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**Workshop Agenda**

The following agenda addresses two basic skill sets

1. Communicating effectively with computer / Internet novices to accomplish a particular task such as filling out a form or application
2. Providing basic concepts that set the foundation for novices to learn more on their own and become digitally independent

**10 Minutes** Greeting & Coffee

**10 Minutes** Welcome & Workshop Overview

**20 Minutes** Introductions

Any particular questions you bring to this workshop?

Specific skills you want to improve?

**20 Minutes** Discussion of Pedagogy of Working with Adult Learners

Skills & principles of effective engagement

Effective strategies for helping adult learners begin to learn computer skills on their own.

**20 Minutes** Resources and Materials

Tools to improve effectiveness *and* efficiency in working with online beginners

**40 Minutes** Putting Concepts into Practice

Role play digital beginners & assisters

**30 Minutes** Role Play Debrief

**20 Minutes** Resources for Learning Computer Basics & Conclusion

See e4vt.org/intro-to-the-web

The iConnect: Skills for Working with Internet Beginners training was developed by the Community College of Vermont for the e-Vermont Community Broadband Project. If you are interested in learning more, please visit: e4vt.org/iconnect