



PROSPER

POST PANDEMIC EMPOWERMENT PROGRAMME



Glossary

English



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Glossary - English

Term	Encountered	Definition
360 degree feedback	M3U2	A method used to collect a range of viewpoints – personal experience, people in the team, managers, senior management, the company, involving both quantitative and qualitative answers, and in some cases - the clients.
Artificial Intelligence (AI)	M1U3	The theory and development of computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.
Automated Workflows	M1U1	Software solutions that allow things from automated expenses reimbursement, through automated performance management using real-time insights and instant feedback, to automated sorting of customer tickets.
Brainwriting	M3U4	An active learning method, where instead of sharing out loud, the participants write their ideas down.
Buddy System	Business Case	A system where managers bring two employees together to promote informal and very open communication between them.
Burnout	M2U4	A state of mental and physical tiredness usually caused by a number of factors and causes such as stress, depression, and anxiety resulting from the overload of responsibilities, resulting in a diminished ability to work over time.
Business Model	M1U1	A plan for the successful operation of a business, identifying sources of revenue, the intended customer base, products, and details of financing.
Carbon Footprint Calculation	M4U1	A method for estimating an ecological footprint of an organisation involves calculating the total amount of greenhouse gas emissions associated with its activities.

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Chatbot	M1U1	A computer program designed to simulate conversation with human users, especially over the internet.
Circular Economy	M4U2	An economical model focusing on minimising waste, maximising resource efficiency, and promoting regenerative systems.
Cloud-based Software	M1U3	The on-demand access of software resources over the internet with pay-per-use pricing.
Compassionate Leadership	M1U4	A leadership style capable of recognising employees' concerns, reducing their stress and generating positive emotions.
Cybersecurity	M1U3	Cybersecurity refers to any technology, measure or practice for preventing cyberattacks or mitigating their impact. It aims to protect individuals' and organisations' systems, applications, computing devices, sensitive data and financial assets against computer viruses, sophisticated and costly ransomware attacks, and more.
Data Protection	M1U5	Legal control over access to and use of data stored in computers.
Design Thinking	M3U4	A methodology for solving complex and not well defined (examined) problems. It is based on exploring the human needs, reframing the initial problem, generating as many as possible ideas, prototyping, testing and improving new solutions.
Digital Detox	M2U1	Taking a break from screens for a day or two, engaging in offline activities such as spending time with close ones, exercising, or pursuing a hobby.

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Digital Drain	M2U1	A state of mental, emotional, and physical exhaustion that can result from excessive use of digital technology, such as smartphones, laptops, and social media.
Digital Health and Safety	M1U2	Ensuring that people, culture, and attitudes are taken into account into a digital work environment that develops trust, innovation, and cooperation.
Digital HQ	M1U4	A single, virtual space to connect an organisation's people, tools, customers and partners.
Digital Inclusivity	M3U1	The practice or policy of providing digitally equal access to opportunities, resources, development and growth, assessment, and communication for people in the organisation.
Digital Maturity	M1U1	The deployment of a set of dedicated digital tools and ensuring all levels of employees possess the necessary level of digital competences to make effective use of them.
Digital Productivity	M1U1	The result of an intersection of two different sets of factors: the digital maturity of the organisation, and ist business model.
Digital Trasformation	M1U1	The process of integrating digital technologies into all parts of an organisation, such as products, services, or operations, to deliver value to customers. In a globally and digitally connected landscape, this type of transformation is more than keeping up with the rest of the world and your industry—it's about continuing to innovate and seek new, better ways of doing things.
Digital Wellbeing	M2U1	The enhancement and improvement of human well-being, in the intermediate and long term, through the use of digital media.

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e-Leadership	M1U4	A process of influence mediated through advanced information technologies to bring about a change in attitude, behavior or performance.
Empathy	M3U3	The skill of connecting with others to identify and understand their thoughts, perspectives, emotions, values, and needs; and demonstrating that understanding with intention, care, and concern.
Employee Assistance Programme (EAP)	M2U1	A confidential service that enables a company to help their staff with personal or workplace issues that might be impacting their performance, wellbeing, and mental or physical health.
Employee Engagement	M1U2	The harnessing of organisation members' selves to their work roles; in engagement, people employ and express themselves physically, cognitively, and emotionally during role performances.
Employee Experience	M3U2	An umbrella term uniting how people feel, what motivates them, what meaning they find in their jobs and roles, how they contribute to the common and specific goals, how connected they feel to the team and the organisation, what is their daily experience in the company's life, how they overcome problems or conflicts, how they learn and grow, etc. The term is part of the Employee life cycle concept and can be measured and used to improve the overall results of the company and the HR practices.
Endpoint Protection Software	M1U5	A software what protects distant devices from malware and virus attacks by identifying and stopping them
End-to-end Encryption (E2EE)	M1U5	A type of cryptography used in telecommunications. Only the recipient and the sender have access to the decrypted material.
Environmental Footprint	M4U1	The effect that a person, company, activity, etc. has on the environment, for example the amount of natural resources that they use and the amount of harmful gases that they produce.

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e-Waste	M4U2	Electronic waste. As technology advances and consumers upgrade their devices more frequently, the amount of electronic waste being generated is increasing rapidly.
Gamification	M1U2	The application of typical elements of game playing (e.g. point scoring, competition with others, rules of play) to other areas of activity, typically as an online marketing technique to encourage engagement with a product or service.
General Data Protection Regulation (GDPR)	M1U5	The EU general data protection regulation (GDPR) governs how the personal data of individuals in the EU may be processed and transferred.
Generation Z	M4U1	The generation born in the late 1990s or the early 21st century, perceived as being familiar with the use of digital technology, the internet, and social media from a very young age.
Hybrid Inclusivity	Business Case	Making sure the employer provides the same culture, conditions and opportunities for each and every employee in the company no matter where they are working from, and that employees participate proactively in this culture.
Hybrid Productivity	Business Case	Utilising digital tools to work with intent, intelligence, and efficiency. When implemented correctly, this can supercharge a company's output, whether in terms of goods, services, or capital.
Hybrid Sustainability	Business Case	Practices that use digital information and communication technologies (ICTs) in a way that prevents or reduces the negative environmental impacts associated with ICTs.
Hybrid Wellbeing	Business Case	The impact of information and communication technologies and digital services on the mental, physical, social and emotional health of workers.

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Hybrid Work	Business Case	A flexible working model in which work is done not only on the company's premises but also from home or another location and can be arranged flexibly in terms of time. It is therefore a mixture of remote work and work on the company's premises. Employees can therefore work from any location.
Insider Threats	M1U5	A cybersecurity liability presented by current or former employees, independent contractors, or suppliers who have access to systems and data with permission.
Learning and Development (L&D)	M1U2	The systematic process to enhance employees' skills, knowledge and competency, resulting in better work performance.
Life Cycle Assessment	M4U1	A method for assessing the environmental impact of a product, service or activity throughout its entire life cycle, from the extraction of raw materials to disposal or recycling, to identify the main environmental impacts and the opportunities for improvement.
Linear Economy	M4U2	An economical model based on constant growth and consumption, where resources are extracted, turned into products, used, and then discarded as waste.
Lotus Blossom	M3U4	A brainstorming technique that uses free association to create ideas. It uses 1 core word (idea) in the center and 8 words like petals to surround it.
Machine Learning	M1U3	The use and development of computer systems that are able to learn and adapt without following explicit instructions, by using algorithms and statistical models to analyse and draw inferences from patterns in data.
Malware	M1U5	Software designed to damage or gain unauthorised access to computer systems through attachments, downloads and malicious websites.

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Mastermind Method	M3U4	A brainstorming method that resembles a game in which the audience takes on the role of investigators and asks questions to clarify the situation. It is played in rounds, where participants write down their questions, and ask only 1 question at a time to an Issue Holder who needs to answer all she/he knows
Mental Health Day	M2U4	A day of taking a break from work meant to help reduce burnout by countering and treating early signs such as stress and depression.
Millennials	M4U1	A person born between the early 1980s and the late 1990s; a member of Generation Y.
Mood Barometer	M3U4	An icebreaker techniques asking participants how they are feeling on a scale of 0 to some number as a referent point.
Netiquette	M3U3	A set of rules, standards, behavior norms and communication forms on the Internet.
Non-linear Process	M3U4	A flexible process where people can use the insights they get on every stage to improve and develop all the other stages as well.
Onboarding	M1U3	The action or process of integrating a new employee into an organisation or familiarising a new customer or client with one's products or services.
Organisational Silos	M1U1	With a bigger organisaiton, different parts of the business take a life of their own - and very often it becomes difficult for them to focus on the same vision as the rest of the company.

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Performance Management	M1U2	A systematic process by which an organisation involves its employees, as individuals and members of a group, in improving organisational effectiveness in the accomplishment of agency mission and goals. It is used to communicate organizational goals and objectives, reinforce individual accountability for meeting those goals, and track and evaluate individual and organizational performance results.
Phishing	M1U5	Suspicious messages that lure employees into giving away sensitive information or downloading malware.
Pre-boarding	M3U3	Activities aimed of building a sense of belonging of a new employee that are carried out before the official first day at work.
Ransomware	M1U5	Software intended to harm or provide unauthorised access to a system via downloads, malicious websites, and attachments.
Resilience	M3U3	The ability to cope mentally and emotionally with a crisis, or to return to pre-crisis status quickly. Higher resilience, happier and more successful people.
SCARF	M3U2	A Neuroscience-based model of social threats and rewards. It has five domains: Status, Certainty, Autonomy, Relatedness, and Fairness.
Starbursting	M3U4	A question-based brainstorming method, answering the questions who, what, when, where, why, and how, taking into consideration the main topic.
Stress Risk Assessment	M2U2	The process of evaluating risks to worker's safety and health from workplace hazards, enabling the employer to take the necessary measures for protecting the workers.

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Sustainability	M4U1	Meeting our present needs without compromising the ability of future generations to meet their own needs.
Sustainable Development Goals	Business Case	A universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. Adopted by all United Nations Member States in 2015 as part of the 2030 Agenda for Sustainable Development. They are interconnected, apply to all countries, and need to be carried out by all stakeholders – governments, the private sector, civil society, the United Nations system and others – in a collaborative partnership.
Third Party Breaches	M1U5	An attack that compromises sensitive data against a partner company or vendor.
Transformational Leadership	M1U4	A leadership style where the manager recognises the needs of employees and knows how transform followers into new leaders
Two-Factor Authentication (2FA)	M1U5	Requiring a second form of verification in addition to a password, such as a code texted to a smart phone or biometric authentication.
Virtual Private Network (VPN)	M1U5	A software that establishes a safe and stable connection between devices over the internet, protecting data by encrypting communication between the user and the company, as well as hiding the device's IP address and location.
Work Culture	M3U1	The communication within the organisation, organizational structure, team dynamics and activities, leadership, team and personal goals, performance evaluation, development, work schedule, team meetings rules, care for people's mental and physical health, SCR, personal and professional development.

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Work Exclusion	M3U1	A situation where a person does not feel welcome and safe at the workplace and doesn't have the opportunity to participate equally in the work life of the team and organisation.
Work Related Stress	M2U1	The harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.
Workflow	M1U2	The way that a particular type of work is organised, or the order of the stages in a particular work process
Workflow Optimisation	M1U2	The improvement of the efficiency of different organizational processes, such as administrative, industrial, and other operations. This is crucial for long-term development and competitiveness in the marketplace.
Work–life Balance	M2U3	The amount of time you spend doing your job compared with the amount of time you spend with your family and doing things you enjoy.
World Cafe	M3U4	A rapid method for approaching problems optimal for large groups of people that need to discuss several hot topics at once. There are multiple tables chaired by a host, and participants attend different all of them in random order to contribute to all topics.
Zoom Fatigue	M1U4	The fatigue that occurs after numerous virtual meetings during the day and over the week, leading to a diverse range of health-related complaints.