

GOAL

- I would like for us to agree a way forward today to help you feel more comfortable using your digital tools.
- What would you like to see change in your digital skills going forward?

WAY FORWARD

M.A.P.

- What actions do you need to take to help you become more comfortable in the use of digital tools?
- How will you prioritise these actions?
- Who and what do you need to support you?
- How will you let your colleagues know about your chosen way forward?
- When will you begin?
- When do you hope to have achieved your goal?
- How will you make sure you stick to your plan? Who can help you with this?
- When will you be happy with the results?
- How can we celebrate once your goal has been achieved?
- When will you review your performance and results?
- When will we meet to review the results?

REALITY

NOW

- How you feel about the digital aspects of your work?
- Why do you feel challenged by your digital tools?
- When did this first start?
- How does it affect your work / your team / you personally?
- How does it make you feel?
- How do your teammates handle your digital skills?
- What have you already tried to improve your digital skills? How effective was this?
- What training have you received to help you use the digital tools?
- Do you have particular issues with any specific piece of hardware / software?
- How does your lack of digital confidence affect other aspects of your work?
- Which work tasks are your strong suit? Do these tasks involve digital tools?

CHOICE

- What support is available to you to help you find using digital tools less challenging?
- Who from your team might help you with the challenges you are facing?
- What would make you feel more comfortable with your digital tools?
- Is there a specific digital tool you would feel more comfortable starting with?
- Who might help you/ mentor you to develop your skills in using digital technology?
- How can I support you in becoming more confident digitally?

OPTION