Workplace Digital Confidence and IT Skills Training Course

8 – 12 August 2027
Geneva

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Training Center

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Ref: 1682_226486 **Date:** 8 – 12 August 2027 **Location:** Geneva **Fees:** 6200 Euro

Overview

Workplace Digital Confidence and IT Skills Training Course is a one-week foundation course for non-technical employees, who leave with a Workplace Digital Competence and Support Pack. The course connects device and account basics, file management, information search, cloud collaboration, content tasks, safe working and troubleshooting. Participants build confidence by completing repeatable workplace activities and recording useful evidence when support is needed. Agile Leaders Training Center develops practical workplace digital confidence and IT skills.

Who Should Attend

- Employees responsible for routine digital administration and record handling
- Teams responsible for customer communication and service coordination
- Supervisors responsible for digitally enabled daily work
- Professionals returning to roles that use cloud and collaboration tools
- Staff responsible for raising and following technology support requests

The course assumes participants can sign in to a workplace device with guidance, and leaves out IT support engineering, network administration, programming and software certification preparation.

Departments and Industries

The course supports departments whose daily work depends on devices, information, communication and shared digital services.

- Administration, customer service and human resources
- Retail, hospitality and visitor operations
- Healthcare, education and community services
- Finance, procurement and project support
- Facilities, logistics and field coordination

Learning Objectives

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

- Use device, account and application controls confidently
- Build structured file and cloud-storage routines
- Evaluate online information and search results
- Apply collaboration and content-sharing practices
- Diagnose routine access, file and connectivity problems
- Prioritize safe habits and communicate support evidence

Course Agenda

Day 1: Devices, Accounts and Navigation

- Workplace Device Start, Lock and Restart Checklist
- Operating System Desktop and Settings Map
- Application Launch, Switch and Close Routine
- Account Sign-In and Multifactor Authentication Flow
- Digital Confidence Baseline and Goal Sheet

Day 2: Files, Information and Cloud Use

- Folder Structure and File Naming Convention
- Save, Find, Move and Version Control Routine
- Browser Search and Source Evaluation Checklist
- Download, Upload and File-Type Decision Guide
- Cloud Storage, Sync and Permission Map

Day 3: Content and Collaboration Tasks

- Workplace Document Formatting and Review Checklist
- Spreadsheet Data Entry and Simple Calculation Pattern
- Email Subject, Attachment and Recipient Control
- Shared Document Comment and Change Workflow
- Video Meeting Setup and Participation Checklist

Day 4: Safety and Routine Troubleshooting

- Strong Password and Password Manager Practice
- Phishing Recognition and Reporting Decision Tree
- Software Update, Privacy and Device Protection Check
- Access, Connection and Application Fault Isolation
- Error Capture and Help-Desk Ticket Template

Day 5: Integrated Digital Practice

- Exercise: Organize and Retrieve a Shared File Set
- Exercise: Create, Review and Share a Workplace Document
- Exercise: Diagnose an Account or Connection Problem
- Exercise: Report a Suspicious Message and Support Issue
- Capstone: Workplace Digital Competence and Support Pack

Practical Exercises

Suggested activities use administration, customer service and project-support scenarios.

- Suggested activity: create a folder structure and recover a misplaced file
- Suggested activity: compare search results and record a credible source
- Suggested activity: share a document with the correct permission and review comments
- Suggested activity: capture an error and write a support ticket with reproducible steps

FAQs

Who suits workplace digital confidence training and what does it assume?

Workplace digital confidence training suits non-technical employees who use devices, files, email, cloud services and collaboration tools. It assumes only basic sign-in ability with guidance and does not require technical support or programming experience.

How does workplace IT skills training differ from IT support training?

Workplace IT skills training develops self-sufficiency in common tasks, safe habits and first-line troubleshooting. IT support training goes further into administration, diagnostics, hardware, networks and service management responsibilities.

What helps build digital confidence at work?

Digital confidence grows through repeatable task routines, clear checklists, safe experimentation, knowing when to stop, and recording useful evidence for support. Confidence is linked to practiced competence rather than speed or technical vocabulary.

How should a non-technical employee troubleshoot a workplace IT problem?

A non-technical employee should identify what changed, check connections and account state, restart safely when appropriate, capture the exact message, reproduce the steps and submit evidence. Security warnings and suspected phishing should follow the reporting route instead.

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Conclusion

Participants take back a Workplace Digital Competence and Support Pack containing task checklists, file conventions, collaboration routines, safety decisions, troubleshooting steps and a personal competence plan. The pack makes everyday digital work more repeatable and support requests more useful. It also gives participants a practical route for continuing skill development.