UP Skills for Work

Digital

ABC LifeLiteracyCanada

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Canada

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Welcome to *UP Skills for Work!*

The program helps you build your skills for learning, work, and life, which include:

- Motivation
- Attitude
- Accountability
- Presentation
- Collaboration
- Time Management
- Adaptability
- Stress Management
- Reading
- Writing
- Numeracy
- Digital
- Problem Solving
- Confidence
- Communication
- Creativity and Innovation

These skills are used in nearly every job and in daily life. They also allow us to learn new skills and to adapt to changes. Improving your skills can help you to build a good life for yourself.

You can also take these courses on ABCskillshub.ca

This workshop

This workshop deals with digital skills.

At work, we may use digital skills to complete tasks or meet with coworkers. At home, we may use digital skills to chat with our friends or post on social media.

In this workshop, you'll think about your own digital skills. You'll think about your strengths and areas to work on. You'll learn about tips and resources to help you succeed in the digital world. You'll also create a roadmap to learning the digital skills that are right for you.

What are digital skills?

Digital skills are what we need to know to use **devices** like a:

Desktop computer

Laptop computer

Smartphone

Tablet

Printer

We can read, write, learn, and play on devices. Devices also connect us to the **internet**, where we can share information, pictures, and more.

Digital means something that uses electronic programming to perform tasks.

A **device** is a digital machine that processes information and connects to the internet.

The **internet** is a network that allows people on devices around the world to find and share information.

Many workplaces use devices because they speed up our daily tasks. When we have digital skills, we can type up a report on a computer. We can save it and email it to our manager in seconds. Or we can print it and give it to a coworker.

Why are digital skills important?

Digital skills can be helpful in your daily life. With strong digital skills you can use devices to:

- Talk to friends, family, and coworkers
- Share documents, pictures, and more
- Visit **websites** and send emails
- Post on **social media**
- Manage schedules

Lots of businesses work **online**. Employers want to hire employees with the digital skills to use devices and learn how to use new ones.

A **website** is a place on the internet where you can find information or services.

Social media websites let you share your ideas, pictures, and videos with a large group of people.

Being **online** means that you're using the internet.

Learning digital skills can be hard, especially if we don't have much experience with devices. But it's never too late to start learning and improving your digital skills. When you start, you'll be amazed by all you can do.

Getting started

How do you feel about your digital skills? Thinking about your skills honestly helps you figure out your strengths. It also helps you plan what you'd like to improve.

Activity

Put a check mark beside the statement that sounds most like you.

- ☐ I'm confident in my digital skills. I use many devices to help me with different tasks at home and at work.
- ☐ I have some digital skills. I can use a device at work and to visit some websites, but I'm not sure how to do other tasks.
- ☐ I use basic digital skills when I have to, but I avoid using devices whenever I can.
- ☐ I have few or no digital skills. I'm not sure how to use a device.
- ☐ None of these describe me. Here's my situation:

Building digital skills

Building digital skills can be hard. There are so many different kinds of devices, websites, and tools. Things can also change quickly. Sometimes you have to switch to a new device or system right after you're finally comfortable with the old one.

In this workshop we'll talk about some steps you can take to make it easier for you to build the digital skills you need. We'll talk about how to:

1. **Overcome tech anxiety**
2. **Find digital skills that matter to you**
3. **Make a plan to improve your digital skills**

Taking these 3 steps before you begin learning new digital skills can make things less frustrating. Paying attention to your attitude and your motivation can help make learning new skills easier. You might even discover that improving your digital skills can be fun.

Overcome tech anxiety

Do you find digital skills hard? If so, you're not alone. We might not have the time to learn and practice as much as we'd like to. Some of us might also feel **tech anxiety**.

Tech anxiety is when you feel stressed, worried, or nervous when you have to use devices. Sometimes, tech anxiety can prevent us from learning digital skills.

Meet Jenna

Jenna's sister let her borrow a printer, but she doesn't know how to set it up. The manual seems complicated. Jenna remembers helping her son put together a LEGO car that looked complicated. She enjoyed that. How much more difficult can this be? She sits down and looks at each step patiently, and follows instructions. She has everything set up. At the end an alert box pops up on her computer screen that she doesn't understand.

Let's talk about it

- Why was Jenna nervous about setting up the printer? How did she convince herself that she could do it?
- What do you think Jenna will do next?
- Can you think of a time when you had to use a new device and you weren't sure what to do? What did you do?

Remember past successes

It's normal to feel anxious when you do something new. But you don't have to let your fear stop you from learning new things.

Learning how to use digital devices is similar to learning other skills.

Activity

Think about the last time you learned something new. It may have been a new recipe or you may have learned how to drive or use a new tool. Make a list of the skills you've learned recently in the table below.

Skills I have learned recently

Skills

Think about the feeling you had before you started to learn your new skill. You may have felt excited or may have felt some anxiety or perhaps both.

Compare a learning experience you wrote above to using a smartphone for the first time. Write about how the experiences are similar in the table below.

Ways using a smartphone is similar

Similarities

We might feel tech anxiety because:

- We haven't had the chance to use many devices
- We're afraid to ask for help from others
- We don't have reliable access to the internet
- We've had bad digital experiences in the past
- We're worried about our online security or privacy
- We're worried we might break or "mess up" a device

Let's think about it

Look at the list above. Do any of these fears sound like ones you've had? Put a check next to any of the statements that sound like you.

- Why do you think these things make you feel anxious?
- Are there things that would make you feel more comfortable and confident?

You don't have to learn everything at once. When you try something new, start small. Taking it one piece at a time can make learning something new feel more manageable. Set a small goal. And don't forget to celebrate when you achieve it.

Find digital skills that matter to you

Improving your digital skills can have lots of benefits. Good digital skills can help you succeed at work, stay in touch with family, or explore new hobbies.

You don't need to learn all of the different kinds of digital skills. You only need the ones that are right for you and your life. Start building your digital skills with the ones that matter most to you.

Meet Faizan

Faizan works at a bakery. He loves making cakes and decorating them for special events. Faizan doesn't like computers. When his son plays games on the computer they seem loud and confusing.

The bakery where Faizan works just got a new digital order system to keep track of customers who ask for custom cakes. Faizan doesn't feel confident using it. When he pushes a button on the ordering system it makes an angry sounding beep.

Let's talk about it

It's not always easy to feel motivated to learn a new skill.

- Why doesn't Faizan like computers? Do you think he is motivated to learn more about them?
- How are digital skills related to things that are important to Faizan?
- Do you think the new digital order system will change Faizan's mind about computers? Why or why not?

Faizan loves working at the bakery. He's determined to overcome his fear and learn to use the new digital order system. He starts by remembering what's important to him.

Here's the list Faizan made when he started thinking about what matters him:

Things I'm interested in

- dogs
- baking

Goals I have

- talk to my sister more often
- save money on groceries
- keep track of custom order

After he made the list, Faizan realized that there were digital skills that could help him learn more about the things he was interested in and meet his goals. Here's what he added to his list.

Digital skills that could help Faizan's interests

Things I'm interested in	Digital skills that could help
dogs	find and watch dog videos on my phone
baking	save recipes I like in a digital folder

Digital skills that could help Faizan's goals

Goals I have	Digital skills that could help
talk to my sister more often	learn to use video chat
save money on groceries	find grocery coupons on the internet
keep track of custom cake orders	learn to use the digital order system at work

Make a plan to improve your digital skills

Maybe you don't know what digital skills are right for you. That's ok. Thinking about your interests and your goals can help you see how digital skills can fit into your life.

Activity

Write down your interests in the left column of the table below. Then, work with a group of partner to think of digital skills that could help you explore your interests. Write your ideas in the right column.

My interests

Things I'm interested in	Digital skills that could help

Write down your goals in the left column of the table below. Then, work with a group or partner to think of digital skills that could help you meet your goals. Write your ideas in the right column.

My goals

Goals I have	Digital skills that could help

Think about next steps

Look back at the skills you listed on page 11. Pick one skill you'd like to try and learn.

Start making a plan to meet your goal. Be sure to think about who can help you, what resources you'll need, and how you'll celebrate when you reach your goal.

My digital skill goal:

Steps I'll take to reach my goal:

Who I'll ask for help:

Resources I'll need to reach my goal:

How I'll celebrate when I reach my goal:

Building digital skills

Just like other skills, you can develop and grow your digital skills at any age. Try some of these ways to practice your digital skills:

Start with simple tasks

Knowing what you want to accomplish with your digital skills is a great way to start. Maybe you want to write a letter or watch a video. Try simple things first, like making a practice file in a program or typing your favourite hobby into a search engine.

Ask for help

We all have different levels of digital skills, and that's ok. Even if our skills are strong, there are always new things to learn. Libraries and librarians have great digital resources. Ask friends, family, and coworkers for help with digital tasks. Often, the youngest people know the most about digital skills!

Be patient with yourself and others

It seems like every day there are new programs, apps, and devices. This means that we all have a lot to learn. Be patient with yourself when you're learning a new digital skill. If you already have strong digital skills, be patient with others who are still learning.

Find learning opportunities

You can find many resources about digital skills online! If you type a digital skill question into a search engine, you'll usually get a quick answer. Just remember to follow advice from websites that you trust. You can also ask your employer about offering digital training opportunities.

Have fun!

Learning digital skills can be a challenge, but devices and the internet have so much to offer. Search your favourite music, sports, and hobbies. Video call your friends and family. Finding a way to use devices for things you enjoy will make learning new digital skills easier.

Congratulations!

You've completed the *UP Skills for Work* **Digital** workbook. You've taken a step in building skills for learning, work, and life.

What did you learn about your digital skills? Think about your knowledge and your confidence level. How would you like to develop your digital skills?

For the last activity, we hope you will choose 1-2 digital goals and **pledge** to get started on them this week.

A **pledge** is a serious promise to yourself or to others.

The pledge can be personal, or you can share it with others.

My pledge

I pledge to work on my digital skills by:

Sometimes a pledge needs an **action plan**: a list of steps you'll take to make your pledge happen.

My action plan

What do I need to do first?

Who will support me?

How will I overcome setbacks and obstacles?