SKILLSLAB
Training Provider

EVENT BROCHURE

Digital Skills for Non-IT Government Staff

Upcoming Training Event

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Skillslab Training Provider
Skills for Tomorrow's World

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Course Description

Course Overview

The **Digital Skills for Non-IT Government Staff** course is a comprehensive, knowledge-based training program designed to help public sector employees and new managers build essential digital awareness and confidence without requiring technical or information technology backgrounds. As government organizations increasingly rely on digital systems, online platforms, and data-driven processes, non-IT staff are expected to interact effectively with digital tools, understand digital concepts, and support transformation initiatives within their roles.

This course is particularly valuable within **leadership training for new managers**, as digital competence is no longer optional for effective supervision, communication, and service delivery. The program focuses on workplace value by enabling participants to understand digital terminology, workflows, and responsibilities, allowing them to collaborate more effectively with technical teams, manage digital change, and contribute to modern, efficient government operations.

Key Outcomes

By the end of this program, participants will be able to:

- By the end of this program, participants will be able to understand core digital concepts relevant to government work environments.
- By the end of this program, participants will be able to explain the role of digital skills in modern public sector performance.
- By the end of this program, participants will be able to confidently engage with digital systems and platforms used in government services.
- By the end of this program, participants will be able to recognize their responsibilities within digital processes and workflows.

- By the end of this program, participants will be able to support digital initiatives without requiring technical specialization.
- By the end of this program, participants will be able to communicate effectively with technical and non-technical stakeholders.
- By the end of this program, participants will be able to identify common digital risks and basic compliance considerations.
- By the end of this program, participants will be able to apply digital awareness to improve efficiency and service quality.
- By the end of this program, participants will be able to support digital change initiatives within their teams.
- By the end of this program, participants will be able to strengthen their readiness for future digital government developments.

Who Should Attend

This course is designed for government employees and public sector professionals who are not working in technical roles but are required to interact with digital systems and initiatives, including:

- First-time managers and newly appointed supervisors
- Team leaders and section heads in non-technical departments
- High-potential employees preparing for leadership roles
- Administrative, policy, human resources, and finance staff
- Program and service managers working with digital platforms
- Employees supporting digital transformation initiatives

Prerequisites: No prerequisites.

Course Outline by Modules

Day 1: Digital Foundations for Government Employees

- Understanding digital transformation in government
- Key digital terms and concepts for non-IT staff

- Digital workflows in public sector organizations
- The role of digital skills in service delivery
- Leadership awareness of digital responsibilities

Day 2: Digital Tools and Systems in Government Work

- Overview of common digital government systems
- Digital communication and collaboration platforms
- Managing information in digital environments
- Understanding system roles and user responsibilities
- Supporting efficiency through digital tools

Day 3: Data Awareness and Digital Responsibility

- Basic data concepts for non-technical staff
- Data accuracy, confidentiality, and accountability
- Ethical and responsible handling of information
- Understanding digital records and documentation
- Leadership responsibility for data awareness

Day 4: Digital Change and Workplace Adaptation

- Understanding digital change in government organizations
- Adapting work practices to digital processes
- Supporting teams through digital transitions
- Managing resistance and building confidence
- Leadership behaviors that support digital adoption

Day 5: Digital Readiness and Future Skills

- Assessing individual and team digital readiness
- Continuous learning in a digital government environment
- Supporting innovation without technical roles

- Aligning digital skills with organizational goals
- Preparing for future digital government developments

Methodology

The **Digital Skills for Non-IT Government Staff** course is delivered through a primarily theoretical and structured learning approach. The emphasis is on understanding concepts, frameworks, and responsibilities rather than hands-on technical training or system configuration. Content is delivered through instructor-led explanations, guided discussions, and simplified government-focused examples aligned with **first-time manager training** and **management skills training** objectives.

Interaction includes individual reflection and light group discussions to help participants relate digital concepts to their daily responsibilities. Practical elements are intentionally minimal and may include short quizzes, simple digital readiness self-assessments, or basic reflection exercises completed on a computer. Training materials include summary sheets, a participant workbook, and practical templates designed to reinforce understanding. Optional pre-work or follow-up materials are available upon request only.

Assessment & ROI

Participant learning is assessed during the sessions through short quizzes, guided question-and-answer discussions, and recap checks at the end of each day. These in-session assessment methods confirm understanding of key digital concepts and workplace responsibilities without requiring technical testing or system-based evaluations.

Organizations may independently measure return on investment through internal mechanisms such as performance indicators, manager evaluations, service efficiency metrics, or employee engagement outcomes. **Internal measurement is managed by the client organization and is outside the scope of our delivery.**

Optional follow-up discussions or reinforcement sessions can be arranged upon request to support continued learning.

Instructor Profile

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

Conclusion

The **Digital Skills for Non-IT Government Staff** course equips public sector employees and new managers with the essential digital understanding required to operate confidently in modern government environments. As an important component of a **new manager leadership course**, **leadership fundamentals course**, or **supervisor leadership program**, this training strengthens digital awareness, collaboration, and adaptability. Organizations seeking effective **leadership development for team leaders**, practical **management skills training**, and a recognized **certificate of completion** are invited to contact us to tailor the delivery format—onsite, online, or blended—with flexible duration options aligned to public sector needs.

Contact Us

To secure your place or request further information about this event, please contact us:

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