DIGITAL TRANSFORMATION & THE SECTOR

Free & online | 30 October | 10.30am - 12.30pm









AGENDA

Welcome & Context setting, Mairead O'Connor, Skills Development Senior Manager, The Wheel

- Driving Digital Inclusion Consultation: Results, Emily Nelson, European Programmes Manager, The Wheel
- **Digital Skills for the Sector**, Mairead O'Connor, Skills Development Senior Manager, The Wheel
- Dos & Don't's of Digitalisation: Learnings from the Sector, Liz Kelly, Deputy CEO & Senior Development Manager, Enclude

Q&A Part 1

- **Digitalisation Journey Case Study**, Dola Twomey, Sexual Violence Centre Cork
- Digitalisation Funding for the Sector: Training Links, Lauren Carroll, Programmes Manager, The Wheel
- EU Funding for Digitalisation: Access Europe, Christina Nuhr, EU Programmes Officer, The Wheel

Q&A Part 2

Wrap Up & Menti Poll

DRIVING DIGITAL INCLUSION CONSULTATION: RESULTS

Emily Nelson, European Programmes Manager, The Wheel

DO YOU HAVE A DIGITAL STRATEGY FOR YOUR ORGANISATION?

Do you have a digital strategy for your organisation?

Do you have a digital strategy for your organisation?



16 October



23 October

DO YOU FEEL THERE ARE DIGITALISATION SUPPORTS FOR THE C&V SECTOR?

Do you feel there is support for community groups regarding their digital journey?

Do you feel there is support for community groups regarding their digital journey?



16 October

23 October

WHAT ARE THE MAIN BARRIERS TO DIGITALISATION?

- Funding and budget constraints
- Skills gap/lack of technical know-how
- Time and resources
- Fear and resistance to change



WHAT ARE THE PRIORITIES YOU HAVE IN ENSURING YOUR DIGITAL STRATEGY IS INCLUSIVE?

- Understanding the needs of diverse groups
- Building in empowerment
- Accessibility across all digital solutions
- Peer learning and knowledge sharing



DO YOU SEE ANY OPPORTUNITIES IN DIGITALISATION AND HOW IT COULD TRANSFORM YOUR WORK?

- Improved service delivery
- Expanded reach and engagement
- Data collection and impact measurement
- Innovation



WHAT FURTHER SUPPORTS DO YOU NEED TO PROGRESS OR START YOUR DIGITALISATION JOURNEY?

- Training and capacity building
- Funding
- Access to software, hardware, etc.
- Time!





Stronger Charities. Stronger Communities.

DIGITAL SKILLS FOR THE SECTOR





An Roinn Breisoideachais agus Ardoideachais, Taighde, Nuálaíochta agus Eolaíochta Department of Further and Higher Education, Research, Innovation and Science The Wheel is committed to ensuring that Ireland's 1,000,000+ nonprofit workers, both paid and unpaid, and the organisations they work in, have the skills they need to deliver their varied and important missions across Irish society.

SKILLS TEAM: WORKFORCE DEVELOPMENT & CAPACITY BUILDING



1. SECTOR & WORKFORCE PROFILE

A VITAL SECTOR

- **34,331** community, voluntary and charitable organisations
- **1,000,000+** volunteers, incl. **76,000+** unpaid trustees
- **281,250** employees of registered charities
- income of €19.7 billion per year
- 1 in every 3 people delivering public services in Ireland works for a charitable, community or voluntary organization.







THE CV SECTOR WORKFORCE

FROM ARTS AND SPORTS, TO HEALTHCARE, HOUSING, AND MORE

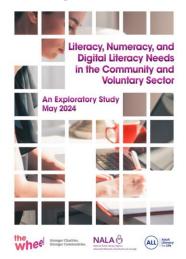
The sector employs more people than either Agri-food or the Hospitality Sectors.

Arts, Culture, Media • Arts 3,02	Health 35,203	• Local development 27,549
Museums and librariesHeritage and visitor attractionsMedia, Film	Residential care centres Residential mental health services Health services, health promotion Mental health services	Job creationSocial enterpriseSheltered housingSocial housing
Recreation, Sports 3,392 Recreational clubs, societies Agricultural fairs Sports organisations	Addiction Support Hospices Social Services 44 231	Advocacy, Law, Politics 2,447 • Politics • Advocacy
Education, Research 25,151	· Fre School childcare	Civil and human rights Legal services
Primary education Primary education Secondary education Vocational, technical education Third-level education	Services for older people Services for people with disabilities Travellers, ethnic minorities	International 5,431 • International development • International affiliation
Research Education support Adult and continuing education	Homelessness services Emergency relief services	Religion 1,209 • Places of worship • Religious associations
Philanthropy, Voluntarism 665	Environment 1,474 • Animal welfare	Diocesan, parishes
Philanthropy Fund-raising Voluntarism	Group water schemes Environmental enhancement Environmental sustainability	• Trade unions, employer orgs. • Chambers of commerce

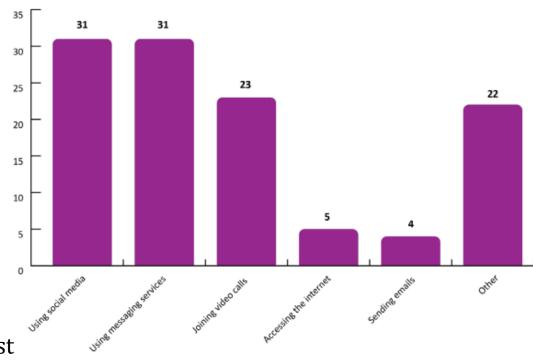
· Professional/sector rep. bodies

2. EVIDENCE OF SKILL NEED IN THE SECTOR

DIGITAL LITERACY



Almost 3 in 10 respondents have challenges with at least one digital skill.





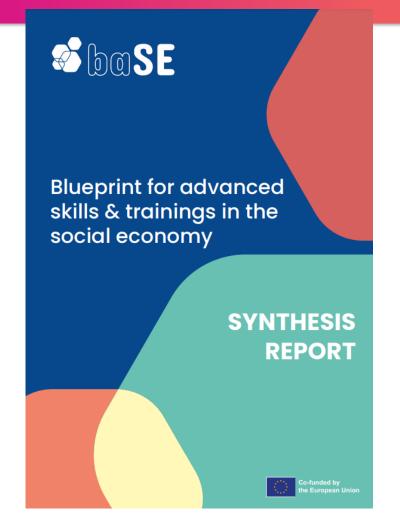
Almost 38% of Irish adults have below basic digital skills

2 of the top 4 most requested skills in online job ads in Ireland in 2023 were digital:

- Accessing and analyzing digital data
- Using digital tools for collaboration, content creation and problem solving

BASE

- 4 year project focused on the skills and training needs of the social economy across Europe.
- Identify skills gaps, training needs
- Establish a Competency Framework
- Pilot a number of tailored training programmes
- Digital and Green Transitions are key areas of focus for the project.



DIGITAL TRANSITION

Managers

Rank	Skill / Competence
1	Data management
2	Digital collaboration
3	Diagnostic & digital strategy
4	Digital communication
5	Change management
6	Digital security
7	Comprehension & basic use of digital tools & the internet
8	Digital inclusion
9	General knowledge of it operations

Practitioners/workers

Rank	Skill / Competence
1	Collaborating digitally
2	Digital security
3	Developing an agile attitude
4	Understanding and managing digital data
5	Understand & use basic digital tools
6	Understanding the challenge of digital inclusion
7	Communicating digitally
8	Understanding and using the internet

DIGITAL TRANSITION

- Data management Effectively managing the organisation's data, using it strategically, ensuring its security and regulatory compliance.
- Digital collaboration Being able to collaborate effectively digitally. Master the tools, technologies and interpersonal competences required for digital collaboration (virtual meetings, file sharing, etc.).
- Diagnostic & digital strategy Assess and analyse an organisation's digital environment, taking into
 account the market in which it operates, its social mission and the needs, preferences and capabilities of
 its users. Develop a digital transformation strategy tailored to the organisation.
- Digital communication Creating and distributing digital content to build a solid online presence (social networks and more), promote products, services and values and create lasting relationships with stakeholders.

DIGITAL SKILLS AND TRAINING NEEDS: IRELAND

1. Data management

2. Digital security

Managers

3. Digital communication

Where there was awareness of training, managers were more likely to categorise it as inaccessible than accessible.

Very low levels of awareness of suitable training available for digital inclusion, and digital strategy

1. Collaborating digitally

2. Digital inclusion

Practitioners

3. Data management

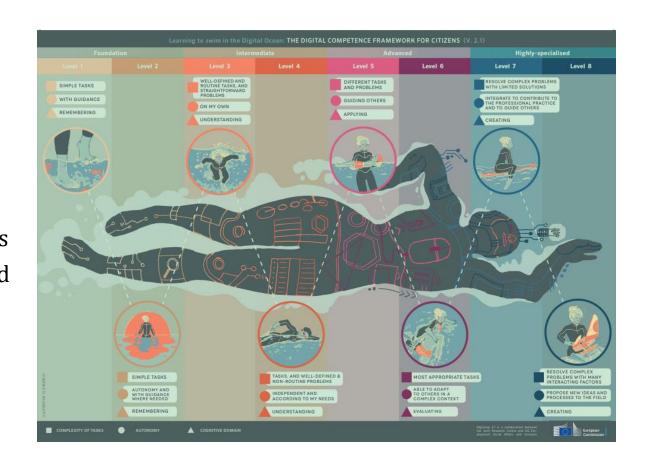
BASE

- Lack of awareness of training available and where it was available, it was deemed inaccessible in many instances.
- Mirrors the findings in the events over the last week in this series lack of awareness of where to get supports and what's out there.
- Watch out next year for piloting of trainings as part of the baSE project...

3. RESOURCES

DIGCOMP

digital competence involves the 'confident, critical and responsible use of, and engagement with, digital technologies for learning, at work, and for participation in society. It is defined as a combination of knowledge, skills and attitudes'.

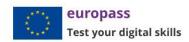


DIGCOMP 5 AREAS

- 1. Information and data literacy
- 2. Communication and collaboration
- 3. Digital content creation
- 4. Safety
- 5. Problem solving

An associated 21 competences in total under the 5 areas

DIGCOMP EUROPASS





You will be able to understand your digital skills better at the end of this test.

Answer the first set of questions to get a more personalised experience.

You can then start the test!

The test will take around 25 minutes.

Dream job 🚯	Most recent occupation held 1	
Write here your dream job	Write here your occupation	
Most recent field of education	Education level 1	
Select from list	Select from list	

These fields are not mandatory.

Start test

DIGITAL INCLUSION

#GETYOURSELFONLINE





Home — Online courses — Level 3 Certificate in Information and Communication Technologies

Level 3 Certificate in Information and Communication Technologies



COMMUNITY EDUCATION MAP







ECOLLEGE



Digital Skills



Digital Skills

Artificial Intelligence

e and its potential in the modern...



Digital Skills



Digital Skills

Cloud Computing

Learn the concepts of how remote servers store and process data

Cyber Security

Learn how to securely manage data and information online.



ICDL Essentials

Learn the fundamentals of working computers and navigating the dig





Digital Skills

Big Data

Learn the fundamentals of data analysis for data sets that are typically too larg...



Microsoft Excel

Learn how to create spreadsheets and analyse data in Microsoft Excel.

Digital Skills



ECOLLEGE



About us

We are eCollege, your digital gateway to further education and training, funded by SOLAS. Our mission is to give you excellent online learning experiences, tailored to enhance your skills and empower your personal and career growth.

We work with learning providers to bring you free, part-time online programmes in fields that are highly sought after by employers, essential for thriving in the digital era, and designed to be enjoyable and engaging.

We offer a range of courses to suit your needs, whether that is formal accreditation supported by online tutors, or self-directed courses to help you build your skills and knowledge. You can join some of our courses straightaway, while some offer you a fixed start date so you can experience the course as part of a group of learners. Dive into our course catalogue to start learning!

What is included in your course:

- · If your course requires software, this is included and available for the duration of your course
- · If your course is accredited, the cost of the online exam and certification is included in your course
- If your course has tutor support, live tutorials will always be available as a recorded version so you can study and progress at a time that suits
 you.



A collection of free courses and resources to support the development of leadership skills within the charity and community sectors in Ireland.



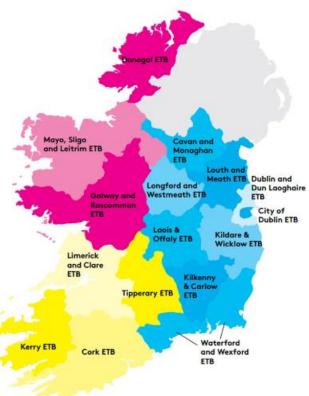
Stronger Communities



SKILLS TO ADVANCE



https://www.solas.ie/programmes/skills-to-advance/skills-to-advance-contact/



MICRO CREDS



TRINITY COLLEGE DUBLIN

DRIVING PERFORMANCE WITH AI AND ANALYTICS

This course designed to cover a range of topics such as development and management of big data strateg)

FEE SUBSTO

FEE SUBSIDY

UNIVERSITY OF LIMERICK

ENHANCING CRITICAL AND INNOVATIVE THINKING AND PROBLE...

Critical thinking and problem solving have



UNIVERSITY OF GALWAY

FUTURE OF ARTIFICIAL INTELLIGENCE

This module aims to give learners an



TRINITY COLLEGE DUBLIN

LEADING DIGITAL MARKETING STRATEGY

This micro-credential aims to empower ofessionals with a deep

iob iob of the tactical and strate...

() 6 WEEKS () 100% ON

FIND OUT MORE

MAYNOOTH UNIVERSITY

LEADING DIGITAL TRANSFORMATION IN ORGANISATIONS

This course is designed and delivered by the Innovation Value Institute, Maynooth University's Digital Transformation and...

● 6 WEEKS ● BLENDED



UNIVERSITY COLLEGE DUBLIN

PROF CERT IN DIGITAL FINANCIAL SERVICES AND DATA ANALYSIS

This micro-credential is provided by the IOB, an accredited College of UCD. This programme is aimed at those working i...

() 42 WEEKS () 100% ONLINE

FIND OUT MORE



UNIVERSITY COLLEGE DUBLIN

PROF CERT IN DIGITAL RISK, AML AND FINANCIAL CRIME...

This micro-credential is provided by the IOB, an accredited College of UCD. The Professional Certificate in Digital Risk....

() 28 WEEKS () 100% ONLINE

FIND OUT MORE

KS 🔾 100% ONLINE

IND OUT MORE

UPCOMING TRAINING & EVENTS

Enclude runs regular training courses for Members of our Membership Support Programme to help organisations get the most from their CRM systems. This training is generic in nature, and may use a training system that will be configured differently from your CRM.

Based on feedback from our webinars we have divided our training into shorter sections. So we are now offering shorter weekly webinars rather than longer sessions each month.

Customised user training can also be arranged. Please contact member@enclude.ie for more information on this option.

UPCOMING WEBINARS

Email Template Builder

November 7 @ 9:30 am - 11:00 am Online Webinar (Short Focused Session)

Create Reports in Lightning Level 1

November 14 @ 9:30 am - 11:00 am Online Webinar (Short Focused Session)

Reports in Lightning Level 2

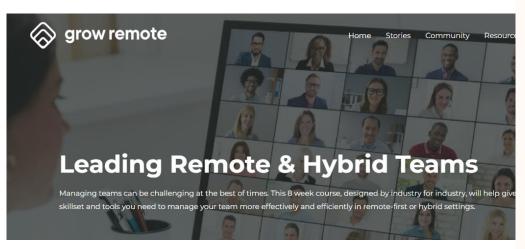
November 21 @ 9:30 am - 11:00 am Online Webinar (Short Focused Session)

Dashboards in Lightning

November 28 @ 9:30 am - 11:00 am Online Webinar (Short Focused Session)



LEADING REMOTE TEAMS





THE WHEEL TRAINING

COMMUNICATIONS & MARKETING

Canva for Beginners – Making the Most of Your Content (Webinar)

1 Nov 2024

This webinar will introduce you to the basics of Canva, a free-to-use, online graphic design app that can help you add some punch to your social media, websites, email signatures, documents, and lots more.

LEARN MORE >

DATA PROTECTION

The NIS2 Cybersecurity Directive - What it Might Mean for Nonprofits

13 Nov 2024

Join our informative webinar to learn how NIS2 impacts Irish charities, with practical insights on complying with this expansive EU directive.

LEARN MORE >

COMMUNICATIONS & MARKETING

WeAct Marketing Masterclass Series: TikTok for Nonprofits

21 Nov 2024

A practical session on how to use Tiktok effectively for your organisation.

COMMUNICATIONS & MARKETING

WeAct Marketing Masterclass Series: Using Al for Communications

₾ 5 Dec 2024

A practical session on how AI can to help you maximise your communications.

LEARN MORE >

LEARN MORE >





Breakfast Club SE03 EP2 Online Leadership & Technology



Sheena Horgan
Former CEO
The Psychological Society of Ireland

Dr. Colin HughesHead of Graduate Business School
TU Dublin



Online via Zoom 7 November / 10 - 11:30AM

Register at www.wheel.le/training





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Stronger Communities.

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www.wheel.ie





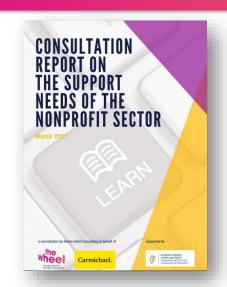






INDECON: INVESTMENT APPRAISAL OF UPSKILLING EMPLOYEES IN THE NONPROFIT SECTOR





SHEILA CAHILL
CONSULTING:
CONSULTATION
REPORT ON THE
SUPPORT NEEDS OF
THE NONPROFIT
SECTOR

INDECON: FINDINGS

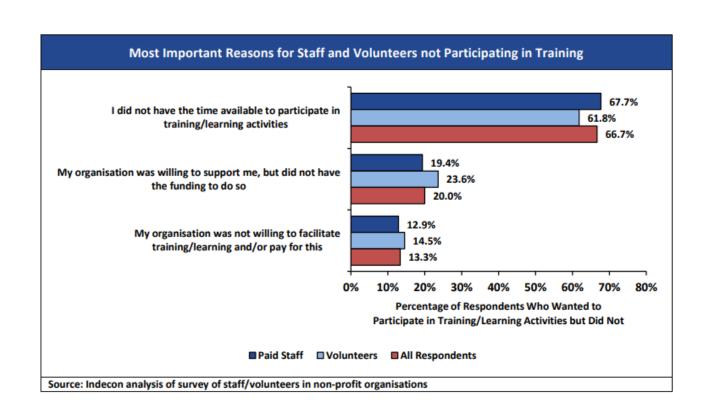
- Critical skills gaps exist in the non-profit sector workforce
- 2. Levels of training in the Irish non-profit sector workforce are very low
- 3. There is a need for increased investment in skills enhancement in the non-profit sector
- 4. Investment in upskilling in the sector is likely to have a net positive cost-benefit (avg of 2.86)



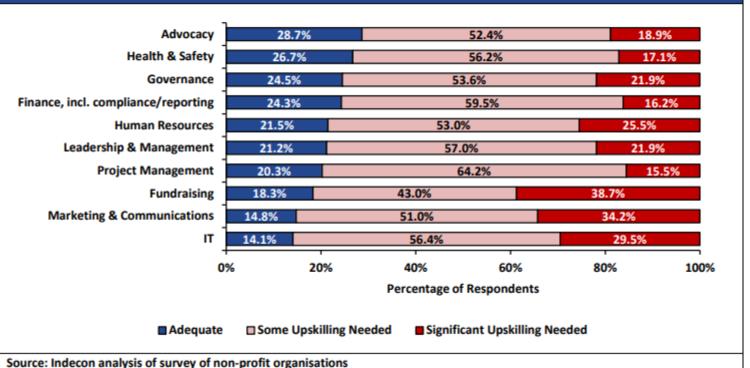




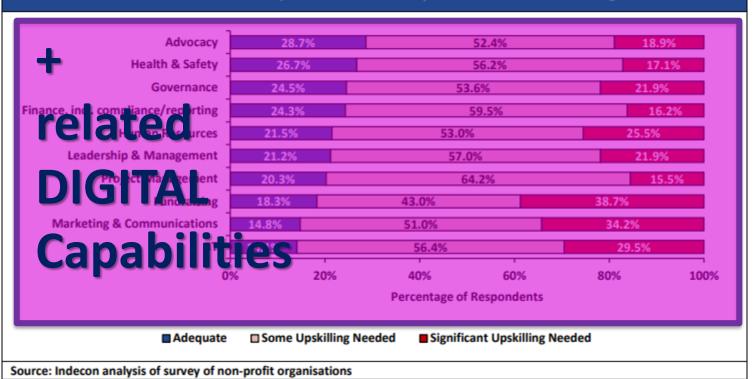
Indecon report presented to Dept Further & Higher Education , Research, Innovation & Science on 18th Sept 2020

















Do's and don'ts of digitalisation: Stronger Charities. Stronger Charities.

ELIZABETH KELLY
DEPUTY CEO ENCLUDE

CHY: 17286 CRA: 20064006

October 2024

elizabeth.kelly@enclude.ie

Digitalisation – What leads to Success

- Links to your Organisation's Strategy.
- Not Standalone but part of an overall Digital Strategy
- ▶ Include all your stakeholders from the start not at the end

Adaptable, Accessible, Affordable and Appropriate

DO – FUTURE PROOF



- Choose a well-established provider / platform – custom built platforms can cause issues
- Think of where you want to go in 3, 5,
 10 years time and try and avoid system
 limitations

DO PLAN

- Do a digital readiness survey
- Create a digital strategy why/how/when
- Do a SWOT analysis (or similar)
- Plan your Digital Journey in stages
- Set SMART success criteria adoption/ time and money saved / improved client engagement



DO CHECK IF YOUR PROCESSES ARE ABOUT TO CHANGE

- Map your current processes are they good? Do they need to change?
- Need to make changes? Don't digitalise until you have them signed off by all stakeholders
- Otherwise, you will end up paying twice

DO - FIND WINS FOR EVERYONE



- Identify how digital can help those who are being asked to change the way the way they work.
- Think of easy wins that can benefit the whole organization
- better contacts/ communications/ improved reporting
- Think of how it will help your service users better engagement / improved records?
- Think of how it will help the funders impact reporting?

DO ALLOW TIME / MONEY FOR TRAINING AND ADOPTION

Users need time to get used to new systems

- Set aside time for training
- Allow time for users to get comfortable
- Appoint team champions
- Reward adoption



DO BE AWARE OF GDPR

- Create a data consent and retention policy as a minimum!
- If possible, embed consents in your system.
- Find out where the data is being stored.
- Consider how you will fulfil a Subject Access Request

DO LOOK TO YOUR SECTOR

- Can you work with other organisations on a digital strategy?
- Can you build a Community of Practice that identifies common processes and data points?
- Can you co-design for the future?

DO ASK FOR HELP

- Look to other organizations to give advice and recommendations
- Check with your network organizations to see what advice they can give

Enclude is always happy to help and to signpost if we can't help you ourselves

DON'T - DO IT ALONE

- Identify a Working Group
- Find an Executive Champion
- Appoint Champions in each area
- Find a digital partner who has worked in the sector

DON'T TRY AND DO IT ALL AT ONCE

- Establish a Minimum MVP
- Develop test and Pilot
- Rollout
- Establish a new goal
- Rinse and Repeat!

DON'T EXPECT THE SYSTEM TO MAKE THE COFFEE

- Digitalisation will not solve all your problems
- Be realistic!



REMEMBER -IT'S A JOURNEY



DIGITALISATION JOURNEY CASE STUDY

Dola Twomey Sexual Violence Centre Cork



TRAINING LINKS

30 October 2024













IN THIS PRESENTATION...

Training Links – An Overview

Case study - Artificial Intelligence And Social Enterprise Network

Next Steps

Get in Touch

WHAT IS TRAINING LINKS?

Training Links **is a funding programme** that focuses on **workforce development**

It supports **networks** of nonprofit organisations to design and deliver training programmes to meet their shared training needs

Active since 2005, **+50K** sector workers upskilled

€10K - €50K grants available

80% funding: 20% match funding

WHO IS TRAINING LINKS FOR?

The community, voluntary, charity and social enterprise sector

Workers including paid staff, volunteers and board members

Groups of organisaitons who form a **Training Network**

A Training Network is a group of **10** or more organisations with a common training goal

WHY TAKE PART IN TRAINING LINKS?

Take part in necessary **training** that will strengthen your skills, team and organisation

Collaborate with sector colleagues via the network model

Access funding that you may not have been able to outside of being a member of a Training Network

Identify and respond to current and future skills needs

Invest in and retain excellent staff and volunteers

PRIORITY AREAS

Digital Transformation: training workers to support the use of digital technologies in organisations

Leadership and Management

Green Transition

Developing business models

Addressing Current Sector Needs

Artificial Intelligence And Social Enterprise Network (AISEN)
Email Breid on breid@socialenterprise.ie



Artificial Intelligence And Social Enterprise Network (AISEN)

Lead partner = Social Enterprise Republic of Ireland (SERI)

Partners = **24** Training Network members nationwide

Partner profile = social enterprises and registered charities

Training Network Supporter = **UCC**

Newly established and expanding Training Network

The primary goal of SERI's training plan is to equip social enterprises with the necessary **skills to adopt and utilise artificial intelligence (AI)** within their operations.

Participants will be able to:

- Define key AI concepts
- Understand how AI can be applied to streamline operations, enhance decision-making and improve service delivery in SEs
- Explore the ethical and privacy aspects of AI.

AISEN aims to provide training to 600 attendees in 2024-2026

They will do this through

- Custom workshops and seminars
- Role-specific training for immediate AI tool application
- Specialised modules for leaders to manage AI-driven changes
- Discussions on best practices & challenges in AI adoption
- Follow-up sessions for ongoing skill development
- Access to an **online community** of social enterprise leaders using AI

BUILDING YOUR TRAINING NETWORK

Plan in advance

Identify skills gap / training need

Consider internal resources e.g. time commitment

Engage with **existing networks**

Connect with new contacts and colleagues

Complete our **Expression of Interest form**

2024 - 2026 PROGRAMME HIGHLIGHTS

€255,000 fund (National Training Fund)

38 applications received (533 orgs)

Success rate of $\sim \frac{1}{4}$

€10K - €50K grants to **10** successful applicants (**140 orgs ++**)

80% grant: 20% match funding

18-month programme

USEFUL LINKS

Expression of Interest - help with meeting partners

Email lauren@wheel.ie or traininglinks2024@wheel.ie

Website

YouTube

- 1. What is Training Links?
- 2. What is a Training Network?
- 3. Is my Organisations Eligible?

THANK YOU

EU FUNDING FOR DIGITALISATION: ACCESS EUROPE

Christina Nuhr, EU Programmes Officer, The Wheel

EU FUNDING FOR DIGITALISATION



Why does the EU fund digital transformation?



Target: Ensure that 70% of adults have basic digital skills by 2025.

Digital Education Action Plan



1) Fostering the development of a high-performing digital education ecosystem.

2) Enhancing digital skills and competences for the digital transformation.



EU programme for education, training, youth and sport

4 Horizontal Priorities:

- Inclusion and Diversity
- Digital Transformation
- Environment and Fight Against Climate Change
- Participation in Democratic Life.



- √ digital education
- ✓ digital transformation
- ✓ digital technologies for teaching and learning
- ✓ digital skills for all



- Mobility Projects
- Partnerships for Cooperation



Website Léargas



The EU programme supporting cultural and creative sectors.



Cross-border Media Literacy projects *Closing: 06 March 2025*

"innovative solutions to enhance the media literacy skills of all European citizens, support effective cross-border cooperation, and limit the detrimental impact of disinformation."



<u>Creative Europe Desk Ireland</u> <u>Info Sessions on current open calls</u>



The EU programme bringing digital technology to businesses, citizens and public administrations.

- ü supercomputing
- ü artificial intelligence
- ü cybersecurity
- ü advanced digital skills
- ü ensuring the wide use of digital technologies across the economy and society.



EU Comission Website Current open calls

Access Europe

An EU funding support service for Irish civil society

Access Europe is a support and capacity-building programme for Irish civil society organisations to better access EU funds and engage in EU policy. It is funded by the Department of Foreign Affairs and delivered by The Wheel. Learn more about us

Access Europe Explained in One Minute



www.accesseurope.ie

WHAT'S NEXT?

MENTI MOMENT

Join at menti.com | use code 3931 2839



CONNECT WITH ACCESS EUROPE

AN EU FUNDING SUPPORT SERVICE FOR IRISH CIVIL SOCIETY



Updates on new EU funding programmes and deadlines



Free training and events



One-to-one advice, application support and signposting



Networking opportunities locally and at EU level



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Newsletter



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