

Specification of services

Delivery of the training

“Methods and techniques to convey information”

31 May 2023

About Interact

We are an experienced international team who are passionate about cooperation. Cooperation can be complex; our job is to make it easier.

We ensure the exchange of experience, information and innovation in order to promote best practice and make cooperation easier. We achieve this through targeted events, publications and tools.

Our services are targeted at cooperation programmes, known as Interreg. These programmes work across borders to jointly tackle common challenges and find shared solutions. Their work funds projects which improve the lives of Europeans in the fields of Smarter Europe, Greener Europe, a More social Europe, etc.

Our work covers the Member States of the European Union, as well as Norway and Switzerland. We also support programmes in the Western Balkans under IPA, as well as the NEXT programmes which cover wider European Neighbourhood countries, such as Ukraine, Turkey and the African Mediterranean coast.

We are a decentralised organisation. We have a Managing Authority and Interact Secretariat based in Bratislava, which manages four Interact Offices who deliver services, these are based in Turku (Finland), Valencia (Spain), Viborg (Denmark) and Vienna (Austria). All together, the 50 members of Interact have a shared mission – to make cooperation easier.

Interact is co-financed by the EU and national contributions by participating countries. Check for more: www.interact-eu.net

Our service approach and ‘the need’

The COVID pandemic and associated lockdowns proved revolutionary to Interact. As an organisation whose principle intervention was in physical events, we transformed our service delivery from 100 physical events, to 200 online events. Now Interact is returning to a new normal, embracing more mixed method approach, using online, physical and hybrid meetings, and blended approaches to long term projects. Interact has also widely adopted previously niche projects such as online learning and video making.

While the methodology has changed, the wider approach of Interact has not gone through a similar revolution. Similarly, in the three years of COVID, our audience, and their expectations, have changed.

On the Interact side, as well as a period of renewal seeing nearly 20% of colleagues joining since 2020, the team are, overall, well established. They have, overall, strong presentation and facilitation skills, and the ability to discuss even typically dry subjects as programme management and finances in interesting, insightful and personable ways. However, the effect of being in lockdowns over the past three years is that these skills are a little out of practice. Furthermore, new ways and methods of speaking and presenting information have flourished in the online environment, and are not widely adopted yet in Interact.

With the start of a new programme period (officially started in December 2022), Interact is looking for an expert to support us in enhancing our communication skills, and especially our ability to relay information in a way that connects with our new audience.

Furthermore, the new programme and new brand offers an opportunity to refocus on the importance of brand to credibility and authority. Over the past 10 years Interact has gone from four brand manuals for four offices, to one brand manual seeking to harmonise the approach and have a clearer and well respected brand.

Expertise sought to enhance Interact delivery

Based on the above-described background, Interact is searching for experts to train and advise our team on Methods and techniques to convey information in a one day training. The proposed methodology is for a series of parallel workshops covering themes listed below. Around 45 participants are expected to attend this event and two parallel groups of 20, or three groups of 15 are possible. While the overall timing is fixed, other elements can be varied to respond to the plans of the service provider.

The training will take place on the 20 June 2023, proposed timing 09:30 to 15:30 in Elia Beach, Sithonia, Greece.

The services to be provided by the expert will consist of the following:

- Preparation for the training: e.g. event-specific research, getting to know the audience, preparation of materials and lecture. Interact will brief the trainer on the profile of the audience and expectations.
- Plan and deliver workshops on:
 - How to use our Brand Voice
 - Effective communication with PowerPoint (+Advanced PowerPoint techniques); e.g. What do we put on slides; What more can power point offer
 - Public speaking (e.g. How to TED talk)
- Provide feedback on Interact planned workshops with Interact own experts in
 - Brand awareness
 - Plain language
 - Adult learning techniques
- Above workshops should include both description, and practical tasks for the participants.
- Follow up and dissemination of training materials electronically
- All services will be delivered in English language.

The above workshops includes both trainer specific content, and content to be developed by Interact where one round of feedback and insights are suggested to improve the presentation and methodology.

The service provider is able to adjust the three proposed workshops in order to better address the needs of the Interact, as set out in this tender.

Requested services, deliverables and timelines

The external service provider is requested to provide the following service, respectively deliverables:

Service/ Deliverable	Description	Indicative timeline
Preparatory meeting	Preparatory online meeting with Interact colleagues to get to know and agree the details	13 June
Preparation of own workshops and check in with Interact	Prepare and present methodology and overview of service providers intervention, ahead of the meeting in Greece. Review the materials provided by Interact, and provide feedback.	16 June
Travel to Greece	Travel to Elia Beach, Sithonia, Greece.	19 June
Provide workshops	Per the tender and as agreed on 11 June, deliver the workshops.	20 June
Follow up	After the event, provide a summary of the trainings given for Interact to use for future reference, and for new colleagues.	End June

A more detailed schedule for the deliverables will be agreed upon between Interact and the selected service provider during the kick-off meeting.

Requirements for the offer

Your offer shall include:

- A CV of the team who can deliver this training that clearly details experiences with training on related topics.
- A brief description of the methodology you plan to follow for delivering the training.
- A price information indicating a fixed lump sum for the services described above.
- Travel and accommodation costs must be included in the total price.

We kindly ask you to submit your offer by 9am on Friday 9 June by e-mail to kevin.fulcher@interact-eu.net and shila.mohanty@interact-eu.net

Supporting documents for this tender are:

- Draft agenda of Interact team training
- Interact IV brand manual