

Digital Skills

Who are Inspiring Choices?

We support young people as they make decisions about their future education and career.

What we do:

- Run activities in schools and colleges
- Work with young people aged 15 and above
- Opportunities to consider future education options and how to achieve these
- 1 to 1 support
- Organise university campus visits



Aims of the Session

In this session we are going to discuss **Digital Skills**.

What we will cover within this session:

- Digital Communication
- Handling Information
- Staying Safe and Legal Online



Digital Skills

- Digital Skills are important in education, work, and general life.
- Technology is developing rapidly so it is important that we develop the skills to keep up with it.



1975



1990



2026

“

With around 7.3 million employed adults without essential digital skills for the workplace, basic digital skills are set to become the UK's largest skills gap by 2030.

Skills England: Sector skills needs assessments, Digital and Technologies (2025)

”

A yellow, irregularly shaped badge with a scalloped edge, containing the word "Activity!" in a bold, black, sans-serif font, tilted slightly upwards to the right.

Activity!

Digital Communication

- Write down as many examples of forms of digital communication as you can think of.
- Think about the different devices you can use to communicate.

Digital communication

What is communication?

“ The transmission or exchange of information, knowledge, or ideas, by means of speech, writing, mechanical or electronic media, etc... ”



Examples of how we **communicate digitally** include:

- Email
- Phone calls
- Video meetings
- Online forums
- AI chat bots

Digital communication at work

Workplaces will expect you to communicate safely. For example, not following links on emails which you think might be suspicious, or sending sensitive information via an unprotected email.



Are you confident that you can tell when emails and website links are safe?

Activity!

Trust or Trap?

- Have a look at the list of links on the following slide.
- Write 'Trust' if you think it looks reliable and 'Trap' if you think it looks suspicious.

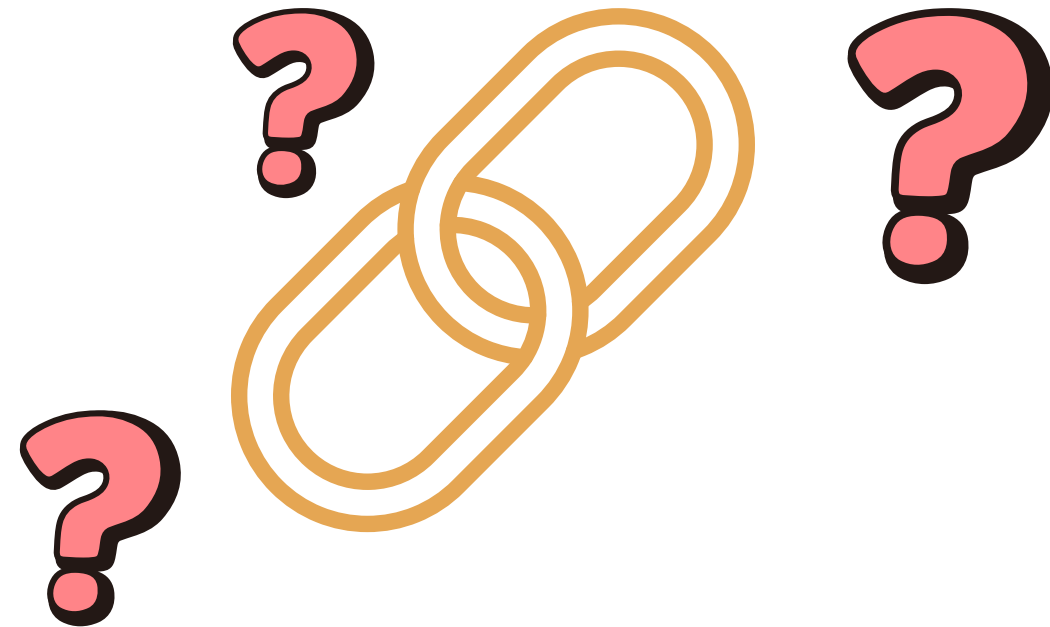
You can do this on your own or work with a partner.



Trust or Trap?



<https://www.facebook.com>





Trust



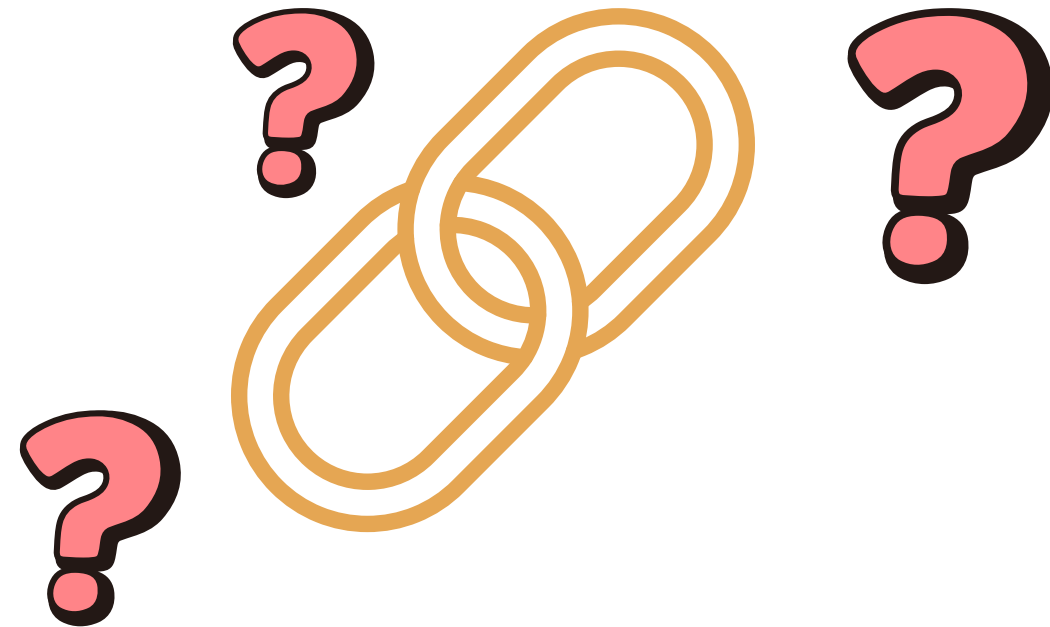
<https://www.facebook.com>



Trust or Trap?



www.paypal.com-freeprizes.ru





Trap



www.paypal.com-freeprizes.ru

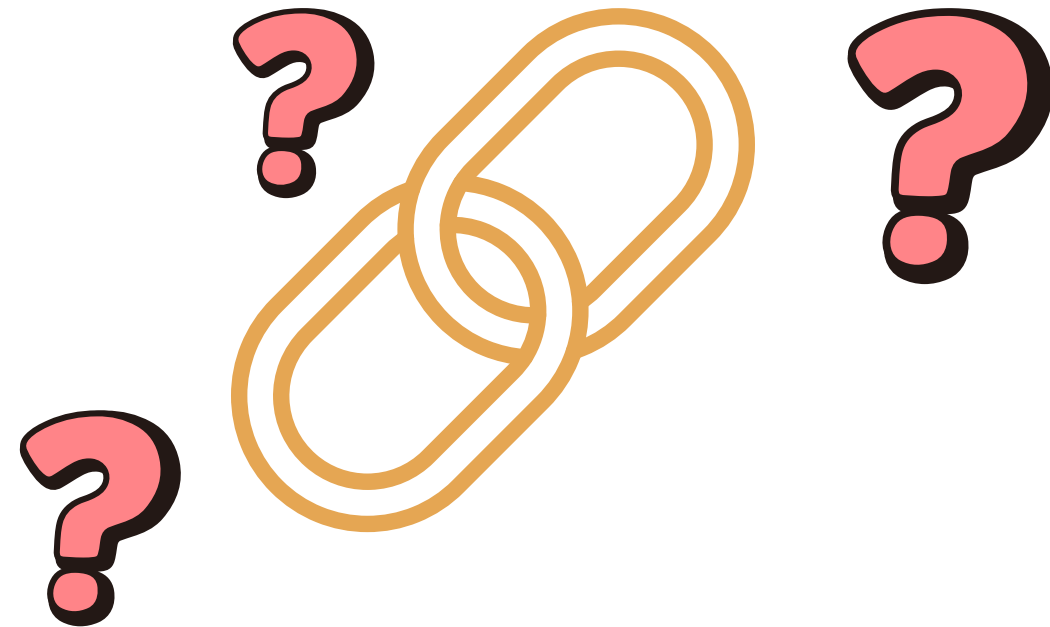
Watch out for strange endings to links. Legitimate companies won't use these.



Trust or Trap?



<https://www.nasa.gov>





Trust



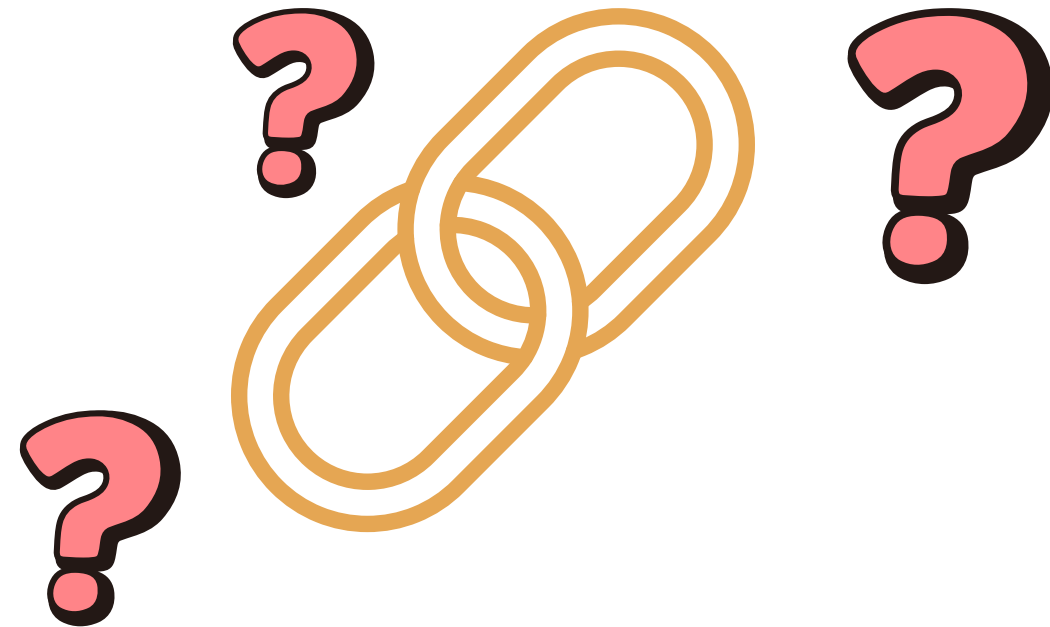
<https://www.nasa.gov>



Trust or Trap?



www.google-security.com





Trap



www.go0gle-security.com

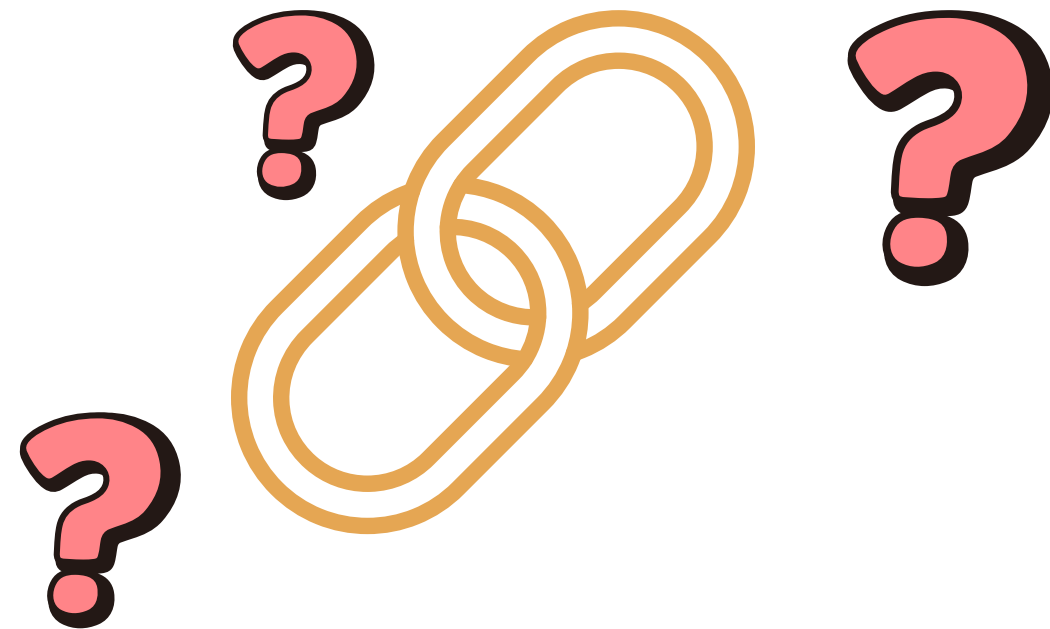
If you see a number in place of a letter this can be a sign of a suspicious link.



Trust or Trap?



<https://you-must-update-now.com/office365>





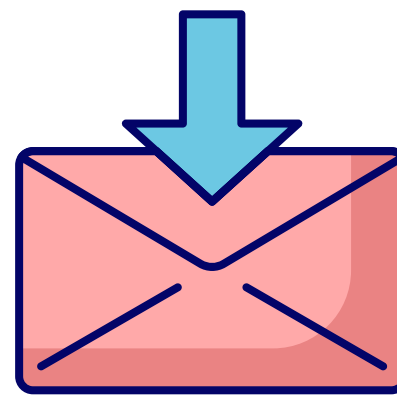
Trap



<https://you-must-update-now.com/office365>

Always be cautious of links telling you to act urgently.

Communicating via email



It is likely that you already use email in both your **school/college life** and **home life**, so many of you will be familiar with the format.

In many **workplaces**, email is the most common form of **professional communication**.

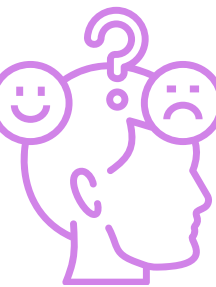
Emailing in a **professional style** is a whole skill in itself. We will give you some **top tips** on how to do this.

There are two styles of communication: **direct and indirect**. We will explain what these mean on the next slide.





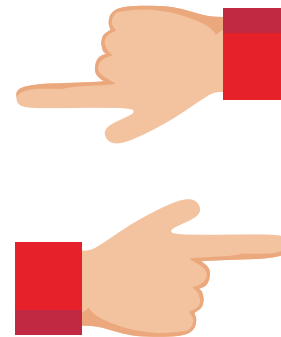
Examples of indirect and direct communication



- Consider whether you are an indirect or direct communicator and the communication style of the people you are communicating with.
- It is important to be mindful of your use of language, and make sure what you are saying is **straightforward** and **clear**.

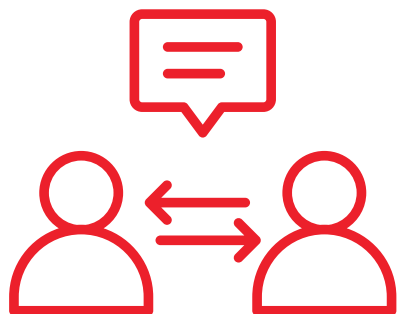
Indirect

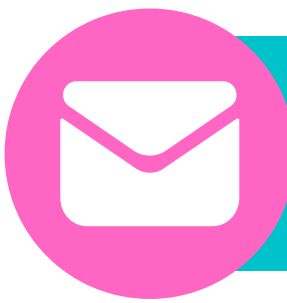
- Read between the lines
- We have an early start tomorrow for the visit, so try not to be late!
- This can open doors
- Singing from the same hymn sheet
- It would be great if this report could be finished soon.



Direct

- Look for an implied or hidden meaning in something
- The coach leaves campus at 8:00 AM for the care experienced visit. Everyone must be in the carpark by 7:45 AM
- Create opportunities or enable possibilities
- Same opinion or understanding between people
- The deadline for the report is 5pm on Friday





Writing a professional email



1

Write a clear, straightforward **subject line** that refers to the **main topic** you would like to cover in the email.



To: Email recipients

★ **CC:** Carbon Copy- include someone in the email, even if the message isn't directly addressed to them.

★ **BCC:** Blind Carbon Copy- allows you to send an email to recipients without revealing their addresses to others.

Subject Line: What the email is about.

Email body: The contents of the email.



Writing a professional email



2

Keep your email **on topic** and **format it clearly**. I.e. if there is a lot of text, consider breaking it up into small paragraphs or bullet points.

To: Email recipients

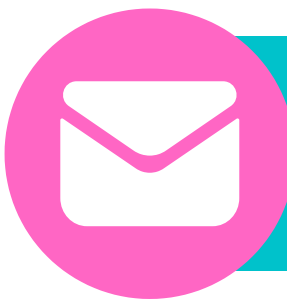
CC: Carbon Copy- include someone in the email, even if the message isn't directly addressed to them.

BCC: Blind Carbon Copy- allows you to send an email to recipients without revealing their addresses to others.

Subject Line: What the email is about.

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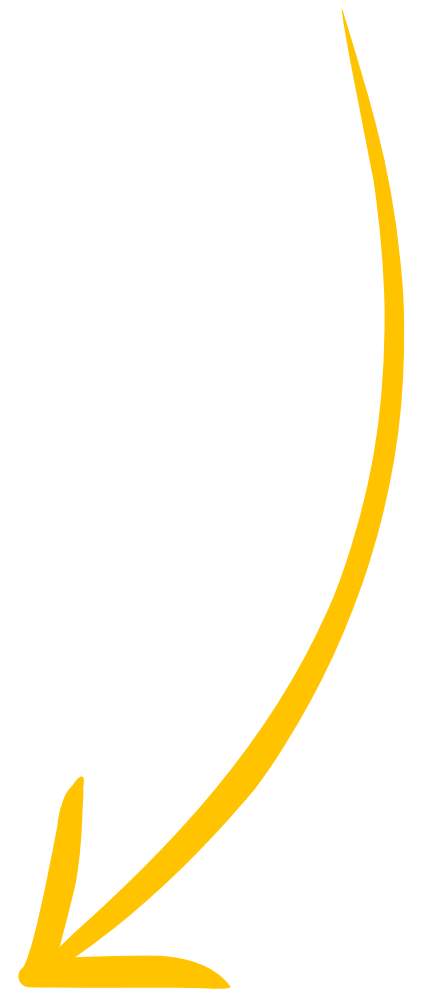
Writing a professional email



3

Use **polite and professional language**.
Think about your greetings and your sign-offs.

To: Email recipients
CC: Carbon Copy- include someone in the email, even if the message isn't directly addressed to them.
BCC: Blind Carbon Copy- allows you to send an email to recipients without revealing their addresses to others.
Subject Line: What the email is about.
Email body: The contents of the email. Examples of greetings: Dear, Hi, Hello, Good afternoon. Examples of sign-offs: Kind regards, Best wishes, All the best.



A yellow, irregular, star-like shape with a scalloped edge, containing the word "Activity!" in black text.

Activity!

What would you say?

Read the following digital communications and choose how to respond. You must choose from two possible responses each time.

What would you say?

1. You get a **text from your manager** asking you to work an evening shift that isn't part of your usual shift pattern:

Hi, I need a shift covering on Thursday night, are you available?

How do you respond?

Hi, sorry I'm not available as I have plans this Thursday.

A

GET STUFFED! I'M NOT COMING IN ON MY NIGHT OFF!!!

B

What would you say?



Hi, I need a shift covering on Thursday night, are you available?

Hi, sorry I'm not available as I have plans this Thursday.

No problem, just thought I'd ask. See you when you're next in.

What would you say?

B

Hi, I need a shift covering on Thursday night, are you available?

GET STUFFED! I'M NOT COMING IN ON MY NIGHT OFF!!!

That is unnecessary, see me in my office next time you are in. I hope you don't talk to the customers like that.

What would you say?

4. You have to write a message asking another colleague to do something. How do you ask?

Dear Pete,
I'm sorry to ask, and I wouldn't normally bother you with something like this, but I completely forgot that I have to leave early today because I have a family event tonight (it's my uncle Ted's 50th and we're all planning a surprise party for him and I need to make sure that all the balloons are up in the restaurant, and pick up the cake, then give my grandparents a lift as they don't drive anymore) so I need someone to print off the presentation slides for tomorrow. Can you...

A

Pete,
I'm leaving early today so I've attached a presentation to this email, make sure you print it out before the end of the day.

B

What would you say?



Dear Pete,

I'm sorry to ask, and I wouldn't normally bother you with something like this, but I completely forgot that I have to leave early today because I have a family event tonight (it's my uncle Ted's 50th and we're all planning a surprise party for him and I need to make sure that...

New Message



From: pete@placeofwork.org

Subject: Could you clarify?

Hi,

I'm afraid I don't quite understand what you want me to do, I got a bit confused with all the details, could you send me what needs printing directly and I'll get it done.

What would you say?



Pete,
I'm leaving early today so I've attached a presentation to this email, make sure you print it out before the end of the day.

New Message



From: pete@placeofwork.org

Subject: I'll do it but...

Hi,

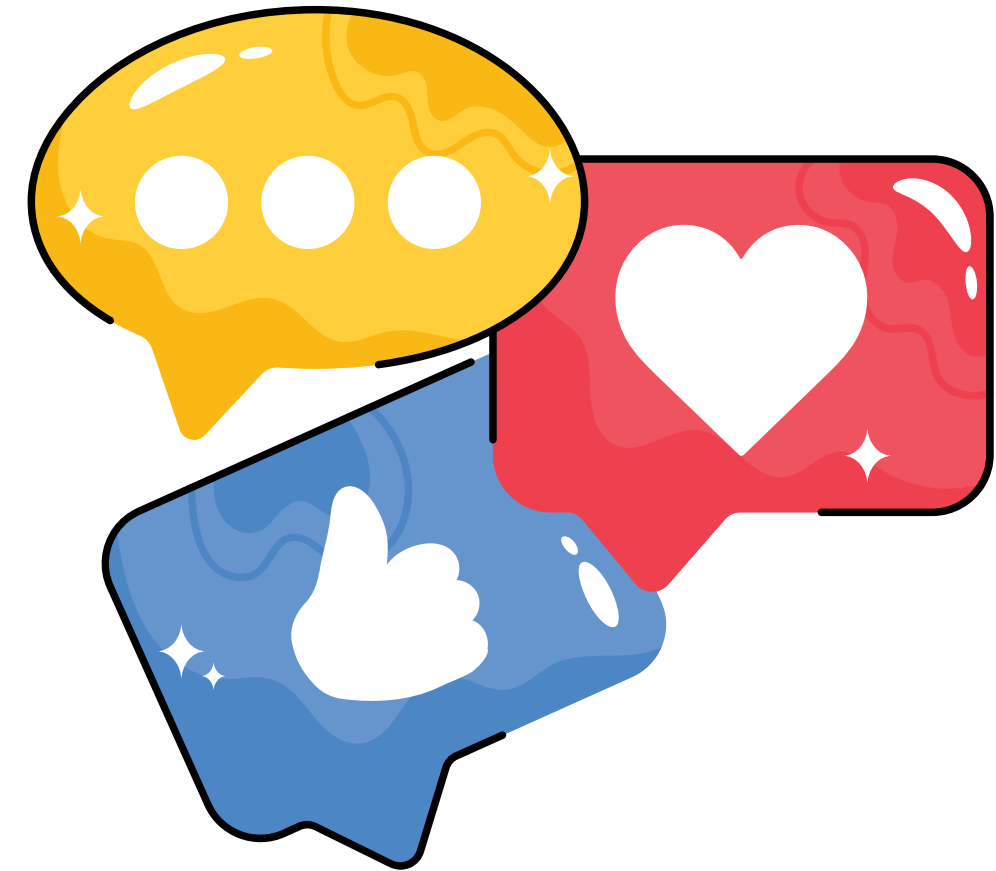
I have printed the presentation and left it on your desk. Please could you be a little more polite next time, we do the same job and you are not my boss.

Social Media

It is likely you have used or will use social media at some point in your life. You're at a good advantage to think carefully about how you will use it, especially as social media reflects on us professionally.

Be careful about posting:

- Personal details
- Inappropriate language or humour
- Controversial opinions
- Unprofessional images



Be careful what you post online. 54% of companies have eliminated a candidate based on their social media feed (Zippia, 2023).

A yellow, irregularly shaped badge with a scalloped edge, containing the word "Activity!" in black text.

Activity!

Should you post it?

Have a look at the following social media posts. Decide whether you think they are acceptable to post or not.

Should I post it?



Best day ever! Sorry not sorry for calling in sick 🤒

Should I post it?



Best day ever! Sorry not sorry for calling in sick 🤒

Should I post it?



I PASSED FIRST TIME! Can't wait to take the L plates off my car 🚗

Should I post it?



I PASSED FIRST TIME! Can't wait to take the L plates off my car 🚗

Should I post it?



Looking forward to a night out with my friends! Great way to spend the weekend.

Should I post it?



Looking forward to a night out with my friends! Great way to spend the weekend.

Should I post it?



Finally got the keys! Can't wait for my new chapter at number 19 Orchard Avenue 🔑 🏠

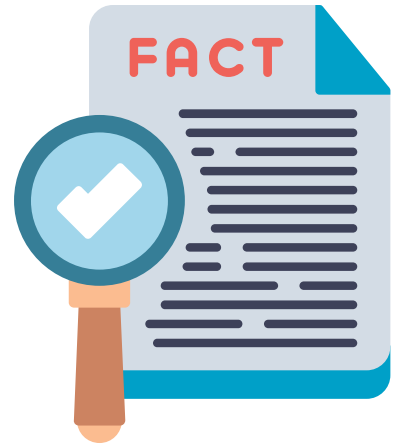
Should I post it?



Finally got the keys! Can't wait for my new chapter at number 19 Orchard Avenue



Handling Information and Content



The internet can hold lots of biased and incorrect information. So, how do we make sure that digital information and content is reliable?

Activity!

In pairs or in groups, write down your ideas on how to navigate information on the internet accurately and safely

- ✓ Use a number of sources that say the same information.
- ✓ Make sure the information is current and up to date.
- ✓ Find reliable evidence to back your information up.



A yellow, irregularly shaped badge with a scalloped edge, containing the word "Activity!" in black text.

Activity!

Let's get Hacking!

Use personal information to work out an individuals password.

Let's get Hacking

Welcome to the league of cyber criminals.

Your mission is to hack into as many peoples' online accounts as possible so we can access personal details for scams, get into peoples' bank accounts and even steal their identities.

All we need are passwords, so try and guess them.

HINT

Lots of people accidentally give out personal details on social media or other public sites.

Pets, family, hobbies, and interests are some common password ideas.

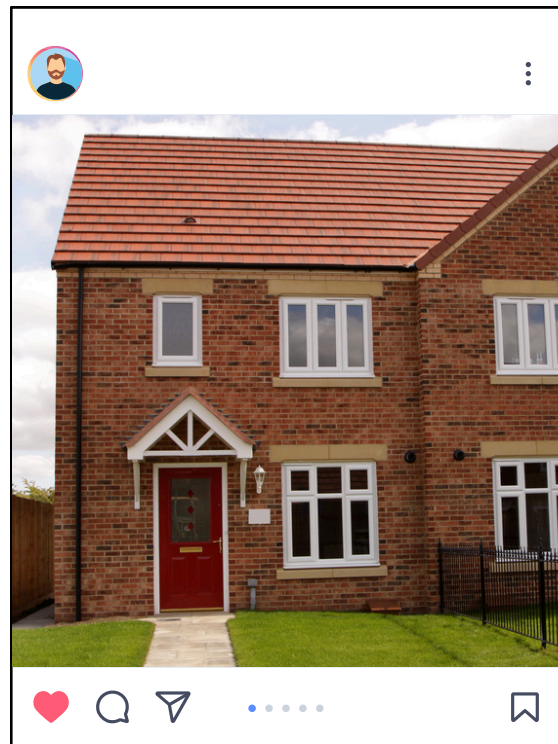
Victim 1- Robin Farley



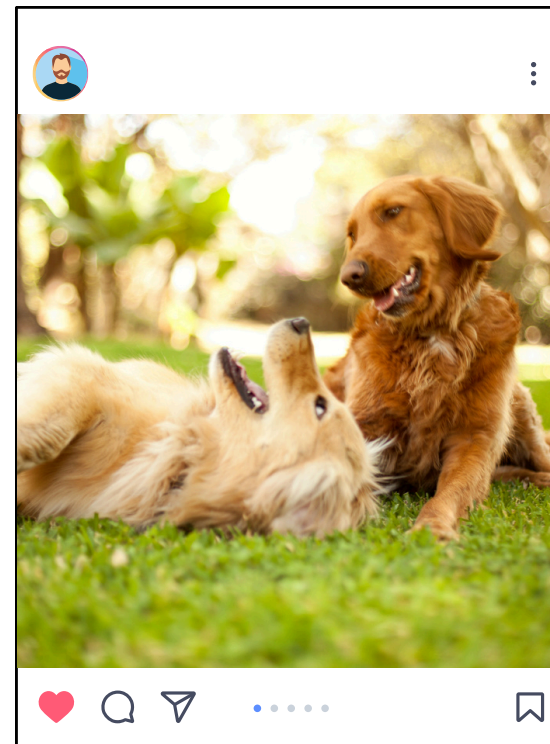
Guess what
Robin's password
could be based on
his social media
posts

Date of Birth: 13th February 1985
Location: Manchester
Occupation: Retail Manager
Email address:
robin.farley.likes.to.party@legend.com

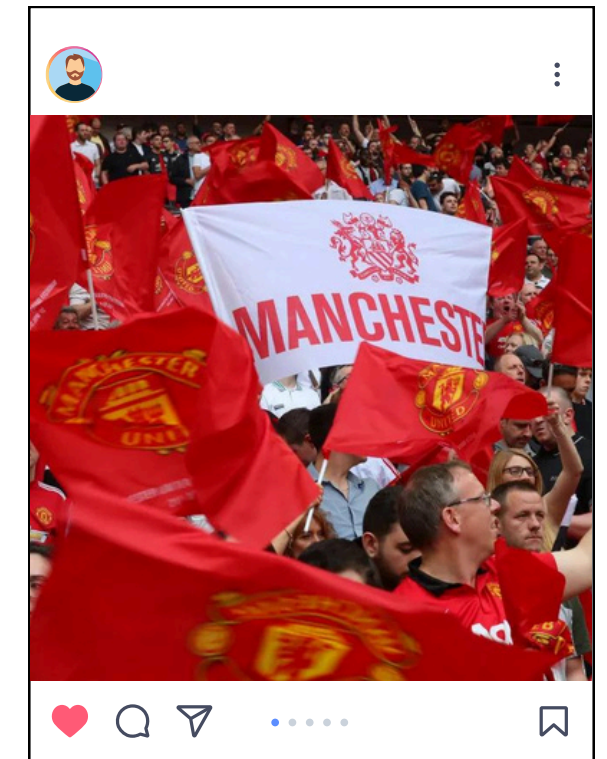
Level= Easy



“Bought a house! Can’t wait
to start life at 46 Magnolia
Road”



“Aren’t these two just the
sweetest! Love my fluffy boys
Fish and Chips, I’m a proud
doggo dad”



“Nothing better than
watching the boys in red
after a rubbish week at work.
COME ON UNITED!!!”

Victim 1- Robin Farley

Time to hack him!



Guess what
Robin's password
could be based on
his social media
posts

12
characters

EMAIL ADDRESS:
robin.farley.likes.to.party@legend.com

PASSWORD:

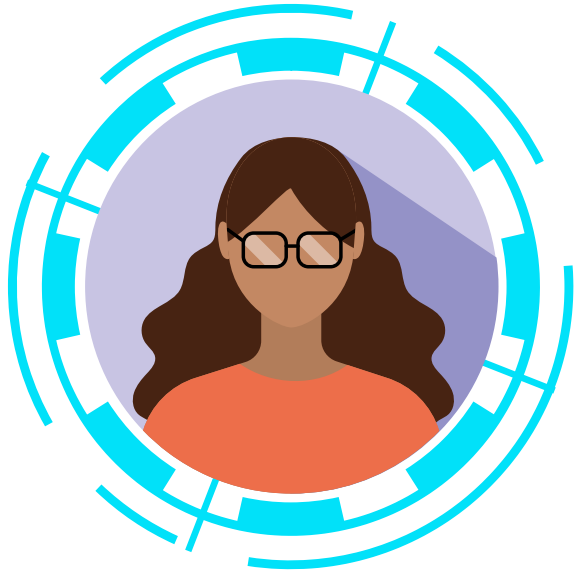
Victim 1- Robin Farley



EMAIL ADDRESS:
robin.farley.likes.to.party@legend.com
PASSWORD:

COMEONUNITED

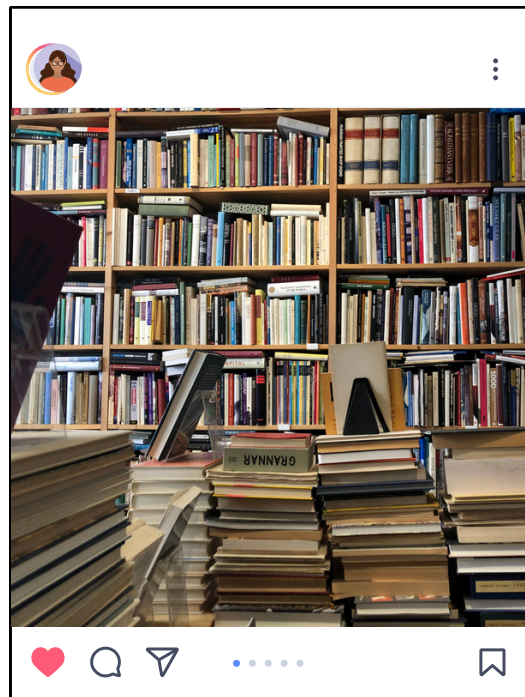
Victim 2- Zara Smith



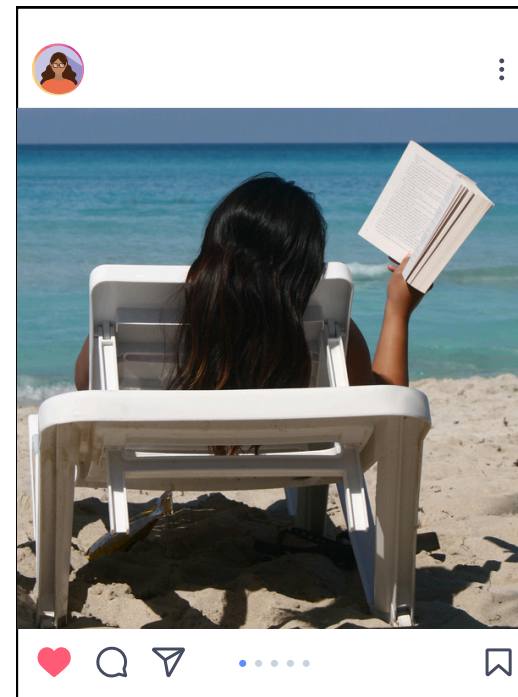
Guess what Zara's password could be based on her social media posts

Date of Birth: April 1993
Location: Clapham, London
Occupation: PR Consultant
Email address: z.smith638@gmail.co.uk

Level= Medium



“What is payday for if you don't go to old bookshops #janeausten”



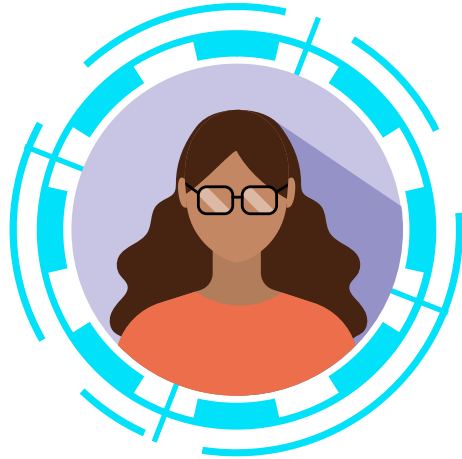
“It is a truth universally acknowledged that summer is for reading on the beach #janeausten #prideandprejudice”



“Finally visited Jane Austen's house in Chawton. I'm in literary heaven! #janeausten”

Victim 2- Zara Smith

Time to hack her!

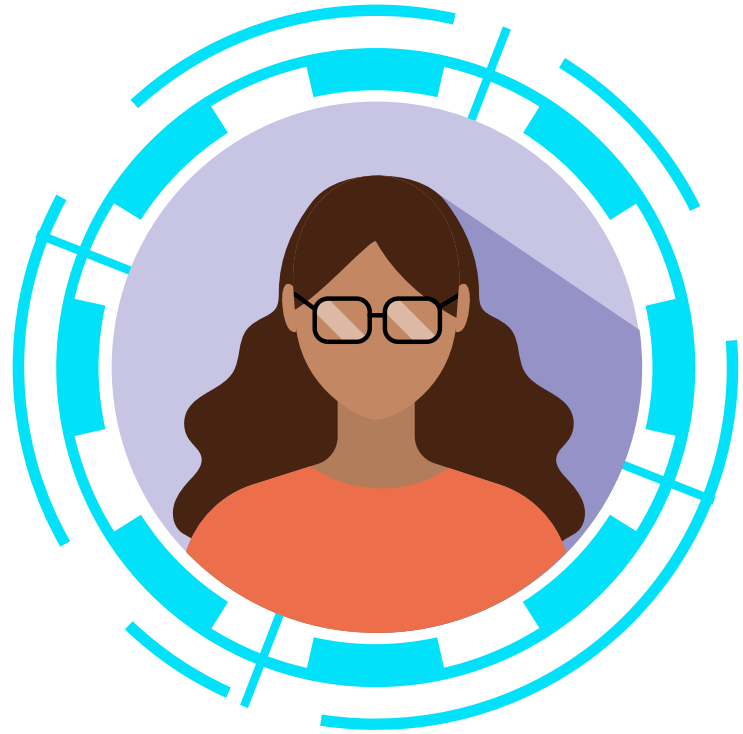


Guess what Zara's password could be based on her social media posts

10
characters

EMAIL ADDRESS:
z.smith638@gmail.co.uk
PASSWORD:

Victim 2- Zara Smith



EMAIL ADDRESS:
z.smith638@gmail.co.uk
PASSWORD:

J 4 n 3 4 u s t 3 n

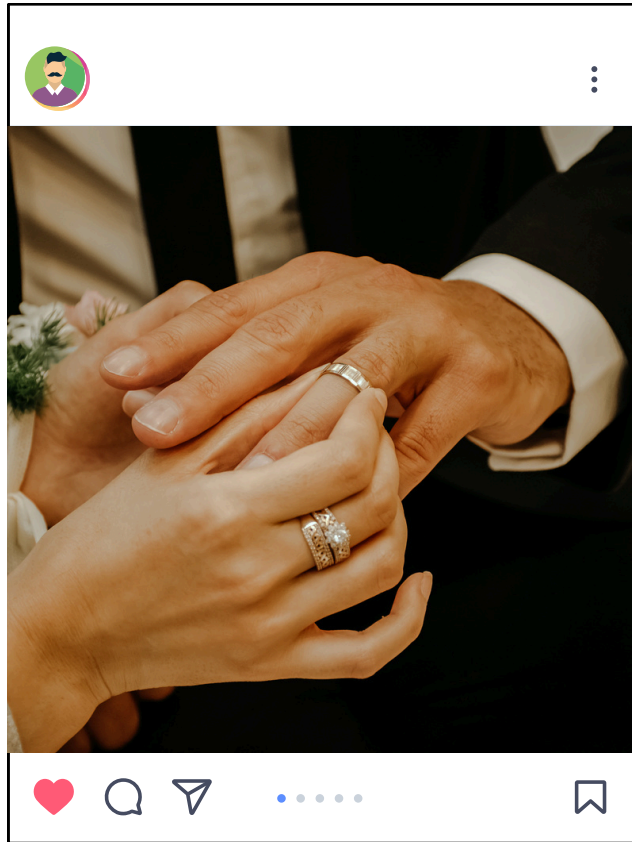
Victim 3- Walter Goole



Guess what Walter's password could be based on his social media posts.

Date of Birth: 1979 (day and month unknown)
Location: Edinburgh
Occupation: IT specialist
Email address: Waltergoole@AOL.com

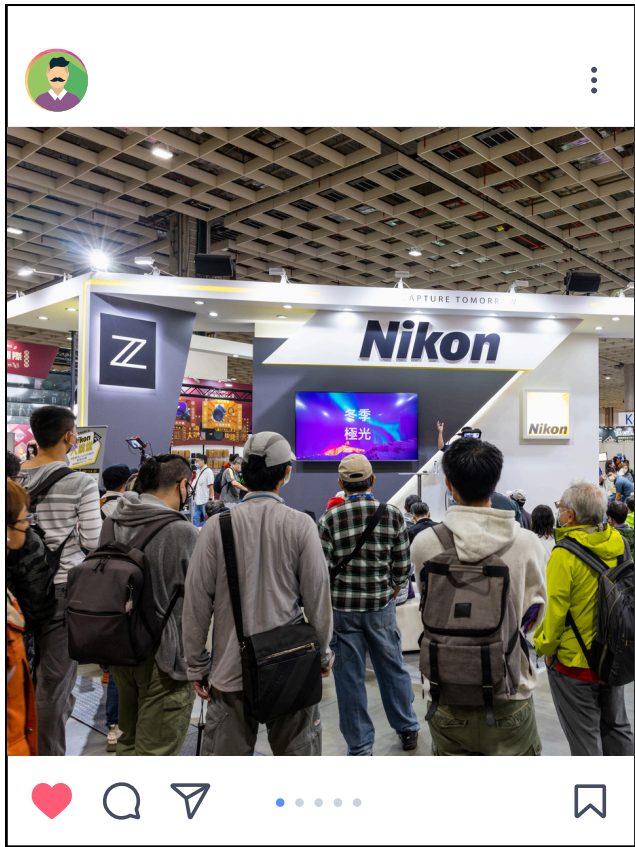
Level= Hard



“Happy anniversary to my beautiful wife Clementina. Here’s to many more happy years.”



“Finally got to see the greatest rock band in the world, what a gig. Don’t stop believing baby.”



“Had a great time at Tech-Con 23. Can’t wait to get the new Iphone 38csx part 1.”

Victim 3- Walter Goole

Time to hack him!



Guess what
Walter's password
could be based on
his social media
posts.

10
characters

EMAIL ADDRESS:
waltergoole@aol.com
PASSWORD:

Victim 3- Walter Goole



EMAIL ADDRESS:

waltergoole@aol.com

PASSWORD:

j @ s t G 1 ! @ 1 W



What makes a good password?

Let's look at Walter's password:

j@stG1!@1W

- Walter is a fan of American rock band 'Journey', and mentions their song: '**Don't Stop Believing**' in one of his posts.
- The opening lyric to this song is '**Just a small town girl living in a lonely world.**'
- Take the **first letter of each word** and we get= J A S T G L I A L W
- If we **swap some of the letters for symbols and numbers** (in this case a=@, i=! and L=1) then **choose some words to capitalise** (the last words of each musical phrase in Walter's case) we get= j @ s t G 1 ! @ 1 W

Postcard Feedback

- Your feedback is anonymous (no need to write your name) and helps us to develop and improve our sessions.
- If you can't think of any improvements, please write 'nothing' for question one.
- There are no right or wrong answers, please answer honestly about what you think.
- If there are any questions you really don't want to answer, it is okay to leave it blank.
- If you have any questions, please ask us.

What others have said:

“It was interesting and the tasks were fun.”

Find out more

Check out our website, and follow us on social media!



inspiring-choices.co.uk



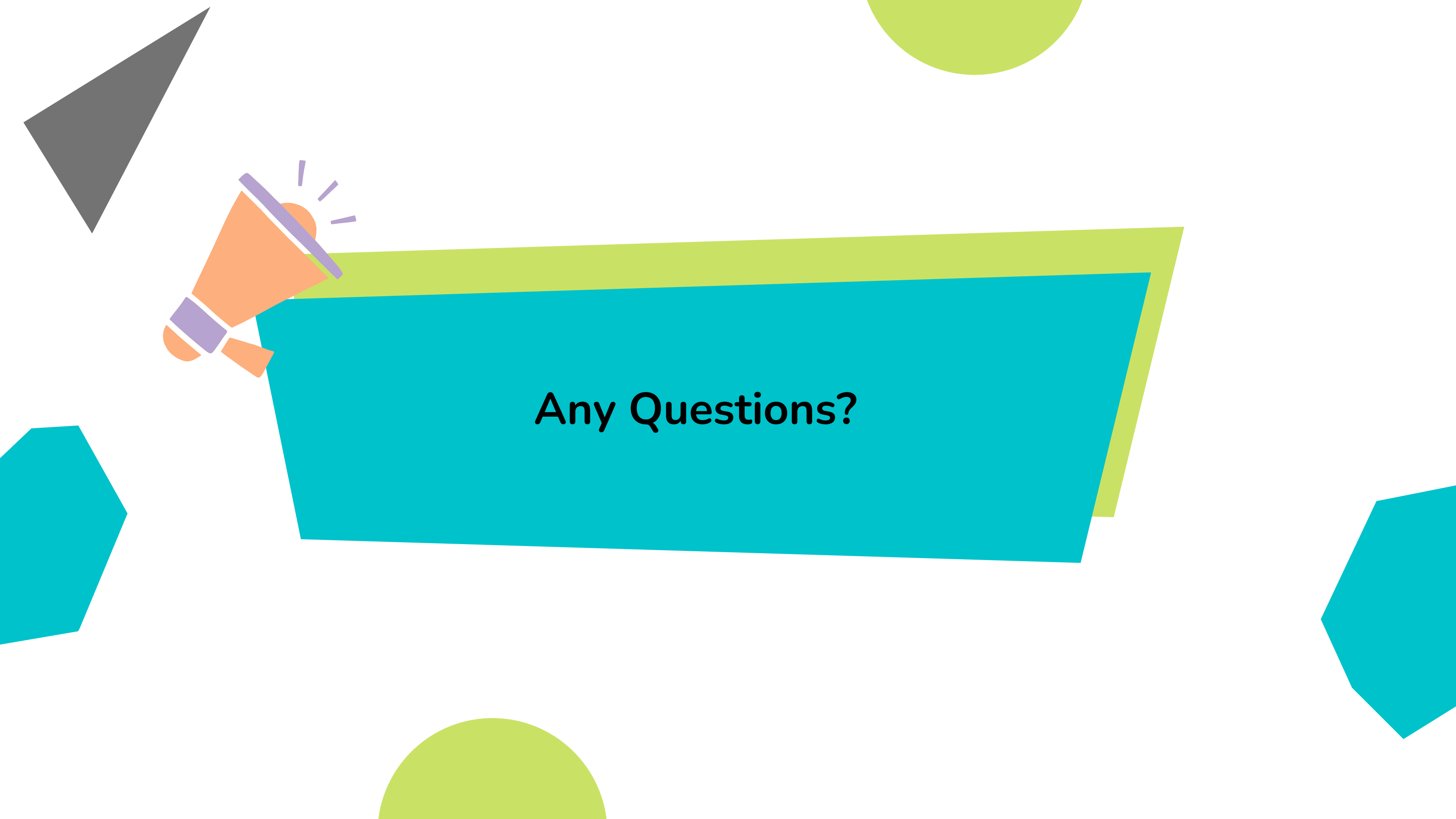
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[@inspiring.choices.uc](https://www.instagram.com/inspiring.choices.uc)



[@InspiringChoicesUC](https://www.facebook.com/InspiringChoicesUC)



Any Questions?