Digital Skills for Everyday Employment Success

Overview

Digital skills play an important role in today's world. They can help you communicate with others, **access** information and services, **learn** new things, and **participate** more fully in the community. They are also increasingly important in the **job search process** and many workplaces. This resource is designed to help job seekers with disabilities explore their current digital skills, identify areas they would like to strengthen, and develop a plan for continued learning. The activities in this resource encourage self-reflection and provide opportunities to think about how digital skills can support your employment goals.

How to use this guide:

- Take time to reflect on your experiences with technology.
- Complete the self-assessment honestly to identify your strengths and areas for growth.
- Focus on progress rather than perfection.
- Use the learning plan section to set realistic and achievable goals.
- Ask for support when needed. Learning is easier when you connect with people and resources that can help.

Disclaimer

This resource is provided for educational and informational purposes only. It is intended to support workplace accommodation discussions and does not replace legal advice, organizational policies, collective agreement requirements, occupational health and safety obligations, or applicable accessibility, human rights, labour, or employment legislation.

Employees should consult the appropriate workplace resources, Human Resources representatives, union representatives (where applicable), or legal professionals for guidance specific to their situation.

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Why Digital Skills Matter

Employers use technology to communicate, share information and complete daily tasks. Digital skills can help you feel more **confident** when searching for work. These skills can open the door to more **opportunities.**

Digital Skills and Your Job Search

Many job openings are online and ask candidates to apply through websites. Being comfortable with technology can make the job search less stressful.

Digital Skills Can Help You

Digital skills can help you:

- Search and apply for jobs online
- Create and update a resume or cover letter
- Participate in virtual interviews
- Communicate with employers by email or messaging
- Access training and learning opportunities
- Organize your schedule and tasks
- Work more independently
- Adapt to changes in the workplace
- Research employers and career options
- Build professional connections online
- Access employment and community support services
- Build confidence in your skills and ability to share information about yourself

Reflection Questions

Pause and consider the following questions. Reflect on your answers honestly, either by writing 1 - 2 sentences or by thinking about them privately or with a support person.

1. What is one digital skill that could help you achieve your employment goals?

Click or tap here to enter text.

2. Think about a time when you learned something new. What helped you learn?

Click or tap here to enter text.

3. What strengths did you use?

Click or tap here to enter text.

Digital Skills Self-Reflection

Reflecting on how often you use digital devices and how you feel when using them can help you better understand your current digital skills. It can highlight the tasks you already do well, identify areas where you may need more practice, and reveal any challenges that make technology feel difficult or overwhelming.

By recognizing both your **strengths** and **areas for growth**, you can build confidence, set realistic learning goals, and take meaningful steps toward **improving** the digital skills that support everyday life, learning, and employment.

Your Experience with Technology

Pause and consider the following questions. Reflect on your answers honestly, either by writing 1 - 2 sentences or by thinking about them privately or with a support person.

1. When using technology, I generally feel:
   ☐Very confident
   ☐Somewhat confident
   ☐Neutral
   ☐Somewhat uncomfortable
   ☐Very comfortable

2. How often do you use digital technology (computer, smartphone, tablet) in your daily life?

Click or tap here to enter text.

3. What do you use technology for most often?

Click or tap here to enter text.

4. What digital skills are you most proud of?

Click or tap here to enter text.

5. What technology-related tasks do you find challenging?

Click or tap here to enter text.

6. Have you learned a new digital skill recently? What helped you succeed?

Click or tap here to enter text.

7. What motivates you to improve your digital skills?

Click or tap here to enter text.

8. How might stronger digital skills benefit your personal, educational, or professional life?

Click or tap here to enter text.

Digital Skills Self-Assessment

This self-assessment is designed to help you identify your strengths, recognize areas where you may want to learn more, and track your progress over time. There are no right or wrong answers. Simply rate yourself on the following topics related to digital skills honestly based on your current level of confidence and ability. This information can help you set **realistic learning goals** and choose areas to focus on as you continue building your digital skills.

Communication and Collaboration

When using digital communication tools, I generally feel:

☐Very confident
☐Somewhat confident
☐Neutral
☐Somewhat uncomfortable
☐Very uncomfortable

Examples:

- Sending and receiving emails
- Attaching files to emails
- Participating in video meetings
- Using online messaging tools
- Sharing documents electronically

Information and Research

When searching for and managing information online, I generally feel:

☐Very confident
☐Somewhat confident
☐Neutral
☐Somewhat uncomfortable
☐Very uncomfortable

Examples:

- Searching for information online
- Finding reliable sources
- Comparing information from different websites
- Downloading and saving files
- Organizing digital information

Digital Safety

When practicing online safety, I generally feel:

☐Very confident
☐Somewhat confident
☐Neutral
☐Somewhat uncomfortable
☐Very uncomfortable

Examples:

- Creating strong passwords
- Recognizing suspicious emails or messages
- Protecting personal information online
- Updating software and devices
- Using privacy settings

Productivity Tools

When using workplace and productivity software, I generally feel:

☐Very confident
☐Somewhat confident
☐Neutral
☐Somewhat uncomfortable
☐Very uncomfortable

Examples:

- Creating documents
- Editing documents
- Using spreadsheets
- Saving and locating files

Problem Solving

When learning and troubleshooting technology, I generally feel:

☐Very confident
☐Somewhat confident
☐Neutral
☐Somewhat uncomfortable
☐Very uncomfortable

Examples:

- Troubleshooting basic technology issues
- Following online instructions
- Learning new software
- Finding help when needed
- Adapting to new technologies

Identifying Strengths and Growth Areas

Reflecting on your digital skills can help you recognize what you already do well and identify areas where you would like to grow. Taking time to think about your strengths, learning goals, and personal motivations can help you build confidence and create a plan for **continuing to develop your digital skills**.

1. My strongest digital skills are....

Click or tap here to enter text.

2. Skills I would like to improve....

Click or tap here to enter text.

3. Why these skills matter to me....

Click or tap here to enter text.

Creating a Personal Learning Plan

Creating a personal learning plan can help you turn your goals into clear, achievable steps. By identifying a skill, you want to improve, setting target dates, and exploring available resources, you can stay motivated and **track your progress** as you build your digital skills.

My goal: The digital skill I want to improve is....

Click or tap here to enter text.

My Action Steps

Action steps are **small, specific tasks** that will help you reach your **learning goal**. For each action step, write what you will do and choose a target date for completing it.

Example:

- Complete an online tutorial on email skills by October 15.
- Attend a community computer workshop by November 1.
- Practice using a spreadsheet for 30 minutes each week until December 1.

Choose realistic dates and break larger goals into smaller steps to help you stay on track and measure your progress.

Action	Target Date
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

Reflection and Self-Compassion

Learning new skills takes time, and progress does not always happen in a straight line. As you reflect on your learning journey, **acknowledge** both your **successes** and your **challenges** with kindness and patience. Practicing self-compassion can help you stay motivated, build confidence, and remind yourself that every step forward, no matter how small, is meaningful progress.

Celebrate Your Progress!

Remember that everyone learns at a different pace, and it's normal to make mistakes. Every time you practice a new skill or try something new, you are making progress. Take a moment to celebrate your successes, be patient with yourself, and recognize how far you have come.

Reflect

Take time to reflect, and consider the following questions:

What progress have I already made with new technology?

Click or tap here to enter text.

What strengths will help me continue learning?

Click or tap here to enter text.

How can I be present with myself when I encounter challenges?

Click or tap here to enter text.

What is an accomplishment I can celebrate today?

Click or tap here to enter text.

Self-Compassion Reminder

Building digital skills is a **journey,** not a race. Every new skill is a meaningful **step forward,** no matter how small. Mistakes are a normal part of learning that provide opportunities for growth. Be proud of your progress, celebrate your successes, and remember that each step helps build your confidence and skills over time.

Key Takeaways

- ✓ Digital skills are essential for today's job search.
- ✓ Everyone has different strengths and learning needs.
- ✓ Building digital skills can increase confidence and independence.
- ✓ Setting clear goals makes learning easier.
- ✓ Learning takes time, and progress matters.

Who Can Help

CCRW is Canada's leading organization on disability and work, promoting and supporting meaningful and equitable employment for persons with disabilities. We work with others to build skills, share ideas, and create more accessible employment opportunities.

Untapped Talent is CCRW's inclusive employment hub, connecting employers and job seekers with tools, resources, and opportunities that advance disability-inclusive employment.

CCRW

Website | LinkedIn | Instagram | Facebook

Contact number: 1-800-664-0925

Untapped Talent

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www.untappedtalent.ca