



LO SVILUPPO DELLA FORMAZIONE NEL FERROVIARIO: SOFT SKILLS E COMPETENZE TRASVERSALI

Esperienze a confronto fra innovazione e best practices

Roma , 19 Marzo 2024



Guardando alle esperienze più evolute in Europa

RELATORE: Anna Patacchini



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International Day for Digital Learning

19 March

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Trend della Formazione (metodologie)

Esperienze già consolidate/in fase di sviluppo nel settore ferroviario

- Simulatori
- Moduli in e-learning
- Uso di Learning Management Systems (LMS)
- Gamification
- Digital twins [Es.: Digital Twin of the rail network \(digitale-schiene-deutschland.de\)](https://www.digital-twin-of-railway.de)



Realtà trasversali / innovative

- AI / Realtà virtuale immersiva / Metaverso
- MOOC/ EDX (es: [MOOC: Railway Engineering: An Integral Approach | TU Delft Online](https://www.tudelft.nl/en/education/mooc/railway-engineering))
- LinkedIn

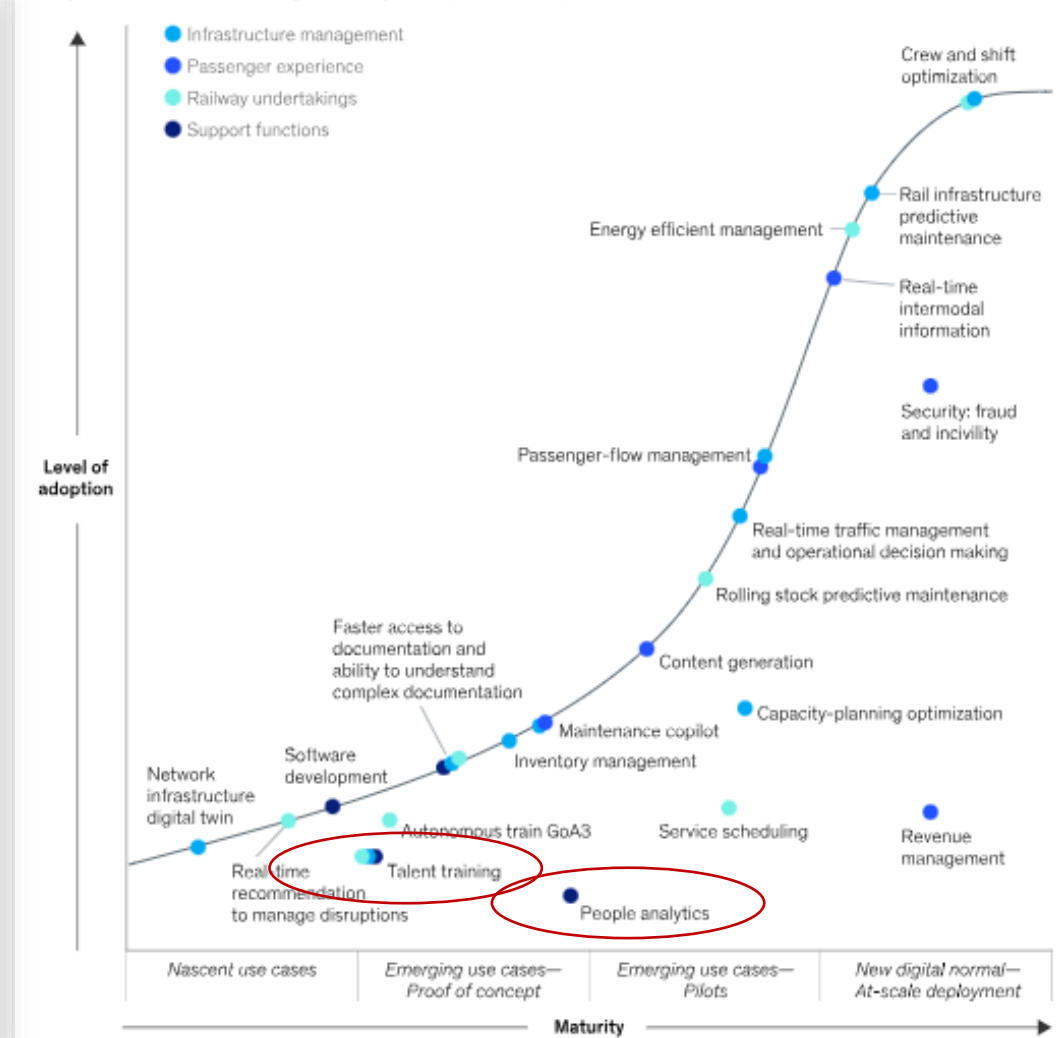
AI has potential to support a range of business activities, across the rail value chain.

Business activities

 Use cases discussed during interviews and being developed
 Domains with high potential for innovation and digitization

Group ¹	Description	Domains ²			
A Railway undertakings	Activities that are directly and indirectly related to delivering the final railway product (ie, the travel experience)	Operations and crew scheduling and planning	Crew training	Onboard operations and services	Train station related operations
		Irregular operations	Safety	Rolling stock maintenance	Rolling stock procurement and inventory management
B Infrastructure management	Activities that are directly and indirectly related to the infrastructure needed to deliver the final railway product	Network planning and optimization	Network construction and investment ³	Network maintenance	Network procurement and inventory management
		Network slot allocation and traffic management	Stakeholder management	Rail safety	
C Passenger experience	Customer-facing activities related to the operations of the railway company	Marketing and pricing	Booking and ticketing services	Customer railway journey and passenger information	In-station additional revenue
		Customer care			
D Support functions	Essential non-operational activities	HR	Finance	IT	

Adoption of AI use cases by maturity level (illustrative)



<https://www.mckinsey.com/industries/travel-logistics-and-infrastructure/our-insights/the-journey-toward-ai-enabled-railway-companies>

Studio con UIC Giugno – Novembre 2023, Pubblicato Marzo 2024

Trend della Formazione (esempi edX su NTS)



Three course cards are displayed in a row. The first two are from IBM and the third is from Fullbridge (FB). Each card features a header image, a logo, a title, and a 'Course' button.

- Course 1:** IBM logo. Title: **Soft Skills: Develop Interpersonal Skills**. Provider: IBM. Button: Course.
- Course 2:** IBM logo. Title: **Soft Skills: Solve Problems w/ Creative & Critical Thinking**. Provider: IBM. Button: Course.
- Course 3:** FB logo. Title: **Communication Skills and Teamwork**. Provider: Fullbridge. Button: Course.

Navigation icons: Home, Certificates, Professional Certificate, The Science of Happiness at Work.

Learn to boost satisfaction, engagement, and collaboration

Professional Certificate in
The Science of Happiness at Work

[I'm interested](#)



Pepperdine University logo. Title: **Master of Science in Applied Behavior Analysis**. Provider: Pepperdine University. Button: Master's Degree.

Trend della Formazione (esempi edX su NTS)

The image displays six course cards arranged in a 2x3 grid. Each card includes a logo, a title, and the name of the institution. The top row contains three cards, and the bottom row contains three cards. Each card also has a 'Course' label at the bottom.

Logo	Course Title	Institution
UCLouvain	Les fondements de la stratégie d'entreprise	Université catholique de Louvain
UCLouvain	Introduction aux enjeux du développement durable	Université catholique de Louvain
HEC MONTRÉAL	La gestion des ressources humaines	HEC Montréal
UCLouvain	Psychologie de la négociation	Université catholique de Louvain
EPFL	Introduction à l'Analyse du Cycle de Vie - de la pensée à la pratique	École polytechnique fédérale de Lausanne
HEC MONTRÉAL	La gestion des conflits	HEC Montréal

Trend della Formazione specifici del settore

UIC WORLD CONGRESS ON RAIL TRAINING, TALENT AND DEVELOPMENT

Ultimo evento: 29 Novembre – 2 Dicembre 2022

<https://wcr.t.uic.org/congress-agenda>

Learning soft skills with TrainTool

Marjolein Kouwenhoven & Anouk Pouwels, NS, Netherlands

Using virtual reality simulation to reinforce non-technical skills in an inter-professional context

Nicolas Renoir - SNCF & Pierre Gibbe - UDI SNCF, France

Studying railways in different worlds: two case-studies for European and Eurasian railway teaching co-operations on Master level

Michael Lehmann & Elena Queck, University of Applied Sciences Erfurt, Germany

Prossimo evento: 9-11 Aprile 2025

Tematiche trattate nel 6th WCRT

- Formazione a sostegno dello sviluppo sostenibile
- Sviluppo di nuove competenze per le professioni emergenti
- Cultura del rischio per la sicurezza (sicurezza del personale e dei clienti/sicurezza ferroviaria)
- Competenze di sicurezza per l'intervento e la prevenzione (suicidio, terrorismo, comportamenti antisociali)
- Competenze non tecniche e sicurezza
- Sviluppo della gestione e della leadership
- Servizio al cliente / Orientamento al cliente
- Nuove sfide, come quelle interculturali, intergenerazionali e della diversità

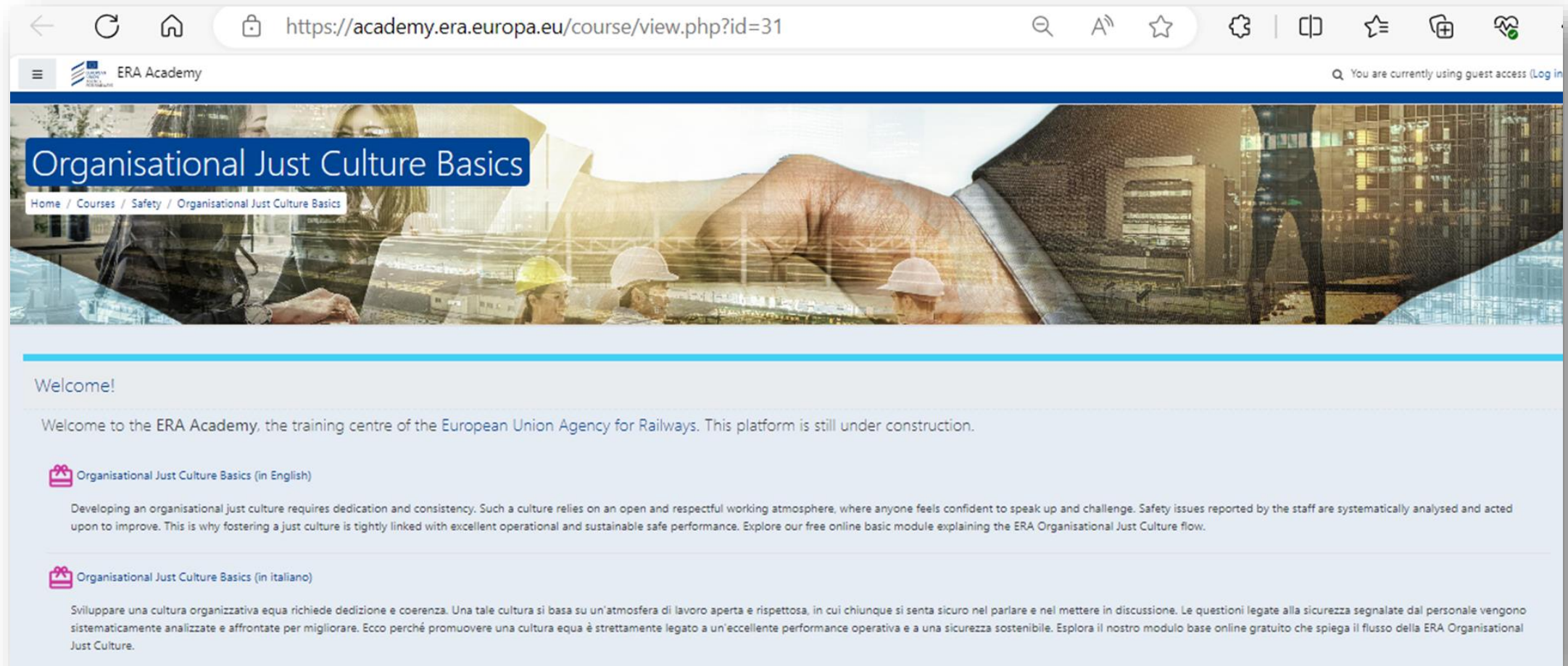
ERA & Formazione

The screenshot shows the ERA website homepage with the URL <https://www.era.europa.eu>. Several items are circled in red:

- Investigating SMS Training**: On 14-16 May, the Agency is organising an Investigating SMS training open to any rail professional. Register now!
- Organisational Just Culture Training**: On 28, 29, 30 May and 10 June, the Agency is organising an Organisational Just Culture training open to any rail professional. Register now!
- Safety Leadership Training**: On 18 June, the Agency is organising a safety leadership training open to any rail professional. Register now!
- ERA Training Catalogue**: A link to the training catalogue.
- ERA Safety Training in 2024**: Watch the recording of the webinar we had on 30 January 2024 about the Agency's safety training portfolio.
- Safety Culture Oversight Training**: Have a quick look at the January 2024 session of the safety culture oversight training.

Other visible items include: Free Webinar: Announcing the ERTMS 2024 Conference; CCS TSI Appendix A – Mandatory specifications; ESC/RSC Technical Document; ERA Railway Factsheets; Vacancies at ERA; Latest Videos; and Season's Greetings.

Esempio di modulo in e-Learning



The screenshot shows a web browser displaying the ERA Academy website. The URL is <https://academy.era.europa.eu/course/view.php?id=31>. The page title is "Organisational Just Culture Basics". The breadcrumb navigation is "Home / Courses / Safety / Organisational Just Culture Basics". The main content area features a large banner image with a blue overlay containing the title. Below the banner, there is a "Welcome!" section with a message: "Welcome to the ERA Academy, the training centre of the European Union Agency for Railways. This platform is still under construction." There are two course options listed, each with a gift icon: "Organisational Just Culture Basics (in English)" and "Organisational Just Culture Basics (in italiano)". The English version description states: "Developing an organisational just culture requires dedication and consistency. Such a culture relies on an open and respectful working atmosphere, where anyone feels confident to speak up and challenge. Safety issues reported by the staff are systematically analysed and acted upon to improve. This is why fostering a just culture is tightly linked with excellent operational and sustainable safe performance. Explore our free online basic module explaining the ERA Organisational Just Culture flow." The Italian version description states: "Sviluppare una cultura organizzativa equa richiede dedizione e coerenza. Una tale cultura si basa su un'atmosfera di lavoro aperta e rispettosa, in cui chiunque si senta sicuro nel parlare e nel mettere in discussione. Le questioni legate alla sicurezza segnalate dal personale vengono sistematicamente analizzate e affrontate per migliorare. Ecco perché promuovere una cultura equa è strettamente legato a un'eccellente performance operativa e a una sicurezza sostenibile. Esplora il nostro modulo base online gratuito che spiega il flusso della ERA Organisational Just Culture."

[Organisational Just Culture Basics: Organisational Just Culture Basics \(in italiano\) \(europa.eu\)](https://academy.era.europa.eu/course/view.php?id=31)

NTS nel SGS

