

CHATBOT IN THE EWC MENTOR PROJECT

The EWC Mentor project has integrated an innovative chatbot solution to enhance the capacity of workers' and employers' representatives to navigate the complexities of European Works Councils (EWCs).

The chatbot functions as a digital helpline, offering guidance on EWC-related queries, ranging from establishing new councils to addressing challenges associated with its operation and enforcement or legal regulations. By combining automated assistance with access to expert advice, the tool is designed to empower stakeholders, ensuring they have access to reliable and up-to-date information.

Chatbot:

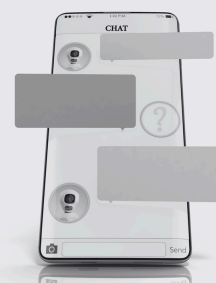
<http://federacjametalowcowihutnikow-internationalprojects.eu/ewc-mentors-effective-networking-and-training-cooperation-reinforcement-chatbot>



KEY FEATURES AND FUNCTIONS

The chatbot provides instant responses to frequently asked questions about EWCs, such as their purpose, legal frameworks, and operational strategies. For complex or less common inquiries, users can escalate their questions to a pool of experts specializing in workers' participation, restructuring, and other relevant areas. This ensures that users always receive accurate and context-sensitive support.

Additionally, the chatbot is designed to grow smarter over time. Monthly reports of user interactions are analyzed by experts to identify emerging topics and refine the chatbot's knowledge base. This feedback loop ensures that the system remains relevant and up-to-date with the latest EWC practices and policies.





DEVELOPMENT AND COLLABORATION

The content for the chatbot is collaboratively developed by experts from IPA: Dominik Owczarek and Maciej Pańków and an external consultant with vast experience in the field of EWCs – Romuald Jagodziński. Their expertise ensures comprehensive and credible responses to users' questions. Regular consultations among project partners further enrich the content, making the chatbot a collective knowledge repository – representing both workers and employers.

ACCESSIBILITY AND SUSTAINABILITY

To reach a broad audience, the chatbot is available in English and Polish. On top of that, the most popular questions will be translated into partners' languages by the end of the project. Promotion efforts, including boosted social media posts and links shared by participating organizations, aim to maximize user engagement.

Importantly, the chatbot's utility extends beyond the project's timeline. It will operate for at least one year post-project, guaranteeing that its benefits remain accessible to workers' representatives as they adapt to evolving EWC challenges.

A NEW HORIZON FOR WORKERS' SUPPORT

By leveraging technology, the EWC Mentor chatbot bridges gaps in knowledge and fosters a more informed and confident workforce and employers. This pioneering initiative not only highlights the potential of digital tools in labour advocacy but also underscores the commitment of the EWC Mentor project to equip workers with the tools they need to succeed in a rapidly changing economic and regulatory landscape.