

LESSON PLAN

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

N.	Topics and sub-topics	Learning activities	Duration	Material and activity sheets	Suggestions for implementation
1.	1.1. Overview of the training and session outline	1.1. Provide an overview of the training objectives and outline the session units to give clarity on what to expect	15'	<p>Oral presentation supported by PPT presentation</p> <p>For the facilitator preparation: STAY CONNECTED Toolkit EN: Chapter 3 – Barriers to digital inclusion. This chapter identifies challenges such as visibility gaps, technology barriers and social isolation in hybrid working environments, and provides strategies for running inclusive hybrid meetings. Key content for reference:</p>	<p>Activity 1.1. Setting personal goals for the training</p> <p>Step 1. Explain to participants why setting personal goals is important for the training. Highlight how it helps tailor their learning experience and fosters active engagement</p> <p>Step 2. Provide time for participants to reflect and write down their personal</p>

				<ul style="list-style-type: none"> Page 34: Identifying digital inclusion barriers Page 36: Challenges of hybrid meetings Page 37-39: Strategies for conducting inclusive hybrid meetings 	<p>goals in their notebooks or on a provided worksheet</p> <p>Step 3. Divide participants into small groups of 3–4 to share their goals. Encourage them to discuss similarities and differences</p> <p>Step 4. Bring the entire group together to discuss overarching themes or patterns noticed in the goals</p>
	<p>1.2. Definitions of digital inclusion, social connectedness, and wellbeing</p>	<p>1.2. Guide a group discussion to set the tone and build connections. Use the "What does digital inclusion mean to you?" question to encourage participants to introduce themselves and share experiences</p>	30'	<p>Oral presentation supported by PPT presentation</p> <p>Video: How to reclaim your life from work¹: https://shorturl.at/wmEMN (the video has 8' min). As an alternative use the contents of STAY CONNECTED Toolkit EN – Introduction (4-7) to guide you in this subtopic</p> <p>Digital tools for digital wellbeing practice:</p>	<p>Activity 1.2. How are inclusion, connectedness, and wellbeing interconnected?</p> <p>Step 1. Explain to participants the importance of understanding the connection between inclusion, connectedness, and wellbeing in digital and social contexts. Highlight the role of personal reflection</p>

¹ www.ted.com/talks/simone_stolzoff_how_to_reclaim_your_life_from_work



				<ul style="list-style-type: none">▪ Noisli: www.noisli.com▪ BreakTimer: www.breaktimer.app	<p>and shared discussion in fostering these concepts.</p> <p>Step 2. Play the Digital Wellbeing video (link) and ask participants to reflect on these questions during the video:</p> <p>“What does digital inclusion mean to you?”</p> <p>“How does the video connect to your understanding of social connectedness and wellbeing?”</p> <p>Encourage participants to take notes during the video.</p> <p>Step 3. Divide participants for one-to-one discussions so they can share their reflections and takeaways from the video, and discuss examples of how digital inclusion and wellbeing have impacted their lives or work</p>
--	--	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

					<p>Step 4. Bring everyone back together to discuss overarching themes or patterns noticed during the one-to-one discussions. Summarise the key points that connect digital inclusion, social connectedness, and wellbeing, linking them back to the activity's aim.</p>
	<p>1.3. Importance of digital wellbeing in hybrid workplace</p>	<p>1.3. Facilitate a brief discussion highlighting the importance of digital wellbeing, with examples of how hybrid work affects work-life balance. Provide case studies of inclusivity failures and successes.</p>	<p>30'</p>	<p>Oral presentation supported by PPT presentation</p> <p>STAY CONNECTED Toolkit EN – Framework for conceptualising visibility, p. 34</p> <p>Alternative links to explore the sub-topic:</p> <p>What is digital wellness and why is it important? https://www.youtube.com/watch?v=JVbo_rzu8k0</p> <p>Hybrid work and work-life balance</p>	<p>Activity 1.3. Mapping my own digital wellbeing habits</p> <p>Step 1. Present the PPT slides briefly, focusing on key challenges and strategies for digital wellbeing. Share a personal example of how managing digital wellbeing improved productivity or balance</p> <p>Step 2. Divide participants into small groups (3-5 people). Ask each group to</p>

				https://www.yarooms.com/blog/hybrid-work-life-balance 4 Ways to Make Hybrid Work Better for Everyone https://youtube.com/watch?v=40TumEHQk8A	<p>share their current digital wellbeing practices.</p> <p>Sample questions:</p> <p>"How do you handle digital overload?"</p> <p>"What strategies help you disconnect after work?"</p> <p>Step 3. Ask each group to propose one new strategy to improve digital wellbeing in their hybrid work context</p>
2.	2.1. Identifying barriers to digital inclusion	<p>2.1. Present a case study illustrating common digital barriers and the impact of low visibility and the digital divide. Ask participants to identify the main barriers in the pre-selected case studies/resources</p>	30'	<p>Oral presentation supported by PPT presentation</p> <p>Select one from this external resources:</p> <p>Microsoft hybrid work case study² https://shorturl.at/HQ79a</p> <p>Hybrid work: how 'proximity bias' can lead to favouritism³</p>	<p>Activity 2.1. Uncovering digital barriers in hybrid workplaces</p> <p>Step 1. Select a detailed case study highlighting common digital barriers (e.g., visibility challenges, the digital divide). Prepare the Activity Sheet 1 Visibility</p>

² www.microsoft.com/insidetrack/blog/reinventing-microsofts-employee-experience-for-a-hybrid-world

³ www.bbc.com/worklife/article/20210804-hybrid-work-how-proximity-bias-can-lead-to-favouritism



				https://shorturl.at/aXxNM Activity sheet 1 Visibility framework – discussion questions worksheet	Framework – Discussion Questions Worksheet. Step 2. Present the theoretical content (PPT). Brief participants on the case study. Share the pre-selected case study (use visuals if possible). Highlight key barriers and their impact Step 3. Divide participants in small groups and ask them to identify barriers in the case study using the Visibility Framework worksheet Step 4. Guide participants to relate the identified barriers to their own work experiences.
	2.2. Communication challenges in hybrid work settings	2.2. Conduct a role-play exercise to simulate a hybrid meeting, highlighting common barriers (e.g. technical issues, social cues). Guide	45'	Oral presentation supported by PPT presentation To create specific scenario cards with challenges and	Activity 2.2. Simulating a hybrid meeting Step 1. Prepare feedback sheets from Activity Sheet 3

		<p>participants to identify and solve challenges together</p>		<p>information on “proximity bias”, “multitasking” and “hybrid meeting practices” use the STAY CONNECTED Toolkit EN:</p> <p>Proximity bias: Explanation and causes: p 51-52 Scenarios related to proximity bias in hybrid workplaces: p. 52</p> <p>Challenges in hybrid meetings: Common issues like multitasking and technology difficulties: p. 36 Best practices for inclusive meetings (includes structuring contributions and multitasking reduction): p. 37</p> <p>Tips for inclusive hybrid meetings: Checklist and detailed tips on engagement and moderation: p. 37</p>	<p>for individual and group reflections.</p> <p>Step 2. Provide an overview of hybrid communication challenges using the PPT slides</p> <p>Step 3. Distribute role-play scenarios, using provided scenario cards from Activity Sheet 2, that include technical and social challenges for each group</p> <p>Step 4. Explain the objectives of the role-play activity and distribute relevant scenario cards</p> <p>Step 5. Each group conducts a simulated meeting based on their assigned scenario, so Encourage participants to use the strategies outlined on their scenario cards (e.g.,</p>
--	--	---------------------------------------------------------------	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



				<p>Activity sheet 2 Scenario cards: Challenges in hybrid meetings</p> <p>Activity sheet 3 Hybrid meeting feedback and reflection sheet</p>	<p>assigning a co-host or using interactive tools)</p> <p>Step 6. Facilitate a discussion using the questions from the scenario cards and feedback sheet</p> <p>Step 7. Distribute the feedback sheets for participants to document personal takeaways and encourage them to propose concrete actions and strategies they could adopt in their workplaces</p>
3.	3.1. Developing inclusive communication techniques	3.1. Present the inclusive meeting checklist and explain its key components. Facilitate a brainstorming session in which participants suggest ways to adapt the checklist to their team dynamics	30'	<p>Oral presentation supported by PPT presentation</p> <p>STAY CONNECTED Toolkit EN – Chapter 3.3 Conducting Inclusive Hybrid Meetings, p. 33-39. This section outlines key best practices for inclusive meetings, such as:</p> <ul style="list-style-type: none"> • Sharing discussion materials in advance. 	<p>Activity 3.1. Designing inclusive meetings</p> <p>Step 1. Briefly present the concept of inclusive hybrid meetings and their importance using a PPT slide. Then highlight key components of the Inclusive Meeting Checklist (p. 33-39</p>



				<ul style="list-style-type: none">• Ensuring cameras are on and speaking clearly.• Using engagement tools such as polls, icebreakers, and virtual whiteboards.• Assigning in-person attendees as "buddies" for remote participants.• Having a meeting moderator to support remote attendees with tech or raise their questions in real time.• Structuring contributions so that remote participants feel equally engaged and visible	<p>of the STAY CONNECTED Toolkit).</p> <p>Step 2. Split participants into groups of 3-5. Assign a timekeeper and note-taker for each group. Then give these instructions:</p> <p>"Review the checklist provided and discuss how to adapt these practices to your team's specific needs."</p> <p>"Identify one potential barrier and suggest a solution."</p> <p>Encourage groups to use sticky notes or a whiteboard to document their ideas</p> <p>Step 3. Ask each group to share one adaptation idea. Then summarise the session, highlighting common themes and innovative suggestions.</p>
--	--	--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



4.	4.1. Developing wellbeing strategies do hybrid work environments	4.1. Conduct a discussion where participants share their digital wellbeing habits and assess their effectiveness	20'	<p>Oral presentation supported by PPT presentation</p> <p>STAY CONNECTED Toolkit EN – Chapter 2.4 Digital Wellbeing Policies to Address Work-Life Balance, p. 29-31. This chapter covers:</p> <ul style="list-style-type: none">• Developing policies and practices to promote work-life balance and prevent burnout• Guidelines on setting digital boundaries around technology use (e.g., checking emails only during designated times)• Recommendations for digital detox, mindfulness practices, and managing notifications• Suggested tools such as Headspace, ActionDash, and BreakTimer for managing digital wellbeing	<p>Activity 4.1. Assessing digital wellbeing habits</p> <p>Step 1. Present key data from Chapter 2.4 about digital fatigue, its impact on productivity, and wellbeing tools</p> <p>Step 2. Divide participants into small groups (3-4 people). Give this questions for the discussion:</p> <p>"What digital wellbeing habits have you personally adopted?"</p> <p>"Which habits work best, and which ones need improvement?"</p> <p>Step 3. Encourage groups to share personal experiences with digital fatigue. Ensure the note-taker documents solutions</p>
----	-------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------	-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

				Activity sheet 4 Key components of a digital wellbeing policy	Step 4. Ask each group to share one key solution or insight; then summarise common themes and best practices.
	4.2. Hybrid team inclusion and digital wellbeing in practice	4.2. Ask participants to create a personal wellbeing action plan, including a goal to improve hybrid work-life balance and a strategy to promote inclusivity	25'	<p>Oral presentation supported by PPT presentation</p> <p>Activity sheet 5 Action plan template for team inclusion and digital wellbeing</p> <p>STAY CONNECTED Toolkit EN – Chapter 3.3. Conducting inclusive Hybrid Meetings, p.36-36. This section contains a checklist for conducting inclusive hybrid meetings, which includes:</p> <ul style="list-style-type: none"> • Establishing meeting norms (e.g., shared speaking opportunities) • Using breakout rooms and polls to foster engagement • Clear role distribution to improve shared 	<p>Activity 4.2. Creating a wellbeing action plan</p> <p>Step 1. Briefly present key data on digital fatigue's impact on productivity and engagement (use the RECAP information in the PPT). Highlight the importance of fostering wellbeing and inclusivity in hybrid work settings</p> <p>Step 2. Explain the goal of creating a personal wellbeing action plan. Then, share the Activity Sheet 5 template and briefly go through its sections: SMART goals, action steps, potential barriers, and solutions</p>

				<p>accountability during discussions</p> <p>For self-care or team accountability exercises, the toolkit may touch on related topics like digital wellbeing strategies (Chapter 2.4, pages 29-31)</p>	<p>Step 3. Explain the interactive portion: participants will draft their own plans, focusing on one goal each for hybrid work-life balance and inclusivity</p> <p>Step 4. Encourage participants to fill out the template individually (5 minutes). Then, use breakout groups (3-4 participants per group) to discuss plans and gather additional ideas (5 minutes)</p> <p>Step 5. Reconvene as a group to share insights and solutions. Reinforce on key takeaways for actionable strategies that participants can implement post-training</p>
5	5.1. Recap of key lessons learned for each session	5.1. Distribute the reflection worksheets, after each session, and ask participants to summarise the most impactful lesson	10'	Activity sheet 6 Module 3 Reflection worksheet	Encourage participants to share one concrete



Co-funded by
the European Union



					commitment for improving inclusivity
--	--	--	--	--	-----------------------------------------