

Agenda for EXXTRA Learning & Sharing Focus Session #2 On-line Oct. 27 and 28

Day 1, Task 2.3-Leader: DITECFER

Professionalization of Internationalization services delivered

09.00- 09.10 *Welcome and setting the scene*

09.10 -13.00

The Partners present the Internationalization services they deliver, the best results achieved by members through them, the methodologies followed to design and channel them, etc..

Each Partner will present 1 home-made video long no more than 2.5 minutes where 3 SMEs that are cluster members having benefited from Internationalization services answer to the key-questions.

To each presentation and video all the other Partners will 'react' providing a feedback to their peer.

DITECFER will then present the results of the "SWOT Analysis and Benchmark" to provide further elements for discussion. Then, after having 'voted' the top best practices, the Partners will engage in active exercises, simulations, etc. pushing the Cluster Managers 'out of their comfort zone', so to help them see things differently.

In developing the learning module, DITECFER will take into account best practices from the ESCP- 4i "PERES" it has been coordinating and from the ESCP-4i "KETs4Dual-Use".

13.00 -13.30

Cluster Excellence Denmark will present the key lessons learnt on "Digitalisation of Clusters Services and Activities" to stimulate the EXXTRA Partners in view of Day2 work.

Day2, Task 2.4-Leader: I-TRANS

Identification of new key-service for each Partner to be delivered to its members

09.00- 09.10 *Welcome and setting the scene*

09.10 -13.00

"Discovery process" at Clusters towards the identification of a new key-service for each Partners and how to design it and channel it.

I-TRANS will present possible ideas of services discovered in EU-funded projects or in other ESCA Labelled Cluster.

Each partner will present the most performing service it is providing according to the results of the SWOT Analysis, *not* related to *Innovation services nor to Internationalisation services*.

After each presentation the Partners will have the possibility to ask for more details.

General Discussion.