



## **Workshop Agenda**

The following agenda addresses two basic skill sets

- 1.) Communicating effectively with computer / Internet novices to accomplish a particular task
- 2.) Providing basic concepts that set the foundation for novices to learn more on their own and become digitally independent.

Agenda can be easily tailored to address additional skills particular to the target audience.

Participants will receive supplemental materials for their own reference as well as for use when working with online beginners. The focus of the in-person workshop is on discussion & interactive exercises.

- 10 Minutes** Greeting & Coffee
- 10 Minutes** Introduction  
Overview of agenda & workshop goals
- 20 Minutes** Participant introductions & identification of particular questions they may bring to the workshop.
- 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 – see following materials list
- 40 Minutes** Role Play Using Discussed Principles & Resources  
Particular scenario will depend on workshop audience
- 30 Minutes** Role Play Debrief
- 20 Minutes** Additional Resources & Conclusion