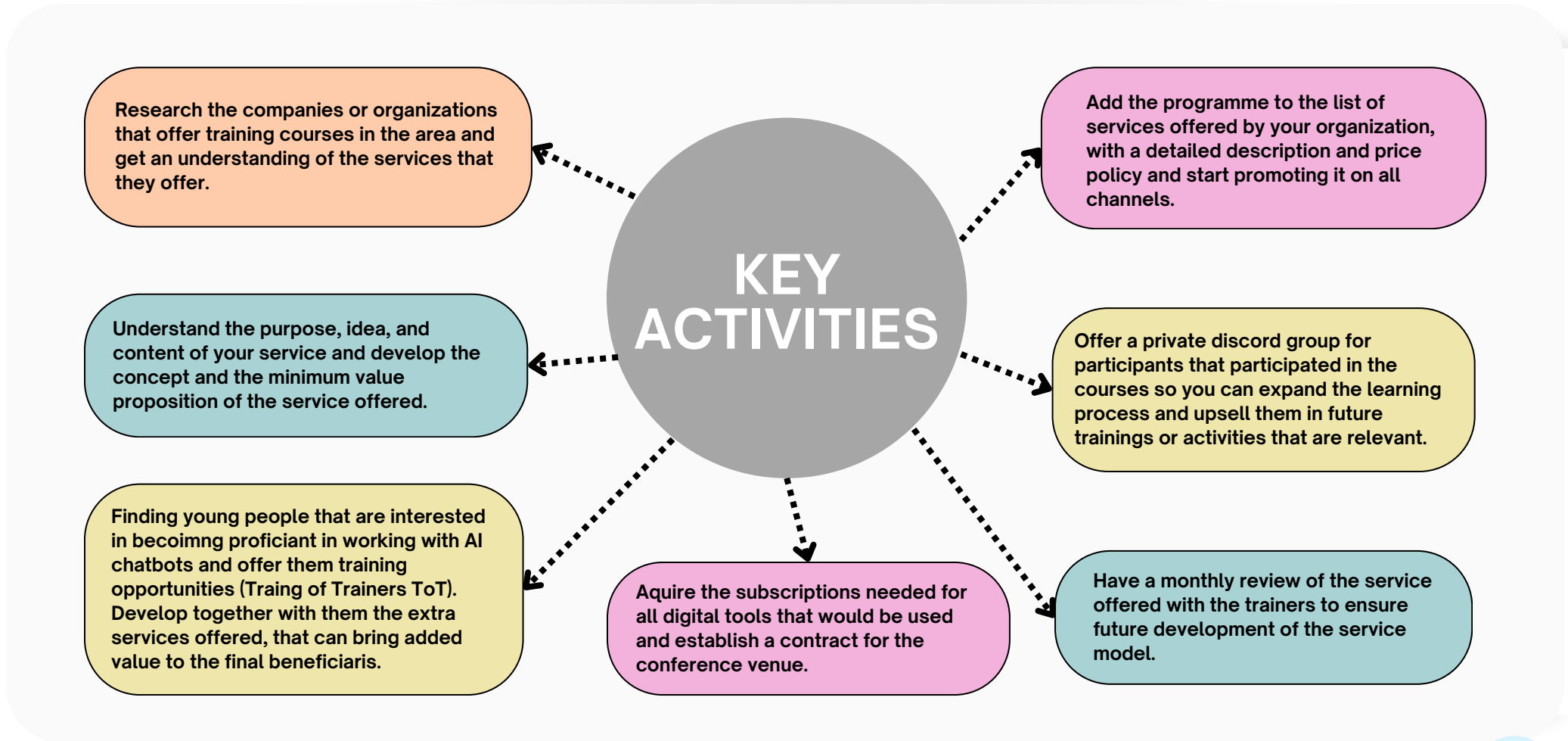
Artificial Intelligence Chatbots for beginners: the participants will learn how to interact with ChatGPT, what are the categories where it is used and the different classifications of chatbots, what are the limitations and challenges given by AI technology in society. The course will offer real life examples and help them solve tasks in different situations, such as academic research or content creation.

Additional service offered:

1. community calls on Discord in order to keep the participants engaged and up to date with the topic.



KEY ACTIVITIES



TARGET GROUPS

YOUNG INDIVIDUALS

The primary target group are young individuals who want to become training facilitators. Their goal is to gain knowledge about the topic and use their knowledge and public speaking skills to earn pocket money in a secure environment while also being part of a learning savvy community.

YOUNG PEOPLE

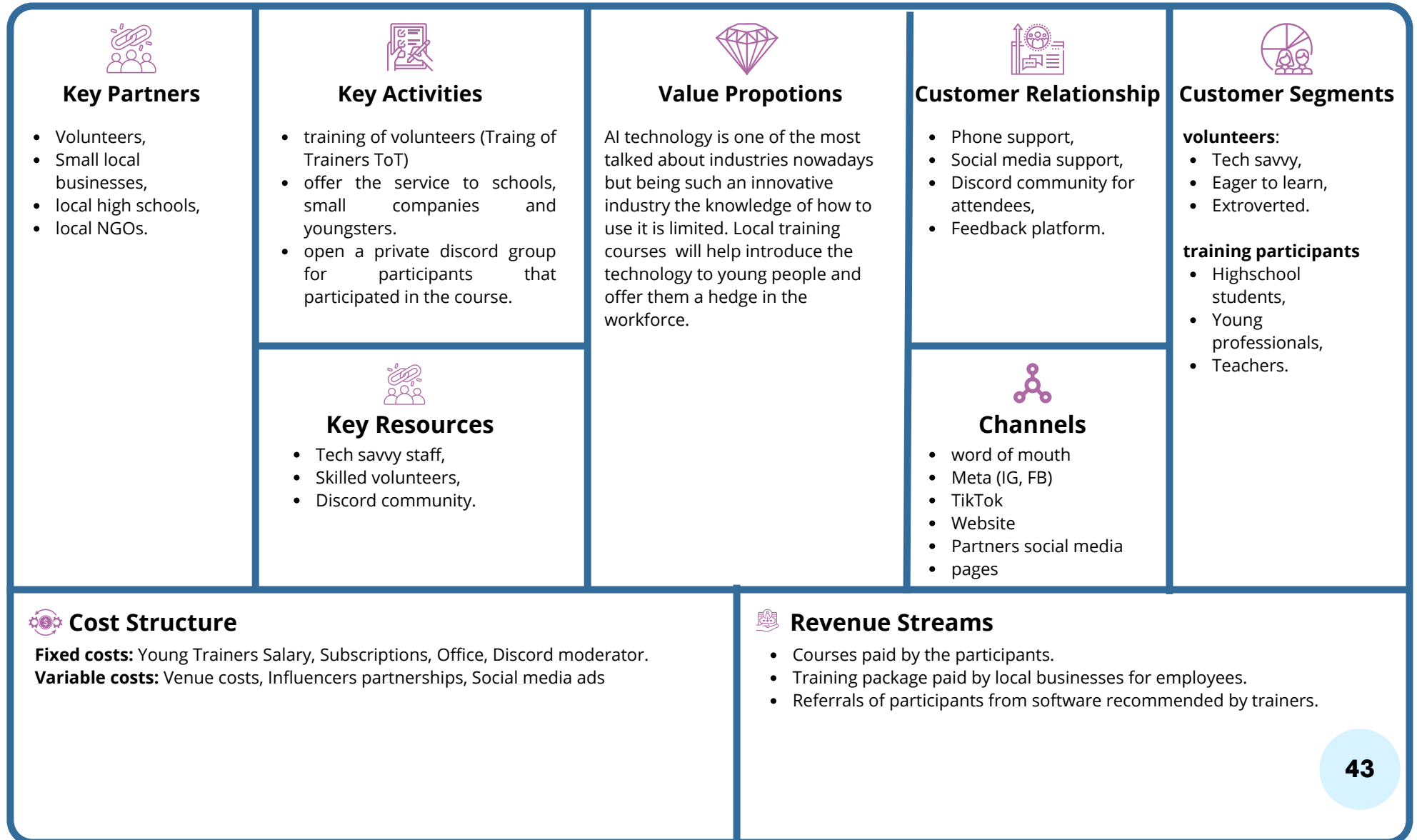
The second target group is young people aged 16-35 that are interested in new technologies, personal development and who want to gain a competitive edge in the evolving tech industry and enhance their understanding of AI applications.

LOCAL ORGANIZATIONS

The third target group includes local organizations, schools and small companies that want to partner with the organizers in order to integrate AI education and technology-driven learning to equip their peers with a competitive set of skills.



BUSINESS MODEL CANVAS



COST STRUCTURE

Fixed costs

DIGITAL ASSETS SUBSCRIPTIONS

It is vital to have the ChatGPT plus subscriptions that offer access to the latest version and faster responses, Canva Premium and Mailchimp for creating the materials and promoting them.

OFFICE

A place where the meetings of the trainers and the manager will happen in order to further develop the trainings and review the past activities. If possible, should be in a coworking space or the conference venue.

MANAGER

The representative of the organization that is mentoring and coordinating all youngsters and the training framework. This person will also be in charge of partnerships with institutions and communication with participants.

WEBSITE

Website to promote your service and share information about your service.

SOCIAL MEDIA ADS

A fixed budget to be spent on Meta and TikTok ads to promote the service to the target group.

DISCORD MODERATOR

A person that will engage involvement from the participants and keep the discussions civilized on the discord server. Optimally they will be a volunteer from the organization.

Variable costs

VENUE COSTS

Will depend on number of participants

CATERING FOR EACH EVENT

Will depend on number of participants and their needs

RENTING EQUIPMENT FOR EVENTS

We will rent the computers used in order to reduce initial costs.

FINANCIAL COMPENSATIONS FOR YOUNGSTERS

Youngsters would get paid according to national regulations.

INFLUENCERS PARTNERSHIPS

Will reach barter agreements with local influencers.

COST STRUCTURE

Fixed costs

Chatgpt plus subscriptions	3 x 20€/month
Canva Premium offered for free for NGOs, if you don't qualify	29,99 USD/month
Mailchimp will use the free version, after passing 1000 contacts in the email list	19€/month
Office	50€/month
Manager	200€/month
Website	5 €/month
Meta ads budget	50 €/month
Discord Moderator	free a volunteer from the organization

Variable costs

Venue costs	5€/participant
Catering for each event	3-10€/participant
Financial compensations for youngsters	Youngsters would get paid according to national regulations.
Renting equipment for events	40€ / event
Influencers partnerships	200€/month

General rule for dividing service fee:

Youngsters get 60% (including taxes) and organization will receive 40% of the income.

TIPS

Trainers "Hall of Fame"

Through your social media introduce your trainings and the service providers to the community. This allows the future trainers to promote your service among their friends, boosting their self-confidence and excitement. Also it allows customers to have a personal connection with the future Trainer and be more willing to embark on a learning journey.

Cooperating with Schools and other NGOs

Collaborating with other institutions is a great way to expand your service to more clients. Having the first training sessions in cooperation with local high schools or other NGOs will allow the trainers to gain experience in a safe environment. This will also expand your organizations' capabilities by establishing new partnerships.

Work together with the youngsters

Young people will be the providers of this service so their personal approach in how it should look like, must be encouraged and fostered. In order to further develop the trainings monthly reviews the past activities will be done between the manager and the youngsters. Together with the Discord server this will be the best place for young people to be encouraged to bring their own contribution and feel that they own the service provided.

Upselling

The Discord platform will be used for keeping the community engaged and also to promote future activities and trainings, offering the possibility of having a more in depth look into technology development. For example a future course on building chatbots without coding skills for their business or school might be offered for interested participants.

Find external partners

Because AI it's a buzzword and a novelty subject, it will be easy to find partners that would be willing to be partners, especially if you are located in a smaller community where they will have the first mover advantage on the topic.



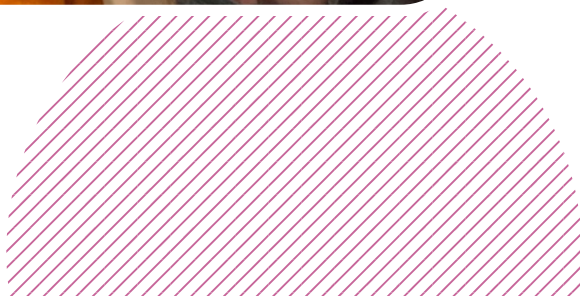
VALUE PROPOSITION



AI technology is one of the most talked about industries nowadays but being such an innovative industry the knowledge of how to use it is limited. Local training courses that will help introduce the technology to young people and offer them a hedge in the workforce.

Cooperating with small businesses and schools to offer this training for their employees and students is a win-win situation as the costs will be covered by the companies, that will allow the participants to focus solely on acquiring the skills.

Having a private online community of like minded individuals will assure the sustainability of the learning process and will keep the participants engaged and willing to participate in future projects organized by the association.



FEEDBACK FROM COMMUNITY AND YOUNGSTERS BY PROJECT PARTNERS

CRISTINA

23, Public Administration Student

It was a nice experience for me, I learned many new things about CHAT GPT tools and how they can be used. Although I was familiar with AI, I managed to deepen some aspects and exchanged ideas with the other participants. We analyzed and discussed concrete situations in which CHAT GPT can be used. The networking opportunities and connections made during this project are important and we will maintain contact with the other participants through Discord.

P.S The coffee was very good! :)

RĂZVAN

22, IT & Engineering student

This course was very useful for me to understand the implications of AI in our life. One particular point of interest in the course was the examination of a concrete case study in which the productivity of employees in a cafe-bar was monitored using an artificial intelligence tool. This system accurately measured the number of coffees prepared or served by each employee, providing valuable data to management. This technique led to an overall improvement in efficiency and workflow optimization, it also sparked intense classroom discussions regarding the ethical implications of using such technologies. We discussed how constant employee monitoring could infringe upon their personal space and the need to find a balance between improving productivity and respecting human rights and dignity

MARIA

33, Assistant manager

I knew about CHAT GPT from my daughter, who is a student, and I attended this course to better understand how it works and to help her use this tool for various projects she is running at school.

We also discussed the impact that artificial intelligence will have on the labor market in the future, the fact that some jobs could disappear, but also how it could affect young people, who will put less effort into certain tasks at school, using CHAT GPT.

Thank you for providing this educational opportunity, and I hope I can participate in future projects with you!

GALLERY

AI CHATBOTS
ROMANIA



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