

Dorset Embedded Digital Champions project

We need you!

Qualities needed to become a champion:

- Motivated to help others
- Willing and understand the need to build rapport with learners
- Keen to promote the benefits of having digital skills
- Digital enthusiasts and motivators - keen to learn and keep up to date themselves
- Good communicators and active listeners
- Trusted and patient

Qualities not necessarily needed:

- Digital wizard
- Know all things digital



Dorset Embedded Digital Champions

About us

- Training 1,000 frontline staff across Dorset until December 2022
- Providing frontline staff with the skills to support people, at the moment they need help to get online e.g. help with a forgotten password, set up an email address, search for key information or keep in touch with friends and family

I think that it is tailored really well and for such a long time, we have wanted something just like this which is fitting with the libraries and Digital champion support'



Training

- 6 weeks, 1.5 to 2 hours a week
- ✓ What is a digital champion
- ✓ Communication (video tools, social media, messaging)
- ✓ Problem Solving (learning, searching)
- ✓ Transacting (shopping, services, government portals)
- ✓ Handling info (data, fake news, storing info)
- ✓ Keeping safe online

*'Thank you everyone for
an enjoyable and
educational course'*



What will you get in return?

- Confidence to help others
- Improved digital skills
- Job fulfilment and recognition from colleagues
- Meet new people in an online community - working across Dorset
- Customers become more digitally savvy and contact us online, reducing workloads for our teams
- Raised awareness of digital support available in Dorset and useful online resources

'My request is that the Council buy into the whole (training) scheme and make it as easy as possible for us to help our customers with access to all the suggested resources.'

