

New Energy Solutions Optimised for Islands



EUROPEAN ISLANDS FACILITY

## D7.4: Report from the Regional Workshops (round 1)

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# Technical references

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# 1 Introduction

## 1.1 Background information about the EU Islands Facility NESOI

The EU Islands Facility NESOI (New Energy Solutions Optimised for Islands) is a four-year Horizon 2020 project funded under call topic LC-SC3-ES8-2019 (European Islands Facility -Unlock financing for energy transitions and supporting islands to develop investment concepts)<sup>1</sup>. It began on 1 October 2019 and will finish on 30 September 2023 and is made up of a multi-disciplinary consortium consisting of 10 partners from 7 EU member states. It has a total budget of €10M which approximately €3M are dedicated to a cascade funding mechanism to provide direct financial support to EU Islands. Coupled to consortium capacity building activities, the facility, open to a community of 2400 EU islands, aims to fund 60 successful energy transition projects, mobilizing more than €100mln of investment to significantly reduce CO<sub>2</sub> and GHG emissions by 2023.

In short, the European Islands Facility NESOI has three key objectives:

1. Promote and facilitate investments processes for energy transition in the islands,
2. Facilitate the decentralization of energy systems,
3. Contribute to EU policies and the achievement of 2030 targets.

## 1.2 NESOI's Capacity Building Workshops and webinars: A citizen-centred approach

The main purpose of NESOI's first series of Capacity Building Workshops were:

- To assist Local Authorities' staff in understanding their readiness for NESOI by informing how to check their current status on energy transition projects in order to better target NESOI's resources.
- To inform Local Authorities about NESOI's open calls: How it is going to happen, when it is going to happen and how projects can apply.
- To serve as a project development template that allows respondents (islands) to identify the gaps in their planning.

According to the Grant Agreement, the target for the totality of Capacity Building and Coaching activities (Rounds 1 and 2 together) are:

- To run 12 capacity building workshops,
- To run 10 collective webinars to coach islands 'staff, with translations in 6 languages,





- with a total of **1,000 attendees**.

The **final goal** of workshops and webinars is to support islands in **applying and succeeding** to NESOI's technical and grant support.

Due to the COVID 19 pandemic, we had to replace the Capacity Building Workshops of the first call with webinars. We have made the most to maintain a high level of interactivity with our audience despite this situation.

To compensate the fact that that physical interactions have not been possible for most of the year 2020, we have decided to invest big efforts on delivering more webinars and having more one-to-one personalized support. As per today, we have delivered:

17 virtual capacity building webinars instead of 6 workshops,  
and have reached 520 attendees

As already implemented in [D7.2: Report from the survey to collect islands' needs](#), NESOI continues to use Design Thinking (a human centred methodology (Stanford d.school)) as a strategy and, with our very own approach called “**Citizen Centred Design**”, in order to promote quality network, make connection between people, interact and make our virtual activities feel as close as possible to people.

Figure 1 illustrates how we are actually using Design Thinking (our Citizen Centred Design) in a non-linear way to guarantee that we are attentive to the different outcomes coming from our Capacity Building webinars.



Figure 1. NESOI Capacity building webinars' non-linear application of Design Thinking

Below there are some examples of how empathy, being the heart of NESOI approach, generated different needs and actions:

- The need to do personalized and humanized posts in a “**virtual not distant**” effort.
- Constant efforts in the interactions with the European Commission, with Public Authorities, with Municipalities, with Public companies and islands associations to learn early, test again and reach NESOI's objective: To have at least **30** good projects selected for the first round of calls.



- The creation of the **“One to one on demand support”** consisting in replying to all the questions, individually, after each one of our **17 already delivered** webinars in 6 different languages.

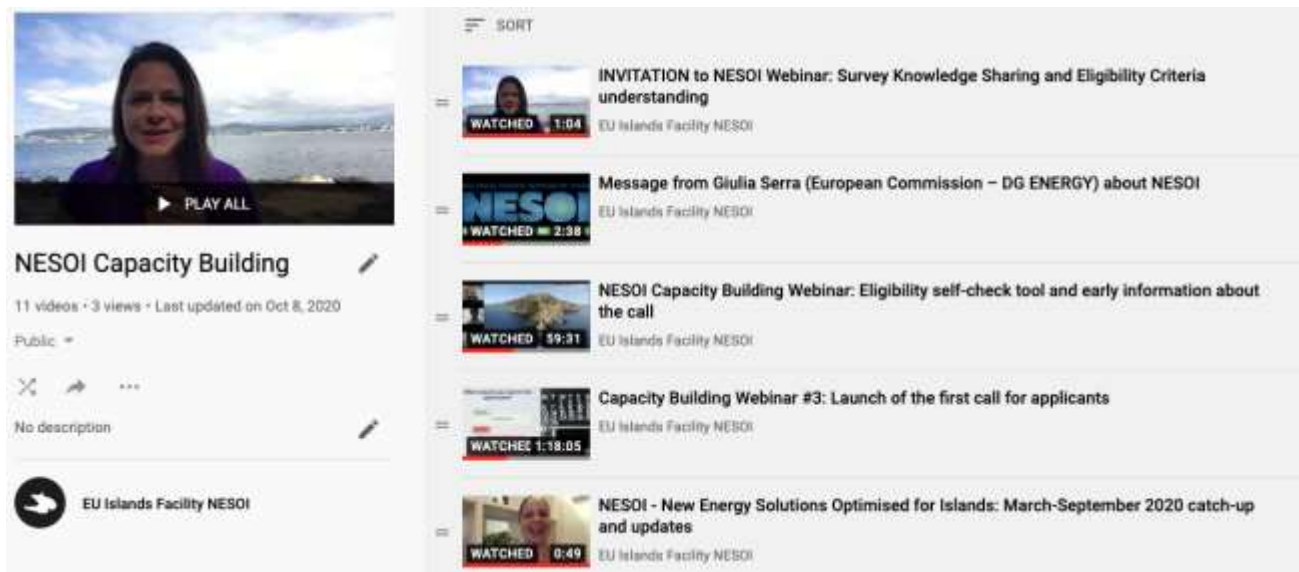


Figure 2. How NESOI WP7 is using YouTube for a more humanized promotion of our virtual workshops.





## 2 NESOI's Capacity Building Webinars

## 2.1 Strategy used to deliver 17 Capacity building webinars in 6 different languages

The webinars were structured along 3 main volumes, in 6 different languages: Croatian, French, Spanish, Greek, Italian and English.

Each international Webinar (in English) was followed by national webinars, organized by NESOI's partners with **slides entirely translated to national languages** and presentations also done in each **one of our 5 national languages** (Croatian, French, Spanish, Greek and Italian).

A contact database was created from the participants in the capacity building webinars and in the initial survey (see D7.2: Report from the survey to collect islands' needs), allowing us to cross the following information:

- Contact details,
- And the participation of each stakeholder within the survey and also in each one of the Capacity Building Webinars already delivered.

CONTACT DETAILS						
Organisation*	Type of organisation	Surname	Name*	email address*	Phone number	Preferred language

### Figure 3. NESOI contact database, contact details

[illegible]

Figure 4. NESOI contact database, crossing data with survey and webinars participation

## 2.2 Webinars VOLUME 1

### 2.2.1 NESOI International Webinar VOL 1

Table 1. Data for international webinar VOL 1

Date	18/06/2020
Title	First NESOI capacity building webinar: Results of the survey and eligibility criteria
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	97
Number of questions asked	12 questions replied individually online and, via email after the session.
Agenda	<div> <p><b>CONTENTS</b></p> <p>A Brief Introduction to the NESOI Facility</p> <p>Numbers and Stories (NESOI survey's results)</p> <p>NESOI Technical Assistance and Funding Mechanism</p> <p>What are the Eligibility Criteria to benefit from NESOI's specific project structuring Technical Assistance?</p> <p>Next Steps and Q&amp;A</p> </div>



## 2.2.2 Italian Webinar VOL 1

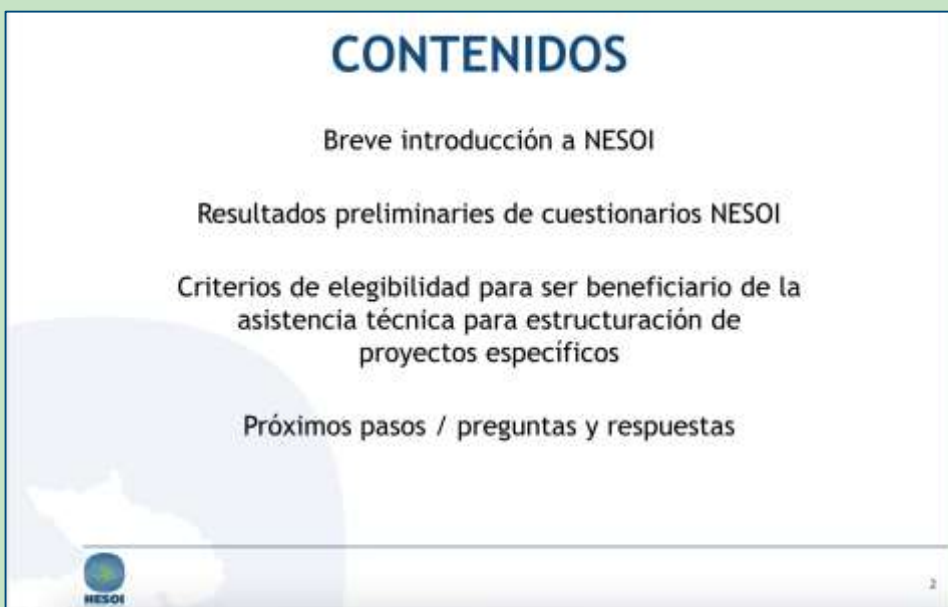
Table 2. Data for Italian webinar VOL 1

Date	14/07/2020
Title	NESOI Capacity Building Webinar ITA_ assistenza tecnica per la transizione energetica delle isole italiane.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	76
Number of questions asked	15 questions replied individually online and, via email after the session.
Agenda	



### 2.2.3 Spanish Webinar VOL 1

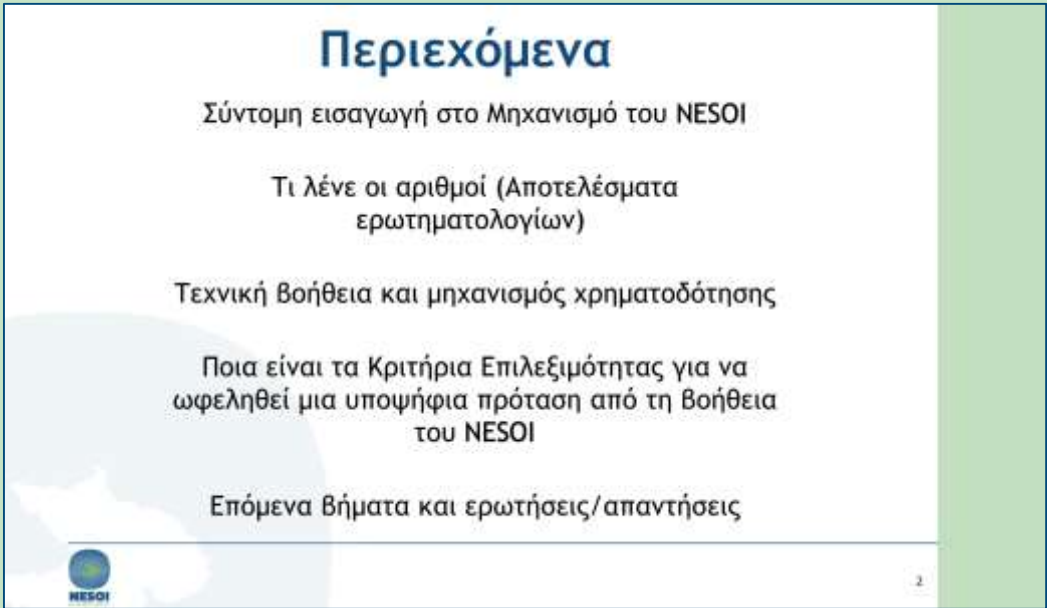
Table 3. Data for Spanish webinar VOL 1

Date	16/07/2020
Title	Resultados preliminares de cuestionarios NESOI
YouTube video	Could not record the session due to technical issues
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	30
Number of questions asked	1 question replied individually online and, via email after the session.
Agenda	



## 2.2.4 Greek Webinar VOL 1

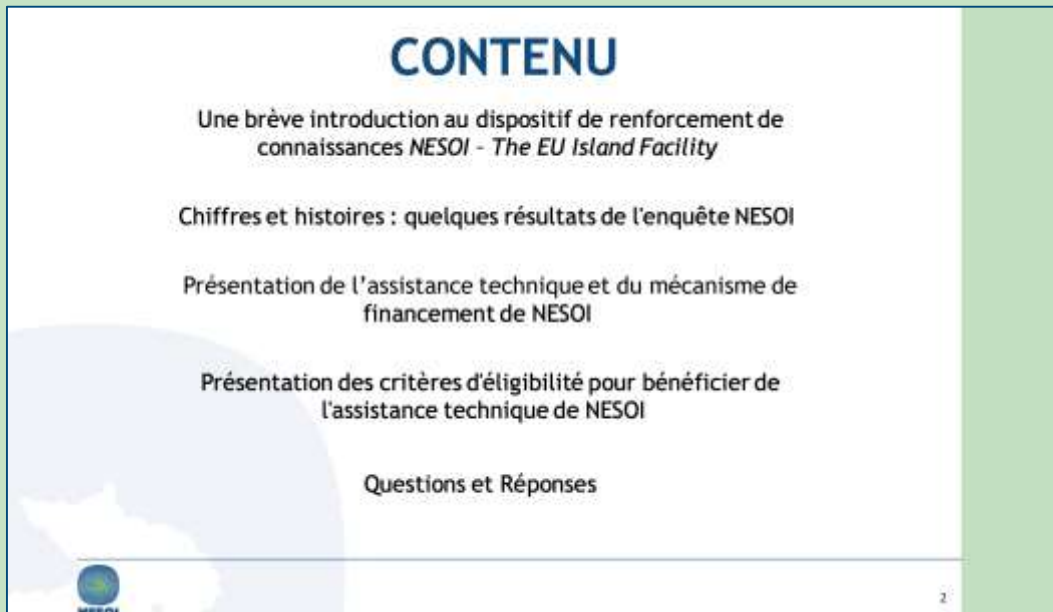
Table 4. Data for Greek webinar VOL 1

Date	15/07/2020
Title	NESOI: 1ο διαδικτυακό σεμινάριο για την ανάπτυξη ικανοτήτων: Αποτελέσματα ερωτηματολογίου και κριτήρια επιλεξιμότητας.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	26
Number of questions asked	14 questions replied individually online and, via email after the session.
Agenda	



## 2.2.5 French Webinar VOL 1

Table 5. Data for French webinar VOL 1


Date	07/07/2020
Title	Webinaire de renforcement des connaissances NESOI: Résultats de l'enquête et critères d'éligibilité
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	5
Number of questions asked	4 questions replied individually online and, via email after the session.
Agenda	 <p><b>CONTENU</b></p> <ul style="list-style-type: none"> <li>Une brève introduction au dispositif de renforcement de connaissances NESOI - <i>The EU Island Facility</i></li> <li>Chiffres et histoires : quelques résultats de l'enquête NESOI</li> <li>Présentation de l'assistance technique et du mécanisme de financement de NESOI</li> <li>Présentation des critères d'éligibilité pour bénéficier de l'assistance technique de NESOI</li> <li>Questions et Réponses</li> </ul>





## 2.2.6 Croatian Webinar VOL 1

Table 6. Data for Croatian webinar VOL 1



Date	15/07/2020
Title	Drugi NESOI webinar za izgradnju kapaciteta: Predstavljanje alata za samoprovjeru prihvatljivosti i obavijesti o prvom pozivu.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	15
Number of questions asked	3 questions replied individually online and, via email after the session.
Agenda	<div> <p><b>Sadržaj</b></p> <ul style="list-style-type: none"> <li>• Kratak uvod u NESOI projekt</li> <li>• Preliminarne informacije o prvom pozivu na podnošenje projektnih prijedloga</li> <li>• Kriteriji prihvatljivosti i ocjenjivanja - Kako će se postupak odvijati?</li> <li>• Alat za samoprovjeru prihvatljivosti - Kako može biti koristan podnositeljima prijava?</li> <li>• Sljedeći koraci i Q&amp;A</li> </ul> <p> 2</p> </div>



## 2.3 Webinars VOLUME 2

### 2.3.1 NESOI International Webinar VOL 2

Table 7. Data for International webinar VOL 2

Date	30/07/2020
Title	NESOI Capacity Building Webinar: Presentation of the Eligibility self-check tool and early information about NESOI's first call.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	Link to NESOI website
Number of attendees	50
Number of questions asked	22 questions replied individually online and, via email after the session.
Agenda	<div> <h3>Contents</h3> <ul style="list-style-type: none"> <li>• A brief introduction to the NESOI Facility - R2M</li> <li>• Early information on how the NESOI call is structured - ZABALA</li> <li>• Eligibility criteria and Evaluation criteria - How is it going to happen? - RINA</li> <li>• Eligibility self-check tool: What is in it for applicants? - CIRCE</li> </ul> <p><b>Time for interaction Questions and Answers - All, SINLOC</b></p>  </div>
Storytelling document: Recap of first and second webinars and preparation for third webinar	<div> <h2>NESOI past webinars summary and catch-up to help get prepared for what is NEXT!</h2>  <p>New Energy Solutions Optimised for Islands</p> <p><b>NESOI</b></p> <p>EUROPEAN ISLANDS FACILITY</p> </div>



### 2.3.2 NESOI Italian Webinar VOL 2

In the first Italian webinar the NESOI team has succeeded in reaching a very large number of stakeholders (76) with a very positive feedback. Therefore, it was decided to invest time organizing one to one calls with potential applicants.

Table 8. Data for the Italian one-to-one strategy webinar VOL 2

Date	From 24/08/2020 to 02/10/2020
Number of people contacted	Around 30
Insights	Mostly technical questions related to the eligibility criteria and application rules



### 2.3.3 Spanish Webinar VOL 2

Table 9. Data for the Spanish webinar VOL 2

Date	16/09/2020
Title	Webinar de formación sobre NESOI VOL. 2: Presentación de la herramienta de autoevaluación e información preliminar sobre la primera convocatoria de NESOI
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	16
Number of questions asked	1 question replied individually online and, via email after the session.
Agenda	<div> <p><b>Contenidos</b></p> <ul style="list-style-type: none"> <li>• Breve introducción a NESOI.</li> <li>• Información preliminar sobre la estructura de la 1ª convocatoria de NESOI.</li> <li>• Criterios de elegibilidad y criterios de evaluación.</li> <li>• Herramienta de auto-evaluación para comprobar elegibilidad.</li> <li>• Ruegos y preguntas.</li> </ul> </div>



### 2.3.4 Greek Webinar VOL 2


Table 10. Data for the Greek webinar VOL 2

Date	31/08/2020
Title	NESOI: 2ο διαδικτυακό σεμινάριο για την ανάπτυξη ικανοτήτων. Παρουσίαση του εργαλείου ελέγχου επιλεξιμότητας και πληροφορίες σχετικά με την 1η πρόσκληση ενδιαφέροντος του NESOI
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	30
Number of questions asked	6 questions replied individually online.
Agenda	<div> <p><b>Περιεχόμενα</b></p> <ul style="list-style-type: none"> <li>• Σύντομη εισαγωγή στο Μηχανισμό του NESOI</li> <li>• Πληροφορίες σχετικά με τη δομή του NESOI</li> <li>• Κριτήρια επιλεξιμότητας και αξιολόγησης</li> <li>• Εργαλεία αυτό-αξιολόγησης</li> <li>• Ερωτήσεις και απαντήσεις</li> </ul> </div>



### 2.3.5 French Webinar VOL 2

Table 11. Data for the French webinar VOL 2

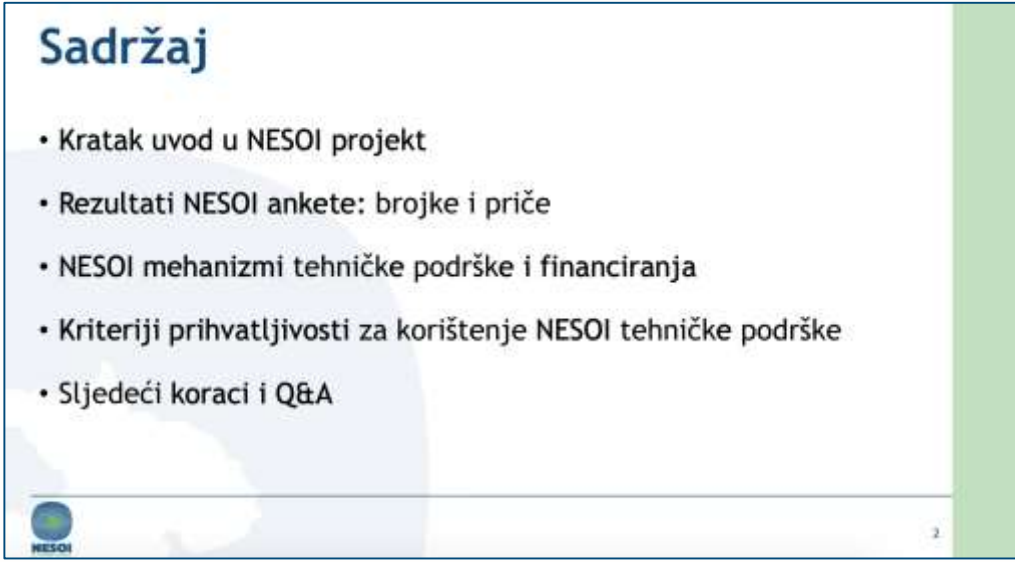
Date	08/09/2020
Title	Webinaire de renforcement des connaissances NESOI: Critères d'éligibilité et premières informations concernant la structure du premier appel à candidatures.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	3
Number of questions asked	1
Agenda	<div> <p><b>CONTENU</b></p> <ul style="list-style-type: none"> <li>• Informations préliminaires sur la structure de l'appel à candidatures NESOI</li> <li>• Critères d'éligibilité et critères d'évaluation: Comment cela va-t-il se passer ?</li> <li>• Présentation de l'outil d'auto-vérification de l'éligibilité pour NESOI</li> <li>• Session de Questions et Réponses</li> </ul>  </div>





### 2.3.6 Croatian Webinar VOL 2

Table 12. Data for the Croatian webinar VOL 2


Date	22/07/2020
Title	Prvi NESOI webinar za izgradnju kapaciteta: Rezultati ankete i kriteriji prihvatljivosti
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	Link to NESOI website
Number of attendees	8
Number of questions asked	14 question replied individually online and, via email after the session.
Agenda	below
	<div>  </div>



## 2.4 Webinars VOLUME 3

### 2.4.1 NESOI International Webinar VOL 3


Table 13. Data for the International webinar VOL 3

Date	28/09/2020
Title	NESOI Capacity Building Webinar for the first open call.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	76
Number of questions asked	31 questions replied individually online and, via email after the session.
Agenda	below
	 <p>The slide titled 'Contents' lists the agenda for the webinar. It includes a welcome by the NESOI coordinator, introductory words by the European Commission, early information about the first NESOI open call, the NESOI Self-Check Analysis for Eligibility, selection criteria for projects, presentation of the NESOI helpdesk, and a Q&amp;A session moderated by the NESOI coordinator. The NESOI logo is visible in the bottom left corner of the slide.</p> <ul style="list-style-type: none"> <li>• Welcome by NESOI coordinator (Andrea Martinez, SINLOC)</li> <li>• Introductory words by the European Commission (Giulia Serra, DG ENER)</li> <li>• Early information about the first NESOI open call (Jaume Cot, ZABALA)</li> <li>• The NESOI Self-Check Analysis for Eligibility (Lola Mainar, CIRCE)</li> <li>• The selection criteria for the projects to be supported by NESOI (Giorgio Bonvicini, RINA CONSULTING)</li> <li>• Presentation of NESOI helpdesk (Gustavo Jacomelli, ZABALA)</li> <li>• Interaction with the audience via Q&amp;A, moderated by Andrea Martinez, SINLOC (NESOI coordinator)</li> </ul>



## 2.4.2 Italian Webinar VOL 3

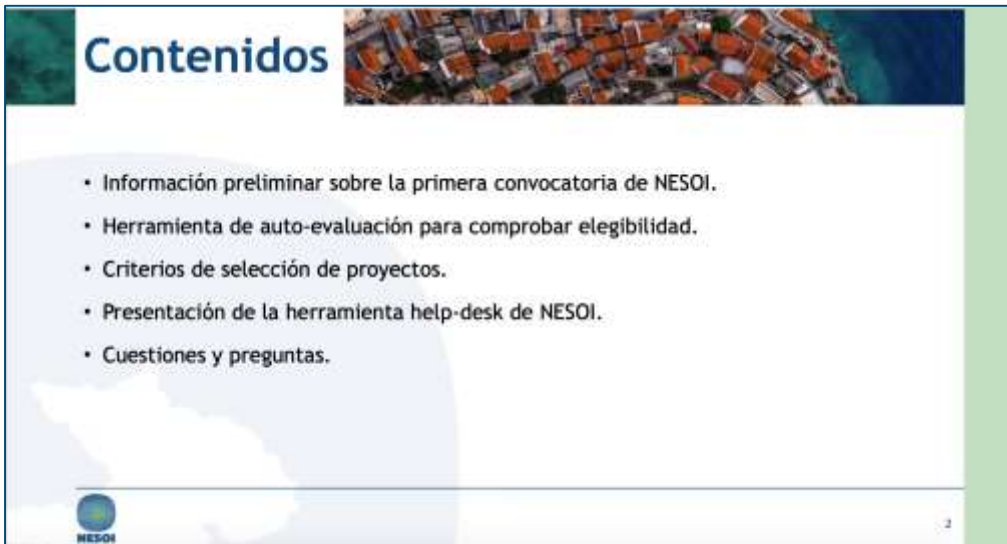
Table 14. Data for the Italian webinar VOL 3

Date	08/10/2020
Title	NESOI Capacity Building Webinar: istruzioni per la candidatura.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	36
Number of questions asked	2 questions replied individually online and, via email after the session.
Agenda	below
	



### 2.4.3 Spanish Webinar VOL 3

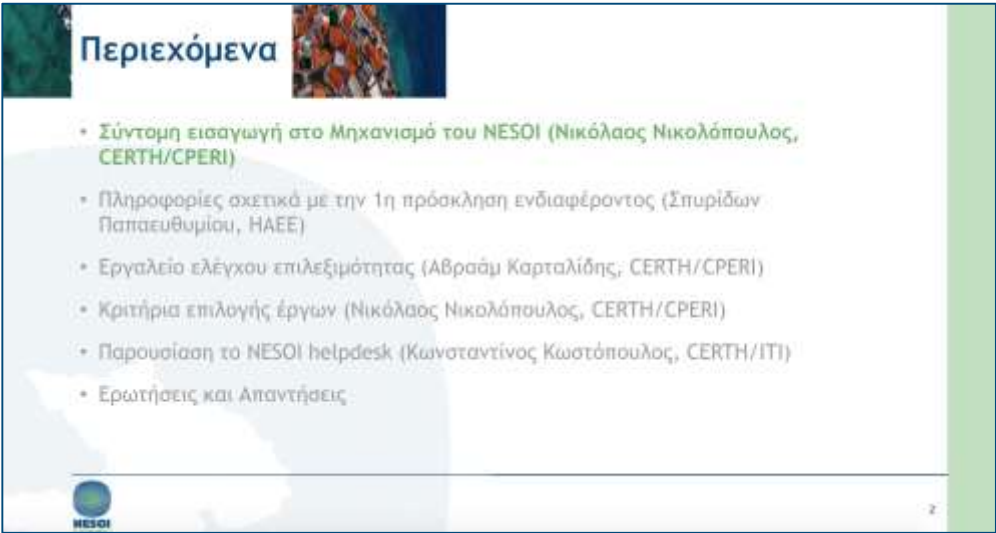
Table 15. Data for the Spanish webinar VOL 3

Date	08/10/2020
Title	NESOI Capacity Building Webinar: istruzioni per la candidatura.
YouTube video	Could not be recorded live due to technical problems
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	6
Number of questions asked	1 question replied via email after the session.
Agenda	below
	



### 2.4.4 Greek Webinar VOL 3


Table 16. Data for the Greek webinar VOL 3

Date	13/10/2020
Title	NESOI Διαδικτυακό σεμινάριο για την ανάπτυξη ικανοτήτων για την 1η πρόσκληση ενδιαφέροντος.
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	17
Number of questions asked	4 questions replied individually online and, via email after the session.
Agenda	below
	



## 2.4.5 French Webinar VOL 3

Table 17. Data for the French webinar VOL 3

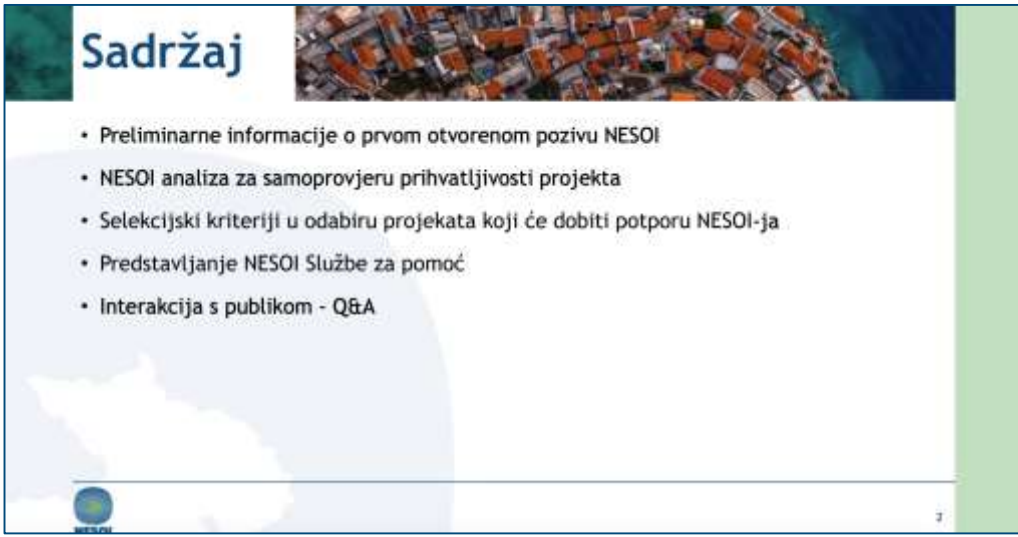
Date	16/10/2020
Title	<b>Webinaire NESOI : Troisième webinaire sur le renforcement des capacités et annonce de l'appel à candidatures en octobre.</b>
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	5
Number of questions asked	1 question replied online and, via email after the session.
Agenda	below
	 <p>The screenshot shows a slide titled 'Contenu' with a list of topics for the webinar. The topics are:</p> <ul style="list-style-type: none"> <li>• Une brève introduction au dispositif de renforcement de connaissances NESOI - The EU Island Facility (Augusta Severino Clérissé)</li> <li>• Informations préliminaires sur le premier appel à projets de NESOI (Augusta Severino Clérissé)</li> <li>• Présentation de l'outil d'auto-vérification de l'éligibilité pour NESOI (Augusta Severino Clérissé)</li> <li>• Les critères de sélection pour les projets soutenus par NESOI (Sophie Dourlens-Quaranta)</li> <li>• Présentation de l'Helpdesk NESOI (Carola Bosio)</li> <li>• Session de Questions et Réponses (Carola, Sophie &amp; Augusta)</li> </ul> <p>The slide also features a small NESOI logo at the bottom left and a page number '2' at the bottom right.</p>





## 2.4.6 Croatian Webinar VOL 3

Table 18. Data for the Croatian webinar VOL 3

Date	21/10/2020
Title	NESOI Webinar za prvi otvoreni poziv za izgradnju kapaciteta
YouTube video	<a href="#">Link to NESOI YouTube channel</a>
Presentation	<a href="#">Link to NESOI website</a>
Number of attendees	14
Number of questions asked	2 questions replied individually online and, via email after the session.
Agenda	below
	





## 4 Communication activities for webinars

### 4.1 Before the webinars: comprehensive communication campaign in multiple languages

#### 4.1.1 Social media campaign

A social media campaign was created to support the promotion of the workshops. Figure 6 presents an overview of the visual images created to promote NESOI webinars.



Figure 6. Sample of visual images created to promote NESOI webinars

Figure 7 shows some samples of the social media campaign.

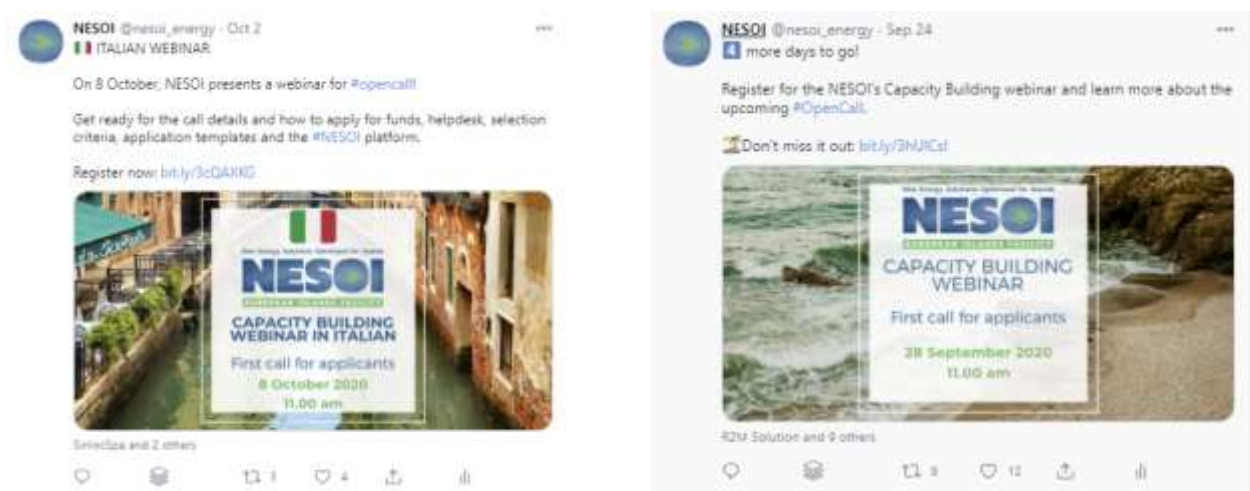




Figure 7. Screenshots of the social media campaign

The social media campaign was shared via partners' social media accounts and other EU projects, as illustrated by Figure 8.

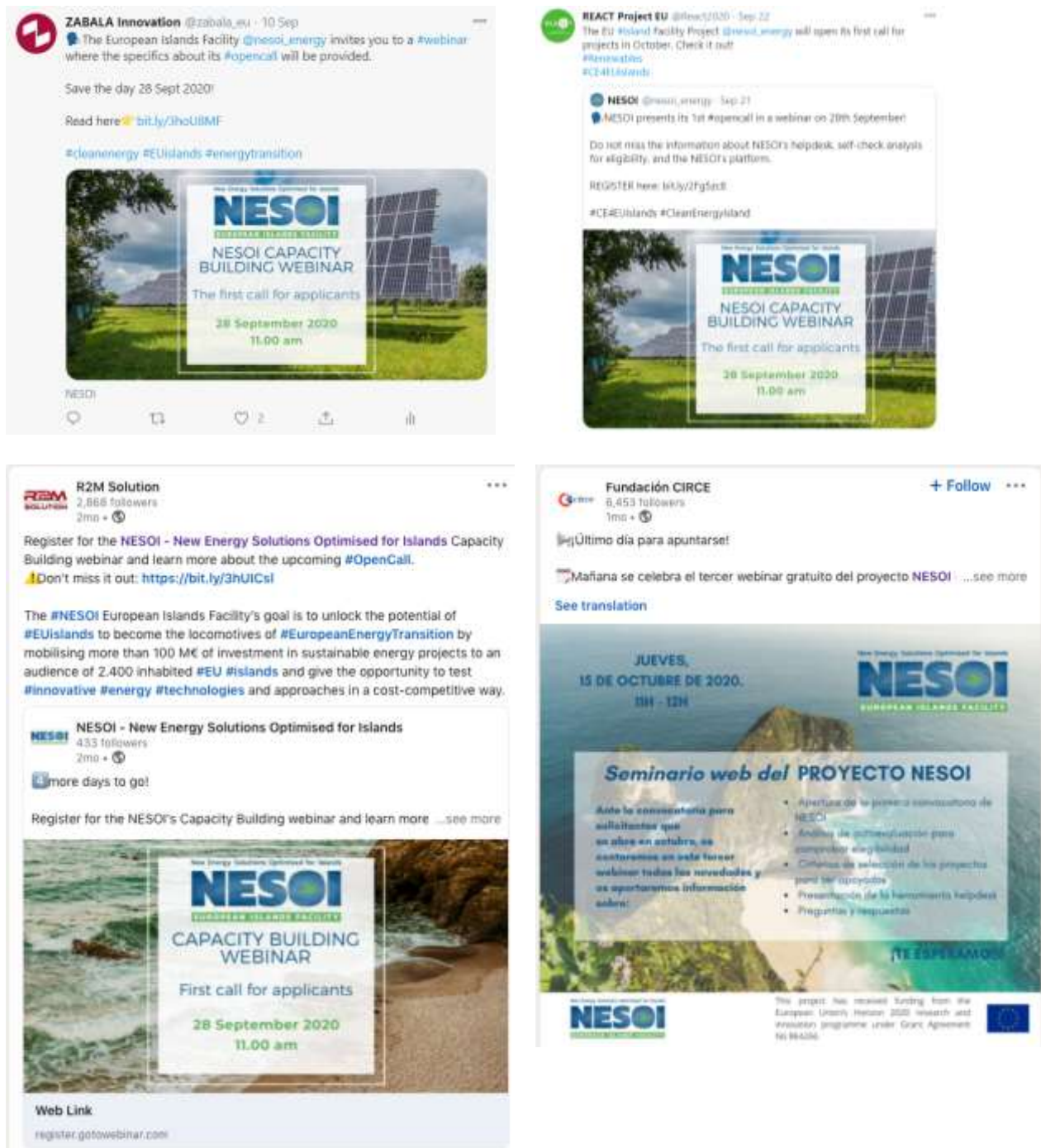


Figure 8. Examples of social media posts by partners and sister projects



### 4.1.2 Promotion through other web channels

On the NESOI website, several articles were published. Here is an overview in a chronological order:

1. [NESOI CAPACITY BUILDING WEBINAR: KNOWLEDGE SHARING FROM THE SURVEY RESULTS AND UNDERSTANDING OF ELIGIBILITY CRITERIA](#)
2. [INTERNATIONAL NESOI WEBINAR VOL. #2: ELIGIBILITY SELF-CHECK TOOL AND EARLY INFORMATION ABOUT NESOI'S FIRST CALL](#)
3. [REGISTER FOR THE NESOI REGIONAL CAPACITY BUILDING WEBINARS IN LOCAL LANGUAGES!](#)
4. [DID YOU MISS THE REGIONAL CAPACITY BUILDING WEBINARS?](#)

Moreover, the webinars were promoted in the NESOI newsletter October 2020 edition:



Figure 9. Screenshots of NESOI newsletter

The campaign was supported on websites of the consortium partners and on Cordis Wire.



## Cordis Wire:

**NESOI CAPACITY BUILDING WEBINAR: The current status of energy transition projects across EU islands**

The European Islands Facility NESOI will be hosting their first capacity building webinar on the 18th of June 2020 to share the knowledge gathered from the survey issued to EU islands over the past months. The webinar will also be useful to gain insights on the eligibility criteria for the technical assistance that NESOI can offer.



18 June 2020 - 19 June 2020  
BRUSSELS, Belgium



The European Islands Facility NESOI supports the EU islands' energy transition process, facilitating the decentralization of energy systems and contributing to EU policy in achieving 2030 climate targets. To reach NESOI's objectives our first action has been to design and broadly distribute a survey to European islands, to understand and identify islands' energy challenges, projects readiness and assistance requirements to feature NESOI's Technical Assistance solutions.

Taking place from 11:00 am - 12:00 pm, this 60-minute, dynamic, time-based webinar will offer the opportunity to gain useful insights drawn from the survey results such as: the current status on energy transition projects across EU islands and how this information helps us better target NESOI's resources; stories about projects sent by the islands having answered the NESOI survey along with other islands (Survey Participants); to identify the gaps in their

## SINLOC website:



A webinar organized by NESOI - "New Energy Solutions Optimised for Islands" - aims to share specific insights on the survey Capacity Building webinar, present the

Current status on energy transition projects across EU islands, to understand and identify islands' energy challenges, projects readiness and assistance requirements to feature NESOI's Technical Assistance solutions.

New Energy Solutions Optimised for Islands - NESOI's first action has been to design and broadly distribute a survey to European islands, to understand and identify islands' energy challenges, projects readiness and assistance requirements to feature NESOI's Technical Assistance solutions.

We support the islands' energy transition process, facilitating the decentralization of energy systems and contributing to EU policy in achieving 2030 climate targets.

18 June 2020

11:00 am

## Zabala website:

10/09/2020

## Take part to the NESOI webinar on the European Islands Facility's Open Call for energy transition plans

On the 28th of September, The European Islands Facility - NESOI will be hosting the third and last Capacity Building Webinar before the call for applicants in October.



The European Islands Facility NESOI facilitates the decentralization of energy systems which contributes to EU policy in achieving 2030 climate targets. To reach NESOI's objectives a survey on European islands was conducted to understand and identify islands' energy challenges, projects readiness, and assistance requirements to feature NESOI's Technical Assistance solutions.

In this webinar, NESOI team will share specifics on how to apply for the first call for applicants in October. The following topics will also be addressed during the webinar:

- Helpdesk to take care of your questions;
- The NESOI Islands' Self-Check Analysis for Eligibility;
- Early information about NESOI's platform.

The workshop will be divided into 2 sessions.

### Agenda

1. 45 minutes of fast-paced, timeboxed presentation of contents.
2. 45 minutes of interaction with the audience via Q&A.

See the details below to register:

**FRENCH Webinar October/2020** Registration Open

**ENGLISH Webinar 28/09/2020** Registration Open

## RINA website:

### New Energy Solutions Optimised for Islands

18 Jun 2020

As partner of NESOI Horizon 2020 Project, we invite you to the first project webinar.

There are more than 2000 inhabited islands in the EU. Despite having access to renewable sources of energy, such as wind and wave energy, many of them depend on expensive fossil fuel imports for their energy supply. In May 2017 a "Political Declaration on Clean Energy For EU Islands" was agreed in recognition that islands and island regions face a particular set of energy challenges and opportunities due to their specific geographic and climatic conditions.

Started in October 2018, the European Islands Facility NESOI has received funding from the European Union's Horizon 2020 Framework Programme for Research and Innovation under grant agreement no. 886266 in order to support the EU islands energy transition process, facilitating the decentralization of energy systems and contributing to EU policy in achieving 2030 climate targets by unlocking the potential of EU islands to become the beneficiaries of European Energy Transition: modernising technologies in sustainable energy projects to an audience of 2,500 inhabited EU islands.

To reach NESOI's objectives our first action has been to design and broadly distribute a survey towards European islands, to understand and identify islands' energy challenges, projects readiness and assistance requirements to feature NESOI's Technical Assistance solutions.

We are glad to invite you to "NESOI capacity building webinar: knowledge sharing from the survey results and understanding of eligibility criteria" on 18 June 2020 from 11:00 am to 12:00 pm.

Plan topics discussed will be:

- A brief introduction to the NESOI facility.
- Rationale and aims of NESOI survey's results.
- NESOI Technical Assistance and funding mechanism.
- What are the eligibility criteria to benefit from NESOI's specific project structuring Technical Assistance?
- Would you like to learn more about the current status on energy transition projects across EU islands?

Register now

Figure 10. Screenshots of partners' websites



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 864266





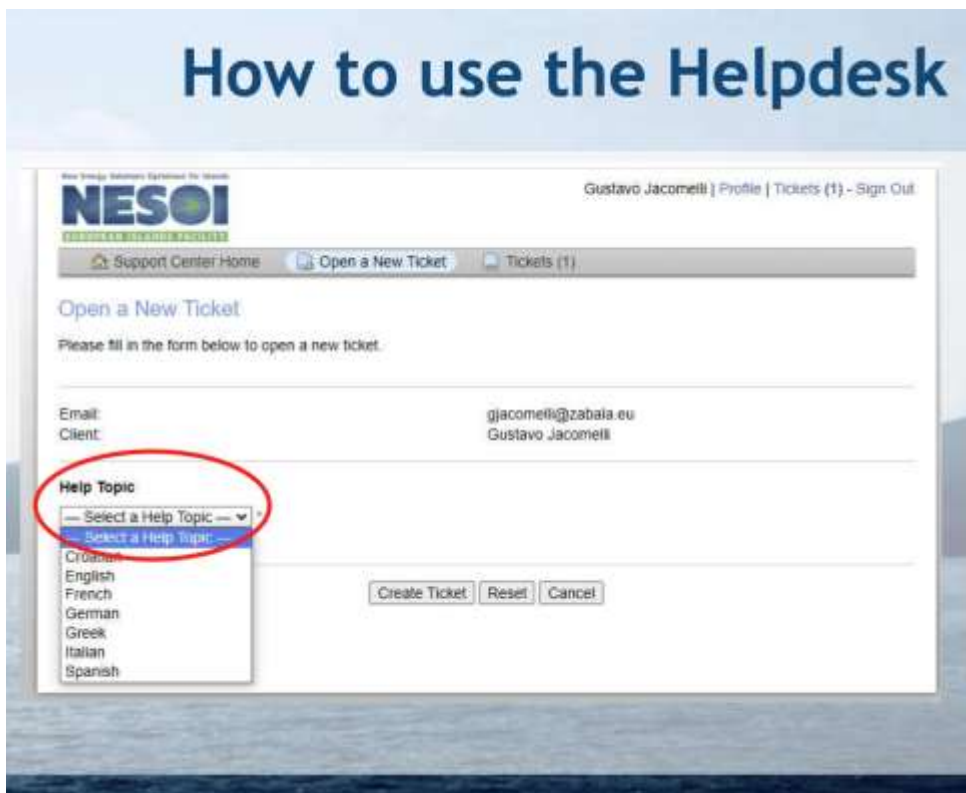
### 4.1.3 Individual contacts

Promotion of national e-mails and phone numbers were posted in NESOI's website, social media channels: LinkedIn and Twitter and also in our newsletter.



Figure 11. NESOI respondent's Assistance contact by language

The one-to-one on demand support has been replaced by a ticketing System hosted in the NESOI platform and will be available until the end of the project. Participants will be able to ask questions and receive answers in seven languages: English, French, German, Italian, Spanish Greek and Croatian. It has also been strongly promoted in our website newsletter and social media channels.



## 4.2 After the webinars: the use of YouTube and storytelling, a better learning experience for people (islands)

The decision to use YouTube brought us the possibility to easily share information in a “democratic way” so that everyone could have access to content at any time.

Two actions were mostly appreciated by our target audience:

- The creation on playlists by language,
- And the fact that the videos are organized by chapter: promoting a better user experience (less time consuming) to cope with the “webinar fatigue” due to the quantity of webinars being offered during this period (COVID sanitary crisis).

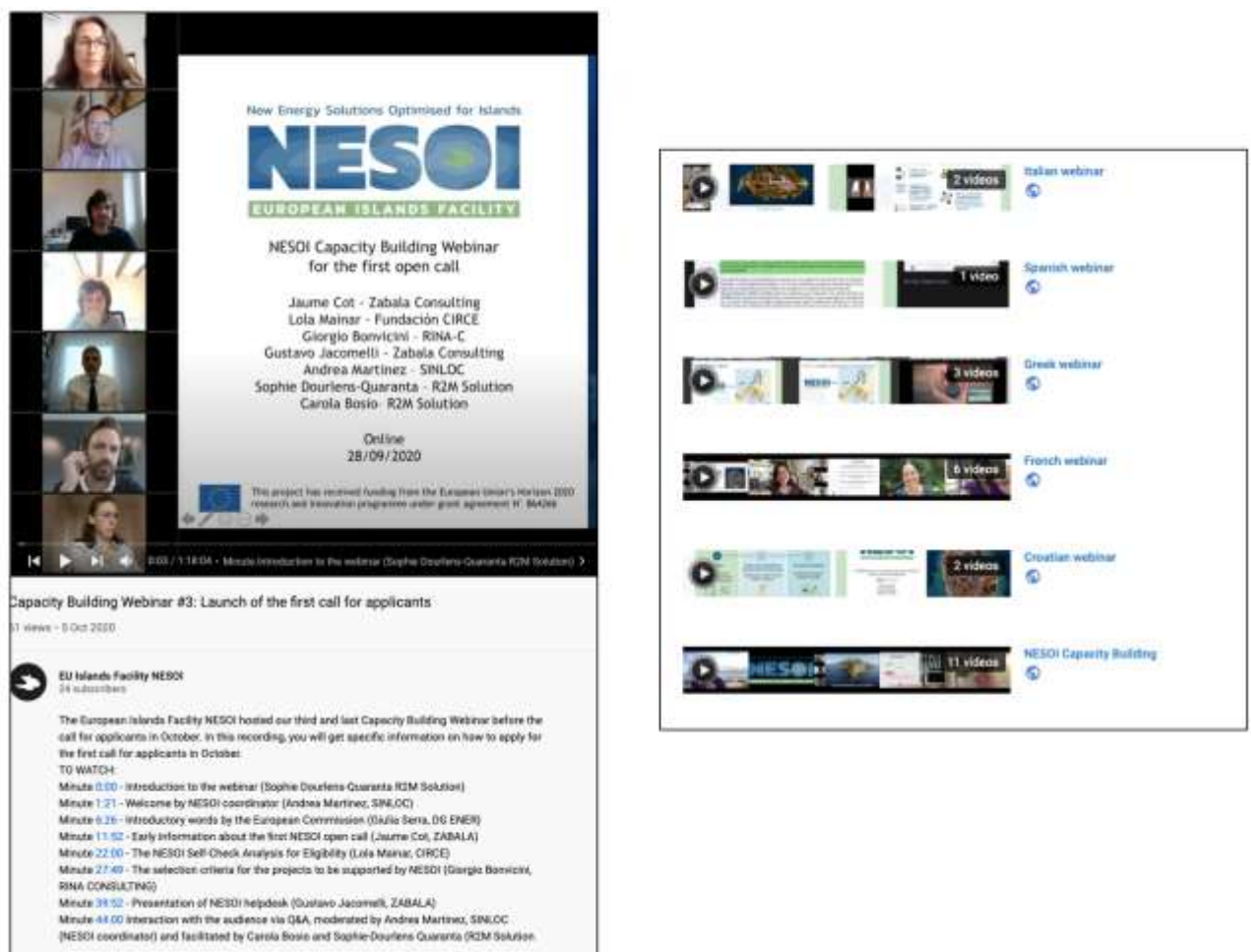


Figure 12. The NESOI YouTube experience to cope with the COVID crisis webinar fatigue



# 5 Conclusions

## 5.1 Main findings from the NESOI Capacity Building Webinars

We have learned that many of our local contacts were attending the international sessions and also visualizing our videos and presentations published after each webinar on LinkedIn, YouTube and also sent via email.

**For these reasons, the impact of NESOI Capacity Building Webinars goes beyond the audience present at the webinars themselves.**

The COVID-19 pandemic has given rise to the use of virtual solutions and events. As a consequence, invitations to participate in webinars are numerous and are generating what's is being called a “webinar fatigue”.

WP7 needs to innovate in order to keep NESOI's events attractive and our main challenge is to keep our audience motivated and engaged all along NESOI's lifetime.

Another important learning point refers to the fact that we have to keep NESOI's **information simple and acronym-free**. The vulgarization of technical information is key to make sure that everyone is having the correct understanding of what NESOI stands for and their readiness to benefit from it.

## 5.2 Next steps

WP7 is anticipating the fact the NESOI will have to continue to organize Capacity building activities in a virtual format, due to the COVID 19 pandemic crisis.

We have already started testing different technologies, that:

- Allows great interaction as a group but also gives us the possibility of creating small work groups during a same session,
- Is performing for the delivery of remote individual coaching and,
- Allows an engaging e-learning experience, which will be key for WP7's next steps.

These features will also allow us to promote **citizen engagement** and help us fight against the “**webinar fatigue phenomenon**”.

**WP7 main focus for the next steps will be in:**

**1 - Organizing a second series of 6 workshops** to be held before the second island selection round.



*In addition to the topics already addressed by the first series, these workshops will allow the NESOI partners to present experience feedback from the technical assistance to the first-round selected islands, and to introduce the main features of the new Invest-EU programme (follow up of EFSI - the European Fund for Strategic Investments).*

*The concept of technology-pairing will also be introduced, as well as state-of-the-art island-specific technical solutions including those developed within H2020 islands projects.*

**2 - Coaching of islands' staff** for the islands having benefited from the NESOI technical assistance (WP4 & WP5), a close coaching to the public authorities' staff and all eligible entities will be organized in the form of collective webinars organized in English with subtitles in local languages and e-Learning sessions.

*The collective webinars will be supplemented by individual (remote) coaching in order to ensure that the islands' staff has got increased capacity for developing investible energy transition projects.*

**3 - Prepare the round 1 coaching material** with subtitles in 6 different languages.

*Consisting in slides, infographics, videos and other material developed in English with subtitles in local languages, to be communicated to the islands having benefited from the NESOI technical assistance through collective webinars.*

**4 - Prepare the content for the regional Workshops round 2** in 6 different languages.

*It will gather the contents prepared for the first round of Capacity Building workshops, addressing topics such as the experience feedback from the technical assistance to the first-round selected islands, the main features of the new Invest-EU programme, the concept of technology-pairing and the state-of-the-art island-specific technical solutions including those developed within H2020 islands projects.*





**NESOI**  
EU ISLANDS FACILITY



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[www.nesoi.eu](http://www.nesoi.eu)