**Training Fiche Template**

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| **Title** | Interacting through digital technologies: communication & collaboration | | |
| **Keywords** | Digital skills, Communication, Collaboration, DigComp, ICT, Stakeholder engagement | | |
| **Objectives** | * Familiarise with the EU framework for digital skills * Understand the essentials of cooperation and collaboration in IT environments * Acquire new good practices for team management and stakeholders engagement in virtual contexts | | |
| **Learning outcomes** | Better proficiency with IT tools and systems for stakeholder identification, involvement and engagement in digital environments | | |
| **EQF Level** | 4 | | |
| **Skills/competences** | DigComp 2.1 Pillar no.2, Communication & Collaboration with in-depth look into Interacting through digital technologies | | |
| **Prerequisite / Duration** | 2 h | | |
| **Topics** | 1. **Module name: Interacting through digital technologies: communication & collaboration**   **Unit name: Brief Introduction to DigComp 2.1**  Section 1: DigComp 2.1: What exploitation opportunities?  Section 2: The official EU framework for training and education on digital skills  Section 3: The extended bibliography of DigComp  **Unit name: Collaboration and Communication Pillar.**  Section 1: Focusing on DigComp’s training area no.2  Section 2: Focusing on DigComp’s competence 2.1  Section 3: Interacting through digital technologies  **Unit name: Good practices for interacting trough digital technologies**  Section 1: Resources and additional recommendations to interact through digital technologies  Section 2: the roadmap of online-based interactions with the external public  Section 3: Interacting and communicating through digital technologies – external, internal communication  Section 4: What poor interaction leads to…  Section 5: Setting the stage of online interaction: final remarks of netiquette | | |
| **Self-evaluation (multiple choice queries and answers)** | 1. DigComp is the EU framework for the acquisition of advanced IT and computer science skills  T/**F**  2. All “Communication & Collaboration” competences are independent each other’s  T/**F**  3. Passive passengers are low interest / high impact stakeholders  **T**/F  4. Stakeholders can only have an impact on the organisation  T/**F**  5. YouTube is the most suitable platform for publishing polls  T/**F** | | |
| **Checklist** | * Introdcution to DigComp’s bibliography * Setting up channels for internation and external communication * Identify, manage and engage stakeholders * Netiquette * Monitoring and evaluation of communication strategies | | |
| **Resources (videos, reference link)** | n/a | | |
| **Case studies/good practices/testimonials** | **Name** | Please consult the PPT, the case study is part of the “extra” unit | |
| **Description** |  | |
| **Link of interest** |  | |
| **Language** | ENG | | |
| **Training Area** | The “what, where, and how” of Intangible Cultural Heritage: understanding the 5 ICH domains and ICH manifestations and expressions. | |  |
| Key principles of ICH safeguarding | |  |
| Unlocking the socio-economic potential of ICH: how to leverage intangible assets | |  |
| Communication and Knowledge Transfer | |  |
| Financial and Management competencies | |  |
| Strategic Planning & Thinking, Prospective Thinking, Shared Stewardship | |  |
| Digital Competencies | | X |
| **Glossary** | **Attitudes**: Attitudes are motivators of performance. They include values, aspirations and priorities.  **Competence**: In the context of the DigComp study, competence is understood as a set of knowledge, skills and attitudes.  **Stakeholders**: Stakeholders are individuals, groups and organisations with direct and indirect interest in value-creating activity and its impact.  **Digital entrepreneurship**: Digital entrepreneurship is entrepreneurship that involves the use of new digital technologies (particularly social media, big data, mobile and cloud solutions). The purpose of this use may be to improve business operations, invent new business models, im-prove business intelligence or to engage with customers and stakeholders.  **Digital literacy**: In the context of DigComp, digital skills refers to a person proficiecy with IT systsems, tools and digital skills and with his/her ability to research, decode and interpret data on the internet. | | |
| **Bibliography** | DigComp’s bibliografy:  <https://publications.jrc.ec.europa.eu/repository/handle/JRC106281>  <https://publications.jrc.ec.europa.eu/repository/handle/JRC120376>  <https://publications.jrc.ec.europa.eu/repository/handle/JRC110624> | | |
| **Provided by** | Municipality of Pescara | | |