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DIGITAL  
COMPETENT  
COMMUNICATIONS

# The employee

## Cards for dialogue and joint reflection

It is important that you have a common language in your workplace to talk about digital skills. You can strengthen this by using the dialogue cards to talk together about where you encounter digitalization and what it requires of you.



## Guide to the cards

The dialogue cards contain questions about four areas: application skills, technology understanding, communication and development and implementation.

You can use the cards at a staff meeting where you discuss your skills in using digital solutions in your work and your needs for further skill-development on the subject.

It will typically be a manager who takes the initiative for such a discussion and for using the cards - but it doesn't have to be.

### An example of how to use the cards:

1. Cut out the cards and spread them over the table face up.
2. Before you turn over the first card, have a discussion around the table about 1) what you understand by digital tools, and 2) which digital tools you use in your work.
3. Then turn over a card and read the question aloud. Continue with the rest of the cards.
4. Spend adequate time discussing the questions. It is not important that you agree on an answer.
5. If the purpose of the discussion is to get you ready for competence development, a participant – possibly the manager – should take notes.

The questions are only examples - feel free to come up with more questions yourself if there is something you need to get to the bottom of. If there are questions that do not make sense to you, skip them.







### **What types of digital tools do you use in your field?**

For example: Tools for management (eg registration, documentation and planning); tools for collaboration (e.g. selfservice or video meetings); subject systems; welfare technology; common public tools.

### **How do you familiarize yourself with new tools so that you can use them in your work?**

For example: By reading manuals; calling the IT department; asking a colleague; being briefed by management; taking courses.

### **In your opinion, what value - if any - does using digital tools provide in health care?**

For example: We work faster; quality increases; it supports professional competence it increases well-being; satisfaction is growing among citizens.

### **Which challenges do using digital tools pose for your work?**

For example: The technique doesn't work; it takes too much time; citizens do not appreciate it.

### **How do you yourself create digital information (data) as part of your work?**

For example: When we enter information; when citizens use websites or self-service; when digital tools are included.

### **What should the digital information (data) that is created as part of your work, be used for?**

For example: For management; optimization of processes and quality; control; planning.



**How do you get access to digital information (data) that can add value to your work?**

For example: We can pull it directly; we discuss it at departmental meetings; the management takes care of it; we do not obtain data ourselves.



**How do you protect the digital information (data) that is created as part of your work?**

For example: We obtain consent from citizens; we ensure that digital equipment is always locked when we are not using it; we only store personal data in secure registers; we take care not to leave sensitive information out in the open; we refrain from opening "suspicious" emails or downloading unknown software.



**What steps can you take to make your digital tools even more useful in everyday life?**

For example: We can remind each other to remember using them; we can make sure to share good stories with each other about the value hereof.



**How can we help each other when we are introduced to new tools?**

For example: We can arrange to talk together about both the easy and the difficult; we can remind each other of the purpose of the new tools.



**According to your experience, which dilemmas are associated with processing digital information (data) in your field?**

For example: If we have to ensure data security, it goes beyond efficiency; if we have to provide data security, it goes beyond service; there are no dilemmas.





## What do the digital tools "do" to your professional competence?

For example: Technology provides new professional opportunities; underpins professionalism; takes over the expertise; changes or gets in the way of professionalism.

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## What does the use of digital tools entail in practice?

For example: Technology entails a different form of citizen contact; takes time away from service; frees up time for service; leads to a different kind of organization.

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## In which situations are digital technologies particularly good at supporting your work?

For example: When we communicate with citizens; when we document our work; when we plan the tasks.

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## What options do you have to adapt the digital tools in your area so that they are tailored to your specific field and situations?

Example: We can assess from time to time how much the digital tools should take up; we may adapt the content from time to time; we cannot customize the tools.

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## Which ethical dilemmas can there be in using digital technologies?

For example: Some companies and citizens can be "put off" because they do not master the technology; you can lose out on important details of the information when you only have data on a screen and are not in direct contact with the people it considers.

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## How does the use of digital technologies affect your meeting with citizens and companies?

For example: Digitalization gives more time for other tasks, e.g. for citizens with special needs; digitalization means that we solve tasks more flexibly, e.g. faster; presence becomes less, and personal relationships become more difficult to build and maintain .

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### **How do you ensure that citizens and companies gain knowledge about your data and the use of digitalization?**

For example: We educate through dialogue; we involve citizens from the start when we develop digitalization; we carry out ongoing information activities etc.



### **How much information is needed to inform citizens and companies about your digital tools?**

For example: It differs from group to group; they need to know what it means to them; they don't need anything.



### **How ready are citizens and businesses in your area with regard to digitalization?**

For example: They are innovative and open to trying new things; they need a handheld effort; there is a very big difference.



### **How can you use your insight into the needs of citizens and companies in regard to your work with digitalization?**

For example: To target the digitalization; to supplement digitalization with other activities, e.g. information; to involve citizens in co-creation.



### **How do you help citizens and businesses to be able to use digital technologies?**

For example: We offer help or "assistance"; we have a support function; we make how-to videos; we do nothing.



### **How do you motivate citizens and businesses to use digital technologies?**

Example: We explain why it is important; we ask about the need and adapt the digital solution based on it; we invite them to help develop digitization; we tell you that it is mandatory.





## **What do you do with the digital tools – apart from using them in your regular work?**

For example: We code the tools ourselves; we communicate about the tools to others; we produce content (take pictures, film).

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## **How do you think citizens and businesses experience the digital tools?**

For example: They experience them as useful; they find them confusing; they find that the tools provide better cooperation with the municipality.

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## **How do you "store" digital content - e.g. film recordings, email text, audio files etc.?**

For example: We delete after use; we archive it; we relay; do not know.

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## **What do you think is important for citizens and businesses to know about digital tools?**

For example: How the tools should be used; how data is protected.

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## What new opportunities do you see for using digital tools in your work and field?

For example: Citizens and businesses have needs that digitalization can solve; digitalization provides new ways of collaborating across administrations; digitalization brings smarter ways to solve tasks.

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## How do you keep up with the digital development in your field?

For example: Our management informs us; we keep up ourselves; we do not keep up.

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## What role and what responsibility do you have to get citizens and businesses to see the possibilities of the digital tools?

For example: Great role and responsibility – this is a natural part of our professional competence; digitization is just one tool among others, so we don't

have a big role or responsibility; it is a must task to use digital tools,

and we have no responsibility or role beyond that.

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## What perspectives do you see in working together across specific work fields on digitalization?

For example: We can learn from each other; it can make it easier to solve the tasks well; there are no particular perspectives

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## What prerequisites are there – in your opinion – in being able to use the digital tools optimally within your area?

For example: Basic literacy; experience with digitalization; ability to think critically; no special prerequisites.

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## How is the collaboration with your management regarding digital tools?

For example: We have a close dialogue with management about how and why we use the tools; management informs us when something new happens; we do not have a collaboration.

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**What must be present so that  
you are able and willing to  
participate in developing new  
digital tools?**

For example: Management support; it must make sense to us; time must be set aside.

**What do you dream of happening  
in the digital field (related to your  
work)?**

For example: There must be a clear connection between different tools; they must give more time to other tasks

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