Welcome!

Webinar Series

We will get started at the top of the hour

>>>Please activate the Zoom Chat window for panelist and attendee interactions<<<
YOU WILL EXPERIENCE SILENCE UNTIL WE START
WELCOME!
NetHope Solutions Center

Webinar
Digital Skills for a Global Workforce
June 8, 2021
Housekeeping

• Let’s keep this interactive: Post questions in Zoom Chat window for the Q&A and discussion session

• Look for a follow-up email with link to recording and collateral on NetHope Solutions Center

• Please respond to webinar satisfaction poll presented after the webinar
SPEAKERS: Digital Skills for a Global Workforce

Nanna Sten Andersen
Educationalist & Clinical Trainer
MATERNITY FOUNDATION

Coniqua Abdul-Malik
Manager, Learning Design & Capacity Building
CATHOLIC RELIEF SERVICES

Priscilla Chomba-Kinywa
Global Head of Digital & Technology
ACTIONAID

Jesus Melendez Vicente
Senior Technical Advisor, Data & Digital Development, IREX

MODERATOR: Sonja Ruetzel, ICT4D Conference/ CRS
Lessons learned: Remote training with the Safe Delivery App

Nanna Sten Andersen
Educationalist & Clinical Trainer
MATERNITY FOUNDATION
Safe Delivery App

Digital job aid, training and learning tool for midwives and other health workers on the most common childbirth-related complications
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Australin Aid

MATERNITY Foundation
Дородовая помощь – Covid-19

Дородовая помощь на базе медицинских учреждений:

Ограничивать количество посещений женской консультации

Продолжать физический контакт и клинические осмотры в обычном режиме во время помощи, но уделять особое внимание мерам инфекционного контроля

Инстанционная дородовая помощь:

Например, через WhatsApp или Skype

Для женщин с симптомами Covid-19:

Если женщина находится на домашней изоляции, назначить посещение женской консультации после окончания периода изоляции

Если есть осложнения, связанные с беременностью - по возможности её следует изолировать в отдельном помещении.
Practice in pairs

Ventilate with bag and mask

Make change to improve care

1. Position the head
2. Apply mask to chin, then over mouth and nose
3. Make a tight seal

Squeeze bag to produce gentle movement of chest
Agency-wide digital skills knowledge management

Coniqua Abdul-Malik
Manager, Learning Design & Capacity Building
CATHOLIC RELIEF SERVICES
Three snapshots…

- **Pre-COVID**
  - Feb/March 2020

- **Rapid Response**
  - April/June 2020

- **Sustaining Momentum**
  - Present
Before COVID-19

HR TALENT DEVELOPMENT

KNOWLEDGE MANAGEMENT FOR EXCELLENCE

PARTNERSHIP & CAPACITY STRENGTHENING
Rapid Response

COORDINATING EFFORTS
VIRTUAL CON: Leading Learning & Collaborating Virtually

AVAILABLE TRACKS
- Special Topics
- Designing Virtual Experiences
- Examples from the Field
- Facilitation Practices
- Leveraging Tools

VIEW DAILY SCHEDULES

MONDAY

TUESDAY

WEDNESDAY

THURSDAY
VIRTUAL CON: Leading Learning & Collaborating Virtually

Wednesday, June 10th Sessions

6:00 - 6:30 am EST
Partnerships: How to Find and Engage with Partners for Online Events

6:30 - 7:00 am EST
You Can Use Your Mobile for That--it’s true!

7:00 - 8:30 am EST
Transforming Face-to-Face Training to Virtual: Case Study Clinic

8:00 - 8:30 am EST
Help! Which (O365) Tool Should I Use? Knowledge Sharing/Collaboration

9:00 - 10:00 am EST
Production of Live, Virtual Events

9:30- 10:00 am EST
Un Método de Entrenamiento que Escala

10:00 am -10:45 am EST
Best Practices for Virtual Training and Meetings

10:00 am -11:30 am EST
Office 365 Tools for Knowledge Checks

11:00 am -12:00 pm EST
Leveraging Existing Resources to Stretch Learning

MORE SESSIONS
By the Numbers…

4 DAYS
30+ PRESENTERS
40 SESSIONS

~1,300 SEATS FILLED

1/2 IMMEDIATE APPLICATION
Sustaining Momentum

HR TALENT DEVELOPMENT

KNOWLEDGE MANAGEMENT FOR EXCELLENCE

KNOWLEDGE MANAGEMENT FOR OVERSEAS OPERATIONS
What is Digital Dexterity?

is a state where an organization's employees are **able, agile, and adept** at embracing existing or emerging technology for better business outcomes.

How to Participate?

**Digital Dexterity Month – June 2021**
Trends in digital skills & responsibilities

Priscilla Chomba-Kinywa
Global Head of Digital & Technology
ACTIONAID
The Strategy...

GOAL: Ensure every existing and new member of staff receives the technical skills training needed to do their job effectively and safely in a digital workplace.

GOAL: Prioritise development of the soft skills needed to innovate and collaborate successfully.
Digital Collaboration Project

GOAL: Increase our partners and beneficiaries’ digital collaboration capacity – scale impact

GOAL: Ensure program continuity while reducing travel carbon footprint by 20% (year on year)

1. HARDWARE
2. SOFTWARE
3. SECURITY
4. LEARNING
5. ADOPTION
Youth-Led Digital Engagement Project
Thank you.
Tools and Barriers for Inclusive Digital Capacity Building

Jesus Melendez Vicente
Senior Technical Advisor, Data & Digital Development
IREX
Virtual Learning Thrust

ICT4D webinar: Digital Skills for a Global Workforce
Center for Applied Learning & Impact (CALI) Virtual Thrust Initiatives

Towards strengthening virtual learning capacity and impact

- Online Learning and Collaboration Guide
- Digital Barriers to Inclusion in Online Learning Tip Sheet
- Network Building in Virtual Learning Evaluation Project
- Jumpstarting IREX Virtual Learning and Knowledge Sharing
Zoom In Online Collaboration Guide

For:
• All Professionals
• Trainers

Contains:
• Considerations for designing online collaboration and learning experiences. Focus on purpose (learn, connect, reflect, monitor)
• Practical tips and examples
• Diagnostic framework to help you assess audience digital needs and make training/program decisions
• Choose from a list of digital tools by their purpose
**Overview:** Better Together checklist will support implementers ensure that virtual learning programming provides meaningful inclusion. To provide practical, informed resources for IREX programs conducting virtual learning.
Tips and Tricks from IREXers

- High **visibility** is key / IREXers don't know where to go to find relevant resources
- Aim for **consistent** user experiences
- Use **storytelling**, case studies/use cases and visual **flow charts** to clarify how a resource can be implemented
- Utilize **Search Optimization**, buttons and announcements
- Plan for accessibility barriers e.g. low bandwidth
- Explore **tagging**, **filtering**
- Provide **templates and onboarding** to support others to share/use knowledge
- Tie in incentives and manager/leadership buy-in
Lessons Learnt so far…

- A culture of Learning and change management approach is critical to successfully build capacity
- Participatory design doesn’t end with the product. Focus on usage and knowledge sharing
  - Common assumption: "We build it and they'll come"
- Need to prioritize cultivating habits/practices: "Knowledge sharing is not just tech; it's also habits and practices + culture for learning"
- Strategic Cross-Unit Collaboration is key for Sustainability & Impact
- The future of Digital Skills Training tools is an “omnichannel approach to training”
# Future of Digital Skills for a Global Workforce

## DQ Competencies

Click on any of the numbered buttons below

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THANK YOU!

ICT4D Conference Podcast
www.ict4dconference.org

Tune into our weekly interviews on Digital Diversity, Equity, and Inclusion.

To recommend a speaker please contact Sonja.Ruetzel@crs.org