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The Generation Infinity Project:
Enhancing digital skills,
competencies and safety
in European older adults and seniors!

WP2

M7 - Digital Services and Tools
in the Workplace



 **Bluechain**



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Author	Project Partner
Rositsa Dzhambazova	Municipality Gotse Delchev
Marian Kanev	Municipality Gotse Delchev
Snezhana Dzhugdanova	Municipality Gotse Delchev

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Table of Contents

Module Overview	3
Estimated duration: <i>Depending on the group</i>	3
Module Objectives:	3
Section 1 Definitions, benefits and inclusion of online collaboration tools and cloud technologies	4
Reflection	12
References	14



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Module Overview

Estimated duration: *Depending on the group.*

Module Objectives:

Purpose: define the knowledge, skills, and attitudes required by trainers who support older adults (50+) in adopting digital tools, services, and workplace technologies effectively and confidently.

Trainers will be able to:

- Select and explain workplace digital tools in clear, accessible language
- Train older adults in online collaboration and cloud-based work
- Design step-by-step learning activities tailored to adult learners
- Support continuous professional development through e-learning platforms
- Address resistance, anxiety, and confidence barriers

At the end of this module, the trainer will be able to:

1. To know and apply in their training the good training practices on Digital services and tools in the workplace for older adults
2. Present to adults the principles of working with collaboration technologies and tools (at a basic level)
3. Present to adults the principles of working with cloud technologies
4. Analyze and choose the most suitable cloud technologies for online collaboration and routine tasks with appropriate collaboration tools and technologies
5. Determine the functionalities and choose the most suitable technologies for collaboration and cooperation for adults on workplace
6. Apply effective methodology to adults to use technologies for joint work and collaboration (creating shared documents, commenting and editing shared documents in real time).



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Section 1 Definitions, benefits and inclusion of online collaboration tools and cloud technologies

As the module is advanced to meet the requirements it should be around 16 hours. However partners agree each module to be about 2 hours. If so, please skip the 18 hour training and go directly to 2-3 hour training.

The training program of 16 hours is suggested to be as follow in case the trainer would like to enlarge the training to meet the requirements of advanced training:

Duration 4 hours:

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Definitions of online collaboration tools and cloud technologies	Meaning of on-line collaboration and cloud technology for the workplace What "the cloud" means cloud-based teamwork	Guided discussions and practical examples Build trust & explain context Focus on usefulness, not speed and how to respect existing skills and experience
Benefits of online collaboration tools and cloud technologies	Key benefits: Cooperation in real time Flexibility and Efficiency Access control Monitoring of the process	Guided discussions and practical examples FAQ documents based on real questions
Inclusion and Respect in Digital Collaboration	Inclusive language Patience with different digital skill levels Respectful disagreement online	Practical examples and real scenario

Section 2 Cloud technologies for collaboration in workplace

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Duration 4 hours

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Creating a document in the cloud for shared workplace	Understanding the Shared Workspace Google Drive and Google Docs Creating a documents, sharing, involving colleagues	Micro-teaching sessions Creation of a simple training plan or toolkit Practical examples
Working on a shared document in the cloud with Google Docs & Google Drive	Uploading, accessing, and sharing files Shared documents vs local files	Micro-teaching sessions (trainers practice teaching a tool) Creation of a simple training plan or toolkit practical examples "Finding and saving documents in the cloud"
	Editing a shared document Commenting on a shared documents	
Digital collaboration norms in workplaces	Shared expectations and good practices Communication, collaboration, and behavior of employees when using digital tools at work.	Reflection on challenges and adaptations

Session 3 Online collaboration tools (Teams, Zoom, Webex)

Duration 4 hours

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Digital Collaboration Tools vs physical meeting, conversations	Purpose of Online Collaboration Tools Benefits: Enable remote and hybrid work, reduce time & resources, Support real-time teamwork, Increase productivity and transparency	Guided discussions and practical examples visuals and hands-on exercises "Joining and speaking in an online meeting"

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Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Tool Awareness & Positioning	Role of Each Tool: Microsoft Teams for team collaboration, meetings, files Zoom and Webex for Video meetings and webinars Digital collaboration competence improves employability	Guided discussions and practical examples Teams: "Your digital office and meeting room" Zoom: "Your online meeting room" Uses real workplace scenarios
Safe and effective Collaboration Practices	Safe sharing of meeting links Join and participate in online meetings Communicate professionally via chat Share and access files confidently Manage digital collaboration tools without stress	Practical examples Guided practice Participating in video meetings (Teams, Zoom) Working together in real time

Session 4 E-learning platforms for professional development

Duration 4 hours

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Useful e-learning platforms for professional development	Variety of e-learning platforms Most used platforms Basic/general e-learning platform Specific knowledge	Introduce e-learning platforms gradually Micro-teaching sessions
Moodle - Centralized Platform for Digital Professional Development	Open-Source and Cost-Effective – adjustment courses to match learner needs without depending on expensive software Flexible and Scalable Learning Environment supports self-paced learning Stores all learning content in one place: courses, videos, documents, quizzes, forums	Practical demonstrations

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Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
LinkedIn Learning for Professional Digital Development	The platform supports continuous professional growth, enabling older workers to: - Stay current with technology - Adapt to evolving job requirements - Remain competitive in changing labor markets - Promotes a culture of lifelong learning, reinforcing workplace inclusion and empowerment. Offers pre-defined learning paths that bundle multiple courses into a progressive, role-specific curriculum High-Quality Content from Experts •Courses developed by industry experts, ensuring relevance and credibility. •Updated regularly to reflect current technologies and workplace practices. •Learners gain practical, workplace-ready skills.	Examples: “Master Microsoft Teams for Collaboration” “Time Management for Professionals”
Monitoring, Reporting, and Feedback	Monitors progress, identifies gaps, supports improvement Embed cloud documents, collaborative tools, and learning resources. Lifelong Learning - Enables repeated access; fosters continuous upskilling	Reflection on challenges and adaptations

1. After the survey the project partners decided the duration to be 2 hours and the training program is adjusted to it.
2. The Module 7 upgrades the skills and knowledge of previous Modules, in particular, the work with e-mails and cybersecurity and everyday digital services.
3. The time allocation of the different parts of the module depends on the learners (adults and senior)
4. The trainer could use the presentation for trainers and learners (uploaded in WP2) to be prepared for the training session according to the audience. The advice is to adjust the presentations according to the learners



5. The Module 7 is advanced and more complicated than the previous modules and the trainer needs to practice with friends or more experienced trainers before the session.

6. **Some useful recommendations:**

Create a friendly and safe environment for adult trainees.

- ❖ **Any question is welcome**
- ❖ **Do not press and adjust to the pace of the audience**
- ❖ **Be as practical as possible**
- ❖ **The module should be interactive - active involvement of the participants**
- ❖ **Show the process in simple steps.**
- ❖ **Let the trainees to learn-by –doing**
- ❖ **First do the practice/example together**
- ❖ **Allow enough time for each of the trainees to do the task by themselves**
- ❖ **Encourage everyone to try despite it seems complicated in the beginning**
- ❖ **Allocate enough time for reflection**

Now training is focused only on collaboration in workplace

Cloud technologies for collaboration in workplace

Working together in Google drive and Google Docs

Duration: 2 hours



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There is a need of more practice to learn and be confident with the advanced module and the trainees/learners working adults and seniors need at least one more hour, preferable 2 hours for practice

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Explanation of the training process	The advanced training at workplace to learn how to work together in a common document	The training will include: • A short introduction of the cloud technology • Google Drive Google Docs • Step-by-step visualization how to create the first document in Google Docs • Practical task to work together with the trainer (if possible) • Practical task to do it along • Repeating the process • Reflection • Conclusions • Next steps
Introduction to the cloud technology	Google Drive and Google Docs - useful digital tools which allows users to work together at the same document on-line Benefits of the digital services and tools	Very short introduction to the technologies and focus on the benefits of the digital tools
Creating a document in the cloud for shared workplace	Understanding the Shared Workspace Google Drive and Google Docs Creating documents, sharing, involving colleagues	Micro-teaching sessions Creation of a simple training plan or toolkit Practical examples (use the presentations for learners)
Practical task 1	Create the first document in Google Docs - group task	Work together with the trainer (if possible) Slow pace of a step-by-step process of Creating a document in Google Docs
Practical task 2	Create the first document in Google Docs individual task	Work along to create the first document and obtain self-confidence Ask questions if necessary

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Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Working on a shared document in the cloud with Google Docs & Google Drive	Uploading, accessing, and sharing files Shared documents vs local files	Micro-teaching sessions (trainers practice teaching a tool) Creation of a simple training plan or toolkit practical examples "Finding and saving documents in the cloud"
	Editing a shared document Commenting on a shared documents	
Practical task 3	Working on a shared document in the cloud with Google Docs - share, edit, comment	Work together with the trainer to share the created document with trusted colleagues
Practical task 4	Individual task - share document, edit document, put some comments	Work along and repeat several times: Share document with colleagues (you need to know their gmail addresses Edit document the colleagues (other learners) shared with you
Safe on line	Safety Rules how to work with the digital tools of collaboration at workplace	Visualization of the rules (PP slide) and group discussion
Digital collaboration norms in workplaces	Shared expectations and good practices Communication, collaboration, and behavior of employees when using digital tools at work.	Reflection on challenges and adaptations

Theoretical part:

Cloud technologies for collaboration

Introduction of cloud technology 5-10 minutes.

It is recommended to discuss the benefits of digital skills and tools (5 minutes) to strengthen seniors' confidence

The theory should be very short to explain how the digital tool works

Cloud collaboration in the workplace allows



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- online collaboration
- multiple users to work together on documents and other types of data.

Provide an example such as employees in companies use digital tools/cloud collaboration platforms to share, edit, and work together and simultaneously on projects

It starts with one user **creating a file or document** and giving **access** to others. Other users can **edit and change the document** at any time, including when other team members are working on it. Changes are **saved and synchronized**, so all users see **the same version of the document**

Usually learners use Google Docs/Drive to create a document.

The trainer demonstrates in slow pace how to use the tool step-by-step (use the presentation for learners).

Practical part:

The group learns by doing together with the trainer the learners go step-by-step and create their first document in Google Docs/Drive.

The trainer observes if everyone understands and can go through and successfully creates a document.

The trainer provides enough time for individual exercise to each learner.

After the completion of the practical task it is time for reflection and discussion in the group.

The methodology learning by doing through demonstration by the trainer first, doing together with the trainer and after that enough time and support for individual task implementation is applying for:

- First document creation in Google Docs for working together in a common document
- Document sharing with another/others in the group
- Correction of the document
- Option - comments in the same document

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Reflection

Circle your answer.

I feel confident creating documents online.

1 2 3 4 5

(Not confident) ----- (Very confident)

One new thing I learned today:

Module Evaluation

The trainer assesses the learning ability of older adults in a digital workplace module by combining:

- Initial assessments
- Observation and task-based practice
- Self-reflection
- Practical demonstrations

The approach ensures the assessment is fair, inclusive, and aligned with real workplace digital needs.

1. Initial (Diagnostic) Assessment – Before or at the Start

The trainer assesses:

- prior experience with digital tools through a short digital skills questionnaire or one-to-one conversation/ interview, or a simple task
- Confidence and anxiety levels



- Learning preferences (visual, step-by-step, repetition)

2. Permanent Assessment during the training

Task-Based Exercises through realistic workplace scenarios, such as filling in an online form, access to a digital service portal, navigate digital tools, communicating via workplace platforms (e.g., Teams, email)

3. Feedback and Supportive Evaluation

Assessment should be non-threatening and encouraging.

Trainer provides:

- Individual supportive feedback,
- Positive reinforcement,
- Clear suggestions for improvement,
- Recommendations for further practice or tools
- Encourages reflection and self-assessment

Additional materials for participants

In this section, insert the list of materials that can be used supporting lessons.

- **Powerpoint presentation of Module 7- learners uploaded (developed for the learners with a very short theory and practice-oriented to follow step-by-step how to work together in Google Doc**
- **Powerpoint presentation of Module 7- Trainers uploaded (summarized methodology and advice for trainers**
- **Practical test - in a separated file**



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References

This training module is developed based on the experience and expertise of Business Incubator – Gotse Delchev, Entrepreneurship Promotion Centre

Google Docs training and help

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