



## Get Started: Digital



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## Welcome to *UP Skills for Work*!

*UP Skills for Work* helps you build skills for learning, work, and life.

Here are some of the skills you can learn about:

- Adaptability
- Collaboration
- Communication
- Creativity and Innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Stress Management
- Writing

## What's in this workbook?

This workbook is about building your digital skills.

You will learn about:

- What digital skills are
- Why digital skills are important
- How to start learning new digital skills
- Tips for learning new digital skills

## What are digital skills?

A computer is a **device**.

A smartphone is a device.

A tablet is a device.

You need **digital skills** to use devices.



### Skill words

A **device** is an electronic machine that works with information.

**Digital skills** are what you need to know to use devices.



**Computer**



**Smartphone**



**Tablet**

Here are some more examples of devices.



**Printer**



**Laptop**



**Cash register**



**Scanner**

## Meet Anthony

Anthony works at a small warehouse.  
He moves boxes around the warehouse.  
He packs and unpacks boxes.



Anthony learned new digital skills to do his job.  
He learned how to use a device to keep track of the boxes.  
He learned how to use devices to **communicate** with his co-workers.



### Skill words

You **communicate** when you share information with other people.



## Think and share

Think about the question below.

The Idea bank can help you answer the question.

You can share your answer with the group.

- **What devices do you think Anthony might use at work?**



### Idea bank

Here are some examples of devices:

- Computer
- Printer
- Scanner

## Self-check

1. Look at the list of devices below.

Write an "x" beside any device you have used.

Have you used another device?

You can add it at the bottom of the list.

☐ Computer

☐ Smartphone

☐ Tablet

☐ \_\_\_\_\_

2. How do you feel about learning new digital skills?

Write an "x" in the box that says how you feel.

| How I feel about learning new digital skills              | X |
|-----------------------------------------------------------|---|
| I like learning new digital skills                        |   |
| I don't like learning new digital skills                  |   |
| I don't know how I feel about learning new digital skills |   |

## Why are digital skills important?

Digital skills are important at work and at home.

You need digital skills to use devices.

You can use devices for many things.

Here are some things you can do with devices:

- Read
- Write
- Learn
- Communicate
- Work
- Play

You can use some devices to connect to the **internet**.

You can use the internet to find and share information.

You can use the internet at work and at home.



### Skill words

The **internet** connects devices around the world.

You can use the internet to find and share information on your device.

## Digital skills at work

Using devices at work can help you do your job faster.  
You can use devices to communicate.  
You can use devices to **organize** information.



### Skill words

When you **organize** information, you put it in an order that makes sense.

## Anthony uses digital skills at work

Anthony works in a warehouse.

How does he use digital skills at work?

- He uses a scanner to keep track of boxes
- He signs into work every day on a tablet
- He uses a printer to print labels for the boxes

## Digital skills at home

Using devices at home can be helpful.

You can use devices to communicate with family and friends.

You can use devices for fun.

## Anthony uses digital skills at home

Anthony lives with his son.

How does Anthony use digital skills at home?

- He plays video games on his son's tablet
- He looks for a new apartment on **websites**
- He uses a smartphone to send messages to his friends



### Skill words

A **website** is a place on the internet where you can find information. Most organizations have a website.



## Think and write

What can you do with the devices below?

You can write more than one answer for each picture.

If you're not sure, you can leave some answers blank.

| Device                                                                                                  | What you can do with the device |
|---------------------------------------------------------------------------------------------------------|---------------------------------|
| <br><b>Computer</b>    |                                 |
| <br><b>Smartphone</b> |                                 |
| <br><b>Tablet</b>    |                                 |



### Idea bank

You can use the device to:

- Play games
- Learn
- Talk

## Why does learning digital skills feel hard sometimes?

Learning digital skills can feel hard.

There are many different devices.

Devices can change quickly.

Learning new digital skills can sometimes make you feel **stressed**.



### Skill words

Feeling **stressed** means you feel worried or tense.

You may feel stressed because:

- You haven't used many devices before
- You're afraid to ask for help
- You've had a bad experience with a device
- You're worried you'll break the device
- You don't trust devices

## What to do if you're feeling stressed

It's harder to learn when you feel stressed.

Try to relax.

Take a deep breath.

Here are some things you can say to yourself:

- I can do this
- I like learning
- I'll keep trying

Think of something you've learned to do in the past.

How did it feel at the start?

How did it feel as you learned the skill?

How does it feel to use the skill now?

It feels good to learn new skills.



## Think and share

Anthony has to learn how to use a new scanner.  
The new scanner has a screen.  
Anthony has never used a scanner with a screen.  
He feels stressed.

Look at the questions below.

You can share your answers with the group.

- **Why do you think Anthony feels stressed?**



### Idea bank

He may be stressed because:

- There's a lot to learn
- He's afraid to make a mistake
- He doesn't like to ask for help

- **What could you say to Anthony to help him feel better?**

# How can you start learning new digital skills?

Follow these steps to start learning new digital skills:

1. Find digital skills that matter to you
2. Make a plan

## 1. Find digital skills that matter to you

You don't have to learn about all devices.  
Start with the digital skills that matter to you.

Think about:

- What you need to learn
- What you want to learn
- Your **interests**
- Your **goals**



### Skill words

An **interest** is something you want to learn more about.

A **goal** is something you want to be able to do or get better at.

## Digital skills that matter to Anthony

Anthony thinks about the digital skills he needs to learn.  
He thinks about the digital skills he wants to learn.

Anthony has 2 goals.

### Goal 1

He needs to learn how to use a new scanner at work.

### Goal 2

He wants to learn how to make video calls on his smartphone.



### Skill words

A **video call** is like a phone call, but you can see the person you're calling.



## Think, write, share

Think about a device you need to use or want to use.  
What do you need or want to do with the device?

Write your answer in the chart below.

There's an example in the chart.

You can share your answers with the group.

| Device     | What you need or want to do |
|------------|-----------------------------|
| Smartphone | Chat with a friend          |
|            |                             |

## 2. Make a plan

You've decided what you want to learn.  
Now think about how you'll learn.  
Make a plan.

Maybe you will:

- Ask your boss for training
- Ask a friend for help
- Take a class
- Read a book
- Start with a simple task

### Anthony makes a plan

Anthony needs to learn how to use a new scanner at work.  
He thinks about how he will learn.  
He makes a plan.

Anthony is going to:

- Ask his manager for training
- Watch his co-worker use the scanner
- Start with simple tasks



## Think and share

You've thought about a device you want to learn about.  
Think about the question below.  
You can share your answer with the group.

- **How can you start learning about the digital skills you need to use the device?**



### Idea bank

You can start learning by:

- Asking a friend for help
- Taking a class
- Asking your work for training

## What are some tips for building digital skills?

Here are some things to remember as you build your digital skills.

### **Start simple.**

Learn how to do simple things on the device.  
Practice the simple things first.

### **Ask for help.**

Friends and family may be able to help you.  
Co-workers may be able to help you.

### **Be patient.**

It takes time to learn a new skill.  
Remember to try and relax.

### **Find ways to learn.**

Watch other people use the device.  
Watch a video about how to use the device.

### **Have fun!**

Find ways to use devices to do things you enjoy.  
Learning new skills feels good.

## Way to go!

You've learned about how to build your digital skills.

## Take action

You need to take action to get better at a skill.

Write a **pledge** to take action.



### Skill words

A **pledge** is a promise to do something.

I pledge to work on building my digital skills.

Here are some ideas of what I will do.

I will

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### Idea bank

Things to work on:

- Make a plan
- Be patient
- Have fun as I learn