

**Eidos**  
ALWAYS LEARNING



# LEARNING EXPERIENCES TO FACE UNCERTAIN FUTURES

---

**ANNUAL REPORT  
2022**

# INDEX

## 01

The World is Changing  
Page 3

## 02

Words of Welcome  
Page 5

## 03

Beyond Statistics  
Page 9

## 04

A Quick Look at Our Impact  
Page 15



## 05

Preparing the World  
Page 17

## 06

Alliances & Networks  
Page 41

## 07

Awards & Recognitions  
Page 45

## 08

Together We Go Farther  
Page 47

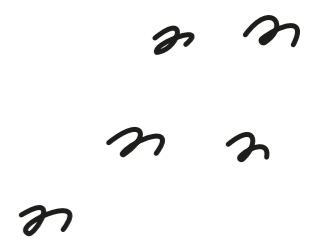
# 01

## THE WORLD IS CHANGING THE WAY WE LEARN SHOULD BE TOO



As we stand on the threshold of a rapidly transforming world, with uncertain futures and growing complexity, learning has never been more crucial. It has the power to shape lives, transform communities, and drive progress.

At Eidos Global, we are at the forefront of designing innovative and impactful learning experiences that are helping people all over the world face increasingly complex challenges. In this annual report, we celebrate the achievements of the past year and the positive impact we have had on the lives of people and communities around the world. Join us as we reflect on our journey and look toward the future with determination and a firm commitment to make a lasting difference.



# 02

## WORDS OF WELCOME

Dear Community,

At Eidos, the concept of humanity is the foundation that guides our way of relating, teaching, learning, and living. When we say humanity, we refer to the uniqueness that we as individuals who inhabit this planet possess. We are driven by empathy, respect, and care for others. We strive to be sustainable agents of change, to be always learning, and to live and act equitably, inclusively, and with personal purpose and global consciousness.

In a world of constant change, our objective is to accompany learners on the path to acquiring key skills

for futures full of uncertainty. Our desire is for all individuals to have the tools, aptitudes, and competencies to achieve professional and personal well-being.

Two years after facing one of the greatest crises of recent times, the COVID-19 pandemic, and in a present where technologies are accelerating exponentially, we believe that we are living a unique opportunity to support the development of new skills that integrate the acquisition of high-demand technical knowledge with those social-emotional skills that characterize human beings. We are convinced that working in collaboration with others is the way forward, and we hope to count on you to be part of this growing community.

Warm regards,

**Maria Lehmann**  
Academic Lead

# SUSTAINABLE DEVELOPMENT GOALS



## SDG 4 QUALITY EDUCATION

### Goals

4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

### Targets

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

4.c By 2030, substantially increase the supply of qualified teachers, including through international cooperation for teacher training in developing countries, especially least developed countries and small island developing States.

### From Eidos

4.4 **51 tutors** received training in digital/employability skills.

**707,400 individuals** participated in trainings to develop their digital employability skills.

**5,422 individuals** from the Future Skills program received certification in digital employability skills from Microsoft.

**35 individuals** were certified in programming and computational thinking skills with the Código Latam program in partnership with Microsoft.

**50 individuals over 50 years old from the Silvertech Recruitment IT course** received training and certification in employability skills

**26 participants from the Wraparound program in Belize** completed a program and were certified in data analytics training.

**120 individuals from Uruguay** received digital literacy training with the Despegue Digital program in partnership with Inefop.

4.c **50 individuals from Rwanda** were trained in digital skills with the Tecla program in Africa.

**30 trainers from the Despegue Digital program in Uruguay** were trained in digital employability skills and then further trained additional individuals.

**17 youth from Qatar** participated in training in self-expression skills.



## SDG 5 GENDER EQUALITY

### Goals

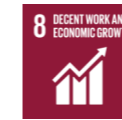
5. Achieve gender equality and empower all women and girls.

### Targets

5.b Improve the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

### From Eidos

5.b **23,507 women** received training in digital/employability skills through the digital tutoring program.



## SDG 8 DECENT WORK AND ECONOMIC GROWTH

### Goals

8. Promote inclusive and sustainable economic growth, employment, and decent work for all.

### Targets

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

### From Eidos

8.5 **1 person over 50 employed** within 1 month after completing the training.



## SDG 17 PARTNERSHIPS FOR THE GOALS

### Goals

17. Revitalize the Global Partnership for Sustainable Development.

### Targets

17.17 Foster and promote effective partnerships in the public, public-private, and civil society spheres, leveraging the experience and resource mobilization strategies of partnerships.

### From Eidos

17.17 **38 partnerships** for the Silvertech program.

**69 partner organizations** in Reskilling

# 03

## BEYOND STATISTICS: HOW WE MEASURE IMPACT

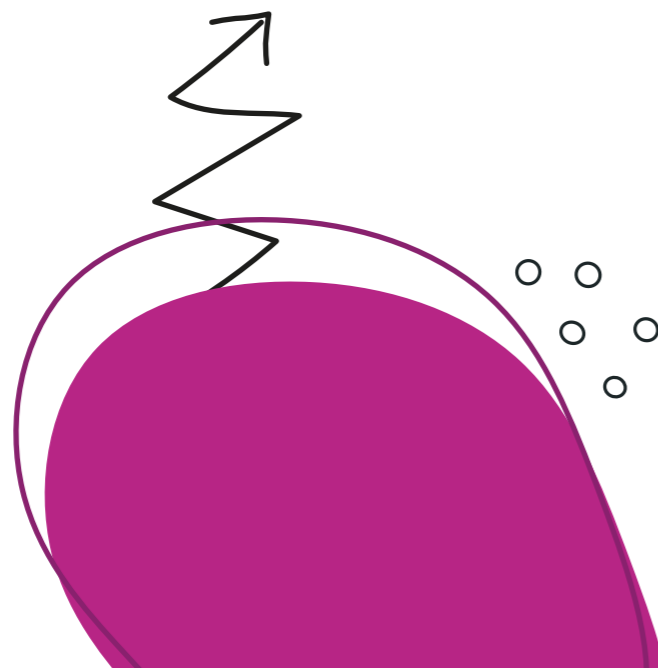
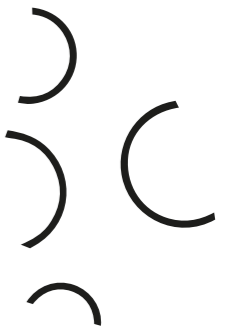
One of the greatest challenges faced by organizations focused on impact in education and technology is **measurement of the impact our initiatives have**, particularly those related to the development of cognitive, social-emotional, and humane skills.

At Eidos, with this challenge in mind, we have begun to systematize our evaluation and measurement processes with the help of tools such as Salesforce and Power BI, in order to improve the way we collect and measure information.

As part of this process of strengthening our assessment system, we have adopted Accenture's impact measurement strategy as a guide and established three impact categories based on a participant's level of skill development and the implications of those skills on a person's life.

The categories are: **connected**, **improved**, and **transformed**.

Each category is further divided into subcategories, defined on the following pages.



## Connected

**People who participated in an Eidos activity or used a resource designed to increase their capacity to thrive in an uncertain future.**

**Direct:** the number of people who participated in an activity or accessed a resource directly

**Indirect:** the number of people who participated in an activity or resource indirectly

## Improved

**People who improved their skills (relevant to the job market), improved their mindset (social-emotional competencies), gained work experience, or improved their career management through Eidos activities and resources (at least 20 hours of training).**

**Career Management:** the number of people who took advantage of access to networks, advice, information, job/employer contacts, or other resources necessary to improve their employability

**Mindset:** the number of people who improved their attitude, critical thinking skills, creativity, or social emotional intelligence

**Skilled:** people who received training in digital or employability skills

**Certified:** people who received training and were certified in digital/employability skills.

## Transformed

**People who increased their professional resilience; re-entered formal education; created/powered a business; or obtained, changed, or created a job for themselves.**

**Employed:** The number of people who obtained paid employment, such as a permanent contract, fixed-term contract, or independent work; people who created/powered a business; or obtained, changed, or created a job for themselves; people who created or grew an entrepreneurial venture.

**Career Resilience:** The number of people who increased their competitiveness, job security, or income potential, including (but not limited to): transitioning from part-time to full-time employment or improving the quality of a job; transitioning from a job at risk of displacement to a more secure one; increasing income; maintaining employment.

**Re-entry into Formal Education:** The number of people who returned to formal education to improve their employability and economic resilience.

## GUIDELINES

### Impact Levels:

**Connected** is related to awareness, introductory activities, or resources related to the development of skills for uncertain futures. **Improved** is related to an improvement in technical and/or social-emotional skills. **Transformed** is related to a substantial and enduring change in people's lives.

### Data Collection:

Beneficiaries can only be counted in one impact category and at one level. The category of greatest impact is prioritized: for example, those who reach the transformed level are not counted as improved or connected; improved individuals are not counted as connected.

### Avoid double counting at levels:

Beneficiaries are only counted once within each level. For example, if a person develops their skills and changes their mindset, they are only counted once in the Improved level as their most significant impact.





# 04

## A QUICK LOOK AT OUR IMPACT

Our high-impact learning experiences are tackling the world's most complex challenges and changing lives worldwide.



**9**  
PROGRAMS



**4**  
GLOBAL ALLIANCES



**758,823**  
PEOPLE

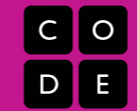
OECD  
United Nations Global Compact  
Global Coalition for Education  
Decent Jobs for Youth



**16**  
COUNTRIES



**80.82**  
NPS ANNUAL AVERAGE



AWARD FOR LOCALIZATION EFFORTS

CONNECTED

Direct	729,338	<b>729,591</b> Total
Indirect	253	

IMPROVED

Certification	5,576	<b>29,150</b> Total
Skills	23,574	

TRANSFORMED

Career Resilience	30	<b>82</b> Total
Employed	52	



# 05

## PREPARING THE WORLD FOR UNCERTAIN FUTURES

### RESKILLING LATAM

#### A regional partnership

Since 2020, Eidos Global, Microsoft, and the Trust for the Americas have participated in a strategic alliance with the aim of **providing tools for 2 million working-age people in Latin America and the Caribbean to enhance their professional digital skills**, thus facing future work changes with greater preparation.



“

At Microsoft, we seek to empower every person and organization on the planet to achieve more. The work that Eidos does helps us achieve that. It starts with the knowledge they have of communities, understanding their needs, and developing programs, courses, and projects with dedication and commitment that promote the digital skills required for employability and personal development.

”



**CATALINA RENGIFO**  
Microsoft Philanthropies Americas

# SKILLS FOR THE FUTURE

As part of our annual Reskilling initiative in Latin America, **Skills for the Future** is a three-year regional program for digital skills training organized in conjunction with Microsoft and the Trust for the Americas. As part of the program in 2022, we developed and implemented the first learning module, aimed at remotely training government officials, organizations, companies, and unions to replicate a foundational digital skills course for adult learners seeking to increase their chances of finding work in the digital economy. This proposal was adapted to the specific needs of the different countries and localities where we work and included not only the development of an asynchronous course but also teacher training to work in rural and Amazonian communities, as well as training for trainers specifically adapted to be accessible to people with visual and hearing impairments.

## IMPACT

**707,400+**  
people

**15**  
countries

Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, Guatemala, Jamaica, Mexico, Panama, Paraguay, Peru, Puerto Rico, Dominican Republic, Uruguay

**69**  
partner organizations

**33**  
training sessions

**10+**  
hours of content per training

**5,422**  
people completed digital skills training

## PARTNERS



## SDGs



## SKILLS

- ▶ Employability Skills
- ▶ Teamwork
- ▶ Computational Thinking
- ▶ Empathy
- ▶ Creativity
- ▶ Critical Thinking

# CÓDIGO LATAM

With the aim of continuing to empower the region with digital knowledge and skills, Código LATAM was born in 2022 as a project that seeks to generate opportunities for user-friendly approaches to programming careers by using Front-End Web Development as a gateway. From the second half of 2022, and as part of the alliance with Microsoft and the Trust for the Americas, this project worked with organizations in Latin America and the Caribbean, training trainers who can replicate the course in their regions and amplify the impact throughout the continent.

## IMPACT

**35+**  
trainers

**3,150+**  
people

## PARTNERS



## SDGs



## SKILLS

- ▶ Employability Skills
- ▶ Teamwork
- ▶ Computational Thinking
- ▶ Empathy
- ▶ Creativity
- ▶ Critical Thinking



## WOMEN, EMPLOYMENT AND TECHNOLOGY

We partnered with Microsoft, Mastercard, UN Women, and the Ministry of Women and Gender Equity of Chile to create **Todas Conectadas**, a regional platform that offers free courses and tools for the development of digital skills and access to new economic and job opportunities exclusively for women in Latin America and the Caribbean.

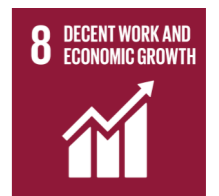
### IMPACT

**18,788**  
women

### PARTNERS



### SDGs



Click here to  
learn more:

[todasconectadas.org](https://todasconectadas.org)

# DIGITAL TUTORING

Digital Tutoring was an initiative created with the support of the Natura Institute with the objective of providing digital skills training to people in Latin America. This train-the-trainer program prepared individuals to provide tutoring in 5 selected countries, allowing them to mentor and train thousands of apprentices, improving their digital skills and enabling them to use technology for personal and professional development.

The program, which had its first pilot in 2020, focused on 5 Latin American countries (Argentina, Mexico, Chile, Colombia, and Peru) and included the design of a curriculum focused on technical digital skills, social-emotional skills, and employability skills. Some of the topics included in the training were: use of WhatsApp, video call tools, social media strategy, web browsing, Instagram for business, YouTube, digital photography and video, data security, and cloud tools (Google Drive), among others.

## IMPACT

**5**  
countries

Argentina, Chile, Colombia, Mexico and Peru

**23,507**  
trainees

**51**  
trainers

**17,701**  
hours of tutoring

## PARTNERS



natura  
**CREER PARA VER**

## ALLIES



## SDGs



## SKILLS

- ▶ Communication
- ▶ Teamwork
- ▶ Adaptability
- ▶ Leadership
- ▶ Empathy
- ▶ Digital skills

# LEARNERS' VOICE

Learners' Voice is a program created by WISE and implemented by Eidos Global. This initiative, which launched its second edition in 2022, was specially designed to create a safe space for young people between the ages of 12 and 18 from public secondary schools in Qatar, allowing them to develop social-emotional and self-expression skills while exploring and debating issues related to education. It created a safe space for young people to analyze how these issues affect their community, what solutions could be designed, and what role young people have in education debates.

Youth participants decided to focus on topics such as learning ecosystems, wellbeing, mental health, the future of employment, and the school-to-work transition. Within each theme, they identified problems and designed potential solutions from a youth perspective. The result? Incredible and creative proposals that were presented to the community of teachers, WISE representatives, and the Ministry of Education of Qatar, as well as the rest of the community during the Doha Learning Days (an event designed by WISE for the local community).



## IMPACT

**8+**  
synchronous meetings

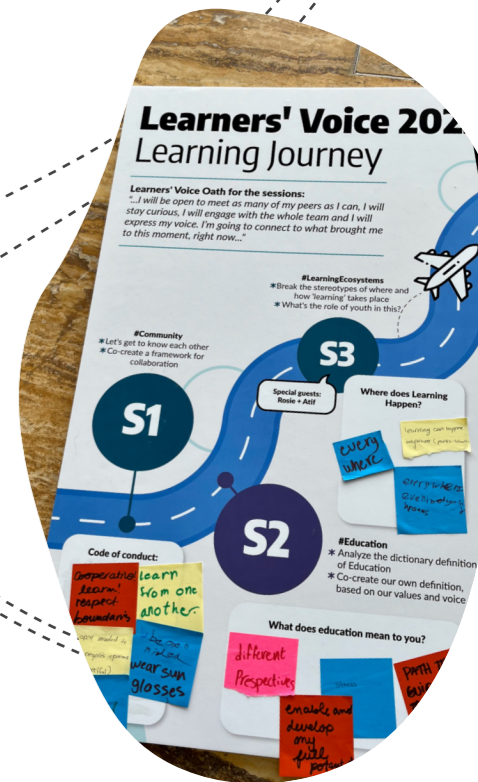
**24+**  
hours of training

**17**  
young people

## SDGs



## PARTNERS



## SKILLS

- ▶ Effective Communication
- ▶ Empathy
- ▶ Collaboration
- ▶ Complex Problem-solving
- ▶ Critical thinking
- ▶ Curiosity
- ▶ Creativity



## SILVERTECH

Working with all people regardless of their skin color, gender identity, or age is a fundamental value for Eidos. Therefore, in 2022, SilverTech was born. An innovative **multisectoral initiative driven by the Inter-American Development Bank's BID Lab and Eidos Global to enhance the value of people over 50 in the world of work, seeking to improve their employability and their placement rate in technology-based or technology-related jobs.**

This initiative, which has the strategic support of the Diagonal Civil Association (experts in the field), was launched with the support of some of the world's most influential technology giants (including Accenture, Microsoft, Red Hat, and Salesforce), and aims to train over 2000 people and help 600 of them enter the workforce by 2025. The program aims to respond to the shortage of talent in the region to fill positions in the Information and Communication Technology industry.

Understanding that ageism is the third most common type of discrimination in the world according to the WHO, **the purpose of SilverTech focuses on generating systemic change by building awareness of this problem and creating a community of companies that lead the transformation in the search and hiring of people of that age.**



### THE INITIATIVE ADDRESSES 3 AXES

#### Training:

We support people over 50 to receive training in technology and social-emotional skills to improve their employability.

#### Job Placement:

We work with both partner companies / organizations as well as the individuals who graduate from training to achieve effective job placement through various intermediary actions.

#### Systemic Transformation:

We seek to raise awareness about the importance of employing people over 50 by creating a SilverTech Community, a network of companies and organizations committed to a systemic change regarding employment and age diversity in the corporate and organizational world.

## IMPACT

**93**  
people certified

**2**  
people employed

**32**  
organizations

**18**  
awareness-raising events

for private, public, and social sector organizations to raise awareness about ageism

## ORGANIZING PARTNER



## STRATEGIC PARTNER



## DONOR PARTNERS



## SPONSOR



## SKILLS

- ▶ Digital Skills
- ▶ Effective Communication
- ▶ Empathy
- ▶ Collaboration
- ▶ Complex Problem-solving
- ▶ Critical Thinking
- ▶ Curiosity
- ▶ Social and Cultural Awareness
- ▶ Creativity
- ▶ Employability

## SDGs



Click here to learn more:

[soysilvertech.org](https://soysilvertech.org)

## DIGITAL TAKE-OFF

Hand in hand with INEFOP (National Employment and Vocational Training Institute of Uruguay), we designed a **digital literacy course** to be replicated in-person in Montevideo (Uruguay)

The course **aims to prepare adults to prepare for the digital world and then continue studying** and expanding their academic training with more advanced courses with a goal of enhancing their employability.

### IMPACT

**120+**  
people

**30+**  
teachers

**10+**  
hours of training

**5+**  
meetings

### PARTNERS



### SDGs



### SKILLS

- ▶ Digital Literacy
- ▶ Computational Thinking
- ▶ Learning to Learn
- ▶ Teamwork



Click here to  
learn more:

[inefop.org.uy](http://inefop.org.uy)



# HUMANIZING WORKSPACES AND LEARNING JOURNEYS

**Humanizing learning spaces and continuing to transform the way people learn** are two of the major goals that Eidos has set out to achieve, in order to ensure that no one, regardless of where they live or what their circumstances may be, is left out of the opportunities that education (and a different way of learning) can provide.

In 2022, we explored new ways of collaborating with organizations to transform the learning journeys of the communities they work with and help amplify initiatives to reach more people.



# EIDOS x MERCADO LIBRE

How do organizations learn? What happens in a person's learning journey within a company? Is there a new (more humane) way to accompany people in their professional growth?

All of these questions guided the work we did with the L&D team at Mercado Libre, for whom we created a six-module journey of asynchronous trainings and four modules of synchronous training specifically designed to improve the learning experience and enhance the social-emotional and leadership skills of the people in charge of the customer experience (CX) teams of the company. The ultimate goal? To nurture continuous learning and strengthen people's humane skills throughout their career growth.

## PARTNERS



## SKILLS

- ▶ Sense of Belonging
- ▶ Goal Orientation
- ▶ Growth Mindset
- ▶ Communication
- ▶ Complex Problem-solving



## EIDOS x GOOGLE

Over the past two years, driven by the pandemic, the world has witnessed a dizzying rise of asynchronous learning opportunities through online platforms. This type of educational opportunity has become a great option for those looking to learn independently. However, they also lead to challenges and questions about how well people learn online without any human connection in the process. This is the challenge we tackled with Google, for whom we developed a **humanized support service for young people in Belize who are participating in the Google Certificate in Data Analytics** delivered on the Coursera platform. The program allowed us to test the impact of support and tutoring on the completion of asynchronous online courses, in order to reduce dropout rates and have the highest number of participants successfully complete the certificate.

### IMPACT

**253+**  
people

**26+**  
people certified

**6**  
months in  
duration

### PARTNERS

Google.org

### SDGs



# 06

## ALLIANCES & NETWORKS

“

If you want to go fast, go alone. If you want to go far, go together.

”

This phrase is one that has deeply influenced our work over the years and today is part of the constellation of values that guide our efforts.

Take a look at the partnerships and collaborations we took on in 2022 that fill us with pride!



## LEARNING COMPASS

With over 14 years of experience developing learning experiences, for the third consecutive year, Eidos continues to collaborate with the **Organization for Economic Cooperation and Development (OECD)** by actively contributing to the expansion of the Learning Compass 2030, an OECD initiative that proposes to build an evolving learning framework that sets an aspirational vision for the future of education. It provides points of orientation towards the future we want, one of individual and collective wellbeing.



## DECENT JOBS FOR YOUTH

This **global network** driven by the **International Labour Organization (ILO)** is designed to amplify actions and impact on youth employment from projects that advance the objectives of the 2030 Agenda for Sustainable Development. During 2022 and thanks to this alliance, we were able to take the first steps to bring our programs to different regions of the world, bringing Eidos programs, particularly a digital and computational thinking skills training initiative, to the African continent for the first time.



## EDUCATION WITHOUT BORDERS

The Global Education Coalition, launched by UNESCO, is a platform for collaboration and exchange that seeks to protect the right to education during this time of unprecedented disruption. Since its foundation in March 2020, we have collaborated with the coalition's efforts in developing initiatives such as **Digital Roundtables** and the expansion of proposals such as **The Futures of Education**. In 2022, Eidos accompanied the coalition with online and in-person event participation, focusing on the **Transforming Education Summit**, the event created by UNESCO and convened by the United Nations in response to a global crisis in equality, inclusion, quality, and relevance of education. The program is a unique opportunity to elevate education to the top of the global political agenda.



# 07

## AWARDS & RECOGNITIONS

In 2022, **Code.org** organized the "Computer Science Education Awards", a regional event held in Miami, Florida. During the gathering that united all of Code.org's partners and allies, Eidos received **recognition for its efforts in content localization** related to digital skills in the "Computer Science Education" category.

This award recognized Eidos' work in partnership with Code.org in implementing and adapting online learning content related to digital skills for Latin America and the Caribbean.

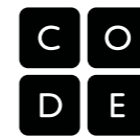
**TEC.LA**, a teachers training program in computational thinking created by Eidos, was selected as one of the top 100 innovative projects featured at the Global Collection Report by HUNDRED, a global mission-driven organization specialized in education innovation that identifies, amplifies, and facilitates the implementation of impactful and scalable education innovations.





# 08


TOGETHER WE  
GO FARTHER



LEARNING EXPERIENCES TO  
FACE UNCERTAIN FUTURES

Eidos

ALWAYS LEARNING

 /eidosglobal

 /EidosGlobal

 /EIDOSglobal

 /EIDOS\_global