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Project Acronym ProCESS
Project Full Title Processing Complexity with Emotional, Sensorial and Spiritual capacities

Press release – Latvijas Pasts Complex Management Case Study

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ProCESS Project aims to develop an original and innovative methodology to deal with complex management issues through alternating sequences of mobilization of Sensory, Emotional, and Spiritual (SES) intelligences, in addition to rational capacities. This enables students to better feel and sense complex situations (and not only understand) and dare to “step out of the box” to solve them.

During ProCESS Project implementation a set of **12 complex management case studies** are developed (in 3 rounds) and proposed to the students for solving. The participating students are encouraged to alternate sequences of mobilization of Sensory, Emotional, and Spiritual (SES) intelligences, in addition to rational capacities to find solutions to the proposed topics. In the first training round, the first four case studies are developed in collaboration with the ProCESS partner companies: Latvijas Pasts (Latvia), Sanofi (France), De KLAUSEN (Rumania) and Mediatalo Keski-suomalainen (Finland).

The **case study** proposed by **Latvijas Pasts** addressed the challenge of finding solutions on how to vitalize the company values developed in 2017. Students were expected to answer the following questions: How to make the values accepted by all employees even in the most distant offices? How to turn them into a living mindset and guiding day-to-day behaviours? How to make the values of Latvijas Pasts working and contributing to organizational effectiveness and success?



Latvijas Pasts Enterprise Meeting

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For solving the case study, 16 students were selected (four student teams) from each ProCESS partner university in September 2021. The activity on the projects started with a kick-off meeting – *Latvijas Pasts Enterprise Meeting* that was organized on the 11th and 12th of October in Riga, Latvia. The Enterprise Meeting included face to face activities at the Latvijas Pasts (attended by all students from RISEBA and one representant student from each partner university - JAMK, UCLy and TUCN) and online activities with the other participant students from partner universities. During these meetings the company coach and company experts presented the case study to the participant students. All teams had the opportunity to discuss with the company representatives about the topic, collect information and ask questions they thought will help them in solving the complex problem proposed by the company case. Participants also visited Latvian Post offices in Riga to familiarize with the situation on the place.



SESS Workshops

After the enterprise meeting, all students evaluated their SES Skills using a set of questionnaires developed by PerformanSe, partner company from France in ProCESS Project. After this evaluation, all participating teams developed a synthesis report about the company and the issues raised by the complex management case, coached by academic and company coaches.

The students advance in solving the Latvijas Pasts case study was supported by a set of six SESS Workshops (devoted to training of the sensorial, emotional, and spiritual skills and capacities), organized by each partner university with the participation of all involved students, during October - December 2021. The workshops activities were coordinated by the SESS trainers, in the presence of both Company and Academic Coaches. After the third and the sixth workshops the students' SES Skills were reevaluated.

As part of solving the complex management case, each student team developed an interim report. The report was presented to the academic and company coaches after the 3rd workshop during the hybrid meeting, students' ideas were analyzed and they received feedback.



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The final results obtained by each student team were presented in the Final Reports on Latvijas Pasts company case.

For the final presentations of the students results in the complex management cases a Winter School was organized in Finland by JAMK University of Applied Sciences. The event took place during 24-27 January 2022. At the event, all 16 students from the four teams that participated in Latvijas Pasts case study, the Academic Coaches, and the Company Coaches participated. After the presentations the Company and Academic Coaches analyzed the results and gave feedback for the students' ideas. Students received a certificate for their participation in the ProCESS Project. Beside the final presentations, during the 1st ProCESS Winter School, other activities were also organized: interviews with students, Academic and Company Coaches conducted by partners from PerformanSE, "Complexity Sonaatti" webinar coordinated by JAMK SESS trainers, focus group with academic coaches, presentation of Mediatalo Keskiuomalainen and free-time activities.



Final Presentations at 1st ProCESS Winter School organized by JAMK

The collected feedback from the participating students together with the results of the SES Skills evaluations during the project implementation showed an increase in understanding and implementation of the students Sensory, Emotional, and Spiritual capabilities for solving complex management cases. The company representatives also gave positive feedback on the students results for the proposed study case.

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