

Module Descriptor

Module 3 – How to create an inclusive culture and support digital inclusion and wellbeing

MODULE TITLE	How to create an inclusive culture and support digital inclusion and wellbeing
MODULE DURATION	3 hours and 55 minutes
OVERVIEW & GENERAL OBJECTIVE	<p>This module focuses on equipping HR professionals and managers with the knowledge and skills necessary to understand the interrelated nature of digital inclusion, social connectedness and employee wellbeing in modern hybrid workplaces. Its general objective is to enable these professionals to understand, develop, and implement strategies for creating an inclusive culture that supports digital inclusion and employee wellbeing in hybrid work settings. In specific, it aims to prepare leaders to:</p> <ul style="list-style-type: none"> ▪ Create a culture that values and promotes digital wellbeing ▪ Promote social inclusion in hybrid working environments ▪ Implement digital inclusion practices that accommodate diverse needs and abilities ▪ Balance the use of technology with human-centred approaches to maintaining social connections ▪ Develop policies and practices that support the holistic wellbeing of employees in hybrid environments

LEARNING OUTCOMES

Specific knowledge, skills, and attitudes, which the learners will acquire with the successful completion of the module are described.

Knowledge:

After the completion of this module learners will:

- Relate the interconnected nature of digital inclusion, social connectedness, and employee wellbeing in hybrid work environments
- Recognise the key components of digital wellbeing and their impact on employee productivity and satisfaction

- Identify the challenges and opportunities for social inclusion in hybrid working models
- Describe the principles of digital inclusion and how they apply to diverse workforce needs

Skills:

After the completion of this module learners will:

- Analyse the digital and social needs of employees in hybrid work settings
- Design strategies to promote digital wellbeing and social connectedness in hybrid workplace
- Develop internal policies that support digital inclusion and accommodate employees' diverse abilities
- Implement techniques for balancing technology use with human-centred approaches to maintain social connections

Competences:

After the completion of this module learners will:

- Foster a workplace culture that values and promotes digital wellbeing and inclusion
- Lead initiatives to enhance social inclusion and connectedness in hybrid working environments
- Adapt HR practices to support the holistic wellbeing of employees in digital and hybrid settings
- Advocate for and implement digital inclusion practices that accommodate diverse needs and abilities within the organisation

COURSE CONTENT

- Definitions of digital inclusion, social connectedness, and wellbeing
- Importance of digital wellbeing in hybrid workplaces
- Identifying barriers to digital inclusion
- Communication challenges in hybrid work settings
- Inclusive communication techniques
- Digital wellbeing strategies
- Action planning: creating personal wellbeing and inclusion plans

RECOMMENDED LITERATURE

Accenture. (2023). The future of work: a hybrid work model. www.accenture.com/us-en/insights/consulting/future-work

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Narayanan, L., Menon, S., & Bahuguna, S. (2023). Digital workplace: a comprehensive review of the literature and a synthesis of future research agenda. *Journal of Business Research*, 156, 113459. www.sciencedirect.com/science/article/pii/S0148296322011389

Raghuram, S., Hill, N. S., & Gibbs, J. L. (2022). Virtual work: bringing the worker back in. *Annual Review of Organizational Psychology and Organizational Behavior*, 9, 1-23. www.annualreviews.org/doi/abs/10.1146/annurev-orgpsych-012420-091741

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World Economic Forum. (2023). Future of jobs report 2023. www.weforum.org/reports/the-future-of-jobs-report-2023/

Yang, L., Holtz, D., Jaffe, S., Suri, S., Sinha, S., Weston, J., ... & Teevan, J. (2022). The effects of remote work on collaboration among information workers. *Nature Human Behaviour*, 6(1), 43-54. www.nature.com/articles/s41562-021-01196-4