

Types of Digital Skills Resources

- **Product-Based Tools** - often developed by the corporation themselves, these tools provide instruction on specific hardware or software, and often are maintain with rolling updates
- **Articles and Listicles** - these digital skills tools provide background information, as well as explanation of broad and specific topics, via a narrative or listed article format
- **Tutorial-Based Tools** - Usually in video or screen capture steps, these visual instructional tools illustrate all the steps to a process, such as sending an email or updating settings
- **Instructor Support Tools** - These tools are often offered in conjunction with tutorial, or product-specific tools to support a classroom session on the topic, or offer handouts and other facilitation materials
- **Specific Audience Tools** - Catering to communities such as seniors or speakers of languages other than English, these tools are generally based in different learning principles

How Do We Use Digital Skills Resources?

- **Upskilling ourselves and preparing for working with community members**
- **As homework for community members**
- **As a portion of the lesson, or as a guide to watch before or after to prepare or review a new skill**



Digital Skills Resources Exploration

Consider the following questions as we explore a resource together:

- **How will I interact with a community member while we use this?**
- **Where will I need to provide additional guidance and support?**
- **Is this a resource that my community member can navigate solo or do they need me here with them?**
- **How can I develop creative ways to practice what we learned together with this resource?**

In Person Instruction

Prioritize the connection between you, and your client.

It may feel intuitive to remove yourself from the equation as much as possible when helping a digital learner, but we act as links between the device, the learner and the skill.



Digital Charlotte

What Do I Do with My Hands?

Recommendation for Digital Skills Instruction

Physical - Sit at the right side of your learner, often a little behind them so you can see the screen. Ask them if this feels like a comfortable position. Accommodate their needs accordingly.

Tone and Cadence - Avoid an overly soothing tone, think customer service, but perhaps a little slower, with more time and space for processing

Patience - Allow yourself a certain level of patience, but also acknowledge when it may be time to rephrase a step, point to the screen, or use descriptors (up in the left corner by the red dot) to help move the instruction along.