

€ TRAINING

Core IT Skills for the Workplace





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Introduction:

This training program is designed to provide participants with a solid foundation in essential IT skills that are crucial in today's digital workplace. It covers core concepts and practical applications of key technologies and tools that professionals encounter in various roles, aiming to equip them with the knowledge and technical proficiency needed to work efficiently and stay competitive in the evolving digital landscape.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the fundamentals of information technology and its role in the workplace.
- Effectively use productivity tools like Microsoft Office Suite and Google Workspace.
- Navigate and manage IT systems, software, and hardware effectively.
- Utilize key communication and collaboration tools for enhanced workplace efficiency.
- Understand cybersecurity best practices to protect organizational information.

Targeted Audience:

- Professionals seeking to enhance their IT skills.
- Employees in non-technical roles who wish to improve their digital proficiency.
- Teams looking to optimize their use of technology in the workplace.
- Business owners aiming to improve internal processes through IT.

Program Outline:

Unit 1:

Introduction to Information Technology and Systems:

- Overview of IT and its relevance in the workplace.
- Basic computer systems and their components.
- Operating systems: Windows, Mac, and Linux fundamentals.

- Introduction to networking: LANs, WANs, and internet basics.
- Cloud computing and its applications in modern businesses.

Unit 2:

Productivity Software and Tools:

- Mastering Microsoft Office Suite Word, Excel, PowerPoint.
- Introduction to Google Workspace Docs, Sheets, Slides.
- Time management and task-tracking tools Trello, Asana.
- File management and sharing best practices.
- Utilizing email and calendar software efficiently.

Unit 3:

Communication and Collaboration Tools:

- Introduction to communication tools: Slack, Microsoft Teams, Zoom.
- Managing virtual meetings and webinars.
- File sharing and collaboration in real-time.
- Project management platforms: Basecamp, Monday.com.
- Effective use of video conferencing and remote work tools.

Unit 4:

Basic IT Troubleshooting and Maintenance:

- Common hardware and software troubleshooting techniques.
- Managing and updating software and applications.
- Identifying and resolving network connectivity issues.
- Basic printer and peripheral troubleshooting.
- Maintaining system performance through regular updates and backups.

Unit 5:



Cybersecurity Awareness and Best Practices:

- Understanding cybersecurity threats malware, phishing, hacking.
- Password management and multi-factor authentication.
- Safe internet browsing and email practices.
- Data protection and privacy compliance.
- Implementing cybersecurity measures in the workplace.