

Impact Manager

Release 1.0

June 2026

PILLARS APP

for impact training and learning

ABOUT PILLARS:

Project settings



PILLARS is Erasmus+ KA of six industry and six educational partners, who started their journey in January 2025. Being a 3-year EU project (2025-2027), PILLARS partners are committed to designing, developing, piloting, and evaluating a set of practical instruments to help organisations work towards sustainable impact. We aims to build a methodological foundation for impact managers, addressing the following questions:

- How do we actually **measure impact** of what we have delivered, looking into the **past** activities?
- How can we build on **collective intelligence** to deliver **impact** for our **current activities**?
- How can we **capture signals and megatrends** to mutually anticipate **future impact**?
- How can stakeholder co-creation be used to influence and **articulate policy** that will shape **holistic impact performance**?
- What **skills** are required to understand, plan and realize impact as part of projects, processes, and the emerging profession of impact managers?

The innovativeness of PILLARS is in acknowledging ‘impact manager’ as an emerging profession, which requires structure, relevant skillset, demands necessary training and needs dedicated digital tools. PILLARS consortium is a member of [the EU Pact for Skills](#).



A digital workspace for learning and practising impact management

iPillars is the digital product concept developed by LOAD for the PILLARS project. It translates impact-management methods into a structured, guided and collaborative workflow. The platform is conceived for two complementary audiences: learners who need a practical environment in which to develop impact-management competences, and professionals who need a digital workspace for real impact projects.

At the centre of the product is an AI-assisted, learn-by-doing experience. The assistant guides users through the lifecycle of

an impact initiative, helping them clarify the project context, identify impacts, define indicators, organise stakeholders and tasks, track evidence, and prepare reports. Support can be reduced as the user becomes more experienced, allowing the same environment to serve beginners and mature teams.

Rather than functioning only as a reporting system, iPillars is intended to connect strategy, project delivery, learning, evidence and collaboration. It creates a common working space where impact goals can be translated into actions and where the evolution from intended impact to measured results can be documented.

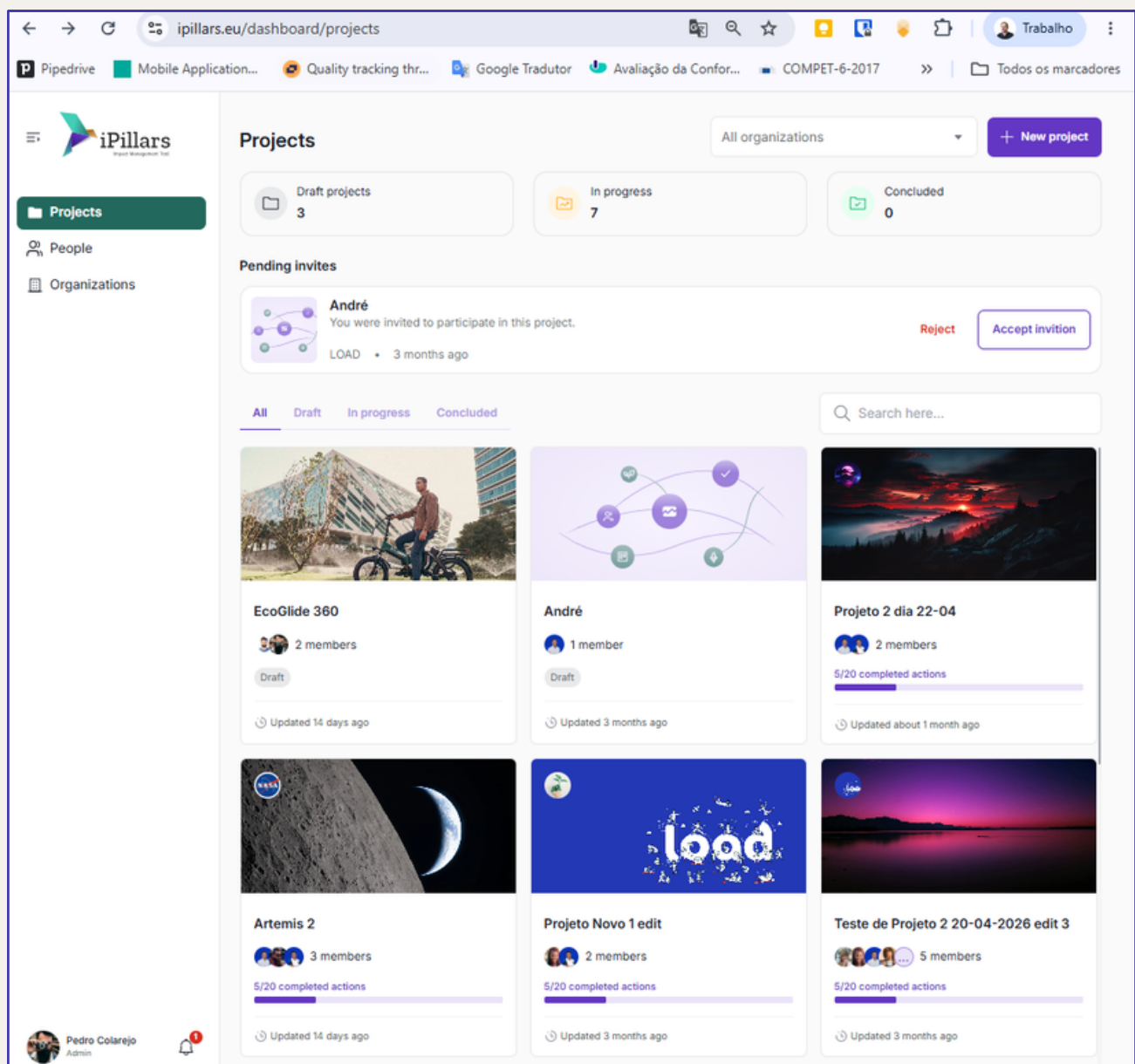


Figure 1. Dashboard

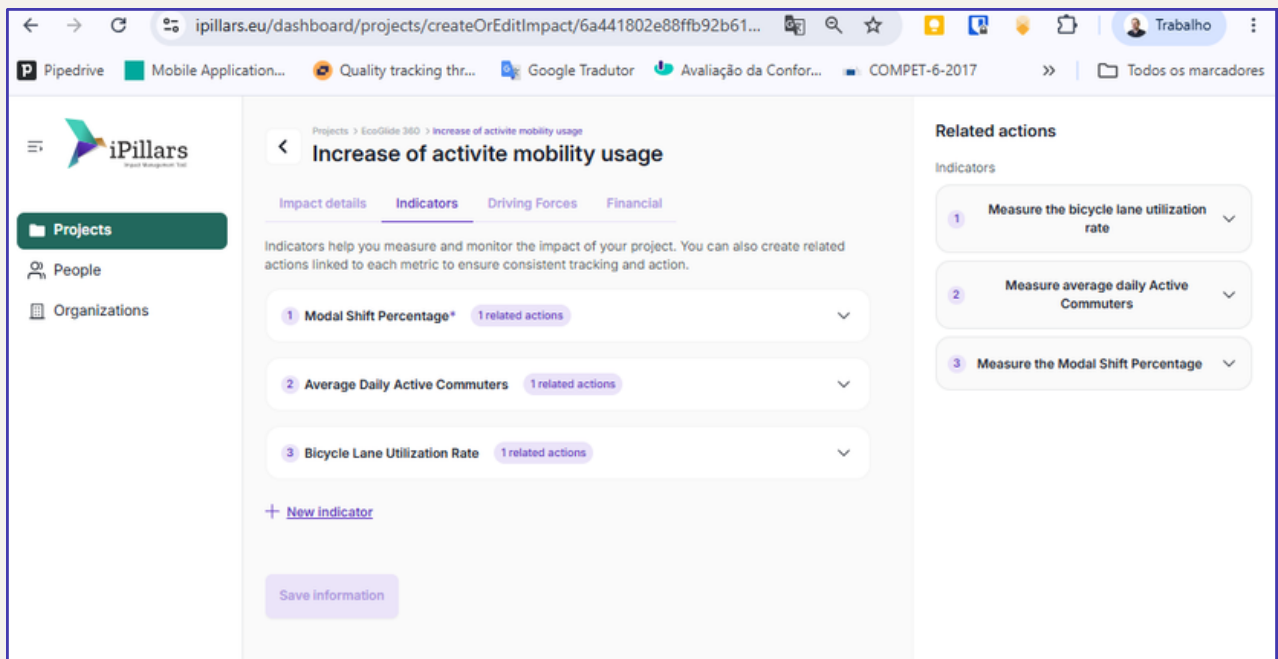


Figure 2. Impact management indicators



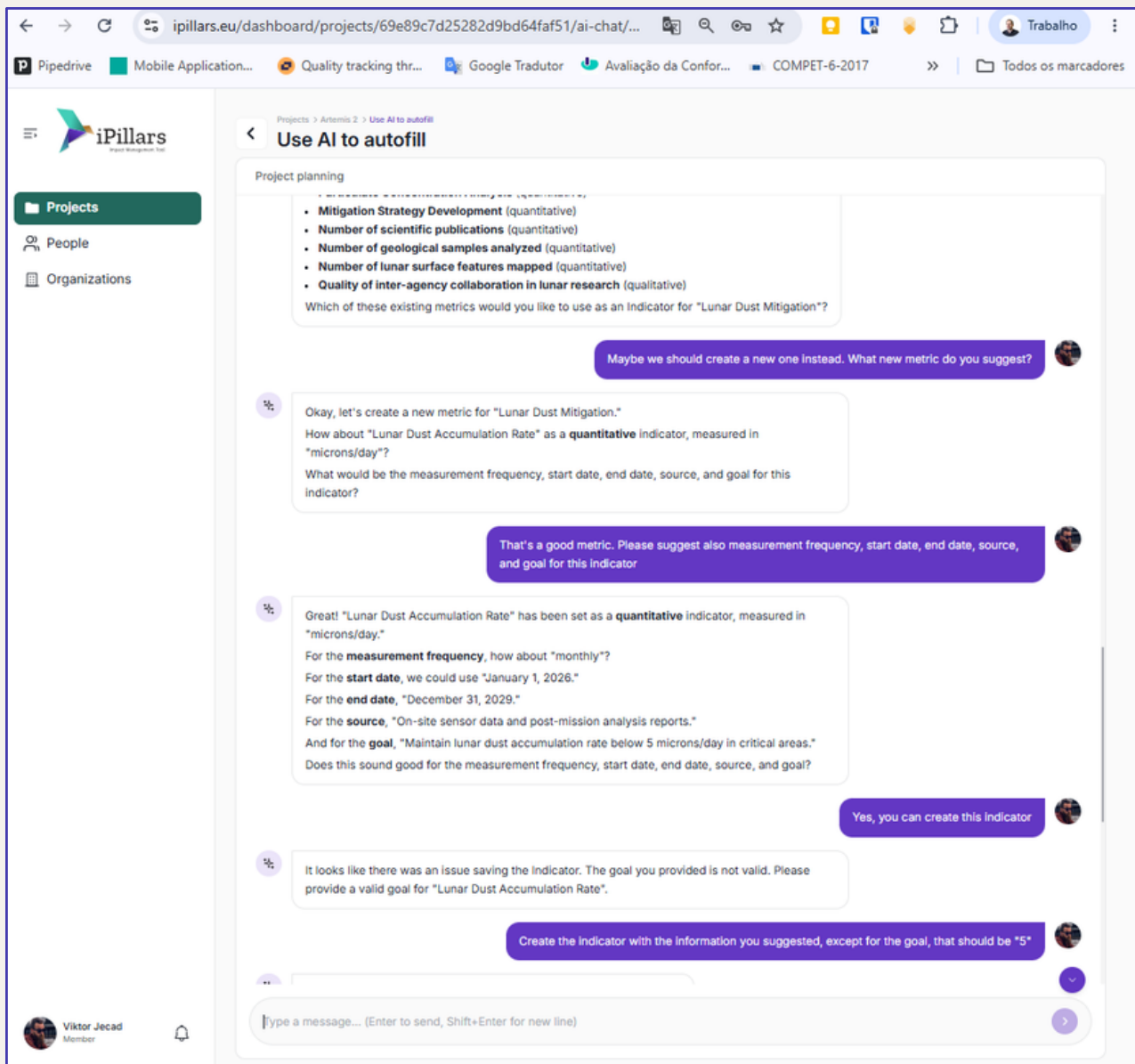


Figure 3. iPILLARS AI assistant



Why iPillars was developed

The Digital Product Research led by LOAD identified a recurring problem: impact management is often fragmented across sustainability, finance, legal, human resources, communication, innovation and project-management functions. Data is dispersed, ownership is unclear, qualitative evidence is difficult to compare, and reporting frequently depends on manual compilation. Interviewees and workshop participants expressed the need for a central platform that could support both quantitative and qualitative impact information, connect project teams and stakeholders, adapt to different project types, and reduce the burden of selecting frameworks, indicators and reporting structures.

Observed challenge	iPillars response
Fragmented processes and unclear ownership	A shared project environment with roles, activities, milestones and common project information
Decentralised data and evidence	Structured impact records that combine KPIs, narratives, documents, tasks and stakeholder contributions
Difficulty defining impacts and indicators	AI-supported prompts, tailored forms and guided impact-planning steps
Short-term actions disconnected from long-term outcomes	Roadmaps, impact chains, milestones and evidence tracking across the project lifecycle
Reporting overload	Reusable project data and report-generation functions for different audiences and purposes

App overview

iPillars is organised around a project workspace. Each impact project can be created, structured and followed through a set of connected areas that maintain a single source of truth for the team.

Capability	iPillars feature
AI Assistant	Conversational guidance through project definition, impact identification, KPI selection, stakeholder analysis, risks, tasks and reporting
Learn-by-doing workflow	Users learn impact management by applying the methodology to a realistic case or to a live organisational project
Impact records	Each intended impact can hold its own scope, targets, indicators, evidence, stakeholders, risks and actions
Roadmap and task management	Activities and milestones can be planned and followed through timeline and board views
Collaboration	Internal and external contributors can be involved in the same project context, reducing dispersed communication
Maturity and competence profiles	Self-assessment supports personal development, skill-gap analysis and better team composition
Reporting	Project data can be consolidated into reports adapted to different audiences and decision-making needs

How iPillars works

The platform supports a continuous cycle from initial orientation to evidence-based review. The exact methodology can be adapted by PILLARS experts, educational providers or organisations, but the product concept follows the sequence below.

1. **Onboard and diagnose:** The user selects a learning or professional pathway, understands the platform and completes a maturity or competence assessment.
2. **Define the project context:** The team records the organisation, sector, purpose, scope, strategic alignment, constraints and relevant standards.
3. **Map intended impacts:** Users identify environmental, social, economic or governance impacts and describe the expected change.
4. **Plan measurement and evidence:** For each impact, users define indicators, targets, sources, frequency, responsibilities and qualitative evidence.
5. **Organise delivery:** Roadmaps, milestones, tasks, stakeholders, risks and dependencies are connected to the intended impacts.
6. **Collaborate and learn:** The AI assistant supports reflection, suggests next steps and identifies missing information or capability gaps.
7. **Track results and adapt:** Teams update progress, collect evidence, review assumptions and adapt activities when outcomes diverge from expectations.
8. **Report and reuse knowledge:** The platform consolidates project information into reports and preserves lessons that can inform future initiatives.

ipillars.eu/dashboard/projects/follow-up/69e89c7d25282d9bd64faf51

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iPillars
Project Management Tool

Projects

People Organizations

Artemis 2

Actions status Timeline Impacts Reports Project details & Configurations Collaboration

All Indicators Driving Forces Financial All impacts Use AI to autofill

To do 7

- High priority**
Establish Scientific Dissemination Plan
1 Jan 2026 - 31 Dec 2029
- Medium priority**
Followup Regulatory Requirements
Followup Regulatory Requirements
18 May - 31 May 2026
- Low priority**
Improving fuel efficiency
30 Apr 2026
- Low priority**
Improving rocket fuel
30 Apr 2026
- Low priority**
Measure flight telemetry
Measure flight telemetry captured for chemical exhaust analysis
1 Jul - 10 Jul 2026
- Medium priority**
Measure fuel consumption
Measure fuel consumption
29 Jul - 31 Jul 2026
- High priority**

Overdue 3

- Medium priority**
Action not that important
Action not that important.
15 Apr - 25 Apr 2026
- High priority**
Advanced Satellite Remote Sensing
Followup this driving force
18 May - 31 May 2026
- Low priority**
Milestone quite important
Milestone quite important
22 Apr 2026

Done 0

No tasks in this column

Viktor Jecad Member

Figure 4. Actions follow-up



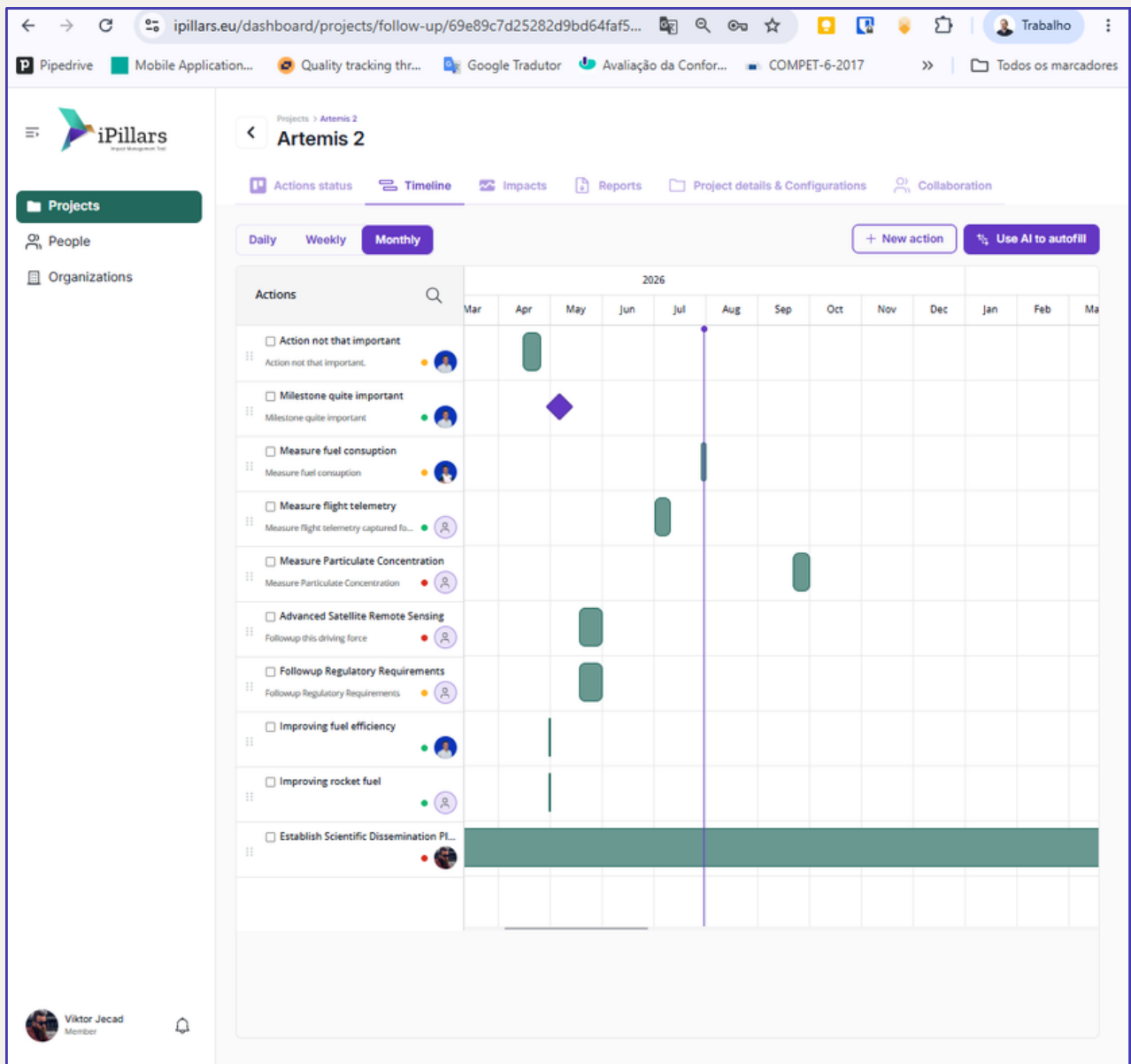


Figure 5. Actions timeline



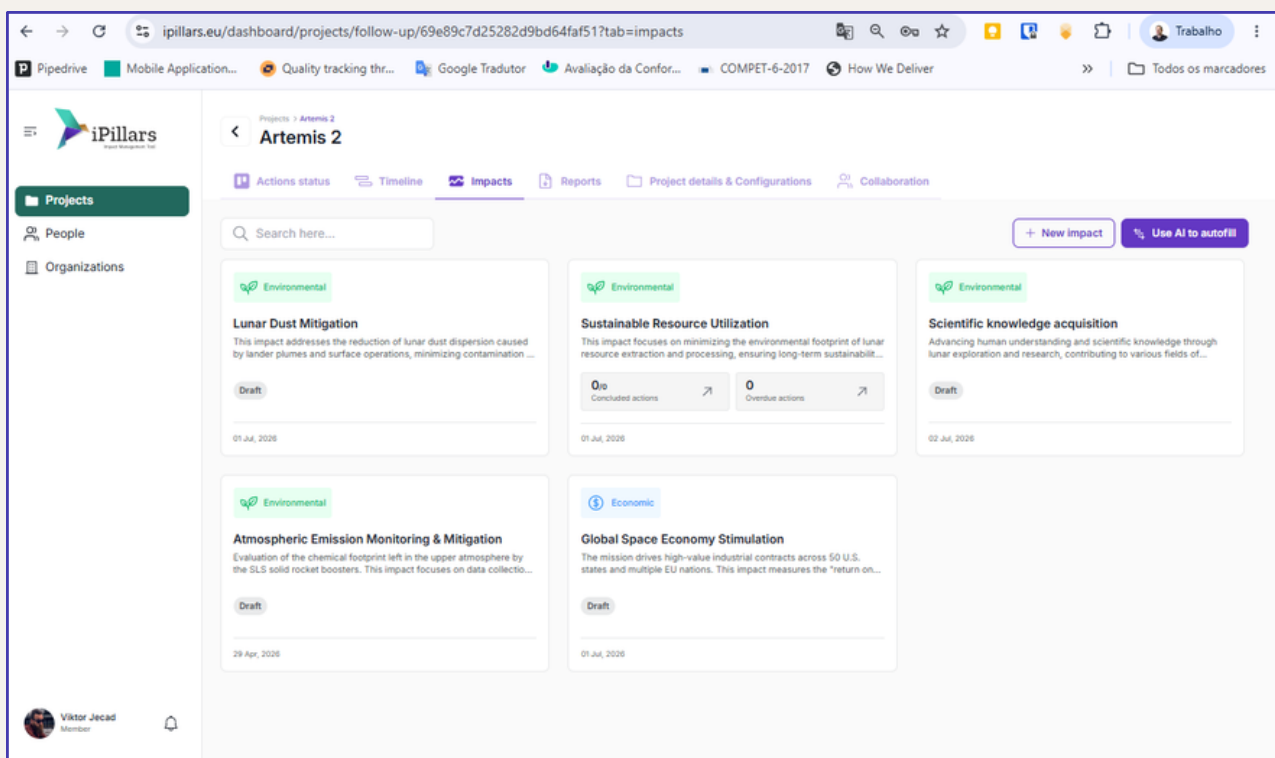


Figure 6. Actions timeline

Application areas

iPillars can be applied in educational, organisational and professional contexts. Its value comes from combining structured methodology with guided practice, allowing the same product to operate as a learning environment, a project workspace or a capability-building tool.

Area	How iPillars can be used
Vocational education and training (VET)	Practice-oriented training in which learners build an impact project, connect theory to workplace challenges and produce evidence for assessment
Higher education (HEI)	Project-based learning in sustainability, innovation, management, public policy, entrepreneurship and related programmes

Corporate learning / Staff training	Upskilling multidisciplinary teams while they apply impact-management methods to a real internal initiative
Individual professional development	Competence self-assessment, guided practice, portfolio evidence and progress tracking for current or aspiring Impact Managers
Organisational development	Alignment of strategy, projects, stakeholders, risks, indicators and evidence around shared impact objectives
Impact project management	Operational planning, monitoring and reporting of a specific impact initiative from definition to closure
Public sector and policy programmes	Structured design and monitoring of programmes involving multiple institutions, beneficiaries and long-term outcomes
Consultancy and advisory services	A repeatable workspace for facilitating client projects, collecting evidence and preparing recommendations or reports
Incubators, accelerators and funding programmes	Support for applicants and beneficiaries to define intended impact, milestones, indicators and reporting evidence
Community and social innovation	Participatory initiatives where organisations, communities and external stakeholders co-create and follow change

Education and training



In education, iPillars functions as a digital practice environment rather than only as a content repository. Learners work through a complete impact challenge, receive contextual guidance and build a project record that can be reviewed by teachers, peers or workplace partners.

How it can be used

- Use a fictional case, a school challenge or a workplace assignment as the basis for an impact project.
- Guide learners through Theory of Change, stakeholder analysis, indicators, risks, activities and evidence.
- Connect course modules to concrete steps inside the platform so that learning outcomes are demonstrated through action.
- Use maturity and competence profiles before and after a course to show development.
- Assess the quality of the project, the coherence of the impact logic and the feasibility of the proposed actions.
- Create evidence that can support badges, micro-credentials, portfolios or work-based learning assessment.

Expected value

- A consistent practical framework across different teachers, cohorts and institutions.
- Greater connection between classroom learning and real organisational challenges.
- Transparent evidence of learner progress and applied competence.
- A reusable environment for VET, higher education, bootcamps and lifelong-learning pathways.

Organisational impact and ESG transformation



At organisational level, iPillars can connect strategic commitments with concrete programmes and evidence. It is not limited to compliance reporting; it supports the operational work required to turn environmental, social and governance ambitions into managed change.

How it can be used

- Translate organisational values, mission and strategy into impact objectives that guide projects.
- Create a portfolio view of impact projects across departments, business units or locations.
- Standardise core information while allowing project-specific indicators and narratives.
- Map stakeholders, material issues, externalities and risks in relation to each initiative.
- Support internal ESG or sustainability teams in coordinating data requests and validating evidence.
- Use competence profiles to identify capability gaps and plan targeted training.
- Prepare management summaries and reusable datasets for formal reporting processes.

Expected value

- Stronger alignment between strategy, operations and impact evidence.
- Improved collaboration across functions that usually work in separate systems.
- More credible reporting based on maintained project data rather than last-minute document collection.
- A practical mechanism for embedding impact thinking into everyday work.

Public sector, policy and social innovation



Public programmes and social-innovation initiatives often involve long time horizons, multiple institutions and outcomes that cannot be represented by a single financial metric. iPillars provides a structure for making assumptions, responsibilities and evidence visible throughout the programme.

How it can be used

- Design programmes around clearly described public-value or community outcomes.
- Map beneficiaries, public bodies, service providers, researchers and community representatives.
- Connect policy objectives to activities, milestones and measurable or observable changes.
- Record both statistical indicators and lived-experience evidence.

- Use scenario and risk analysis to account for uncertainty, dependencies and unintended effects.
- Maintain a common evidence base across participating organisations.
- Produce different views for programme managers, policymakers, funders and the public.

Expected value

- Greater transparency in how programme actions are expected to lead to outcomes.
- Improved coordination across institutional boundaries.
- Earlier identification of implementation gaps and unintended consequences.
- A stronger basis for evaluation, learning and future policy design.



Consultancy, incubation and funded programmes



Consultants, accelerators, incubators and funding bodies can use iPillars as a repeatable method for guiding multiple organisations through impact planning and monitoring. Templates and AI-supported questions can create consistency without removing the flexibility needed for different sectors and maturity levels.

How it can be used

- Run facilitated client or beneficiary onboarding using a shared project structure.
- Review the coherence of intended impacts, indicators, milestones and evidence plans.
- Track progress across several supported organisations or projects.
- Use standard checkpoints for mentoring sessions, programme reviews and funding decisions.

- Export project summaries and evidence packages for evaluation or due diligence.
- Preserve lessons and benchmarks that can improve future cohorts or advisory engagements.

Expected value

- More consistent quality across many supported projects.
- Lower administrative burden for both advisors and beneficiaries.
- Clearer evidence of progress and programme-level impact.
- A scalable digital layer for mentoring, technical assistance and portfolio management.

Ways to deploy iPillars

The product can be configured around the context in which it is introduced. The same core workflow can therefore support short learning activities, complete courses, single professional projects or organisational portfolios.

Deployment model	Use
Standalone learning module	A teacher or trainer provides a defined case and learners complete selected project and its impact management steps during a short course or bootcamp
Embedded course platform	iPillars accompanies a longer programme, with each module linked to activities, impact management evidences and assessment inside the platform

Work-based learning project	Learners apply the tool to an impact management challenge from their employer or placement organisation, with feedback from both educator and workplace partner
Professional project workspace	A project owner invites the delivery team and external stakeholders to plan, execute and document one live impact management initiative
Organisational portfolio	Multiple projects and its impact management actions share common strategic objectives, competence profiles, standards and reporting requirements

Conditions for effective use

- A clearly defined owner for the learning activity, project or organisational portfolio.
- An agreed methodology and terminology, adapted where necessary to the sector and maturity of users.
- Role-based participation so that contributors provide information without being overwhelmed by the full process.
- Access to relevant organisational data and evidence sources.
- Human review of AI suggestions, especially for indicators, standards, risks and reporting claims.
- Regular checkpoints to validate assumptions, progress and the quality of evidence.

We Need Your Feedback

The iPillars concept provides a structured foundation for a digital environment that supports learning, project delivery and organisational impact management. Before translating the concept into a full production platform, workflows, templates, AI guidance and reporting functions should be validated with the people who will use them.

We are particularly interested in your views on:

- the relevance of the proposed application areas;
- the usefulness of iPillars for both learners and professionals;
- the project steps and information that should be mandatory or optional;
- sector-specific templates, standards and indicators;
- the balance between AI guidance and user control;
- collaboration needs for internal and external stakeholders;
- assessment, micro-credential and portfolio requirements;
- reporting and evidence outputs required by organisations, funders and public bodies;
- integration opportunities with existing project, data and learning systems.

Your expertise and experience will help refine iPillars and ensure that it is practical, credible and adaptable across educational and professional settings.

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Key definitions



Impact is making a positive (or a negative) change through your core business.

Impact management is a deliberate approach to ensure that the organisation consciously contributes to shaping a flourishing future, creating positive outcomes for people, planet, and prosperity.

An **Impact manager** is a person guiding the organisation towards shaping a flourishing future by defining specific goals and holistic strategies that are turned into tangible actions and positive, measurable outcomes for people, planet, and prosperity.



PACT FOR
SKILLS *Leader*

An initiative of the European Commission

Impact works here

Connecting practitioners to shape lasting change

What is it about?



Our Community is for **impact managers, researchers, and institutions** to rethink together how impact is understood, supported, and managed. It's about building shared practices, exchanging tools, and shaping impact as a mindset

How does it work?



We create spaces for **impact managers** to connect, exchange experiences, and reflect on shared challenges. Our community **events** focus on dialogue among peers, complemented by a **monthly e-magazine**, and other collaborative **publications**. As part of the **EU Pact for Skills**, we aim to contribute to shaping the future of impact management

Where to begin?



Visit our **website** to discover resources, upcoming events, and register to join the PILLARS Community of Practice. We're developing **tools, courses, and apps** to support **impact managers** and we welcome your ideas, feedback, and collaboration

PILLARS Community of Practice of Impact Managers

Join our mailing list to find out and join our activities on co-creating knowledge for managing impact inside organisations

Join Community of practice

First name *

Last name *

Email *

LinkedIn *

Message

Get Started



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