

BUILDING DIGITAL SKILLSETS FOR THE VIRTUAL WORKPLACE

ASSISTING NEWCOMERS IN BUILDING SKILLS FOR VIRTUAL EMPLOYMENT



WHAT DOES VIRTUAL EMPLOYMENT LOOK LIKE?

Networking

- Navigating virtual employment portals (job boards)
- Virtual networking events such as job fairs

Employment Application Processes

- Creating virtual resumes and cover letters
- Filling out job applications
- Virtual interviews (navigating Zoom, Teams, etc)
- Signing employment contracts online
- Onboarding in the virtual world (little to no in-person onboarding)

Virtual safety and netiquette

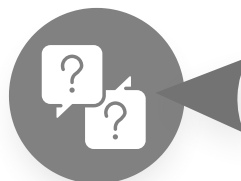
- Safe practices when sharing and filing personal identification paperwork
- Virtual workplace norms

GAPS AND CHALLENGES FOR NEWCOMERS WITH VIRTUAL EMPLOYMENT



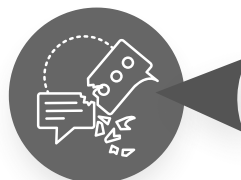
DIGITAL LITERACY

- Technological Access
- Knowledge of employment platforms



TRANSLATING SKILLS FOR THE VIRTUAL WORKSPACE

- Identifying transferrable skills
 - Industry specific
 - In-person to virtual



INTERCULTURAL MISUNDERSTANDINGS

- Types of expressions
- Vocabulary
- Communication management

FACILITATING THE BUILDING OF DIGITAL SKILLSETS

DIGITAL LITERACY

- Digital Literacy programs
 - Connecting newcomers to digital literacy programs
 - Fostering the building of digital literacy skillsets
- Technological access
 - Partnering with device lending programs such as refurbishing groups, rural CALP, and local libraries

TECHNOLOGICAL EQUITY CONSIDERATIONS

- Bandwidth
- Service access to internet and mobile services
- Types of appropriate learning devices such as laptops and Chromebooks over the usage of cellphones for online learning
- Programming availability
- Accessibility for clients with disabilities



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TRANSFERRABLE SKILLS

Transferable skills are **gained through all types of life experiences**, such as volunteer or work experience, formal and informal education, extra curricular activities and hobbies, or through family and friends. Transferable skills can refer to soft skills such as:

- **COMMUNICATION SKILLS**
 - Writing, public-speaking, customer service experience, negotiating, speaking multiple-languages, interpersonal skills
- **ANALYTICAL SKILLS**
 - Brainstorming, analyzing data & metrics, problem-solving, troubleshooting, researching
- **MANAGEMENT SKILLS**
 - Time management, conflict resolution, budgeting, organizing, recruiting
- **LEADERSHIP SKILLS**
 - Motivation, delegation, coaching
- **COMPUTER SKILLS**
 - Microsoft Office Suite, coding, social media, graphic design, typing
- **TEAM SKILLS**
 - Team projects, adaptability, collaborating
- **CAREGIVING SKILLS**
 - Parenting or caring for family members, children, or elderly
- **CREATIVE SKILLS**
 - Design, visual art, idea generation, innovative problem solving

MARKETING TRANSFERRABLE SKILLS

It is important to assist newcomers in marketing their transferable skills when their previous work experience is not directly related to potential job descriptions.

Tips to assist newcomers in marketing transferable skills include:

- Including **relevant** transferable skills on resumes
- **Coaching** newcomers in **referencing transferable skills** and preparing examples for the interview process
- **Bridge** transferable skills to a virtual employment setting

Adapted from: Alberta Mentorship Program: What are Your Transferable Skills?

VOLUNTEERING IN THE VIRTUAL SPACE

What does volunteering in the virtual space encapsulate?

- Newcomer serving agencies can assist newcomers by identifying relevant virtual volunteering opportunities that foster:
 - **Building and refining** transferable skills
 - Building **industry specific skills** that newcomers may not have work previous experience in
 - **Expanding** potential **networks** and employment opportunities beyond geographic constraints

Supporting newcomers in volunteering virtually

- Refining and practicing digital skillsets
- Identifying opportunities to network with organizations outside of geographic constraints
- Identifying opportunities for newcomers to build transferable skills and/or industry specific skills

