Digital transformation of inclusive Youth Work

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# GUIDEBOOK

# DIGITALIZATION IN YOUTH WORK

# Introduction

**Purpose of the Guidebook**

This Guidebook, "Digitalization in Youth Work," is designed to provide comprehensive guidance and resources for youth workers who seek to integrate digital tools and technologies into their practice. As the world becomes increasingly digital, the importance of equipping youth workers with the skills and knowledge to navigate this landscape has never been greater. This Guidebook aims to empower youth workers with the necessary competencies to engage young people effectively through digital platforms, ensuring they can deliver impactful and inclusive youth work in the digital age. This guidebook, based on the latest research, case studies, toolkits, and various resources on digitalization, was developed during the 'Local Innovative Bootcamp' activity as part of the Erasmus+ project 'Digital Transformation of Inclusive Youth Work, 2022-2-HR01-KA220-YOU-000096214'.

**Scope and Audience**

The Guidebook is intended for a wide range of stakeholders involved in youth work, including youth workers, educators, trainers, policymakers, and organizations dedicated to youth development. It addresses both foundational and advanced topics related to digitalization in youth work, making it suitable for individuals with varying levels of experience and expertise in digital tools and technologies.

**How to Use This Guidebook**

This Guidebook is organized into several chapters, each focusing on different aspects of digitalization in youth work. Readers are encouraged to use this Guidebook as a reference guide, selecting the sections most relevant to their needs and interests. The content is structured to provide a logical flow from understanding key concepts to engaging effectively with young people and ensuring ethical considerations.

- **Understanding Digitalization in Youth Work**

This chapter defines digitalization in youth work, highlighting key concepts such as digital transformation, digital literacy, and digital inclusion. It includes policy frameworks and strategic guidance, offering an overview of relevant European policies like the EU Youth Strategy and the Digital Education Action Plan. The importance and benefits of digitalization are explored, emphasizing increased reach, enhanced engagement, and improved skill development. Challenges and considerations such as the digital divide, privacy concerns, and the need for adequate training and resources are also addressed.

- **Digital Skills for Youth Workers**

This chapter outlines essential digital competencies youth workers need to effectively use digital tools and platforms. It discusses training and professional development opportunities available to enhance these competencies, and compiles useful resources and online courses for improving

digital skills. The aim is to equip youth workers with the necessary digital literacy to navigate the evolving digital landscape.

- **Engaging Young People through Digital Platforms**

This chapter provides practical strategies for online engagement, detailing methods for utilizing social media, mobile apps, and online communities. It covers designing interactive and inclusive content, referencing partner Guidebooks like "Inclusivity and Youth in Virtual Environments" to highlight important topics. Gamification in youth work is explored as a means to enhance youth engagement and participation, along with guidance on organizing and facilitating virtual events and workshops, including best practices and tools.

- **Safety and Ethical Considerations in Digital Youth Work**

Focusing on safety and ethical considerations, this chapter covers essential aspects such as data protection, privacy, and addressing cyberbullying. It emphasizes creating safe online spaces and adhering to ethical standards when working with young people in digital environments.

- **Educational Program - Digitalization in Youth Work**

This section presents a non-formal training program designed for both online and on-site implementation. It includes specific instructions, resources, and tips for youth workers and trainers to develop their own training sessions on digitalization in youth work. The program aims to provide practical, hands-on experience and insights into effectively integrating digital tools in youth work activities.

The digital landscape presents both opportunities and challenges for youth work. By leveraging digital tools and technologies effectively, youth workers can enhance their engagement with young people, provide more personalized support, and equip the youth with essential digital skills for the future. This Guidebook serves as a comprehensive guide to navigating the complexities of digitalization in youth work, offering practical advice and resources to ensure successful implementation.

# Understanding Digitalization in Youth Work

Digitalization in youth work is the process of incorporating digital technologies into the practices and services aimed at young people. This transformation is essential in today's fast-paced, technology-driven world, where digital tools offer new ways to engage, educate, and support youth. The adoption of digitalization in youth work not only enhances the reach and effectiveness of youth services but also ensures that young people are equipped with the necessary digital skills to thrive in the modern world. By embracing digital tools, youth workers can create more dynamic, interactive, and inclusive environments that cater to the diverse needs of young people.

However, digitalization also brings challenges that need to be carefully managed. Issues such as the digital divide, privacy concerns, and the need for ongoing training for youth workers must be addressed to ensure that the benefits of digitalization are accessible to all. This chapter explores the key aspects of digitalization in youth work, including its definition and key concepts, the importance and benefits it offers, and the challenges and considerations that come with it.

## 1. Definition and Key Concepts

Digitalization in youth work refers to the integration of digital tools and technologies into youth services to enhance engagement, learning, and support. This encompasses a range of activities, from using social media platforms to connect with young people, to incorporating e-learning tools in educational programs. Key concepts in digitalization include **digital literacy**, which involves the skills and knowledge required to effectively use digital tools, and **digital transformation**, which is the broader process of adopting digital technologies across all aspects of youth work.

Digital youth work means proactive use of or engagement with digital media and technology in youth work. It includes **various forms of work that have a digital element**, whether it is in terms of tools used, methods employed, or setting or environment, including virtual or cyber spaces. It highlights the utilization of digital technology not just as an addition to traditional methods but as a way to enhance and innovate in the delivery of youth work practices. This includes employing digital tools to facilitate communication, engagement, and learning among young people. (Moxon et al., 2021)

However, digital youth work is not a distinct discipline but is integrated into all aspects of youth work, leading to diverse implementation methods and forms. It can even be carried out **without using digital devices**. For example, digital youth work might involve discussing gaming culture phenomena with a young person or guiding them to be respectful on social media. (Verke, 2024)

Digital transformation is reshaping societies, significantly impacting young people. Youth work aims to support their personal and social growth, and **its flexible, informal approach is ideal for addressing needs in a digital age**. Digital youth work enhances accessibility and relevance, creating spaces for young people to develop critical and innovative perspectives on digital changes. This empowers them to be active participants in shaping a positive digital future. (Guidelines for Digital Youth Work)

## 1.1. Policy Frameworks and Strategic Guidance

Understanding digitalization also involves being aware of relevant policy frameworks and strategic guidance. The European Union, for example, has developed comprehensive policies to support the digitalization of youth work. The EU Youth Strategy (2019-2027) emphasizes the need for young people to develop digital skills and for youth work to adapt to the digital age. The Digital Education Action Plan (2021-2027) further supports this by promoting high-quality, inclusive digital education. These policies provide a strategic framework for youth workers and organizations, guiding them in the effective adoption and implementation of digital tools.

***Why do youth workers and educators need to be familiar with policies and strategies?***

Because they often come with a set of practical recommendations and action plans based on statistical research, which can provide a solid needs analysis for training. Understanding policies and strategies can facilitate collaboration with other organizations and stakeholders who share similar goals and objectives, leading to more coordinated and comprehensive efforts. It can also assist in identifying funding opportunities and grants that align with policy priorities. Policies often include legal and ethical guidelines that youth workers must follow. Knowledge of relevant policies and strategies enhances the credibility and professionalism of youth workers. It shows that they are informed and competent, which can build trust with stakeholders, including young people, parents, and community partners. Policies and strategies are often developed in response to emerging trends and research. Staying informed helps youth workers remain current with best practices and innovative approaches in the field.

The [European Digital Strategy](#) aims to create a digital future that benefits all citizens, businesses, and governments within the EU. It focuses on several key areas:

- ✓ Empowering People - by investing in digital skills and ensuring secure, accessible technologies, the strategy aims to make digital transformation work for everyone, enhancing daily life and economic opportunities.
- ✓ Supporting Businesses - the strategy seeks to foster innovation and competitiveness by ensuring fair digital markets, supporting SMEs, and driving the adoption of new technologies like AI and big data.
- ✓ Strengthening Digital Infrastructure - goals include expanding high-speed internet access, advancing Europe's supercomputing capabilities, and increasing the production of semiconductors to ensure technological sovereignty.
- ✓ Promoting Sustainability - digital technologies will be leveraged to support the EU's climate goals, including becoming climate-neutral by 2050.
- ✓ Ensuring Digital Rights and Safety  - the strategy includes measures to protect personal data, combat cyber threats, and promote trustworthy AI, ensuring that digital transformation aligns with European values and fundamental rights.
- ✓ Global Leadership - the EU aims to set global standards for digital technologies and support other regions in their digital transitions.

## 1.2.Overview of Relevant European Policies

European policies play a crucial role in guiding the digitalization of youth work. The EU Youth Strategy outlines actions to engage, connect, and empower young people through digital means, promoting digital inclusion and the development of digital skills.

Similarly, the Digital Education Action Plan (2021-2027) focuses on enhancing digital literacy and fostering digital innovation in education. These policies ensure that youth work is aligned with broader digital transformation goals, providing a supportive environment for the integration of digital tools.

**SkillIT** policy brief Enhancing Youth Services' Digital Youth Work Practice (2019) summarise the key findings of the SkillIT for Youth Project and to put forward proposals for improvement in this area at European level. The project developed the Competence Framework for Digital Youth Work Practice (2019).

The expert group on '**Risks, opportunities and implications of digitalisation for youth, youth work and youth policy**' set up under the European Union Work Plan for Youth 2016-2018 released the publication "Developing digital youth work – An agile mindset is crucial" with policy recommendations, training needs and good practice examples

**Council of the European Union** published Council conclusions on smart youth work (2017) that defines 'smart youth work' as the innovative development of youth work encompassing digital youth work practice, and including a research, quality and policy component.

The report European framework for the digital competence of educators looks at a common **European Framework for the Digital Competence of Educators** (DigCompEdu). DigCompEdu is a scientifically sound background framework which helps to guide policy and can be directly adapted to implementing regional and national tools and training programmes. In addition, it provides a common language and approach that will help the dialogue and exchange of best practices across borders. Framework provides toolkits and resources for educators to assess and improve their digital competence, including self-reflection tools like SELFIEforTEACHERS, guidelines for early childhood professionals, and insights into educators' perceptions of their digital skills using the DigCompEdu framework.

This Framework contributes to the Commission's recently endorsed Skills Agenda for Europe.

DIGITALEUROPE offers a range of policies focused on key areas such as artificial intelligence, connectivity and infrastructure, consumer and accessibility issues, cybersecurity, data privacy, digital transformation, digital skills, digital trade, product compliance and standardization, research and innovation, and sustainability. These policies aim to influence digital policy debates and promote a stronger digital industrial Europe through advocacy and strategic initiatives. For more details, you can visit their policy page.

Sweden ranks 4th of 27 EU Member States in the 2022 edition of the Digital Economy and Society Index (DESI). The general population has both a high degree of basic digital skills (67 %) and above basic digital skills (36 %) which shows that Sweden is going in the right direction to reach the Digital Decade target of 80 % of the population with at least basic digital skills by 2030.

In 2018, the Swedish National Digital Skills and Jobs Coalition was formed and has grown consistently in size throughout 2019 and 2020. The coalition is now a multi-stakeholder partnership who are actively involved in promoting digital skills and competence in Sweden.

Sweden's current digitalisation strategy The Swedish Digitisation strategy adopted in 2017. This original strategy is accompanied by other strategies, such as the National Approach to AI (2019) and the Data Strategy (2021). Sweden has also adopted a National digitalisation strategy for the school system (2017) followed by an Action plan (2019). Of the 18 initiatives proposed in the Action plan, 13 are underway.

The Swedish National Agency for Education has submitted a proposal to the government for a new National digitalization Strategy for the School system for the years 2023–2027.

'Digitalidag' is an annual event in Sweden focusing on digital aspects of daily life, involving public and private stakeholders. On October 14, 2022, the fourth edition featured 250 stakeholders from various sectors who organized 1,000 activities across 215 locations to promote digital development and encourage public participation in digitalization efforts.

# 2. Importance and Benefits

The digitalization of youth work offers numerous benefits that significantly enhance the reach and impact of youth services. One of the primary advantages is increased accessibility. Digital tools enable youth workers to connect with a broader audience, including young people in remote or underserved areas, thereby extending the reach of their programs. Enhanced engagement is another significant benefit. Through interactive platforms and innovative digital tools, youth workers can create more engaging and participatory experiences for young people, fostering greater involvement and interest in youth programs.

Digitalization in youth work offers several important benefits:

- ✓ Enhances education by providing diverse learning resources and experiences.
- ✓ Reduced youth unemployment by equipping young people with digital skills, they can access new job opportunities.
- ✓ Promoting socioeconomic development because digital inclusion can lead to broader societal benefits.
- ✓ Increased connectivity allows young people to connect in new and faster ways.
- ✓ Access to information brings a vast amount of knowledge to their fingertips.

✓ Inclusive work opportunities because many digital jobs do not require high-level skills, making them accessible to more people.

Furthermore, digitalization helps in developing critical digital skills among young people. By incorporating digital tools into youth work, young people gain valuable skills that are essential for their personal and professional development in the modern world. Digitalization also allows for more personalized support and services. Digital platforms can be tailored to meet individual needs, providing customized resources and assistance that enhance the overall effectiveness of youth services. Overall, the importance and benefits of digitalization in youth work are substantial, making it a crucial component of modern youth services.

# 3. Challenges and Considerations

While the benefits of digitalization are significant, it also presents several challenges that need to be carefully managed. One of the primary challenges is the digital divide. Not all young people have equal access to digital tools and the internet, which can exacerbate existing inequalities and leave some young people behind. Ensuring that all young people have access to the necessary digital resources is essential for inclusive digital youth work.

Those from disadvantaged social, economic, or geographical backgrounds, and minority groups, still face barriers to accessing digital opportunities. The study presented in "Young people, social inclusion and digitalisation: Emerging knowledge for practice and policy" published by Council of Europe and European Commission shows that state authorities and youth NGOs need to improve their efforts to provide an inclusive online environment for all young people. (Moxon et al., 2021)

The need to improve inclusive online environments for disadvantaged and minority youth aligns with the EU's commitment to accessibility. Article 9 of the United Nations Convention on the Rights of Persons with Disabilities obliges the EU and its Member States to ensure equal access to information and communication technologies for persons with disabilities. This commitment underscores the importance of creating digital spaces that are accessible to all, thereby supporting efforts to bridge the digital divide and promote inclusion. More details can be found on the EU Accessible Publications website.

Privacy and security are also major concerns. Protecting the personal information and data of young people is critical in the digital age. Youth workers must implement stringent measures to ensure online safety and maintain the privacy of young participants. Additionally, ongoing training and resources for youth workers are necessary to effectively utilize digital tools. Continuous professional development is essential to keep up with rapidly evolving digital technologies and ensure that youth workers are equipped with the latest skills and knowledge.

The paper "YOUTH WORK AND TECHLASH: What are the new challenges of digitalisation for young people?" by Lasse Siurala, published by the CoE - EU youth partnership, highlights the over-reliance on technology and the dominance of big tech, emphasizing the need for young people and youth

work to recognize the negative impacts of digitalization and the influence of tech companies. It argues that youth work should develop critical digital literacy, align with EU digitalization strategies, and reform approaches to digital inclusion and data colonialism to defend digital justice and uphold the digital rights of young people.

Balancing online and offline interactions is another important consideration. While digital tools offer numerous benefits, maintaining personal connections through face-to-face interactions remains crucial in youth work. Striking the right balance between digital and traditional methods is essential to ensure the effectiveness and inclusivity of youth services. This need is exactly what we have addressed in the training programs developed within the project "Digital Transformation of Inclusive Youth Work." As shown in the educational program "Digitalization in Youth Work," which is part of this guidebook, each training session provides detailed instructions on how to be implemented in both online and on-site environments.

## 4. Artificial Intelligence and Youth Work

We can't really discuss digital tools in 2024 without mentioning AI. GPT (Generative Pre-trained Transformer), developed by OpenAI, first became publicly available with the release of GPT-2 in February 2019. This version was initially released with limited access due to concerns about potential misuse but was fully released in November 2019. The subsequent version, GPT-3, was released in June 2020, providing broader access through the OpenAI API, which allowed developers to integrate its capabilities into various applications. Since then, we have seen various similar tools developed by different companies across the world, from Google's Gemini to the Chinese GPT model called Ernie.

The document titled "Automating Youth Work: Youth Workers' Views on AI" by Alicja Pawluczuk and published by CoE and EU Youth Partnership, explores the impact of AI on youth work in Europe. It discusses the benefits of AI, such as new forms of inclusion, communication, data analysis, and personalized support for young people. It also highlights issues and concerns, including ethical challenges, data profiling, social isolation, and the risk of AI replacing human-led services. The study aims to understand youth workers' perceptions of AI and suggest ways to support the integration of AI in youth work responsibly and ethically.

**Benefits of AI in Youth Work:**

- ✓ Inclusion and Communication - AI facilitates reaching out to diverse groups, such as those from remote areas or with disabilities, using assistive technologies and distance learning solutions.
- ✓ Targeted Engagement - AI-targeted campaigns on social media help identify and connect with specific groups of young people.
- ✓ Enhanced Communication - AI enables global collaborations and multilingual interactions, e.g., using Google Translate for engaging with refugees.

- ✓ Innovative Practices - AI supports virtual youth clubs, online forums, and interdisciplinary collaborations, enhancing the scope and delivery of youth work.
- ✓ Data-Driven Policy - AI aids in data analysis and effective policymaking, improving the targeting of youth services and participation in policy processes.
- ✓ Personalized Support - AI provides personalized assistance through chatbots and assistive technologies, especially for young people with learning disabilities or language barriers.
- ✓ Administrative Efficiency - AI automates administrative tasks, allowing youth workers to focus more on direct youth engagement.

**Issues with AI in Youth Work:**

- ✓ Ethical Concerns - Unethical AI use can disrupt core youth work values, spreading misinformation and disempowering youth.
- ✓ Privacy and Profiling - AI raises concerns about data privacy, profiling, and the potential exclusionary impact of algorithmic decisions.
- ✓ Content Polarization - AI algorithms may push radical content, leading to distorted realities and social isolation among youth.
- ✓ Relationship Building - AI-based communication can hinder meaningful relationship-building essential in youth work.
- ✓ Service Substitution - There is a risk of AI replacing human-led youth services, potentially reducing the quality and accessibility of support.
- ✓ Technical Challenges - Youth workers may struggle with the technical aspects of AI, creating an additional workload and hindering effective implementation.

The Official EU Publications webpage has a specific section with publications about the actions and policies of the EU related to AI. For example, one of the reports that might be useful for our topic is The AI report by the European Digital Education Hub's Squad on artificial intelligence in education discusses the potential benefits and risks of AI in education. It highlights how AI can assist with tasks like formative feedback, lesson planning, and administrative functions, while also warning of increased risks when AI is used for learning analytics and decision-making that affect students' futures. The report emphasizes the need for human oversight, the development of Explainable AI, and a careful balance between leveraging AI's benefits and mitigating its risks to ensure responsible use in educational settings.

# Digital Skills for Youth Workers

The rapid advancement of digital technologies has made it imperative for youth workers to acquire and continually develop digital skills. These skills are essential not only for effectively engaging with young people but also for creating and managing digital content, using digital tools, and ensuring the safety and privacy of young participants. By enhancing their digital competencies, youth workers can better navigate the digital landscape and leverage the full potential of technology to support and empower young people. This chapter explores the essential digital competencies required for youth work, the importance of ongoing training and professional development, and the various resources and online courses available to help youth workers enhance their digital skills.

The Digital Skills Sweden Initiative's reports are closely related to digital youth work and the digital transformation of youth work. They address the growing need for competent ICT professionals, highlighting a significant skills gap that impacts the capacity to support digital youth work. By analyzing job ads, defining digital excellence, and forecasting future scenarios, these reports provide valuable insights for policymakers and educators on how to develop and implement strategies that ensure young people are equipped with the necessary digital skills. This is crucial for adapting youth work practices to a digitalized society and promoting digital inclusion.

## 1. Essential Digital Competencies

Digital competencies encompass a range of skills and knowledge that enable youth workers to effectively use digital tools and platforms. Key competencies include digital literacy, which involves understanding and using digital technologies, and digital communication skills, which are essential for engaging with young people through various online platforms. Additionally, youth workers need to be proficient in digital content creation, including the ability to produce and manage multimedia content such as videos, blogs, and social media posts.

| Essential Digital Competencies for Youth Workers |
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| 1. Digital Literacy |
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| **Understanding Digital Concepts** |
| Youth workers must be familiar with basic digital concepts such as the internet, social media, digital devices, and software applications. This includes knowing how to navigate and use different digital platforms effectively. |
| **Critical Evaluation of Information** |
| The ability to assess the credibility and reliability of online information is crucial. Youth workers should guide young people in distinguishing between credible sources and misinformation. |

| 2. Communication and Collaboration |
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| **Effective Online Communication** |

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| Mastering various digital communication tools (e.g., email, instant messaging, video conferencing) is essential. Youth workers should know how to communicate clearly and professionally online. |
| **Digital Collaboration Tools** |
| Familiarity with collaborative tools such as Google Workspace, Microsoft Teams, and project management software like Trello or Asana is important. These tools facilitate teamwork and project coordination. |

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| 3. Digital Content Creation |
| **Multimedia Skills** |
| Youth workers should be able to create engaging digital content, including text, images, videos, and infographics. Tools like Canva, Adobe Spark, and video editing software are valuable in this regard. |
| **Social Media Management** |
| Understanding how to use social media platforms effectively to engage with young people, share information, and promote events is crucial. This includes knowing how to schedule posts, analyze engagement metrics, and create compelling content. |

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| 4. Online Safety and Security |
| **Cybersecurity Awareness** |
| Youth workers need to understand the basics of cybersecurity to protect themselves and the youth they work with. This includes knowledge of safe online practices, recognizing phishing attempts, and managing passwords securely. |
| **Privacy Management** |
| Understanding data privacy laws and best practices for handling personal information is essential. Youth workers should ensure that any data collected is stored securely and used ethically. |

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| 5. Digital Pedagogy |
| **E-Learning Platforms** |
| Familiarity with e-learning platforms like Moodle, Google Classroom, or Edmodo can enhance the learning experience. Youth workers should know how to create and manage online courses, track progress, and engage learners. |
| **Interactive Learning Tools** |
| Using interactive tools like Kahoot!, Quizlet, or Padlet can make learning more engaging. These tools help in creating interactive quizzes, flashcards, and collaborative boards. |

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| 6. Problem-Solving and Innovation |
| **Digital Problem-Solving** |
| Youth workers should be adept at troubleshooting common digital issues, such as connectivity problems, software glitches, and hardware malfunctions. This includes knowing where to find reliable technical support and resources. |
| **Fostering Innovation** |
| Encouraging creativity and innovation in digital projects is key. Youth workers should inspire young people to experiment with new technologies and explore digital solutions to real-world problems. |

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| 7. Ethical and Inclusive Practices |
| **Digital Ethics** |
| Understanding the ethical implications of digital actions is important. Youth workers should promote responsible use of technology, emphasizing respect, consent, and digital citizenship. |
| **Inclusivity in Digital Spaces** |
| Ensuring that digital tools and platforms are accessible to all young people, regardless of their abilities or backgrounds, is crucial. This includes using accessible design principles and providing support for those with different needs. |

The Europass Digital Skills Assessment Tool website **helps users identify their digital competences** and areas for improvement. It explains the assessment process, which includes answering questions about digital tasks and receiving detailed feedback on skills in categories like information literacy, communication, content creation, safety, and problem-solving. Users receive results with suggestions for further development and links to additional resources and training opportunities to enhance their digital skills. For more details, visit the Europass Digital Skills Assessment Tool.

Another critical area is **data management and cybersecurity**. Youth workers must understand how to protect the personal information and data of young people, ensuring compliance with privacy laws and safeguarding against cyber threats. Analytical skills are also important, enabling youth workers to collect, interpret, and use data to improve their programs and services. For more detailed information on this topic, please see chapter 5 - SAFETY AND ETHICAL CONSIDERATIONS IN DIGITAL YOUTH WORK.

The Digital Skills and Jobs Platform serves as the **central hub for digital skills and jobs initiatives in Europe,** fostering a community for sharing resources, experiences, and forming partnerships to bridge the digital skills gap across the continent.

# 2. Training and Professional Development

Ongoing training and professional development are crucial for youth workers to keep pace with the rapidly evolving digital landscape. Various training programs are available to help youth workers enhance their digital skills, ranging from short workshops and webinars to more comprehensive courses and certifications. These programs often cover topics such as digital literacy, online engagement strategies, digital content creation, and cybersecurity.

Professional development opportunities also include peer learning and networking, where youth workers can share best practices, learn from each other's experiences, and stay updated on the latest trends and innovations in digital youth work. Participating in conferences, seminars, and online communities can provide valuable insights and resources, helping youth workers to continuously improve their digital competencies. By investing in training and professional development, youth workers can ensure they have the skills and knowledge needed to effectively use digital tools in their work.

According to the publication "Developing Digital Youth Work," three dimensions impact the success of digital youth work:

- Digitalisation of society
- Organisational digital development
- Youth work competences

Based on these dimensions, ***34 training needs were identified across seven interconnected areas***. Existing competence frameworks for digital skills (like DigComp) and youth work (like MENTEP) were considered to ensure youth workers have the necessary skills and knowledge. These training needs integrate these frameworks, covering the entire youth work cycle: understanding the context, planning, designing, implementing, and evaluating alongside young people.

The seven main areas of training needs are:

1. Digitalisation of society
2. Planning, designing, and evaluating digital youth work
3. Information and data literacy
4. Communication
5. Digital creativity
6. Safety
7. Reflection and evaluation

These training needs can ***guide training plans and programmes***, helping youth workers and organisations assess and develop individual and collective competences.

SALTO Youth is a network of resource centers created by the European Commission to provide support in the field of youth work and training. The acronym SALTO stands for "Support, Advanced Learning and Training Opportunities." Their website is one of the most practical and useful tools for youth workers, but also for any educator. The main elements of the site include a training calendar, partner-finding tool, toolbox for training, and access to publications and resources. Users can find training opportunities, seek partners for international projects, access educational tools, and connect with trainers. The website also offers a personal dashboard for managing resources and interactions, making it a valuable platform for those involved in youth training and development.

Some examples of the training opportunities offered on the topic of digitalization in youth work are:

I. Digital empowerment - Enhancing Youth Work Skills for the Digital Age
II. Cross-Cultural Creative Digital Art Workshop
III. Social Theatre and Social Media
IV. Mediathon: Communications and Visibility in Youth NGOs
V. Go Visual - visual thinking tools for youth work and education
VI. Cities of Learning online training on building recognition strategies with digital Open Badges

# 3. Resources and Online Courses

A wealth of resources and **online courses** are available to support youth workers in developing their digital skills. Many organizations and institutions offer free or affordable online courses covering a wide range of topics relevant to digital youth work. These courses often include interactive elements such as video tutorials, quizzes, and practical assignments, allowing youth workers to learn at their own pace and apply their knowledge in real-world contexts.

SALTO-YOUTH HOP Platform - A comprehensive resource for online learning, offering courses, webinars, and a library of documents relevant to digital youth work.

Digital Youth Work for ESC - Focused on the European Solidarity Corps projects, this course helps participants understand digital transformation and learn digital tools for project management and volunteer engagement.

Youth@Work 4.0 - This is a training course that aims to empower youth workers and build the capacities for development of digital youth work in organizations.

The digital course "Basic knowledge in Machine Learning" introduces you to the field of Artificial Intelligence (AI) and machine learning.

Resources such as **toolkits, guides, and best practice manuals** can also be invaluable. These materials provide practical advice and strategies for using digital tools, engaging young people online, and creating inclusive and accessible digital content. Additionally, many platforms and websites offer forums and communities where youth workers can ask questions, share resources, and collaborate on projects. By utilizing these resources and online courses, youth workers can continuously enhance their digital competencies and stay current with the latest developments in digital youth work.

In the EU publication "Developing Digital Youth Work," Annex F 'Training Material' offers a detailed overview of the **training materials** and the specific **training needs** they address. Spanning pages 61 to 105, this section includes over **50 activities and training resources** designed for incorporation into a non-formal education (NFE) training course on various digital skills topics.

Future Labs project offers the eHandbook (2019) which is focused on innovation in youth work. It is intended for practitioners who are looking for innovative tools to use in their activities with young people, including digital youth work.

Internet Literacy Handbook by the Council of Europe - Offers in-depth information and resources on working with young people online.

Digital Youth Work is a long term project of the National Agencies of Erasmus+ Youth and the European Solidarity Corps. The project website offers a variety of resources, including simple and understandable posters that summarize national strategies for digital youth work, highlight key digital skills and capacities needed in youth work, and outline quality standards for virtual and blended mobility programs.

Verke is the National Centre of Expertise for Digital Youth Work in Finland, promoting and supporting the digitalization and development of digital youth work through training, resources, and strategic initiatives. They developed a self-assessment tool which helps you reflect on your views and attitudes towards digital youth work. It includes seven sections where you evaluate your digital skills from both personal and professional perspectives. The aim is not to test your skills but to provide insights for development. Consider each section individually and from the broader context of your work community. The form is available as an online questionnaire with automatic feedback, but it can also be adapted for paper or online use based on your needs.

The "Digital Tools for Youth Workers" handbook is a key resource for enhancing youth engagement and empowerment through strategic use of digital tools in education, management, and communication.

The Center for Humane Technology provides interactive toolkits and guides to help young people aged 13-25 navigate and advocate for a healthier social media environment.

The Data Detox Kit is designed as an eight-day program and requires less than half an hour per day. Each day has a different focus to increase your awareness and help you make active choices about your digital life, and ends with a simpler challenge.

***Developing digital skills is essential for youth workers*** to effectively engage with young people and utilize digital tools in their practice. By focusing on essential digital competencies, investing in training and professional development, and leveraging available resources and online courses, youth workers can enhance their ability to support and empower young people in the digital age.

# Engaging Young People through Digital Platforms

In the digital age, engaging young people through online platforms has become an essential aspect of youth work. Digital platforms offer numerous opportunities to connect with young people, providing them with resources, support, and interactive experiences. Effective online engagement requires strategic planning, creativity, and an understanding of the digital landscape. This chapter delves into various strategies for online engagement, the importance of designing interactive and inclusive content, the role of gamification in youth work, and best practices for organizing virtual events and workshops.

## 1. Strategies for Online Engagement

Engaging young people online involves more than just having a presence on digital platforms; it requires a strategic approach to capture and maintain their interest. Strategies for online engagement include leveraging social media platforms, creating engaging multimedia content, and utilizing interactive tools such as polls, quizzes, and discussion forums. Social media platforms like Instagram, TikTok, and YouTube are particularly effective for reaching young audiences, as they allow for real-time interaction and content sharing.

Consistency is key in online engagement. Regular updates, timely responses to comments and messages, and ongoing interaction help build a sense of community and trust. Additionally, understanding the preferences and behaviors of the target audience is crucial. Conducting surveys, analyzing engagement metrics, and gathering feedback can provide valuable insights that inform the development of more effective engagement strategies. By adopting a strategic and data-driven approach, youth workers can create meaningful connections with young people online.

The website digitalyouthwork.scot is a resource hub aimed at supporting individuals involved in digital youth work in Scotland. It offers a collection of useful resources, including key information, case studies, and tools to facilitate digital youth work.

They listed some of the **tips for online engagement**:

- ✓ Be Prepared, But Flexible - Plan thoroughly but stay adaptable to changes.
- ✓ Encourage Early Participation - Use breakout rooms and personal greetings to make everyone feel involved.
- ✓ Respect Different Levels of Engagement - Allow options for visibility and participation, understanding some may prefer to stay in listening mode.
- ✓ Use the Right Tools - Utilize various apps and platforms to keep activities interactive and fun.
- ✓ Have Fun - Incorporate games and creative activities to keep sessions lively.
- ✓ Address Barriers - Ensure digital activities are safe, accessible, and well-managed.
- ✓ Personalize Large-Scale Events - Maintain personal connections even in large online gatherings.

- ✓ Acknowledge Varied Responses - Recognize that some people thrive online while others may not.
- ✓ Actively Listen - Build relationships by responding thoughtfully to shared thoughts.
- ✓ Allow Reflection Time - Include moments of quiet reflection to help participants process information.

## 1.1. Gamification for Youth Engagement

Gamification, the application of game-design elements in non-game contexts, is a powerful tool for enhancing youth engagement. In youth work, gamification can be used to motivate participation, encourage learning, and foster a sense of achievement. Techniques such as point systems, leaderboards, badges, and challenges can make activities more engaging and enjoyable for young people.

For example, incorporating gamified elements into educational programs can transform mundane tasks into exciting challenges. Youth workers can create digital scavenger hunts, virtual escape rooms, or interactive quizzes that reward participants for their efforts and achievements. Gamification not only makes activities more fun but also promotes healthy competition and collaboration among young people. By integrating gamification into their practice, youth workers can create more dynamic and engaging experiences that capture the interest and enthusiasm of young people.

Examples of tools that enable gamification in youth work and education include Classcraft, Kahoot!, Duolingo, Badgr, Quizlet, and GoNoodle.

The Learning Corner, official EU website, offers a variety of games and quizzes about the European Union, designed for different age groups and educational levels. These activities can be played at home or incorporated into school lessons to make learning about the EU fun and engaging. Educators and youth workers can use the games provided on the website as part of their training programme.

## 2. Designing Interactive and Inclusive Content

Creating interactive and inclusive content is vital for engaging young people on digital platforms. Interactive content, such as live streams, virtual reality experiences, and interactive videos, encourages active participation and keeps young people engaged. Tools like Mentimeter, Kahoot, and Padlet can be used to create interactive activities that make learning and interaction fun and engaging.

Inclusivity is equally important in digital content design. Youth workers must ensure that their content is accessible to all young people, regardless of their backgrounds or abilities. This involves using clear and simple language, providing subtitles or transcripts for audio and video content, and

designing materials that are visually appealing and easy to navigate. Reference partner manuals like "Inclusivity and Youth in Virtual Environments" to highlight best practices and offer detailed guidelines on creating inclusive digital content. By focusing on interactivity and inclusivity, youth workers can ensure that their digital content resonates with and is accessible to a diverse audience.

Training Toolkit for Youth Workers & Educators to Deliver Digital Skills to Young People is a resource designed for youth workers and educators. It offers detailed instructions and ready-to-use scenarios for workshops aimed at helping young people (16-24 years old) develop their 21st-century employability skills. The toolkit includes practical pointers, digital tools, resources suggestions, and theory and research-based facts on selected competences and digital skills attainment.

### *To enhance participant engagement and motivation in online training sessions, youth workers can use these practical tips*

**Interactive Elements**
Incorporate quizzes, polls, and interactive discussions to keep the sessions lively and engage participants actively.

**Visual Aids**
Use visually appealing presentations, videos, and infographics to maintain interest and aid understanding.

**Breakout Sessions**
Use small group breakout rooms for discussions or problem-solving activities to encourage participation and collaboration.

**Gamification**
Introduce elements of gamification such as badges, leaderboards, or rewards for participation and achievement.

**Feedback Opportunities**
Regularly seek and incorporate participant feedback to adapt the training content and methods to their needs.

**Diverse Content Delivery**
Vary the content delivery methods, switching between lectures, guest speakers, and interactive workshops to cater to different learning styles.

**Accessibility**
Ensure all digital content is accessible, with subtitles for videos, screen reader-friendly materials, and easy navigation.

**Regular Breaks**
Schedule short breaks during longer sessions to prevent fatigue and maintain concentration.

**Personal Touch**
Encourage trainers to share personal stories or experiences related to the topic, making the session more relatable and engaging.


For those looking to learn more about effectively achieving active participation in online education programs, the Class Central website offers a list of current online courses on that topic.

EU Academy offers access to an online course titled "Digital Tools for Blended Learning".

# 3. Virtual Events and Workshops

Virtual events like webinars, online workshops and training have become increasingly popular, offering a flexible and accessible way to engage young people. Organizing successful virtual event requires careful planning and the use of appropriate digital tools. Platforms like Zoom, Microsoft Teams, and Google Meet provide features for hosting virtual events, including breakout rooms, polls, and Q&A sessions. However, most of those features are available for the premium paid accounts. Advantage for non-profit organizations is that they often can apply for a free premium account or at least to get a significant discount for most of these digital platforms.

To ensure the success of virtual events and workshops, youth workers should focus on creating interactive and engaging sessions. This can be achieved by incorporating multimedia elements, such as videos and animations, and using interactive tools to facilitate participation. Providing clear instructions and setting expectations at the beginning of the event helps participants understand how to engage effectively.

Additionally, it is important to create a welcoming and inclusive environment. This involves being mindful of participants' diverse needs and preferences and providing support as needed. Recording sessions and sharing them afterward allows those who could not attend to benefit from the content. By following these best practices, youth workers can deliver impactful virtual events and workshops that engage and inspire young people.

Engaging young people through digital platforms requires a strategic and thoughtful approach. By implementing effective strategies for online engagement, designing interactive and inclusive content, utilizing gamification techniques, and organizing engaging virtual events and workshops, youth workers can create meaningful and impactful experiences for young people in the digital space.

# Safety and Ethical Considerations in Digital Youth Work

As digital technologies become integral to youth work, ensuring the safety and ethical treatment of young people online is paramount. The digital environment, while offering numerous benefits, also presents unique risks and challenges that must be addressed to protect the well-being of young participants. This chapter explores the key safety and ethical considerations that youth workers must keep in mind when integrating digital tools and platforms into their practice.

First and foremost, safeguarding the ***privacy and personal data*** of young people is a critical concern. Youth workers must comply with data protection regulations such as the General Data Protection Regulation (GDPR) in the European Union, which mandates strict guidelines on the collection, storage, and use of personal data. This includes obtaining informed consent from young participants and their guardians, ensuring that data is securely stored, and being transparent about how data will be used. Implementing cybersecurity measures is essential to protect against data breaches and unauthorized access. Although, given that NGOs and those working in the youth work field have limited resources, it is important to know basic cybersecurity measures are not costly and all it takes is to dedicate your time to learn some foundational knowledge on this topic.

[DigCompEdu Privacy Statement](#) provides information about the processing and the protection of your personal data. Privacy and online safety often goes hand in hand, and it is important to know basic information on both topics.

Creating ***safe online spaces*** is another crucial aspect of digital youth work. Youth workers must establish clear guidelines and policies for online interactions to prevent cyberbullying, harassment, and other harmful behaviors. This involves moderating online forums and social media groups, setting rules for respectful communication, and providing resources and support for young people who may encounter issues. It's important to foster an environment where young people feel safe to express themselves and seek help when needed.

The EU also launched its [Strategy for a Better Internet for Children (BIK+)](#) with the aim of introducing specific measures for young people online. Guideliness from this Strategy can easily be adapted to older target groups as well as minors.

[YouthLink Scotland](#), in partnership with various organizations, developed key digital youth work resources that cover topics such as using passwords, avoiding phishing and scams, and developing good practices around social media.

The European Commission's ***cybersecurity policies*** aim to enhance the EU's resilience against cyber threats, ensuring a secure digital environment. Key initiatives include the EU Cybersecurity Act, which strengthens the mandate of the EU Agency for Cybersecurity (ENISA), and the Network and Information Security (NIS) Directive, which sets measures for a high common level of cybersecurity across the EU. These policies focus on protecting critical infrastructure, improving response capabilities, and fostering cooperation among member states to combat cyber threats effectively.

For more details, visit the [European Commission's cybersecurity policy page](#).

The [Cybersecurity Higher Education Database](#) (CyberHEAD) is the largest validated database for cybersecurity education in the EU and EFTA. It helps individuals enhance their cybersecurity knowledge and aids universities in attracting motivated students. This resource supports informed decision-making for young talents exploring higher education options in cybersecurity, contributing to Europe's cybersecurity efforts.

***Ethical considerations*** extend beyond safety measures to include the responsible use of digital tools and platforms. Youth workers must be mindful of the digital divide and strive to ensure that all young people have equitable access to digital resources. This includes considering the diverse needs and circumstances of participants, such as varying levels of digital literacy, access to technology, and socio-economic backgrounds. Efforts should be made to provide alternative methods of engagement for those who may face barriers to accessing digital content.

But what is digital ethics? This [comic book](#), published by the EU, provides a visual insight into the concept of digital ethics.

Ethical use of AI and data is essential to avoid biases and discrimination. Examples of AI bias include exclusion in medical research, discriminatory predictive policing, and biased hiring algorithms. (Gromova, 2021)

Another EU publication, "[Ethical guidelines on the use of artificial intelligence (AI) and data in teaching and learning for educators](#)", help educators understand the potential and risks of using AI and data in education, promoting positive, critical, and ethical engagement with AI systems.

In the recent Netflix docudrama [The Social Dilemma](#), a group of tech developers in their 20s or 30s explain how they designed the platforms to catch the users' attention for the longest time possible, in order to feed them with advertisements, and how some of these techniques are somehow inherited from gambling. As youth workers, we can be concerned and worried about it, and question the connection between ethics and tech industries. (Di Paola, n.d.)

Additionally, ethical digital youth work involves promoting digital literacy and critical thinking skills among young people. Youth workers should educate young participants on how to navigate the digital world safely, including understanding the implications of their online actions, recognizing misinformation, and protecting their own privacy. Empowering young people with these skills helps them become responsible digital citizens who can make informed decisions in the online environment.

Another useful EU publication, "[How to spot and fight disinformation](#)", this toolkit will empower secondary school teachers to instil vital online navigation skills in students. With real-life examples and group exercises, it promotes critical thinking. Covering topics like public health and democracy, it stimulates dialogue on truth discernment.

Transparency and accountability are also key ethical principles in digital youth work. Youth workers should communicate openly with young people about the purposes and limitations of digital tools and platforms. This includes being honest about the potential risks and challenges of online engagement and providing clear information about how to report concerns or issues. Regularly reviewing and updating safety policies and practices ensures that they remain effective and relevant in the ever-evolving digital landscape.

The next chapter, titled "Educational Program – Digitalization in Youth Work," contains a training session designed to enhance participants' understanding and handling of ethical considerations and security challenges in the digital world. It consists of an expert talk, interactive role-play scenarios, and a cybersecurity best practices workshop. Over 90 minutes, participants will explore privacy rights, data protection laws, and the ethical use of digital technology, learning how to navigate the complexities of digital ethics while acquiring practical skills to safeguard personal information and enhance digital security. The session is adaptable for both on-site and online implementations.

Safety, privacy and ethical considerations are foundational to effective and responsible digital youth work. By prioritizing privacy and data protection, creating safe online spaces, ensuring equitable access, promoting digital literacy, and maintaining transparency and accountability, youth workers can provide a secure and supportive digital environment for young people. These efforts are essential to fostering trust and ensuring that the benefits of digitalization in youth work are realized in a manner that respects and protects the rights and well-being of all participants.

# Educational program – Digitalization in Youth Work

The educational program "Digitalization" is a one-day non-formal education (NFE) training consisting of four comprehensive sessions, each lasting 90 minutes. The program aims to equip participants with an understanding of digitalization, essential digital skills, and the ethical considerations surrounding digital technologies.

**Session 1: Understanding Digitalization**

1. Digital Transformation Timeline (20 minutes): Participants create a visual timeline to understand the evolution and impact of digitalization.
2. World Café with a Digital Twist (25 minutes): Participants explore the diverse impacts of digital transformation through interactive discussions at different tables.
3. Debate on Digital Ethics (25 minutes): Participants engage in a structured debate on a controversial digital ethics topic.
4. Reflection and Feedback (15 minutes): Participants share their reflections on the session and provide feedback through a group discussion and a Google Forms survey.

**Session 2: Digital Skills for the Future**

1. Digital Skills Workshop (30 minutes): A presentation and interactive discussion on essential digital skills relevant to various professional sectors.
2. Skills Assessment (20 minutes): Participants complete a digital skills assessment to identify their strengths and areas for improvement.
3. Learning Plan Development (30 minutes): Participants create personalized learning plans to address their digital skill gaps.
4. Reflection and Commitment (10 minutes): Participants share their learning plans and commit to their digital skill development goals.

**Session 3: Navigating Digital Ethics and Security**

1. Expert Talk on Digital Ethics (20 minutes): An expert provides insights on digital ethics and the significance of ethical considerations in digitalization.
2. Role-Play Scenarios (30 minutes): Participants role-play scenarios to apply ethical principles and navigate security challenges.
3. Cybersecurity Best Practices Workshop (30 minutes): A workshop on best practices for digital security and protecting personal information.
4. Reflection and Closing Circle (10 minutes): Participants share their thoughts on the session and reflect on their learning experiences.

**Session 4: Reflecting on Digitalization**

1. Learning Takeaway (30 minutes): Participants create a visual or presentation summarizing their learning experiences and key takeaways.
2. Evaluation Survey (30 minutes): Participants complete a detailed evaluation questionnaire to provide feedback on the program.

3. Echo Chamber (30 minutes): Participants share their reflections and emotions using photo cards, fostering a shared understanding of the learning journey.

| Name of the session | 1.       **Understanding Digitalization** |
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| **Objectives** | Main aim of this session is to provide participants with a comprehensive foundation in digitalization, blending theoretical knowledge with practical insights and critical analysis. By the end of the session, attendees should be better prepared to navigate the complexities of the digital era, understand the impact of digital transformation on society.<br><br>**Specific objectives of this training session are:**<br><br>**1.       Demystify the Concept of Digitalization**<br><br>This objective seeks to break down the complex idea of digitalization into its essential elements, illustrating its significance in the transformation of businesses, governance, communication, and everyday life. Participants will explore digitalization not merely as a technological trend but as a critical driver of innovation and efficiency across all sectors. By examining key concepts like the Internet of Things (IoT), artificial intelligence (AI), and cloud computing, attendees will gain a holistic understanding of digitalization's role in modern society.<br><br>**2.       Examine the Global and Local Impact of Digital Transformation**<br><br>Participants will navigate the broad and nuanced effects of digital transformation on global and local scales, including economic growth, job market evolution, data security concerns, and the digital divide. Through case studies and discussions, the session will highlight both the opportunities and challenges posed by digitalization, encouraging participants to consider how digital technologies influence inequalities, access to information, and societal change.<br><br>**3.       Encourage a Critical Perspective on Digital Trends and Policies**<br><br>Fostering critical thinking about digitalization, this objective aims to equip participants with the skills to critically evaluate the rapid technological changes, privacy issues, and ethical considerations in the digital age. Through interactive debates and scenario analysis, attendees will be prompted to think deeply about the governance of |

| | digital data, the ethical use of AI, and the sustainability of rapid digital growth. This critical approach will help participants to not only understand digital trends but also to assess their broader implications on privacy, ethics, and society. |
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| | **4.        Inspire Digital Literacy and Proactive Participation in the Digital World**

Moving beyond understanding, this session aims to inspire participants to become active, informed contributors to the digital world. By emphasizing the importance of digital literacy, cybersecurity awareness, and ethical online behavior, this objective seeks to empower attendees with the knowledge and confidence to navigate digital spaces responsibly and effectively. Participants will be encouraged to adopt best practices in digital security, contribute to meaningful online discussions, and utilize digital platforms to foster community engagement and personal growth. |
| **Duration**

**(in minutes)** | 90 min. (depending on the group size) |
| **Min and Max number of participants** | 10-36 |
| **Resources/materials/ equipment needed** | Flipcharts or digital whiteboards, markers, printed milestone cards or digital equivalents, paper tablecloths or shared digital documents for World Café, devices for accessing digital platforms and a prepared list of debate topics and guidelines. |
| **Rules and description step-by-step (content elements, methods)** | **Pre-Session Preparation**

1.        Trainers should compile a comprehensive list of milestones in the evolution of digital technology, ensuring a mix of historical and current examples that highlight the breadth of digital transformation. Preparing printed cards or digital images of these milestones for the timeline activity is crucial. Additionally, trainers should familiarize themselves with key concepts and narratives around each milestone to provide context and stimulate discussion. Setting up the physical or virtual space with areas designated for timeline creation and ensuring all necessary materials (flipcharts, markers, or digital tools) are ready before the session begins will streamline the activity flow. **Example list of milestones** in the development of digital technology throughout history is provided on this link. Trainers will need to prepare a picture for each milestone, and if needed expand or change the milestones. |

2.      Preparation involves designing a World Café setup that accommodates the session's physical, hybrid or online environment. This means organizing tables (physical or virtual) dedicated to different impact topics of digitalization, with clear instructions for rotation and contribution. Trainers should prepare briefing sheets or slides on each topic to guide discussions and ensure participants have a starting point for their conversations. Collecting resources and examples that illustrate the global and local effects of digital transformation on each topic will enrich the discussions. Trainers also need to prepare a method for summarizing and sharing the insights gathered from each table with the whole group.

3.      Trainers must select a few thought-provoking and relevant topics for debate, ensuring they are balanced and have multiple perspectives to explore. Preparing background materials on these topics, including key arguments, data points, and ethical considerations, will help participants form informed opinions. Setting up clear guidelines for the debate to maintain a constructive and respectful environment is also necessary. Depending on the format (in-person or virtual), trainers might need to arrange the physical space or digital platform to facilitate an effective debate, including timing devices and a way to signal speaking turns.

**1.      Digital Transformation Timeline (20 minutes)**

**Objective**: To provide a clear, visual understanding of digitalization's evolution and its foundational elements.

**Description**: Participants are divided into small groups and given a set of key digitalization milestones in the form of printed images or digital images (e.g., the invention of the internet, the first smartphone, the rise of social media). Each group arranges these milestones on a timeline they draw on flipcharts or digital whiteboards. This activity helps visualize the pace and impact of digital transformation over time.

**2.      World Café with a Digital Twist (25 minutes)**

**Objective**: To explore diverse impacts of digital transformation and foster a multifaceted understanding among participants.

**Description**: The room is set up with several tables, each focusing on a different aspect of digitalization's impact (e.g., economy, privacy, social

life, the digital divide). Participants rotate tables every 5 minutes, contributing to discussions and adding insights or questions on paper tablecloths or shared digital documents. Facilitators summarize each table's discussion, highlighting global vs. local perspectives. For online implementation, trainers must design the session to be highly interactive, using video conferencing software like Zoom or Microsoft Teams, which supports breakout rooms for small group discussions and workshops. Within these breakout rooms, participants can collaborate on creating personal learning plans, using shared online documents or digital whiteboards like Mural or Jamboard.

### 3.       Debate on Digital Ethics (25 minutes)

**Objective**: To develop critical thinking and awareness of the complexities in digital trends and policies.

**Description**: Participants are split into two groups for a structured debate on a controversial digital ethics topic (e.g., "Should governments have access to personal digital data for national security?"). Each side presents arguments, followed by a rebuttal and closing statements. A facilitator moderates to ensure respectful and constructive discourse. Implemented entirely online, the setup involves leveraging a mix of presentation tools, interactive discussion formats, and secure voting or polling software. Trainers should prepare a concise, informative presentation on digital ethics and security challenges, incorporating real-life case studies and scenarios that highlight ethical dilemmas and security risks in the digital world. Utilizing video conferencing software with breakout room capabilities, such as Zoom or Google Meet, participants can be divided into small groups to engage in structured debates or discussions on prepared topics. Tools like Slido or Mentimeter can facilitate anonymous polling or voting on ethical questions, encouraging participation and reflecting diverse viewpoints without bias. Preparation also includes compiling a list of guidelines and resources for ethical digital practices and security measures, which can be shared with participants during the session.

### 4.       Reflection and Feedback (15 minutes)

**Objective**: Gather participant feedback and reflections to assess learning outcomes.

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| | **Activity**: Use Google Forms to create a quick feedback survey. The same Google Survey will be made at the end of the day during the evaluation of the whole daily program. Aside from this, ask participants to reflect on their learning in a group discussion, to share any new insights gained, and how they plan to apply this knowledge in their daily lives or communities. |
| **Questions for Evaluation/Debriefing** | Here are some suggested questions for debriefing. You can add yours or use only some of these (depending on your time limits, group size, etc.)<br><br>1.      **Understanding and Knowledge**:<br><br>o      Can you summarize in your own words how digitalization impacts your daily life and work?<br><br>o      What was one new concept or idea about digitalization that you learned today?<br><br>2.      **Critical Thinking and Perspectives:**<br><br>o      What is one ethical dilemma in digitalization that stood out to you, and how would you approach it?<br><br>o      After today's session, how do you view the balance between technological advancement and privacy concerns?<br><br>3.      **Skills and Application:**<br><br>o      Which digital skill or tool discussed today do you find most useful, and how do you plan to incorporate it into your routine?<br><br>o      Can you identify one action you will take to improve your digital literacy based on what you've learned?<br><br>4.      **Engagement and Interaction**:<br><br>o      Which part of the session was most engaging for you, and why?<br><br>o      Was there an activity or discussion that changed your perspective on digitalization? Please share your experience.<br><br>5.      **Feedback on Session Design:**<br><br>o      Were the activities and discussions helpful in understanding the complexities of digitalization? Why or why not? |

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| | o Is there a topic or area within digitalization you wish had been covered more extensively?<br><br>**6. Future Learning and Action:**<br><br>o What are you most curious to explore further about digitalization after this session?<br><br>o How do you plan to stay informed and up-to-date with digital trends and technologies? |
| **Modifications for virtual environment** | ✓ Select video conferencing software that supports key functionalities such as breakout rooms, screen sharing, and real-time polling. Platforms like Zoom, Microsoft Teams, or Google Meet are ideal for facilitating group discussions, presenting multimedia content, and engaging participants in various activities.<br><br>✓ Leverage digital whiteboards (e.g., Mural, Jamboard) and collaborative document editing tools (e.g., Google Docs) for group brainstorming, planning, and reflection activities. These tools can mimic the interactivity of physical workshops, allowing participants to contribute ideas simultaneously and visualize collective inputs.<br><br>✓ Utilize online platforms like Kahoot!, Mentimeter, or Quizizz to create interactive quizzes, polls, and challenges that can enhance learning and maintain participant engagement. These tools are particularly effective for the Digital Literacy Quest and facilitating discussions on digital ethics and security.<br><br>✓ Clearly outline rules and structures for online debates and discussions to ensure orderly participation and that all voices are heard. This may include using the "raise hand" feature for speaking turns, timed contributions, or assigning specific roles to participants in breakout rooms to foster a constructive dialogue.<br><br>✓ Send participants instructions on accessing and using the selected digital tools and platforms prior to the session. This might include tutorials or guides on joining a video conference, navigating breakout rooms, or contributing to a digital whiteboard. Ensuring that all participants are comfortable with the technology will help minimize disruptions and maximize engagement.<br><br>✓ Adapt facilitation techniques to the online setting by incorporating regular check-ins, encouraging use of video (when possible) to foster a sense of presence and community, and employing verbal and visual cues to maintain attention and flow. Facilitators |

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| | should be adept at managing the dynamics of online discussions, including addressing technical issues and ensuring inclusivity.<br><br>✓ Use online surveys or feedback forms at the end of the session to collect participants' thoughts and reflections. Digital platforms allow for immediate and anonymous feedback, which can be valuable for assessing the session's effectiveness and areas for improvement. |
| **Tips for trainers/facilitators** | o Deep Dive into Content: Before the session, thoroughly familiarize yourself with the topics of digitalization, including the latest trends, challenges, and ethical considerations. Staying informed will allow you to provide rich insights and answer participants' questions confidently.<br><br>o Engage with Interactive Tools: Leverage digital tools and platforms that enhance interactive learning. Become proficient with video conferencing software, digital whiteboards, polling tools, and other technologies that you plan to use, ensuring seamless integration into your session.<br><br>o Foster an Inclusive Environment: Encourage participation from all attendees, regardless of their digital proficiency. Create a welcoming atmosphere where questions and discussions are encouraged, ensuring that everyone feels valued and included.<br><br>o Encourage Critical Thinking: Pose challenging questions and scenarios that prompt participants to think critically about digitalization's impacts and ethical implications. Facilitate discussions that allow diverse perspectives to surface, enriching the learning experience for everyone.<br><br>o Incorporate Real-World Examples: Use current and relatable case studies to illustrate your points. Real-world examples help participants connect abstract concepts to tangible situations, enhancing understanding and retention.<br><br>o Promote Hands-On Learning: Whenever possible, incorporate practical activities that allow participants to apply what they've learned. Whether it's navigating a digital tool, participating in a debate, or engaging in a group brainstorming session, hands-on experiences are invaluable.<br><br>o Be Prepared for Technical Issues: Have contingency plans for technical glitches. Familiarize yourself with common troubleshooting steps for the digital platforms you're using, and have backup activities ready in case of significant technical difficulties. |

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| | o       Encourage Reflection and Action: At the end of the session, guide participants to reflect on their learning and how they can apply it in their personal and professional lives. Encouraging participants to set actionable goals will help solidify the session's impact.<br><br>o       Solicit Feedback: Gather feedback from participants to gauge the session's effectiveness and identify areas for improvement. This can be done through informal discussions or structured feedback forms. Use this feedback to refine future sessions.<br><br>o       Stay Connected: If possible, provide a way for participants to continue the conversation after the session. This could be through a dedicated online forum, email list, or social media group. Maintaining a community of learners can support ongoing engagement and development.<br><br>o       Trainers will be using 5-minute energizers to divide participants into working groups for each session. |
| **Expected learning outcomes.** | **Comprehensive Understanding of Digitalization**<br><br>-       Participants will gain a solid grasp of the concept of digitalization, including its historical evolution, current trends, and future directions. They will understand how digital technologies have transformed various sectors and aspects of daily life.<br><br>**Awareness of the Impact of Digital Transformation**<br><br>-       Attendees will develop an awareness of the multifaceted impacts of digital transformation, both globally and locally. They will be able to identify how digitalization affects economies, societies, and individual lives, recognizing both the opportunities and challenges it presents.<br><br>**Critical Thinking on Digital Issues**<br><br>-       Participants will enhance their ability to critically assess digital trends, policies, and ethical dilemmas. They will learn to consider the implications of digital technologies on privacy, security, and ethics, fostering a balanced and informed viewpoint on these complex issues.<br><br>**Digital Literacy and Security Skills**<br><br>-       Through engaging in practical activities, participants will improve their digital literacy, including understanding cybersecurity principles, ethical online behavior, and effective use of digital tools. They will be equipped with the knowledge and skills to navigate digital spaces safely and responsibly. |

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| | **Proactive Engagement in the Digital World**<br><br>-        Participants will be inspired to actively participate in the digital world with a critical and ethical approach. They will be prepared to use their digital skills and knowledge to contribute positively to their communities and to advocate for responsible digitalization practices.<br><br>**Preparedness for Digital Transformation Challenges**<br><br>-        By the end of the session, attendees will be better prepared to face the challenges and leverage the opportunities presented by digital transformation in their personal and professional lives. They will have a clear understanding of how to adapt to and thrive in an increasingly digitalized world. |
| **Other comments** | Top sites to learn everything about digitalization in Europe:<br><br>-        https://www.digitaleurope.org/<br><br>-        https://digital-strategy.ec.europa.eu/en<br><br>-        https://www.digitalsme.eu/<br><br>-        https://www.ceps.eu/ceps-digital-forum/<br><br>-        https://education.ec.europa.eu/selfie |

| Name<br><br>of the session | 2.        Digital Skills for the Future |
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| **Objectives** | **Equip participants with an understanding of essential digital skills needed in today's digitalized world.**<br><br>o        This objective focuses on providing a solid foundation in the digital skills crucial for navigating the current digital landscape effectively. The session aims to illuminate the breadth of skills—ranging from basic digital literacy to more specialized competencies like coding, data analysis, and digital security—that individuals need to thrive in various professional and personal contexts. By identifying these skills, participants will gain a clearer understanding of what competencies are most valued and in demand in today's workforce and society.<br><br>**Introduce and guide participants through the use of online platforms and tools for enhancing digital skills.** |

o        Given the vast array of resources available for digital skill development, this objective seeks to demystify the process of finding and utilizing these resources effectively. Participants will be introduced to a curated selection of online platforms and tools that offer courses, tutorials, and exercises in essential digital skills. The session will include hands-on demonstrations on how to access and navigate these resources, making it easier for participants to begin or continue their digital education journey. This guidance is aimed at bridging the gap between the recognition of skill gaps and the actionable steps needed to fill them.

**Motivate participants to actively engage in setting and pursuing personal digital skill development goals.**

o        Beyond just recognizing and understanding the importance of digital skills, this objective is about inspiring participants to take concrete steps toward personal growth and development in this area. The session is designed to foster a proactive mindset, encouraging participants to set specific, measurable, achievable, relevant, and time-bound (SMART) goals for their digital skill development. Through group discussions, sharing sessions, and personalized goal-setting activities, participants will be encouraged to commit to their learning paths. This motivational aspect is crucial for transforming awareness and knowledge into action and ongoing engagement with digital skill development.

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| **Duration (in minutes)** | 90 min. (depending on the group size) |
| **Min and Max number of participants** | 10 - 36 |
| **Resources/materials/ equipment needed** | o        Access to online learning platforms (e.g., Coursera, LinkedIn Learning, Codecademy) for showcasing digital skills courses.<br><br>o        Digital skills assessment tools or quizzes (can be created on platforms like Google Forms or Quizizz).<br><br>o        Video conferencing software with breakout room capability for group discussions.<br><br>o        Digital documents or planning templates for participants to outline their learning goals. |
| **Rules and description** | **Pre-Session Preparation** |

| step-by-step | |
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| **(content elements, methods)** | o Curate a List of Digital Skills: Identify and categorize essential digital skills relevant to various professional fields, including data literacy, cybersecurity, and digital communication. |
| | o Set Up Assessment Tools: Create or select an existing digital skills assessment to help participants gauge their strengths and areas for development. |
| | o Prepare Online Learning Resources: Compile a list of recommended online courses and resources where participants can learn or enhance their digital skills. |
| | o Create Learning Plan Templates: Develop a template that participants can use during the session to set their personal learning goals. |
| | 1. **Digital Skills Workshop (30 minutes):** |
| | **Objective**: Enhance participants' comprehension of essential digital skills and their relevance across various professional sectors, enabling them to recognize the applicability and significance of these skills in enhancing their career prospects and workplace effectiveness. |
| | **Activity**: |
| | ~ Begin by curating a presentation that encompasses a wide range of digital skills, from basic competencies like email etiquette and internet research to advanced abilities like coding, data analysis, and cybersecurity. Organize the presentation around sectors or job roles to which these skills are particularly applicable, supporting each point with real-life examples or brief case studies that highlight the impact of these skills in professional settings. Encourage interactive discussion after each segment by asking participants to share their experiences or how they see these skills applying to their current roles or future career plans. This approach not only contextualizes digital skills but also makes the learning process dynamic and participant centered. |

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| | ~ Use real-life scenarios or case studies to illustrate the practical application of these skills. |
| | **2. Skills Assessment (20 minutes):** |
| | **Objective**: Accurately self-assess digital skill levels to identify strengths and areas for improvement, guiding participants towards targeted learning paths that address their specific needs and skill gaps. |
| | **Activity**: |
| | - Prior to the session, select or develop a digital skills assessment that covers a broad spectrum of competencies, ensuring it is accessible and understandable for participants with diverse backgrounds. During the session, guide participants through completing this assessment, possibly in real-time, and encourage honesty and self-reflection to ensure accurate self-assessment. Following the completion of the assessment, lead a discussion on interpreting the results, emphasizing the growth mindset and the importance of recognizing areas for improvement as opportunities for development. Offer immediate, general feedback on common areas of strength and weakness observed, setting the stage for personalized learning plan development. |
| | **3. Learning Plan Development (30 minutes):** |
| | **Objective**: Empower participants to create actionable and personalized learning plans that strategically address their identified digital skill gaps, fostering a commitment to continuous learning and skill enhancement. |
| | **Activity**: |
| | - After the skills assessment, organize participants into breakout groups based on common areas of interest or improvement identified during the assessment phase. Provide each group with a digital or printable template for a personal learning plan, which should include sections for goal setting, resource identification, and timeline planning. |

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| | Facilitate a collaborative environment where participants can share resources, course recommendations, and strategies for skill development. Encourage participants to think about realistic timelines and accountability measures, such as check-ins or mentorship, to increase the likelihood of achieving their goals. Conclude by having participants share their plan outlines with the group or a partner for feedback, fostering a supportive learning community.<br><br>**4.    Reflection and Commitment (10 minutes)**<br><br>**Objective**: Collect participant feedback to evaluate the effectiveness of the session in achieving its learning outcomes and identify areas for improvement.<br><br>**Activity**:<br><br>~    Conclude the session by gathering participants in a circle or a virtual meeting room for a structured group discussion. Start by asking open-ended questions related to each of the session's key topics and activities, guiding the conversation to cover what participants found most valuable, what challenges they faced, and how the session could be improved. Encourage every participant to share their thoughts and reflections, ensuring that everyone has the opportunity to contribute.<br><br>~    Facilitators should actively listen, take notes, and summarize key points to validate participants' feedback and highlight common themes or suggestions for enhancing the session's future iterations. |
| **Questions for Evaluation/Debriefing** | Here are some suggested questions for debriefing. You can add yours or use only some of these (depending on your time limits, group size, etc.)<br><br>o    Which digital skill are you most excited to develop, and why?<br><br>o    How did the skills assessment change your perspective on your digital proficiency? |

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| | o        What challenges do you anticipate in achieving your learning goals, and how do you plan to overcome them?<br><br>o        How can the resources provided support you in your journey to enhance your digital skills? |
| **Modification for virtual environment** | o        Ensure all participants have access to and are familiar with using the chosen video conferencing platform.<br><br>o        Utilize online polls and reactions during the workshop to maintain engagement.<br><br>o        For the skills assessment, provide clear instructions and support for any technical issues encountered.<br><br>o        Use shared online documents for learning plan development, allowing real-time collaboration and feedback. |
| **Tips for trainers/facilitators** | o        Stay informed about the latest trends and resources in digital skill development.<br><br>o        Encourage an atmosphere of open communication and peer support during group activities.<br><br>o        Be prepared to offer personalized guidance to participants working on their learning plans.<br><br>o        Highlight the importance of continual learning and adaptability in acquiring digital skills.<br><br>o        Trainers will be using 5-minute energizers to divide participants into working groups for each session. |
| **Expected learning outcomes** | o        Participants will identify key digital skills relevant to their professional development.<br><br>o        They will assess their current digital skills levels and recognize areas for improvement.<br><br>o        Participants will formulate personal learning goals and plans to enhance their digital competencies. |

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|  | o      They will gain familiarity with online platforms and resources for skill development, empowering them to pursue their learning objectives independently.<br><br>o      Participants will enhance their problem-solving and critical thinking abilities by applying digital skills in various scenarios, fostering analytical and innovative thinking in digital contexts.<br><br>o      Through skill development and knowledge acquisition, participants will gain increased confidence in navigating digital technologies, empowering them to explore and utilize new digital tools independently.<br><br>o      The session will improve participants' digital collaboration and communication skills, enabling effective knowledge sharing and teamwork in virtual environments.<br><br>o      Participants will develop an awareness of ethical considerations in digital spaces, understanding the significance of responsible digital behavior and the impact of technology on privacy and society.<br><br>o      The program prepares participants for future digital trends by equipping them with strategies to maintain skill relevance in the face of rapidly evolving digital technologies.<br><br>o      Engaging with peers and facilitators will enable participants to build a supportive network for ongoing digital skill development, providing a foundation for community-driven learning and collaboration. |
| **Other comments** | Additional resources and websites:<br><br>https://digico.global/<br><br>https://europa.eu/europass/digitalskills/screen/home<br><br>https://digital-skills-jobs.europa.eu/en/inspiration/resources/cedefop-european-skills-index |

| Name of the session | 3. | Navigating Digital Ethics and Security |
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| | **Understand the Ethical Considerations and Security Challenges in the Digital World**<br><br>This objective aims to equip participants with a foundational understanding of the complex ethical dilemmas and security risks that pervade the digital landscape. The focus is on broadening participants' awareness of how digital technologies, while beneficial, can also pose significant ethical and security challenges that impact individuals, organizations, and society.<br><br>**Discuss Privacy, Data Protection, and the Ethical Use of Digital Technology**<br><br>Participants will engage in in-depth discussions around critical issues such as privacy rights, data protection laws, and the responsibilities of digital citizens and organizations in ensuring ethical use of technology. This objective is centered on fostering a nuanced conversation about balancing technological advancement with the protection of individual rights and societal values.<br><br>**Learn About Best Practices for Ensuring Digital Security and Protecting Personal Information Online**<br><br>This objective focuses on imparting practical knowledge and strategies for enhancing digital security and safeguarding personal information against common threats. Participants will learn about best practices, tools, and techniques for digital defense, aiming to empower them with the skills needed to navigate the digital world more securely and responsibly. |
| **Objectives** | |
| **Duration**<br><br>**(in minutes)** | 90 min. (depending on the group size) |
| **Min and Max number**<br><br>**of participants** | 10 - 36 |

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| **Resources/materials/**<br><br>**equipment needed** | **On-site Implementation:**<br><br>o        Printed Scenarios: For the role-play activities, printed copies of each scenario are needed for distribution among participants.<br><br>o        Projector and Screen: Necessary for the expert talk and cybersecurity workshop to display presentations, videos, or live demonstrations.<br><br>o        Microphones and Speakers: To ensure clear audio for the expert speaker and facilitate discussions among participants.<br><br>o        Writing Materials: Notepads and pens for participants to take notes during the talk and workshop, and for brainstorming during role-plays.<br><br>o        Breakout Spaces: Designated areas where small groups can discuss and role-play scenarios without disturbances.<br><br><br>**Online Implementation:**<br><br>o        Video Conferencing Tool: A platform like Zoom or Microsoft Teams that supports features such as screen sharing for presentations, breakout rooms for small group discussions, and a chat function for Q&A sessions.<br><br>o        Digital Copies of Scenarios: To be shared with participants in advance or during the session for the role-play activities.<br><br>o        Online Presentation Tools: For the expert talk and cybersecurity workshop, tools such as Google Slides or PowerPoint Online for presenting materials.<br><br>o        Collaborative Documents: Google Docs or similar for participants to draft notes and share insights during group discussions.<br><br>o        Access to Cybersecurity Tools and Resources: Links to websites, articles, or online tools that will be referenced or demonstrated during the cybersecurity best practices workshop. |
| **Rules and description**<br><br>**step-by-step**<br><br>**(content elements, methods)** | **Pre-Session Preparation**<br><br>1.        Activity 1: Secure a guest speaker who is an expert in digital ethics. Prepare a list of topics focusing on ethical considerations in digitalization for the speaker to cover. |

2.	Activity 2: Develop scenarios that present ethical dilemmas and security challenges in the digital realm. Divide participants into small groups.

3.	Activity 3: Compile a list of best practices, tools, and strategies for digital security. Prepare a short presentation or workshop materials on these topics.

**Expert Talk on Digital Ethics (20 minutes)**

**Objective**: To provide participants with an in-depth understanding of digital ethics, highlighting the significance of ethical considerations in digitalization through expert insights, and encouraging a broader perspective on the impact of technology on society.

**Method**:

-	Introduce the expert speaker to the participants, outlining their background and expertise in digital ethics. The speaker will then present on the predetermined topics, using real-life examples to illustrate ethical dilemmas in digitalization.

-	Encourage participants to note down questions during the talk for a Q&A session at the end, facilitating an interactive dialogue between the speaker and the participants.

**Role-Play Scenarios (30 minutes)**

**Objective**: To enhance participants' ability to apply ethical principles and navigate security challenges through interactive role-play, simulating real-life situations that demand ethical decision-making and problem-solving in digital contexts.

**Method**:

-	Distribute scenarios to each group, instructing them to role-play the situation and come up with solutions to the presented dilemmas.

-	After the role-play, each group will share their approach and rationale with the larger group, initiating a guided discussion on different ethical perspectives and decision-making processes in digital contexts.

| | Cybersecurity Best Practices Workshop (30 minutes) |
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| | **Objective**: To equip participants with practical knowledge and tools for improving their digital security posture, focusing on strategies to protect personal information and understand the application of cybersecurity measures in everyday online activities. |
| | **Method**: |
| | -     Conduct a workshop presenting the compiled best practices for digital security, including how to protect personal information online. Utilize interactive elements such as live demonstrations of security tools or creating strong passwords, followed by a discussion encouraging participants to share their experiences and strategies for online security. |
| | **Reflection and Closing Circle (10 minutes)** |
| | **Objective**: Consolidate learning and reflect on the project design process. |
| | **Method**: |
| | ~     Initiate a group discussion, inviting participants to share their thoughts on the project design process and what they learned. |
| | ~     Encourage participants to reflect on how they can apply the skills and insights gained on the topic. |
| | ~     Close the session by highlighting key takeaways and congratulating participants on their teamwork and creativity. |
| **Modification for virtual environment** | o     Video Conferencing Tool: A platform like Zoom or Microsoft Teams that supports features such as screen sharing for presentations, breakout rooms for small group discussions, and a chat function for Q&A sessions. |
| | o     Digital Copies of Scenarios: To be shared with participants in advance or during the session for the role-play activities. |

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| | o       Online Presentation Tools: For the expert talk and cybersecurity workshop, tools such as Google Slides or PowerPoint Online for presenting materials.<br><br>o       Collaborative Documents: Google Docs or similar for participants to draft notes and share insights during group discussions.<br><br>o       Access to Cybersecurity Tools and Resources: Links to websites, articles, or online tools that will be referenced or demonstrated during the cybersecurity best practices workshop. |
| **Tips for trainers/facilitators** | o       Tailor the session's complexity to match the participants' background knowledge.<br><br>o       Collaborate with the guest speaker to ensure their talk aligns with the session's goals.<br><br>o       Create a supportive atmosphere that encourages all participants to engage and share.<br><br>o       Use current examples to illustrate the real-world application of digital ethics and security concepts.<br><br>o       Define roles clearly and facilitate debriefs effectively in role-play scenarios.<br><br>o       Focus on practical tools and strategies in the cybersecurity workshop.<br><br>o       Encourage participants to reflect on their learning and its applicability.<br><br>o       Moderate sensitive discussions with respect and constructiveness.<br><br>o       Test and familiarize yourself with all technological tools before the session.<br><br>o       Gather feedback at the end to improve future sessions.<br><br>o       Trainers will be using 5-minute energizers to divide participants into working groups for each session. |
| **Expected learning outcomes** | 1.       Gain a deep understanding of digital ethics and security challenges.<br><br>2.       Develop the ability to analyze and navigate ethical dilemmas in digital contexts. |

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| | 3. Learn best practices for privacy and data protection. |
| | 4. Acquire skills to implement digital security measures. |
| | 5. Be prepared to advocate for ethical digital practices. |
| | 6. Become aware of the societal and individual impact of digital technologies. |
| **Other comments** | **Additional resources on the topic:**<br><br>https://www.edps.europa.eu/data-protection/our-work/ethics_en<br><br>https://digital-strategy.ec.europa.eu/en/library/ethics-guidelines-trustworthy-ai<br><br>https://blogs.worldbank.org/en/opendata/ethics-digital-world-where-we-are-now-and-whats-next<br><br>https://learning-corner.learning.europa.eu/learning-materials/cartoon-introduction-digital-ethics_en<br><br>https://www.cedefop.europa.eu/en/news/green-it-cybersecurity-and-cloud-computing-study-e-skills-requirements-ict |

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| **Name of the session** | **4. Reflecting on Digitalization** |
| **Objectives** | *Employing the Kolb Experiential Learning Model, this evaluation session aims to comprehensively assess the outcomes of the learning process and impact and effectiveness of the programme. Participants will engage in reflective observation, abstract conceptualization, active experimentation, and concrete experience, fostering a deeper understanding of their learning experiences. This session also aims to become aware of how to use acquired knowledge and skills in everyday personal and professional life.*<br><br>**Specific objectives of this evaluation session are:**<br><br>o To assess the effectiveness of the digitalization program and its impact on participants' understanding and skills. |

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| | o      Encourage participants to reflect deeply on their learning journey through the program, identifying key takeaways, skills gained, and areas for further exploration.<br><br>o      Collect actionable feedback to improve future iterations of the program. |
| **Duration**<br><br> **(in minutes)** | 90 min. (depending on the group size) |
| **Min and Max number**<br><br>**of participants** | 10-36 |
| **Resources/materials/**<br><br>**equipment needed** | **For On-site Implementation:**<br><br>-      Photo cards reflecting themes of digitalization.<br><br>-      Flipchart, markers, papers, and pens.<br><br>-      Physical copies of evaluation questionnaires.<br><br><br>**For Online Implementation:**<br><br>-      Digital photo library accessible to participants (e.g., a shared folder with thematic images).<br><br>-      Virtual whiteboard (e.g., Mural, Padlet) for posting reflections.<br><br>-      Online survey tool for feedback (e.g., Google Forms, Mentimeter). |
| **Rules and description**<br><br>**step-by-step**<br><br>**(content elements, methods)** | 1.      *Learning Takeaway (30 minutes)*<br><br><br>**Step one:** Tell participants that it is very important at the end of each learning experience to reflect on one's learning process, the outcomes that came from it and possible exploitation of gained competences. Therefore, each of them will have to individually reflect and assess their learning process. To do so, in the first part of this session, they should create a graphic visual or presentation using whatever mobile photo editing app they have (such as PicsArt, Fotor, Canva etc.), or any free online tool, such as Canva again. Prepare a flipchart with the following questions: |

|  | - **Today I have discovered...** |
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|  | - **Now I understand...** |
|  | - **I feel more confident in this skill...** |
|  | - **The "AHA" moment was...** |
|  | - **The new question that appeared was...** |
|  | - **I need to research more about...** |
|  | When doing the graphic or presentation, each answer should be one element in that graphic. The graphics should be as creative as possible, with elements that can be stickers, hand drawn, words, photographs or whatever they find suitable, however their meaning should be understandable. Once finished, they should send it in the common Facebook or WhatsApp group, under their name. The training team should use these graphics when reporting the learning outcomes. 20' |
|  | **2.     *Evaluation Survey (30 minutes)*** |
|  | **Step one:** Start the evaluation process by telling participants the following: **"***Before we wrap up our session today, I'd like to take a few minutes to get your feedback on how things went. Your input is valuable to us, and it will help us improve our programs in the future. You have the task of filling out a detailed evaluation questionnaire. This questionnaire will allow you to share your thoughts on specific aspects of the program, such as the content, the activities, and the facilitators. Please don't overthink your answers – just go with your gut. Please remember that your feedback is confidential. We will not share individual responses with anyone outside of our team.***"** |
|  | **Step two:** Before sharing the link to the questionnaire, shortly go through all the questions and explain instructions on how to fill it out, question by question. Make sure to ask participants if everything is clear and answer any follow-up question that might emerge.  Once everything is clear, share the link to the questionnaire with all participants. |
|  | **3.     *Echo Chamber (30 minutes)*** |

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| | **Step one:** Gather all participants in a standing circle, together with the whole training team, to echo the diverse perspectives of the participants through unfiltered expression of thoughts, while encouraging participants to share their genuine reactions to the learning experience. Explain that they should express the emotions and impressions, and whatever else they find important to share, in a few sentences. |
| | **Step two:** Tell participants to choose one photo card from the set that suits them best. The cards should be placed on the floor or table in the room. |
| | **Step three:** Participants should go one by one, either following the circle (clockwise or counterclockwise) or voluntarily and show their card while sharing their thoughts. |
| | **Step four:** In the end the training team should wrap up the sharing process and give thanks to all participants for their participation and contributions. |
| | *Virtual Echo Chamber:* |
| | - Set up a digital photo library with images related to digitalization for participants to choose from, representing their feelings or key takeaways from the program. |
| | - In a virtual meeting space, participants select an image that resonates with their experience of the program. Each participant, in turn, shares their chosen image and expresses their thoughts or feelings about what they've learned and experienced. Facilitators ensure a respectful listening environment and thank participants for their contributions. |
| **Modification for virtual environment** | o When doing the conceptualization of their learning outcomes, write the question on a virtual board (Canva, Padlet or similar) and share with the group. They can send their answers via message or upload them to a common Google Drive or Dropbox folder. |
| | o When doing this activity in a virtual environment, explain the evaluation questionnaire one by one question and ask if everything is clear. If not, provide additional instructions, and then share the link to Google survey or SurveyMonkey or any other similar tool in which you'll have the questionnaire ready. |

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| | o       Use Zoom / Google Meet / Microsoft Teams for communication and PADLET for the photos that are prepared in advance.<br><br>o       Use a digital photo library and virtual whiteboard for the Digital Reflection Collage.<br><br>o       Conduct the Program Feedback Survey using an online survey tool, ensuring clarity in questionnaire instructions.<br><br>o       Implement the Virtual Echo Chamber using a video conferencing platform, with a shared digital photo selection for participants to express their program reflections. |
| **Tips for trainers/facilitators** | o       For the Learning Takeaway method – if the participants are not comfortable enough or not skilled enough or not all of them have a smartphone available or your Internet connection is not really good, you can change the method by asking participants to draw or collage their answers to the prepared questions. You can still collect all the outcomes in one place by taking photos of each drawing and sharing those photos in a common group.<br><br>o       If you have participants with a language barrier or any other barrier that makes them uncomfortable to share in the last part of this session, you can tell them that it's okay to just show the photo card they chose, or to express themselves non-verbally.<br><br>o       If you are implementing this program with an international group of participants in a place with low functioning wifi you can print the evaluation questionnaires and give them to participants. Make sure to give instructions before you hand out the questionnaires.<br><br>o       Ensure clarity and simplicity in the feedback survey to encourage thoughtful responses.<br><br>o       Foster a supportive atmosphere during the Virtual Echo Chamber, allowing participants to share openly without judgment. |
| **Expected outcomes** | o       A comprehensive assessment of the program's effectiveness and impact on participants' digital literacy and ethics understanding.<br><br>o       Participants reflect on and articulate their learning journey, identifying actionable insights and future learning paths.<br><br>o       The facilitation team receives valuable feedback and insights to refine and enhance the digitalization program. |

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AGENCY FOR MOBILITY AND EU PROGRAMMES

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