

# ITU Regional Forum for Europe

## Digital Skills development - Case of the Western Balkans

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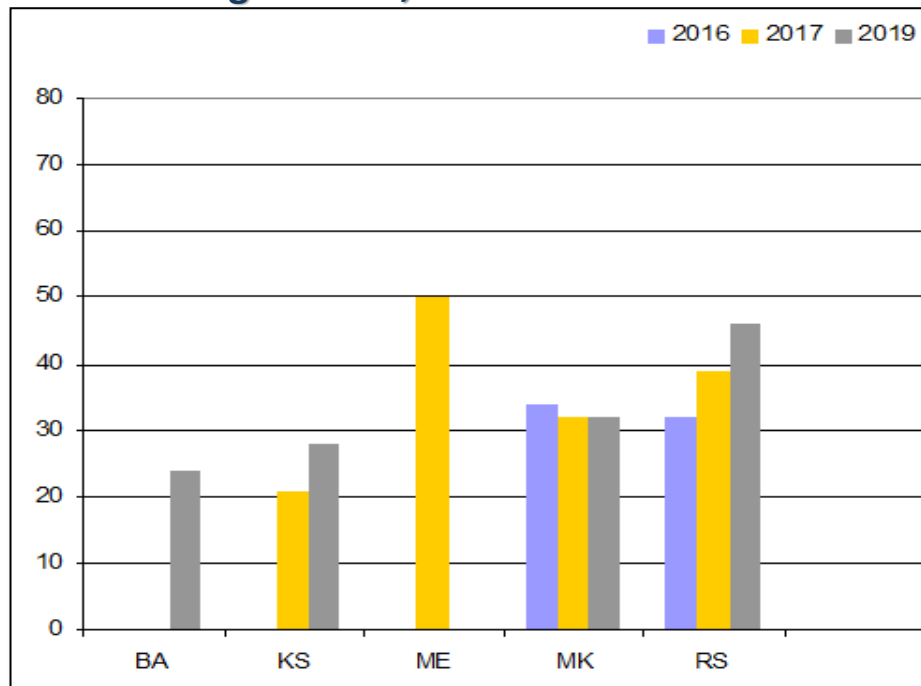
# New realities induced by Covid

1. Did the pandemic *affected* our daily routine and life?
2. Will our *daily routine come back* after the pandemic ends?
3. *What* does this require?

# Digital skills in Western Balkans

## Balkan Barometer 2020

### Individuals with basic or above basic overall digital skills, in % of individuals



Source: MAP REA - Diagnostic Report, December 2020

- Importance expressed by: close to **80%** of managers in WB; **73%** for micro-companies; **92%** for large companies)
- Actions undertaken: **55%** of companies provide some form of training in digital skills;
- Necessity: Digital skills is **one of two topical areas** where most employers expect improvement

# Way forward

- Through CRM Action Plan WB committed to have:
  - **Coordinated** regional response to digital skills;
  - **Balanced** approach between national and regional needs;
  - Develop digital skills **strategies & tailor-made** actions (i.e. dedicated training programs, coaching, mentoring, etc.);

# RCC role and support

- Established permanent *regional dialogue* in digital skills;
- *Networked* WB institutions engaged in digital skills;
- *Exposed* WB to the work of other organizations;
- *Defined* the digital skills *agenda until 2024*;
- 2021 and onward:
  - Fully-fledged assessment of gaps and needs;
  - Support policy formulation and regional actions
  - Peering and networking in a structured manner;
  - Showcasing and experience sharing on regular basis;



**Thank you!**

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