

# Managing in a digital environment

Digital technologies are disrupting and transforming everything around us, developing at such a rate that it can often be hard for us all to keep up. Having the skills to make the most of these technologies can be a challenge. However, becoming digital by default is a critical Civil Service initiative so we can respond to the public's expectations and transform our working practices. This means that our middle managers in particular need to be aware of and comfortable with these technologies and able to encourage their teams to make the best possible use of them.

## Description

This topic covers a number of factors that will help improve the Civil Service's digital capability. These include identifying current digital trends, being comfortable with digital change, assessing your team's digital capability and considering how it can be improved.

You'll revisit the rationale for why the Civil Service is becoming digital by default and find out how different parts of the organisation have already embraced digital. You'll consider your personal responsibilities for rolling out new digital innovations across your team; the skills you will require and the challenges you'll most likely face.

## What does it involve?

This topic features an all day workshop during which you'll investigate how current digital trends are changing customer behaviours and expectations and what this means from a Civil Service perspective. The workshop is designed to inspire you to make greater use of digital in your team and to give your team members the confidence to do so.

Prior to the workshop, there are several preparatory learning activities to undertake, including a couple of online tutorials, a selection of case studies and an introduction to the Basic Digital Skills Framework. You'll complete an assessment of your team's existing skills and revisit this after the workshop to identify how to build your team's capability to make the most of the digital tools available to them.

## What's the outcome?

Completing this topic will help you establish how technology can make a big difference to the working practices of your team. You'll be able to articulate why this is so important to the Civil Service and to promote the value of a digital culture where a distinction between digital and non-digital employees no longer exists. Leading through a period of digital transformation, you'll be able to inspire your team to be more confident when using those tools, helping them work more collaboratively and productively by doing so.

## Learning activities



Online  
resources



Online  
tutorial



Workshop

### Delivery method:

F2F

VLE

### Estimated learning time:

6 hours

## How to book

[learn.civilservice.gov.uk](https://learn.civilservice.gov.uk)

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