

Introduction to CONSCIOUSLY DIGITAL



The course

Although the digital age has been here with us for decades, societies and individuals have taken technology as an eventual alternative. When the Covid 19 pandemic hit, we suddenly had no choice: technology and digital, as alternatives, ceased to exist and we needed to rely on technology more than ever before. The forced shift to more dynamic digital presence left us no time to really consciously shape how we work, learn, communicate, cooperate and exist as individuals and communities in the online spaces. So the question arises: are we ready? In this course, we're looking for the answer to this, together with you. *Welcome here!*



The Authors

The course has been developed by the team of Hekate Conscious Ageing Foundation, routed in the Netherlands, organising activities globally around the topics of ageing, silver economy, co-living, mental health, digital culture and societies.

How was this course born?

We're co-leading a 2-years-long project with SignCoders, called DigInclude: Developing Digital Skills in Disadvantaged Groups.

With this project we aim to:

- create a dedicated adult learners' community of Hungarian and Dutch people, in which ongoing dialogue, long-term community learning, and co-created, progressive community initiatives can be born.
- support young disadvantaged individuals to improve their digital skills, literacy and wellness in order to support their employment success in a digital world.



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

Want to learn more?

[Hekate Conscious Ageing Foundation](#) 

[SignCoders](#) 

[DigInclude](#) 



**CONSCIOUS
AGEING**
HEKATE FOUNDATION 

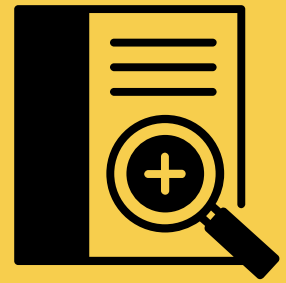
Enjoy the course! 

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User Guide



Use the symbols to navigate yourself



Click on this symbol for more details



Get ready for some hints or tips



Take time to reflect



Topic/question of personal level



Topic/question of community level



Topic/question of society level



Topic related to skills



Topic related to trust



Topic related to use/usage

Manage your time and energies

This is a visual based course, heavy of information. It's up to you how fast you go through the material. Our experience shows that the more time you leave to process and reflect in between different topics, the more powerful the learning will be.

The learning experience will be even more powerful if you couple up with someone, or you chose to do this with a group of people. In this case please always take care of each other's needs - we all process differently.

Along some theory, you'll find a lot of hints & tips, as well as reflection exercises. While we encourage you to engage yourself in the process, let us remind you that it's your choice how deep you go in the process. Some questions will be easy and fast to reply to, some might feel challenging. Please don't allow discomfort to stop you from this learning experience, but remember to practice self-care and decide to come back to a question at a better time if that does not seem suitable for the moment.

During the theory, as well as the reflection assignments you will probably have questions. Please never hesitate to contact us when you need any support, we're here!

Enjoy the course!



Intentions for the Course

HINTS & TIPS



Manage your expectations

What will you get in this course?

KNOWLEDGE: You will familiarise yourself with some key digital concepts such as digital inclusion, digital readiness, digital intelligence, digital wellbeing and more.

TASKS: You will be guided through some personal and/or organisational reflections at several points of the course.

TOOLS: You will be given practical tools to develop your and/or your communities' digital skills and competencies.

Get intentional



Identify what you need to get out this experience and go for it.

Chose to invest



No changes or results are given without (hard) work. Engage in the tasks, take time to reflect and enjoy the benefits later.

REFLECTION



What brings you to this course? What would you like to get out of this course? Take a moment to think about this and write this down in your notebook.

gs you to this course? What would
of this course? Take a moment to
and write this down in your notebook

Digital Readiness



How prepared
we are on
different
LEVELS...



... and with its
different
COMPONENTS



Personal Level

How well and confident individuals
navigate in the digital space.



Community Level

How well and confident individuals
interact with each other in the
digital space.



Society Level

How well and safe digital spaces are
designed, built and regulated.



Skills

hard skills



Trust

attitude



Use

soft skills



How ready do you feel?

HINTS & TIPS



Prepare Your Lenses

When we talk about Digital Readiness, we need to make observations on 3 different levels:



Personal - meaning you and your relationship with technology, or a friend's/colleague's/employee's



Community - meaning the group of people you belong to



Society - people and communities on an overall, macro level

Be open to swap your lenses from time to time.



Assess

But REFLECTION first this time!

Get Overseas and try the Australian Government's [digital readiness assessment tool](#)!



REFLECTION



Think about your digital skills, the way you use technology and how much you trust technology, and try to guess your own digital readiness on a scale of ten. Describe why you think so.



Areas of Digital Readiness



Skills



Trust



Use



Personal

Digital Literacy
& Digital
Competences

Digital
Citizenship

Digital Wellbeing
& Digital
Intelligence

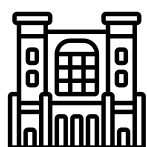


Community

Digital Social
Awareness

Digital Ethics,
Fairness &
Inclusivity

Digital
Culture



Society

Digital
Education &
Strategy

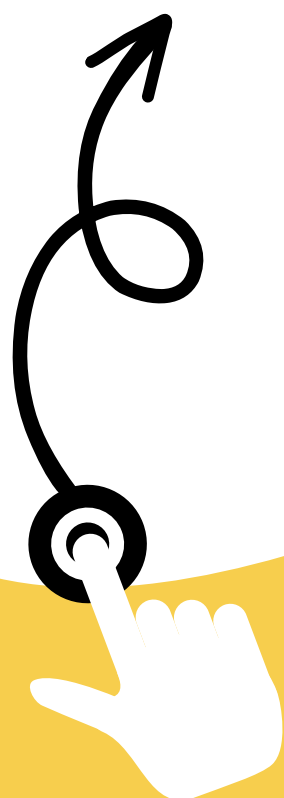
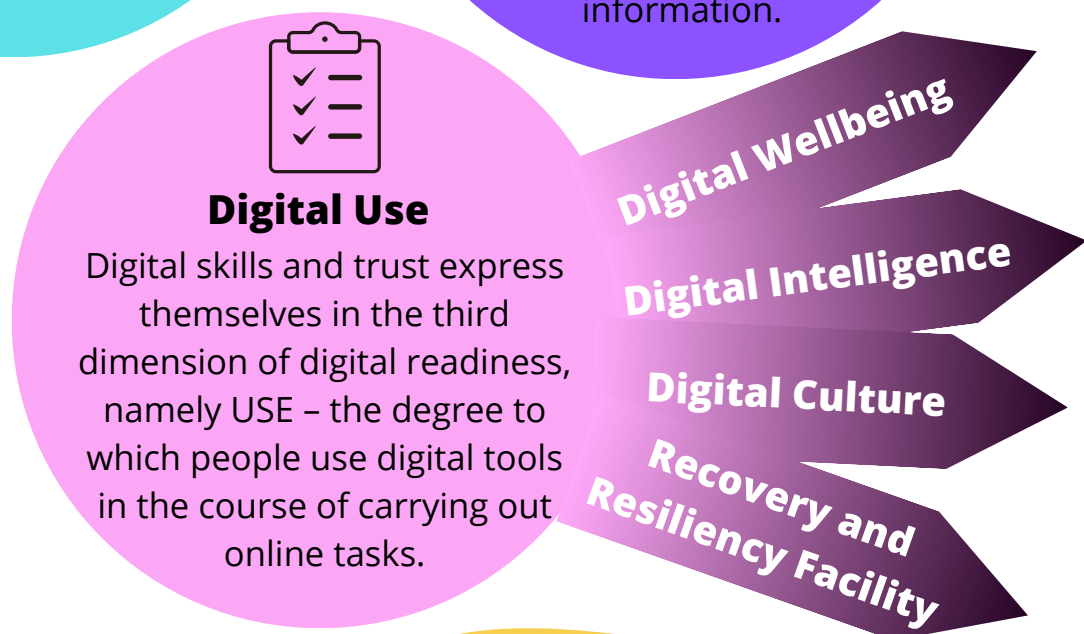
Safe Digital
Public
Infrastructure

Recovery and
Resilience
Facility

Inspired by the PEW Research Center, developed by Hekate Conscious Ageing Foundation

In the following chapters we will discover more each area of our digital readiness map. Get ready for your journey!





Components of
Digital Readiness

Inspired by the
PEW Research Center

HINTS & TIPS



A simple black and white line drawing of an open book. The pages are slightly curved, suggesting they are being turned or are naturally flexible. The binding is visible in the center crease.

There are different views on what makes individuals and communities ready for our digital future. What do YOU think the key elements are? What would your model of Digital Readiness look like?

REFLECTION

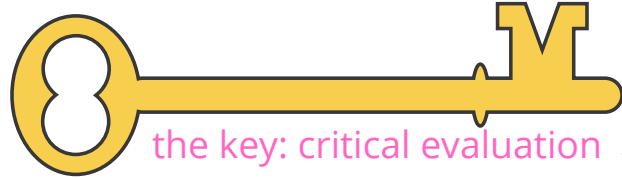


Taking a look at the areas of Digital Readiness: how many of them are you familiar with already and which are those? From the ones you don't know yet, which brings you curiosity and why? Note down your thoughts.

Digital Literacy



LITERACY = ability to read + write



the key: critical evaluation

DIGITAL LITERACY = ability to locate + consume + create + communicate digital content



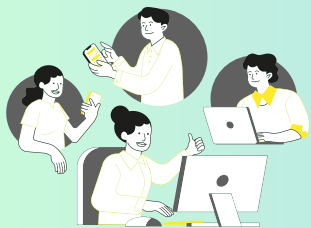
**Locating and
consuming digital
content**

Sharing information, f.e.:

- creating a post on social media
- sending an email
- sharing documents online with others

Complete digital tasks, f.e.:

- using a smart phone
- viewing your online banking statements
- reading an online news

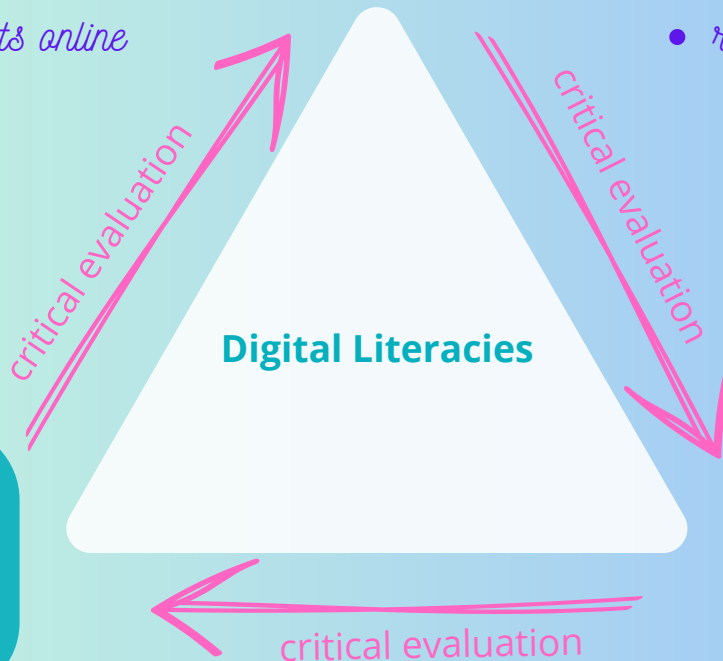


**Communicating
digital content**



**Creating digital
content**

Digital Literacies



*Everything from making and editing videos to
writing articles to creating and editing PDFs*




How is your literacy?

HINTS & TIPS




Educate yourself

Read the paper of [Spires and Bartlett \(2021\) about Digital Literacies](#). 




Adapt your mindset

Technology keeps rapidly changing, so it's useful if you try to get into the ["lifelong learner"](#) mindset. 



Boost your critical evaluation skills

Learn about fake news and critical thinking in [BBC's mini course on fake news](#)! 

REFLECTION



Which area of digital literacy do you feel the most confident in? Why? And which area do you need to focus more in order to raise your level of digital literacy? Why? Note down some your thoughts, then take a moment to identify at least one thing that you can do to improve in this area. You can think about education, practice, technical support - just be specific.



Think about the people you're working with or leading. What are their areas where they need improvement and what can you do to support them?

Digital Competences



COMPETENCE = skills 🖐️ + knowledge 🧠 + attitude ❤️

DIGITAL COMPETENCES: confident, critical and responsible use of and engagement with digital technologies for learning, at work, and for participation in society

Information & Data Literacy

1

- 1.1 Browsing, searching and filtering data, information & digital content
- 1.2 Evaluating data, information and digital content
- 1.3 Managing data, information and digital content



Communication and collaboration

2

- 2.1 Interacting through digital technologies
- 2.2 Sharing through digital technologies
- 2.3 Engaging in citizenship through digital technologies
- 2.4 Collaborating through digital technologies
- 2.5 Netiquette
- 2.6 Managing digital identity



Digital content creation

3

- 3.1 Developing digital content
- 3.2 Integrating and re-elaborating digital content
- 3.3 Copyright and licences
- 3.4 Programming



Safety

4

- 4.1 Protecting devices
- 4.2 Protecting personal data and privacy
- 4.3 Protecting health and well-being
- 4.4 Protecting the environment



Problem solving

5

- 5.1 Solving technical problems
- 5.2 Identifying needs and technological responses
- 5.3 Creatively using digital technologies
- 5.4 Identifying digital competence gaps



5

Areas

21

Competences

DigComp Framework

Developed by the European Commission




Are you digitally competent?

HINTS & TIPS



Educate yourself

Learn more about each digital competence and see what they mean exactly. You'll find detailed descriptions in the [European Commission's DigComp Framework](#). 



Assess yourself

Check the Digital Competences again, and give yourself a moment to reflect on how strong you are in each of them. Mark your strength of each digital competence on the scale of 1 to 10, where 1 is "you don't even know what that means" and 10 is that "you're even able to teach that competence". Once done, make your map of digital competences and see the areas that need improvement and acknowledge & celebrate the ones where you feel confident.

REFLECTION



As we learned, competences are not purely based on knowledge and skills, but a great part of it is attitude. Now have a bit of reflection: What is your attitude towards technology? Do you feel resistance? Or are you fully open? How do you feel about digital in general? Do you seem to have the right attitude to develop strong digital competences?

Challenge time! Chose a new skill you want to embrace. Now get your calendar and book a 15-30 minutes long session just to START discovering it and see where it takes you.

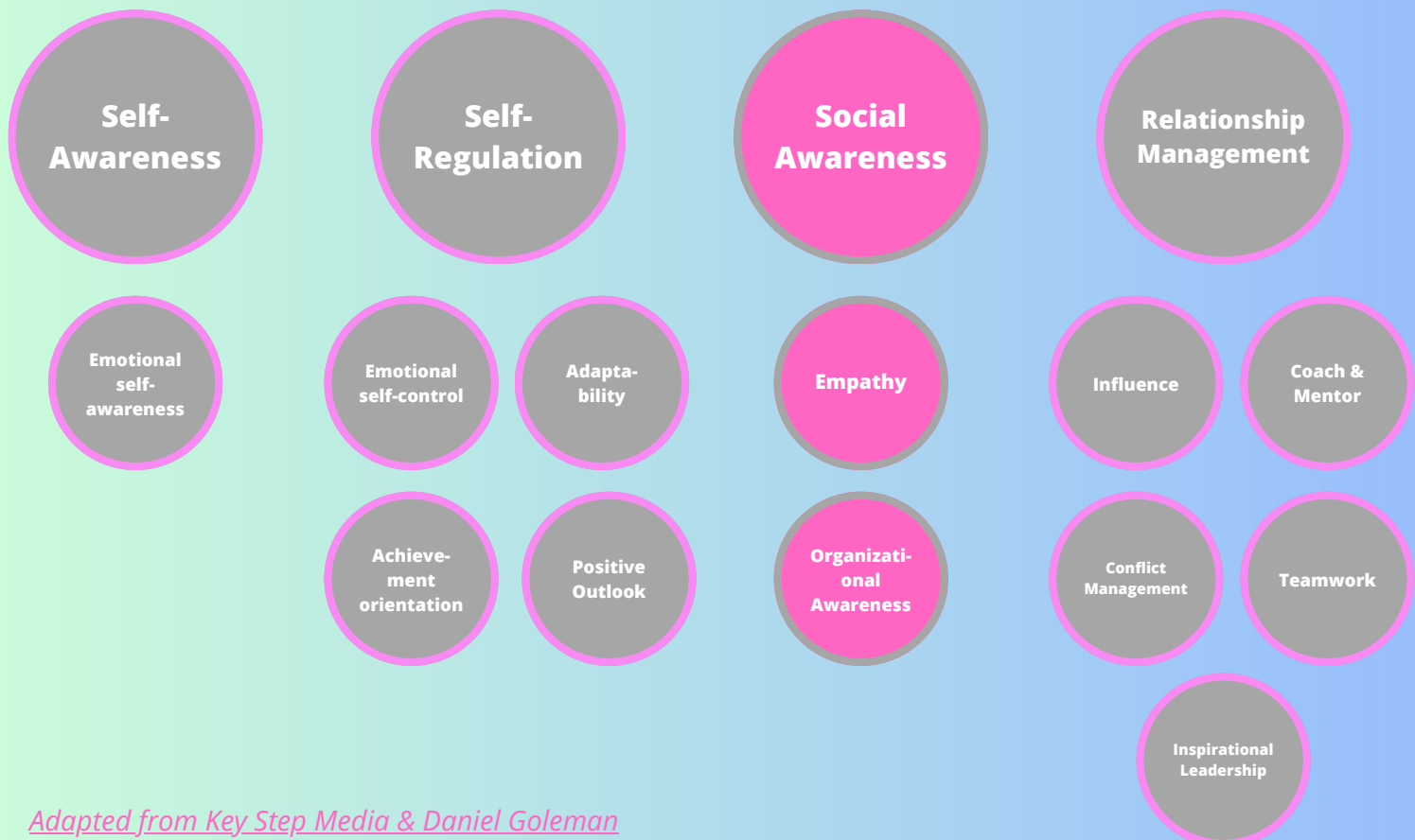
Digital Social Awareness



UNDERSTANDING and MANAGING others' emotions while being ONLINE and while surrounded by technology in OFFLINE interactions.



The 4 Domains and Competences of Emotional & Social Intelligence



Adapted from Key Step Media & Daniel Goleman



EQ?

"Emotional intelligence is the ability to understand and manage your own emotions and feelings, as well those of others"



Why EQ?

EQ supports: listening and focus, (social) resilience, meaningful relationships, belonging

Are you aware?

HINTS & TIPS




Map it out

Get your team/community and create a map of your digital processes (instant communication, strategies, stakeholder management, learning & development etc) and find the points in the process that are frustrating/difficult/overwhelming for your team. Can you come up with some alternatives to improve the pain points?



Communication Charter

Create space for deep listening within your team/community so that you can hear and acknowledge what everyone needs, prefers, expects etc. Note down your findings in a Communication Charter that can be a to-go document any time - for better, more effective, empathetic communication and team work. Need more inspiration on this? Click on [MindTool](#). 

REFLECTION



If your team/community fully listened to you, what would you tell them: what makes digital co-existence and co-creation easier for you?

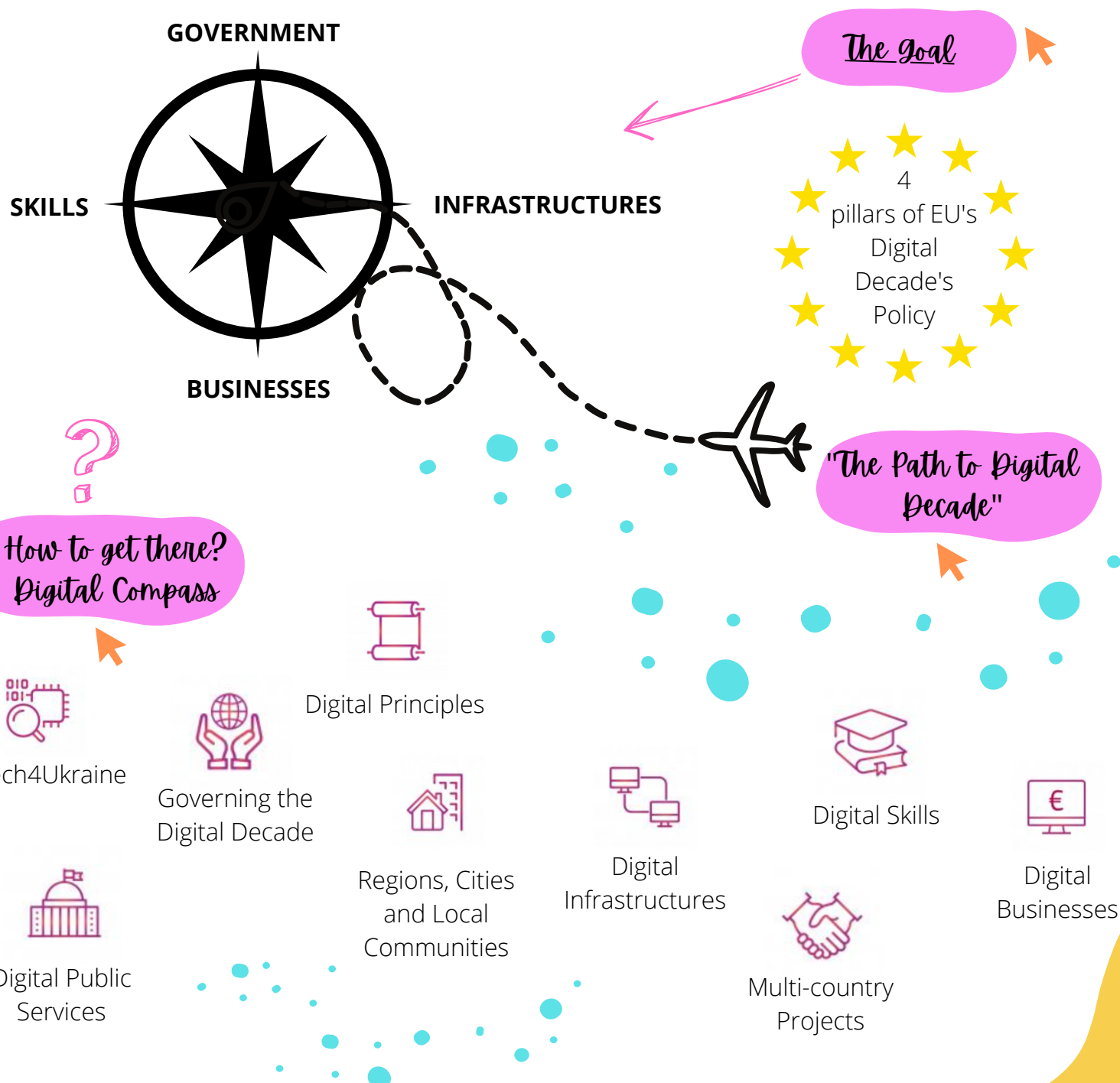


What do you need from your team/community so that you can freely and honestly express these needs? Is there anything you could do to fulfil these needs?

Digital Education & Strategy



Responsibility lies with: public institutions, societies, governments, European Union. 2020-2030: Digital Decade - EU's policy for Digital Readiness.



Your voice: educate and strategize

HINTS & TIPS



Learn more about EU policies

DigComp →

The Path to Digital Decade →

Digital Decade →



Get familiar locally

Make a quick research about the national policies of Digital Education and Strategy, and see also your local municipality's plans and policies.

REFLECTION



Do you agree with the EU, your national and your local policies and strategies regarding digital education? If yes, which pillar/step would you prioritise and why? If not, what would you change in these policies?



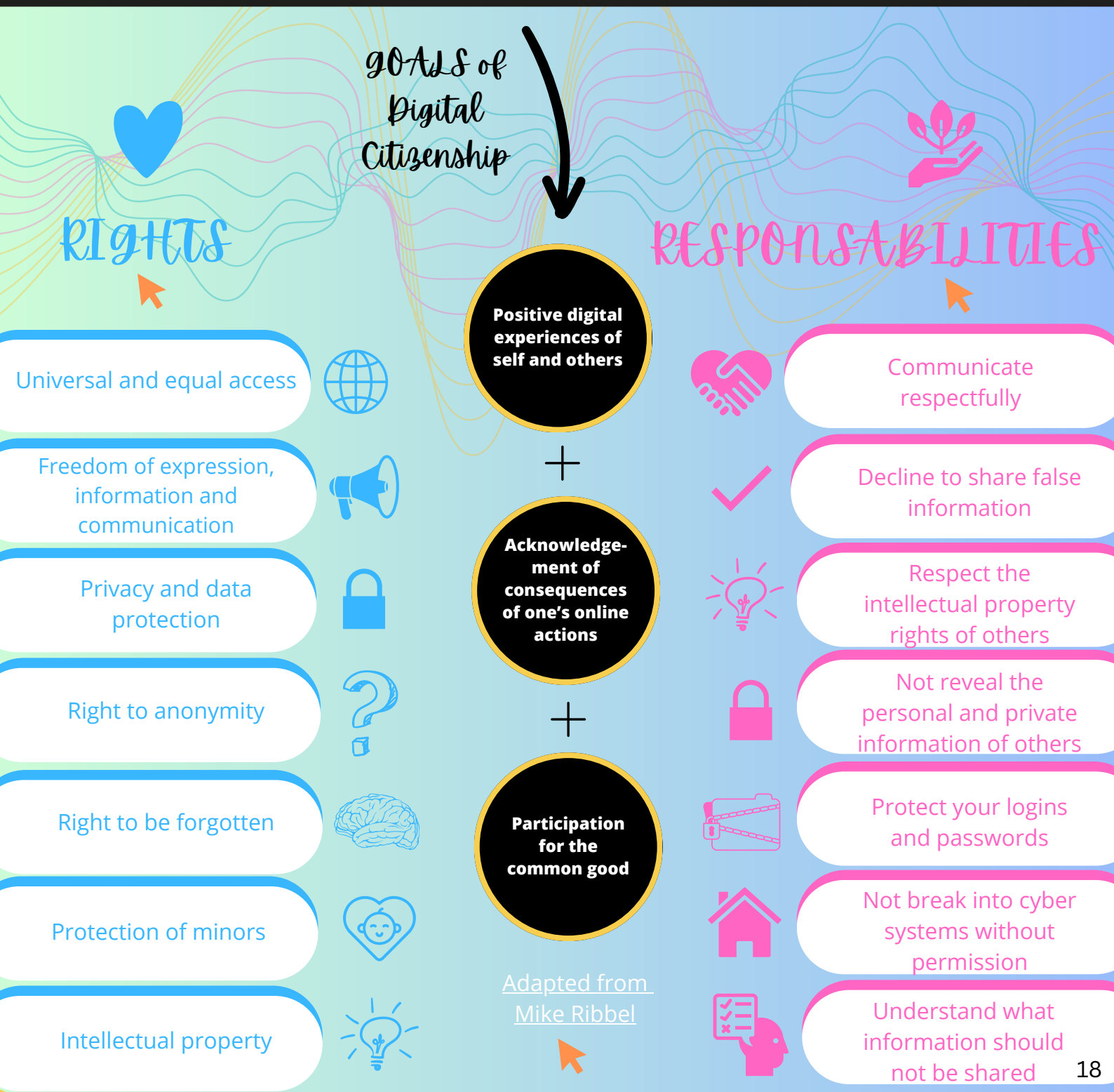
If you wanted to contribute, where could you raise your voice? Where could you go locally, nationally and on EU level to voice your opinion?

Digital Citizenship



CITIZENSHIP: "nationally bounded membership" with rights and responsibilities of civil, political and social elements

DIGITAL CITIZENSHIP: is the "continuously developing norms of appropriate, responsible, and empowered technology use"



Digital Ethics

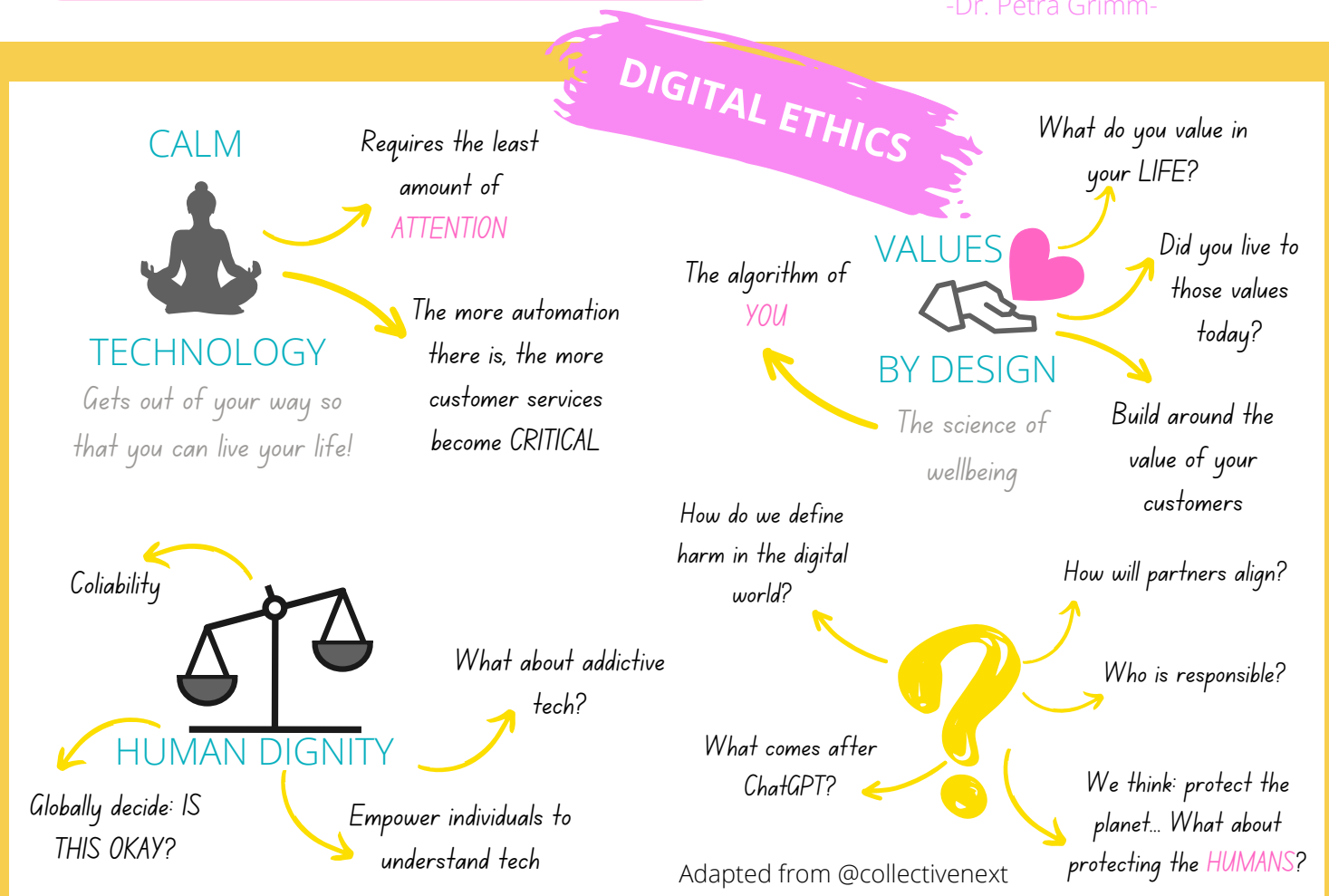


ETHICS = a moral philosophy on what is good or bad and right or wrong morally

DIGITAL ETHICS = the same moral philosophy in digital & technological context

"Ethics doesn't ask: 'What is technically feasible?', but instead 'What is desirable?' and 'For whom is it desirable?'"

-Dr. Petra Grimm-



Components of Digital Ethics

Factors to take into account when you make a decision

Application

Bias
Tech Autonomy
Design
Agency and Consent
Human Enhancement
Precautionary Principle

Governance

Accountability & Control
Law & Policy
Labor & Skills
Digital Rights
Identity
Digital Permanence

Risk

Security
Health & Safety
Privacy
Environmental Resources
Inequality
Existential Risks

Let's get ethical!

HINTS & TIPS



Educate yourself

Read more about Digital Ethics, get to know different perspectives.



Self-review

Take some time to review your digital ethical practices. Think also about your Social Media usage!



Community-review

Review the digital ethical practices of the groups, teams and communities you are part of. Check if everyone in the certain group has the same understanding on the group ethics.

REFLECTION



Design your own whiteboard/collage to visually discover Digital Ethics. What does it mean to you? What are your critical questions when deciding if something is ethical or not? Get creative, use colors, go mad and enjoy the process!



Try to gather the members of your team/community and create a team board/collage on Digital Ethics! Feel free to use the same questions from above.



As Dr. Petra Grimm says: "Ethics doesn't ask: 'What is technically feasible?', but instead 'What is desirable?' and 'For whom is it desirable?'". What do you think about this? What is desirable and for whom is it desirable?

Fairness & Inclusivity



EQUALITY

SAMENESS. The assumption that everyone benefits from the same support - since everyone is given the same thing.

Problem: Not everyone starts from the same place, therefore not everyone needs the same support.

EQUITY

FAIRNESS. Making people get access to the same opportunities.

People don't get the same support, but everyone gets the support they need.

Problem: barriers can make it difficult to provide everyone exactly what they need.

Adapted from Equasense

JUSTICE

FREEDOM FROM BARRIERS.

Since the cause(s) of inequality have been addressed, now everyone has the same opportunities. No systemic barriers, space for social inclusion.

➡ **"INCLUSION** occurs when PEOPLE feel, and are, VALUED and RESPECTED. Regardless of their personal characteristic or circumstance, and where they:

- have the opportunity to fulfil their individual and combined potential
- have access to opportunities and resources
- can contribute their personal best in every encounter
- can contribute their perspectives and talents to improve their organisation
- can bring far more of themselves to their jobs or have a sense of belonging."



Digital Inclusion



DigInclude Approach

Working directly with marginalised groups of:

- Seniors
- Deaf & Hearing Impaired

Our leading drive when working with(in) our communities:

- Curiosity & Openness
- Empathy & Compassion

Since marginalised groups tend to think "they are not ... enough", to really create equity, we need to bring people of marginalised groups to a position of equality by focusing also on their emotional development.

We create space for cross-national learning communities of marginalised groups - for personal and professional growth.

EU Approach

- "Digital inclusion is an EU-wide effort to ensure that everybody can contribute to and benefit from the digital world."

The 4 pillars of the European Union's Digital Inclusion Strategy:

1. Access to ICT
2. Assistive technologies - such as Inclusive design: ("Inclusive design is a design process in which a product, service, or environment is designed to be usable for as many people as possible, particularly groups who are traditionally excluded from being able to use an interface or navigate an environment.")
3. Skills and Digital Skills
4. Social Inclusion



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Do you Include?

HINTS & TIPS



Reflect

Stop for a moment to see who you want to and who you involve indeed currently! Are you really inclusive or could you do it better?

Check in with your community

Ask your people how they feel about inclusion within the community. Do they think processes are fair? Are there barriers to remove?

Best Practices

Research best practices online, or arrange a study visit to see how others approach digital inclusion. Try to find examples of organisations working differently from yours so that you can really widen your perspectives.



REFLECTION



How do you experience inclusion in your communities?

And how do you support inclusion in your communities?

Safe and Inclusive Digital Public Infrastructure (DPI)



1

Digital public infrastructure is not deployed in a vacuum; political context matters, and DPI must be designed and governed with the safeguards required to ensure platforms maintain trust and empower all people.

HOW?

- Build capacity to develop and implement regulations and policies that build and sustain trust.
- Implement a consent network as a foundational layer of DPI.
- Empower civil society actors to create, improve, and sustain safeguards that create accountability in how digital public infrastructure is designed and implemented.
- Where possible, decentralize the storage of sensitive data.

2

For digital public infrastructure to empower people, its components must be designed to prioritize inclusion, with policies and incentives that include traditionally marginalized groups as fundamental to the design of platforms and user interfaces.

HOW?

- Ensure that digital public goods are easy to access and use in their design, particularly for traditionally marginalized groups.
- Design services associated with digital public infrastructure to be available offline for citizens without consistent connectivity or electricity.

3

To play a meaningful role in population-scale, society-wide digital public infrastructure, open-source digital public goods must be affordable for countries to deploy and maintain.

HOW?

- In collaboration with open source product owners, governments, donors, and ecosystem actors, develop clear and sustainable pricing models for open-source technology.
- Explore new and alternative approaches to financing and building digital public infrastructure.

3 Goals of the Digital
Public Goods (DPG) Charter

Adapted from the Digital Impact Alliance


Your voice: Digital Public Infrastructure

HINTS & TIPS



Learn more about EU policies

Digital Public Goods (DPG) Charter 
Digital Decade 

Watch the recording of the United Nation's General Assembly from 2022, focusing on Digital Public Infrastructure 



Get familiar locally

Make a quick research about the national policies and strategies of Digital Infrastructure and see also your local municipality's plans and policies.

REFLECTION



Do you agree with the EU, your national and your local policies and strategies regarding digital infrastructure? Why? What would you change in these policies, if not?



If you wanted to contribute, where could you raise your voice? Where could you go locally, nationally and on EU level to voice your opinion?

Digital Wellbeing



WELLBEING = wellness, a holistic state of being well

DIGITAL WELLBEING: optimal state of health + personal fulfilment + interpersonal satisfaction + body-mind-spirit integrity that one can achieve while using technology



Goal of Digital Wellbeing

Interpersonal satisfaction

Optimal state of health

Personal fulfilment

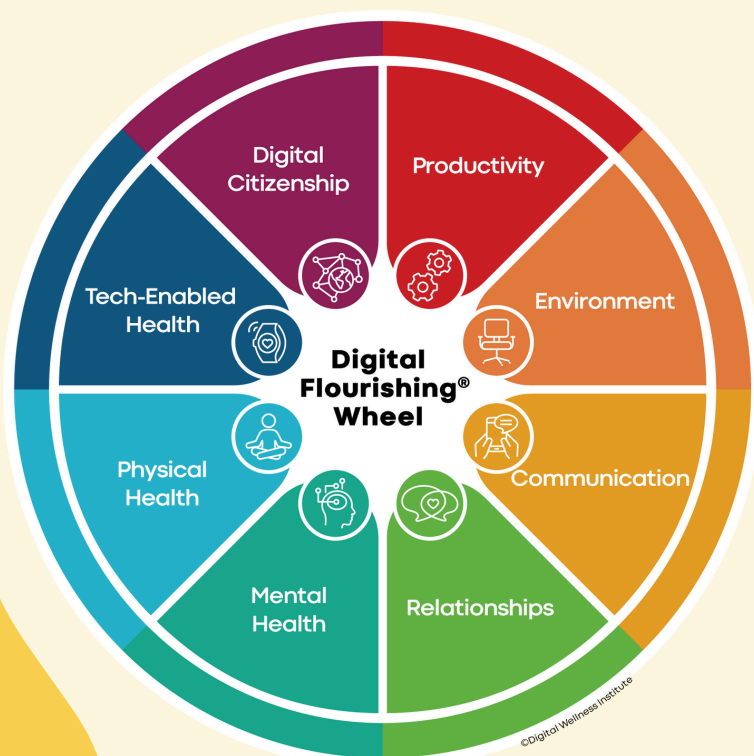
Body-Mind-Spirit Integrity

TECH

LIFE

NORMALISED: Joys and challenges of Tech

SUSTAINED: Healthy tech behaviour and boundaries



Digital Flourishing® Wheel

Map of areas where one could (/should?) focus on for great Digital Wellbeing.

Adapted from the Digital Wellness Institute

Are you digitally WELL?

HINTS & TIPS



Raise awareness

Take time to fill in the Digital Flourishing Survey to have a good overview of your Digital Wellbeing. ➡

Alternatively you can use Google's Digital Wellbeing experience. ➡

Check the screen time on your phone so that you can understand your habits!

Community check-in

Check in with your team/community and see how well/unwell they feel. Use the surveys above to understand them better and see how you can support them!

Goals-needs-values

Review your core values, current goals and needs and see if the current way you use technology is supporting those or not.

REFLECTION



Dedicate some time to honestly observe your digital habits as well as your offline habits while around tech devices. Think about if these habits are supporting your goals and needs and are aligned with your core values, too. If not fully, how can you adjust? What could you do more of or less of to achieve better support, balance and wellbeing? List all the things you could do for improvement, then pick one only and go for it! Practice it for a week, then see how it feels. When you're ready to take on more, go for the next one on your list!

Check another tool for improving your relationship with technology on our website, which uses a method of Play-Pause-Stop-Review-Forward-Reset-Boot-Restart! ➡

Digital Intelligence (DQ)



DQ?

DQ is defined as "a comprehensive set of technical, cognitive, meta-cognitive, and socio-emotional competencies that are grounded in universal moral values and that enable individuals to face the challenges and harness the opportunities of digital life."

24 DQ Competences

8 AREAS

3 LEVELS

	Digital Identity	Digital Use	Digital Safety	Digital Security	Digital Emotional Intelligence	Digital Communication	Digital Literacy	Digital Rights
Digital Citizenship	1 Digital Citizen Identity	2 Balanced Use of Technology	3 Behavioural Cyber-Risk Management	4 Personal Cyber Security Management	5 Digital Empathy	6 Digital Footprint Management	7 Media and Information Literacy	8 Privacy Management
Digital Creativity	9 Digital Co-Creator Identity	10 Healthy Use of Technology	11 Content Cyber-Risk Management	12 Network Security Management	13 Self-Awareness and Management	14 Online Communication and Collaboration	15 Content Creation and Computational Literacy	16 Intellectual Property Rights Management
Digital Competitiveness	17 Digital Changemaker Identity	18 Civic Use of Technology	19 Commercial and Community Cyber-Risk Management	20 Organisational Cyber Security Management	21 Relationship Management	22 Public and Mass Communication	23 Data and AI Literacy	24 Participatory Rights Management

Adapted from the DQ Institute

Contribution to
Future-Readiness

1. Analytical Thinking	2. Critical Thinking	3. Organizational Skills
4. Technological Skills	5. Problem-Solving	6. Creativity
7. Initiative	8. Communication	9. Adaptability
10. Resilience	11. Social and Emotional Skills	12. Leadership

What about your DQ?

HINTS & TIPS



Educate yourself

Check how the Digital Intelligence Competence Framework was born and what each competence means!



Organise a debate

See what your teams/communities have to say about IQ, EQ (Emotional Intelligence), and DQ (Digital Intelligence). Why are these all important and how? What do you think the most important is in today's world?



REFLECTION



Pick 3 competences of the Digital Intelligence

Competence Framework and discover them a bit

better. See what these mean according to the DQ

Institute, what they mean to you, how they reflect in

your everyday life and work and how you could

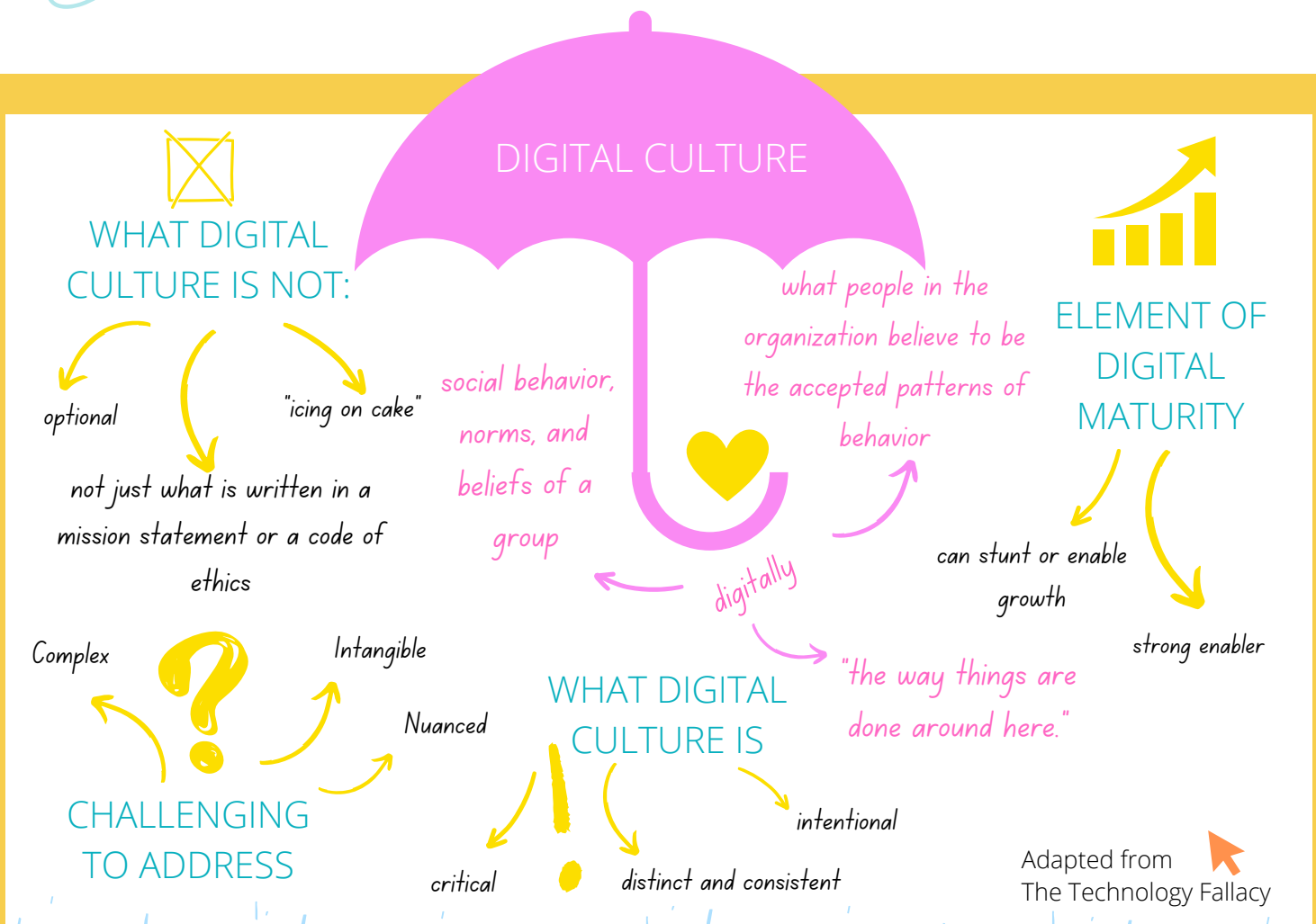
improve these!

Digital Culture



CULTURE = a way of life: general customs + beliefs, of a particular group of people at a particular time

"Culture eats strategy for lunch."
-Peter Drucker-



Social Media and Digital Culture

HOW?

One's Social Media presence has to be:

- Intentional
- Critical
- Distinct & Consistent

RISKS?

One need to pay special attention to risks of:

- Negative social comparison
- Fake news & Cyberbullying
- Media Bubbles

WHAT?

- Respect
- Inclusion
- Critical thinking
- Engagement

HINTS & TIPS



Community check-in

Create space for having a conversation on what digital culture means to your team/community and discover together how you can sustain a rich culture. Use the opportunity as a feedback for the culture you have.

Re-evaluate Social Media

Double check if fake news or cyberbullying are not being generated in the online communities/groups you manage. Make sure you set clear rules on what behaviour you tolerate and what not on your online communities/groups.



Find inspiration

Get inspired by reaching out to other local/international teams/communities and talk about how they see and build their digital culture.

REFLECTION



What is digital culture for you? What makes it rich?

What impacts you feel Social Media has on digital culture? Think about it for a moment and note down your thoughts.



What does the digital culture look like currently in your team/community? What could be done better?

How does Social Media influence this culture?

Recovery and Resilience Facility & Strategy



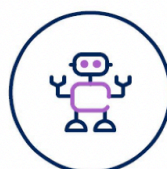
"As part of a wide-ranging response, the aim of the Recovery and Resilience Facility is to mitigate the economic and social impact of the coronavirus pandemic and make European economies and societies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions."

RESILIENCE = the quality of being able to return quickly to a previous good condition after problems

6 pillars of the Recovery and Resilience Facility



Green transition



Digital transformation



Smart, sustainable and inclusive growth



Social & territorial cohesion



Health, and economic, social and institutional resilience



Policies for next generation

Part of REPowerEU Plan


Member states have their own National Recovery and Resiliency Plans

Your voice: Recovery and Resilience F&S

HINTS & TIPS




Learn more about EU policies

[European Commission's Recovery and Resilience Facility and Strategy](#) 

[The European Commission's REPowerEU Plan](#) 



Get familiar locally

Make a quick research about the [national policies and strategies of Recovery and Resilience](#) and see also your local municipality's plans and policies. 

REFLECTION



Do you agree with the EU, your national and your local policies and strategies regarding recovery and resilience? Why? What would you change in these policies, if not?



If you wanted to contribute, where could you raise your voice? Where could you go locally, nationally and on EU level to voice your opinion?

Takeaway

HINTS & TIPS



Get intentional



Now that you've finished the course ask yourself: what's next? Review your learning and identify what actions you need to take to improve your or your communities' digital readiness. Remember, actions can be as small as reading an article of a certain topic every week.

Be SMART

Don't just identify the actions you need to take, but make a plan of them! Use the SMART tool to set goals that will actually for you and make sure your goals are:

- Specific
- Measurable
- Achievable
- Reasonable
- Time-bound

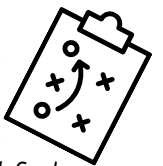
Use your resources

- Connect with peers!
- Engage in a community with of similar goals. Use [Osmosis](#) 
[Carenet](#).
- Ask experts: you can always [come to us](#) for support! 

REFLECTION



Take a moment to review the course material and your reflections. What have you learned about digital readiness? What have you learned about yourself and/or your team/community? What are your greatest takeaways?



As per the hints & tips you've probably identified already what actions you need to take to improve your or your team's/community's digital readiness. While we encourage you to make a SMART plan, we also ask you to name now one small action that you can take right now! Take your calendar and schedule that action in for the next 72 hours.



How was this course for you overall? Can you see the efforts you put in and invested in your digital readiness? If you're reading these lines, you've finished the course. Go and celebrate yourself - we will celebrate you! **Congratulations!**

Glossary



Digital Readiness: a state that shows how well and confident individuals navigate in the digital space (on personal level); how well and confident individuals interact with each other in the digital space (on community level); and how well and safe digital spaces are designed, built and regulated (on society level).

Digital Skills: one of the 3 pillars of Digital Readiness that stands for the skills necessary to initiate an online session, surf the internet and share content online.

Digital Trust: one of the 3 pillars of Digital Readiness. Trust, that is, people's beliefs about their capacity to determine the trustworthiness of information online and safeguard personal information.

Digital Use: one of the 3 pillars of Digital Readiness. Digital skills and trust express themselves in the third dimension of digital readiness, namely USE – the degree to which people use digital tools in the course of carrying out online tasks.

Literacy: the ability to read and write.

Digital Literacy: the ability to locate, consume, create and communicate digital content while applying critical evaluation.

Critical Thinking: refers to the ability to evaluate information and to be aware of biases or assumptions, including your own.

Bias: a particular tendency, trend, inclination, feeling, or opinion, especially one that is preconceived or unreasoned.

Mindset: a person's way of thinking and their opinions, established set of attitudes.

Fake news: false or misleading information presented as news.

Competence: one's skills, knowledge and attitude (behaviour) in a certain area.

Digital Competence: one's confident, critical and responsible use of, and engagement with, digital technologies for learning, at work, and for participation in society.

Glossary



DigComp Framework: The European Commission's initiative and strategy for improving Digital Competencies.

Emotional Intelligence (EQ/EI): the ability to understand and manage your own emotions and feelings, as well those of others.

Social Awareness: one of the 4 domains of Emotional Intelligence that stands for understanding and managing others' emotions

Digital Social Awareness: understanding and managing others' emotions while being online and while surrounded by technology in offline interactions.

Digital Decade: the EU's policy for Digital Readiness. The Digital Decade policy programme, with concrete targets and objectives for 2030, will guide Europe's digital transformation.

The Path to Digital Decade: EU's a concrete plan to achieve the digital transformation of our society and economy by 2030.

Citizenship: "nationally bounded membership" with rights and responsibilities of civil, political and social elements.

Digital Citizenship: is the "continuously developing norms of appropriate, responsible, and empowered technology use".

Ethics: a moral philosophy on what is good or bad and right or wrong morally.

Digital Ethics: a moral philosophy on what is good or bad and right or wrong morally in digital and technological context.

Equality: the assumption that everyone benefits from the same support - since everyone is given the same thing. Sameness.

Fairness: making people get access to the same opportunities. People don't get the same support, but everyone gets the support they need. Equity.

Diversity: is about what makes each of us unique and includes our backgrounds, personality, life experiences and beliefs, all of the things that make us who we are.

Inclusion: occurs when people feel, and are, valued and respected. Regardless of their personal characteristics or circumstances.

Glossary



Digital Inclusion: is an EU-wide effort to ensure that everybody can contribute to and benefit from the digital world.

Safe Digital Public Infrastructure (DPI): one of the strategies of the Digital Public Goods Charter (DPGC) developed by the Digital Impact Alliance (DIAL) and Digital Public Goods Alliance (DPGA).

Wellbeing: one's state of wellness. A holistic state of being well.

Digital Wellbeing: the optimal state of health, personal fulfilment, interpersonal satisfaction and body-mind-spirit integrity that one can achieve while using technology.

Digital Flourishing Wheel: map of areas where one could focus on for great Digital Wellbeing. Developed by the Digital Wellness Institute.

Digital Intelligence: a comprehensive set of technical, cognitive, meta-cognitive, and socio-emotional competencies that are grounded in universal moral values and that enable individuals to face the challenges and harness the opportunities of digital life.

Culture: a way of life; general customs and beliefs of a particular group of people at a particular time.

Digital Culture: social behaviour, norms and beliefs at a group in the digital space.

Cyberbullying: the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.

Negative social comparison: can focus on beliefs regarding coming up short relative to others in areas such as abilities, personal characteristics and performance at work or school, finances, sports and relationships. Digital content with editing and filtering give space for negative social comparison.

Media Bubbles: an environment in which one's exposure to news, entertainment, social media etc., represents only one ideological or cultural perspective and excludes or misinterprets other points of view.

Algorithms: a process or set of rules to be followed in calculations or other problem-solving operations, especially by a computer.

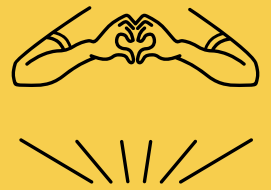
Glossary



Recovery and Resiliency Facility: EU strategy for recovery and resilience that aims to mitigate the economic and social impact of the coronavirus pandemic and make European economies and societies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions.

Resilience: the quality of being able to return quickly to a previous good condition after problems

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