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