

## Employer Digital Skills Tip Sheet

The purpose of this Employer Digital Skills Tip Sheet is to help employers continue to build their digital skills so that both they and their staff can confidently use digital workplace tools responsibly and effectively in order to solve problems, be productive, support well-being and thrive at work.

Points to keep in mind:

- ✓ Most employers consider computer skills to be an essential skill.
- ✓ When asked to identify the top 3 skills that are in demand, employers rank computer literacy relatively low on the list. Employers identify many of the soft skills above digital skills. So, are digital skills not necessary? Ideally, employers would like to see both.
- ✓ Anyone looking to either begin a new job or advance in their current role will need to continue to build on these skills.

How do I support my team as they continue to build their Digital Skills?

1. When working remotely, agree on how everyone will be working

Working remotely is a significant adjustment for some people. Be clear about your expectations, including schedules and methods of communication.

2. Communicate with your team regularly

Leaders have an opportunity to create a positive working environment that empowers everyone to contribute and share ideas. Some people will prefer to use email, others will appreciate a phone or video call, while still others prefer group chats. Make multiple channels available.

3. Check on their mental health well-being

Hold daily stand-ups and check in individually. Discuss how things are going with their work. Also ask how they are feeling and share information on available mental health supports if they need them.

4. Don't assume your staff know how to use technology

Any time you introduce a new system or piece of software, make time to ensure that everyone knows how to use it. If you are not the expert, identify the team member who is. Empower tech savvy team members to support others.

5. Run effective virtual meetings

An effective meeting has a specific purpose, it is structured, and it is collaborative. Prepare an agenda ahead of time and during the meeting, stick to the time allotted for each item. Make sure that someone is responsible for taking notes, highlighting any action items, and share them afterwards.

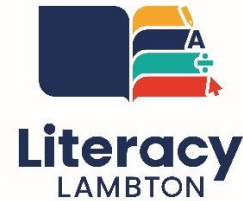
6. Contact local service providers to learn about funded training opportunities

Many local service providers offer funds for training opportunities, including digital skills training. Reach out to them to learn more.

7. Show appreciation and celebrate success

It is more important than ever to celebrate successes. Consider new ways of showing appreciation, even if it cannot be done in person.

## Service Providers offering Free Digital Supports and Training



## Service Providers offering Funded Training Opportunities to Employers



## Additional Resources

