

Factsheet 'Digital Upskilling 4 work'

Digital skills are increasingly important in the workplace. As part of the European Digital Collective, we carried out the 'Digital Upskilling 4 Work' project at six social and sheltered employment companies in 2022-2023. The aim was to make employees more digitally skilled, so that they can participate better at work and in society. 244 employees with low basic skills have had 1,5 to 2 hours of lessons per week for ten weeks. With the use of the Digimeter and asking for their wishes, a suitable offer has been created for every level. The participants themselves answered a number of questions about their skills and the training before and after the series of lessons.

Results:

- **56%** feel **confident** in using a computer, tablet or smartphone
- **3 out of 4** participants **want to learn more** about using a computer, tablet or smartphone
- **41%** indicate that they **almost never need help again**
- **71%** feel **better about themselves**
- **80%** found the lessons **very interesting**
- The **employees give** the training an **8.3**

How would you rate your own digital skills?

Before: 5,9

After: 7,1

Quote HR manager: "Our employees were eager to learn. That is not self-evident with other training courses."

In general, the participants use a computer, tablet and smartphone more often after the training. They also send more messages and search more often for information.

Quote HR manager: "Actually, all employees should be trained in digital skills. So that they have the basic knowledge to work safely digitally, also at home."

Communication

I can make video calls on the computer, tablet or smartphone

Before: 56%

After: 71%

Quote employee: " I found it exciting, but because of the lessons I dare more."



Button knowledge

Has become more able in using a computer

Before: 40%

After: 57%

Quote employee: "Now, I can work with the printer at work"

Safety

Knows if information on the internet is true

Before: 30%

After: 46%

Quote employee: "Now I can see better whether it's a real or fake email."

What do management notice?

Employees have become more self-confident, show a little more initiative and have become a little more enterprising. Many employees themselves indicate that they would like to continue learning.

Quote HR manager: "With every new digital product, such as an HR app, it makes sense to train digital skills."

Starting with digital skills is easily accessible. During the training, employees themselves notice that they want to improve their language skills. For example, when they read information online or write an app or email.

Want to know more?

Read more about the project, the final evaluation and lessons learned at www.schrijvenenschrijven.nl/digitaler-naar-werk.

Also watch the video in which participants, supervisors and managers indicate what the project will deliver.

Do you also want to get started with digital skills at work? Please contact our advisors:

070 - 302 26 60

info@schrijvenenschrijven.nl



Footnote:

This factsheet presents the main results of the Digital Upskilling 4 Work project carried out among six sheltered and social employment companies (N=182). The research was carried out by ResCon on behalf of Stichting Lezen en Schrijven. Digital Upskilling 4 Work is a collaboration with SBCM, the Knowledge Center and Labor Market & Training Fund for social employment. This project is supported by The Digital Collective in Brussels.

A society in which everyone participates

In the Netherlands, 2.5 million adults have difficulty reading, writing or arithmetic. As a result, they often have trouble using a computer or a smartphone. That has many consequences. Finding a job, living a healthy life and having a grip on money become more difficult.

We do everything we can to ensure that everyone can read, write and count. That is why we make low literacy a topic of conversation among companies, the public and politicians. And we support organizations with advice, research, training and teaching materials. Because a society in which everyone participates benefits us all.