

DIGITAL SKILLS IN THE WORKPLACE: A KEY DRIVER FOR ORGANIZATIONAL SUCCESS



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TRAINING CENTER



Introduction

Digital capability separates organisations that adapt quickly from those that fall behind. The Digital Skills in the Workplace: A Key Driver for Organizational Success Training Course builds the practical digital competence that modern roles demand. Participants examine digital literacy, cloud collaboration, data handling, automation, and responsible technology use. Furthermore, the programme connects individual skills to business outcomes: faster decisions, smoother teamwork, and lower operating cost. Delivered by Gentex Training Center over five days, this programme suits professionals, supervisors, and support teams across every function. As a result, participants work faster, collaborate better, and contribute directly to organisational performance.

Digital Skills in the Workplace: A Key Driver for Organizational Success Course Objectives

- Explain digital literacy, digital fluency, and the digital workplace concept.
- Use cloud productivity suites, including Microsoft 365 and Google Workspace, effectively.
- Apply file management, naming conventions, and version control practices.
- Handle, clean, and visualise data with spreadsheet tools and basic dashboards.
- Use AI assistants such as Microsoft Copilot for drafting, summarising, and research tasks.
- Automate repetitive workflows with Power Automate and no-code tools.
- Apply cyber security hygiene: strong authentication, phishing awareness, and safe data handling.
- Collaborate on shared documents, wikis, and project boards in real time.
- Evaluate and adopt new digital tools using structured selection criteria.
- Build a personal digital upskilling plan aligned with organisational goals.

Course Methodology



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- Hands-on sessions in a digital workspace with guided practice tasks.
- Live demonstrations of productivity, automation, and AI tools.
- Mini-projects that apply digital skills to real workplace scenarios.
- Peer review and structured feedback on digital outputs.
- Case studies from organisations that improved performance through digital adoption.
- Action planning that links new skills to daily job tasks.

Who Should Take This Course

- Professionals across departments who work with digital tools daily.
- Administrative, secretarial, and office support staff.
- Team supervisors and coordinators managing digital workflows.
- Graduates and new employees entering digital-first workplaces.
- Human resources, finance, and operations staff handling data tasks.
- Public sector employees supporting digital transformation programmes.
- Anyone seeking to strengthen digital confidence and productivity.

Digital Skills in the Workplace: A Key Driver for Organizational Success Course Outlines

Day 1: Foundations of Digital Literacy

- Digital literacy, fluency, and the digital workplace explained.
- Essential device, browser, and operating system skills.
- Cloud storage: OneDrive, Google Drive, and SharePoint basics.
- File naming conventions, folder structures, and version control.
- Search skills and evaluating online source credibility.



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- Digital etiquette, availability, and communication norms.
- Self-assessment: personal digital skills audit.

Day 2: Productivity and Collaboration Platforms

- Microsoft 365 and Google Workspace core applications.
- Real-time co-authoring in Word, Excel, and Google Docs.
- Teams, Slack, and Zoom for meetings and channels.
- Shared calendars, tasks, and project boards with Planner and Trello.
- Wikis, knowledge bases, and internal documentation.
- Managing notifications and reducing digital distraction.
- Workshop: building a shared team workspace.

Day 3: Data Handling and Visualisation

- Spreadsheet fundamentals: formulas, functions, and references.
- Cleaning and organising messy data sets.
- Pivot tables, filters, and sorting for analysis.
- Chart selection and dashboard design basics.
- Power BI and Google Looker Studio introduction.
- Reporting and summarising findings for decision makers.
- Practical exercise: turning raw data into a one-page dashboard.

Day 4: AI and Automation at Work

- How AI assistants work and where they add value.
- Microsoft Copilot and ChatGPT for drafting and summarising.
- Prompt writing techniques for reliable outputs.



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- Verifying AI output and avoiding data leakage risks.
- Automating routine tasks with Power Automate and Zapier.
- Template and macro creation for repetitive work.
- Practice: automating a recurring report workflow.

Day 5: Digital Safety, Adoption, and Action Planning

- Password managers, multi-factor authentication, and access control.
- Phishing, social engineering, and ransomware awareness.
- Safe handling of confidential and personal data.
- Privacy basics and regulatory awareness.
- Evaluating and adopting new tools with clear criteria.
- Building a personal digital upskilling plan.
- Group presentations, peer review, and course consolidation.

Conclusion

By successfully completing the Digital Skills in the Workplace: A Key Driver for Organizational Success Training Course, participants will have acquired practical knowledge of cloud collaboration, data handling and visualisation, AI-assisted productivity, workflow automation, and digital security practices. In addition, they will use technology with confidence and judgement. Gentex Training Center delivers this programme through hands-on practice and real workplace scenarios, so participants return able to apply their digital skills immediately.

FAQs





Q1 What is the "Digital Skills in the Workplace: A Key Driver for Organizational Success" course about?

The course builds the digital competence professionals need in modern roles. It covers cloud collaboration, data handling and visualisation, AI-assisted productivity, workflow automation, digital security, and the adoption of new workplace tools.

Q2 What are the key benefits of the "Digital Skills in the Workplace: A Key Driver for Organizational Success" course?

Participants complete routine work faster and with fewer errors. Furthermore, they collaborate smoothly across teams and locations, use data to support decisions, and reduce security risk. As a result, organisations gain efficiency, better teamwork, and stronger resilience.

Q3 What skills will I gain from the "Digital Skills in the Workplace: A Key Driver for Organizational Success" course?

Participants gain cloud productivity and collaboration, data handling and visualisation, AI-assisted and automated workflows, and digital security and safe data practice. These four skills combine to raise personal productivity and organisational performance.



Q4 What tools, methods, or standards are covered in the "Digital Skills in the Workplace: A Key Driver for Organizational Success" course?

The programme covers Microsoft 365, Google Workspace, OneDrive, SharePoint, Microsoft Teams, Slack, Zoom, Planner, Trello, Power BI, Google Looker Studio, Microsoft Copilot, ChatGPT, Power Automate, Zapier, password managers, multi-factor authentication, and phishing awareness practice.

Q5 How is the "Digital Skills in the Workplace: A Key Driver for Organizational Success" course applied in real-world practice?

Professionals apply it when preparing reports, running virtual meetings, managing shared documents, building dashboards, automating recurring tasks, and handling confidential data. In addition, teams use it to adopt new platforms quickly and to work consistently across offices.