TOPIC FIVE:

DIGITAL SKILLS

FOR VET LEARNERS AND PROFESSIONALS IN THE HOSPITALITY INDUSTRY

SUSTAINABLE HOSPITALITY

DIGITALISATION TOOLKIT

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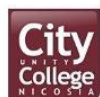DigitalGuest APS
INERCIA DIGITAL SL

2023

Co-funded by the European Union

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Boost your digital skills

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TOPIC 5 'DIGITAL SKILLS'
SESSION PLAN FOR VET LEARNERS AND HOSPITALITY INDUSTRY PROFESSIONALS

No	Content	Explanation/header
1	Problem/Topic	In this session you will find out why learning digital skills is so important, and we need to find out what it means to have a certain *skill.* We have adapted the materials to the 8 different learning styles, so in order to gain the most from this session, we strongly encourage you to test yourselves in your preferred learning style before proceeding. Take the test here: https://how-to-study.com/learning-style-assessment/
2	**Estimated time consumption on the learning process/Activities**	Between 5-10 hours
3	Learning activities	There are several kinds of learning activities in session plan that will address most of the 8 learning styles described in the two books published in conjunction with this project. Regardless of your preferred learning style, we do strongly recommend that you read the chapter on Digital Skills before embarking on the learning activities below. Reading material ● The dedicated chapter in the Sustainable Hospitality Digitalisation Guidebook digital brochure is the perfect way to gain more knowledge on this topic if you are *The Linguistic Learner or Verbal Learner.* Case material ● The following case material is suited for *The Kinesthetic Learner or Physical (tactile) Learners* ● *https://study.com/academy/lesson/what-is-digital-literacy-definition-example.html* ● https://www.academia.edu/10670324/digital_skills?sm=b ● https://www.liverpoolcityregion-ca.gov.uk/digital-skills-case-studies/ ● https://www.forbes.com/sites/jasonbloomberg/2018/04/29/digitization-digitalization-and-digital-

transformation-confuse-them-at-your-peril/?sh=c6438402f2c7
- https://study.com/academy/lesson/the-cultural-impact-of-digital-communication.html

- https://www.sciencedirect.com/science/article/abs/pii/S0747563217301590

- https://study.com/academy/lesson/promoting-digital-self-monitoring-skills.html

Video material
- The following videos are suited for most of the 8 learning styles, as they in various ways combine different learning styles. We encourage the *Kinesthetic Learner or Physical (tactile) Learners* to view them together with others who are interested in this topic. Perhaps a colleague at work or a fellow student.

- https://youtu.be/iIB5-AcazN4

- https://youtu.be/tijFGo8pcSA

- https://youtu.be/A8yQPoTcZ78

- https://youtu.be/XqV_Yz-gjkI

Suggestions to courses on the topic
- The following suggests are especially suited to *The Interpersonal Learner or Social Learners (aka Linguistic Learners)*
- Cornell:
- https://ecornell.cornell.edu/certificates/technology/digital-leadership/
- https://ecornell.cornell.edu/certificates/hospitality-and-foodservice-management/hospitality-digital-marketing/

- University of Surrey:
https://www.surrey.ac.uk/postgraduate/international-hospitality-management-digital-innovation-online-msc

- Derby   University:
https://www.derby.ac.uk/undergraduate/marketing-courses/digital-marketing-bsc-hons/

4	Goals	Upon finishing this part, you should be able to: Knowledge: ● Learn basic essential digital skills include being able to: use devices like a computer, tablet or mobile phone for simple, personal and work tasks. ● Find and use the information on the internet. ● Understand how to be safe and responsible online. ● About Communication and Netiquette ● Improve your Functional Skills Skills ● Learning to apply the knowledge goals above through training and self-study
5	"If....then you can...."	After completing this part, you will be able to: ● Embrace new technology ● Understand how you can add value outside of automated systems and AI. As automation becomes the norm, our roles must adapt to the digital environment. ● Research the industry or profession that interests you and read job descriptions to understand what skills you already have and what you will need to develop.
6	Guidelines (points)	The starting point of this session plan is to acknowledge which of the 8 learning styles fit you best, and then seek the learning material/activity that suits you best. Take the "learning style test" here before you proceed: https://how-to-study.com/learning-style-assessment/ Subsequently, it is important that you acquaint yourself with the "Goals" listed above for this session, as they will guide you through the material and what you should get out of it. After this, we invite you to look at the learning activities and choose the learning activity that best suits your learning style. Again, we strongly encourage you to use the "Goals" listed for this session plan as your guide. Having completed that, you can dive into the many different "Cases for practice" that we suggest, where you will gain a deeper understanding of the topics in this session plan. Finish up with the "Test" and the "checklist" and you have completed the course.

7	Cases for practice (individual/in groups)	Here are some "best practice" cases that we would recommend that you work on in order to better understand the topic of this session. Depending on your learning style we suggest that you choose the ones that fit you the most. • Mitel is a global market leader in business communications. See more here: https://www.mitel.com/blog/5-best-practices-for-digital-transformation-success-and-speed • An official website of the European Union. See more here: https://digital-skills-jobs.europa.eu/en/inspiration/good-practices • At Study.com the also have a whole section of Cases and articles to study (Free, but login required). See more here: https://study.com/academy/lesson/what-is-digital-literacy-definition-example.html
8	Test	In order to accommodate the 8 different learning styles, we strongly suggest that you take the "test" below in a manner that resonates with you. For example, if you are an Interpersonal Learner or Social Learner (aka Linguistic Learner) you might want to do this with others, whereas if you are a Naturalist or Natural/ Nature Learner you might wish instead to test some of the questions below in real life. • Please describe the connection between digital, digitalization, and green skills and why it is so important to understand. • Please describe briefly how the COVID-19 pandemic has helped to increase people's digital skills. • How developing your digital skills can help you to find a job?
9	Checklist	• Do you understand the difference between digital, digitalization, and green skills? • Is it clear to you why is it important to develop digital skills nowadays? • Could you be able to describe some advantages of improving your digital skills? • Can you name some sectors where having digital skills is necessary if you want to apply for a job? Please name some technology you may use.
10	Link to the next topic – suggestions – feed up	• Topic 2 Digitalisation • Topic 7 The Tools of Digitalisation in Hospitality • Topic 14 Economic Benefits from Sustainable Hospitality Digitalisation Practices

		• Topic 15 Development of Entrepreneurial Ideas and Professional Networks
10	Activities and environment for 8 learning types:	Please make sure that every session plan includes the activities and environment **for 8 learning styles**. Formulate and integrate it in the descriptions
11	The Linguistic Learner or Verbal Learners (aka Linguistic Learners):	Squeak: With this tool, students can develop their own Projects. Squeak is a tool programming that allows research, creates simulations, books interactive, quizzes, or trivial, do experiments… ACTV: do a desk research about the evolution of technology in the last 50 years and how improving your digital skills can benefit you in the future.
12	The Naturalist or Natural/ Nature Learners	Take some photos of different kinds of technology and design an infographic to share with people to show how improving your digital skills can help you in the future.
13	The Musical or Rhythmic Learner or Aural (audio) Learners	Follow the instructions of this tutorial and create a PPT on google slides about how improving your digital skills can benefit you in the future. How To: Quick Tutorial for New Google Slides Presentation
14	The Kinesthetic Learner or Physical (tactile) Learners:	Create your CV in Google Doc or Canva
15	The Visual or Spatial Learner or Visual (spatial) Learners	Create a survey about this topic with Google form and a PPT to show the results using graphs, diagrams, etc.
16	The Logical or Mathematical Learner or Logical (analytical) Learners:	DIPITY: With this tool, you can create a very attractive timeline, about some fact that we are studying and insert audio, videos, links and maps of Google Maps.Once done, you can view and share. Actv: create a timeline on Technology Evolution and how people have improved their digital skills over the last 50 years.
17	The Interpersonal Learner or Social Learner (aka Linguistic Learners):	STORYBIRD: it's a tool that allows us to build stories and tales. In addition to promoting the use of written language encourages the development of creativity and the imagination to compose texts. Activity: write a story on STORYBIRD or GOOGLE DOC about the importance, advantages, and disadvantages of improving your digital skills.
18	Memo: The Linguistic Learner or Verbal Learners (aka Linguistic Learners): The linguistic learner is one who learns best through linguistic skills including reading, writing, listening, or speaking. (Verma, E, 2023).	

The Naturalist or Natural/ Nature Learners: The naturalist learns by working with, and experiencing, nature. If this sounds a lot like a scientist, it's because that's how scientists learn. The naturalist loves experiences, loves observing the world around them, and captures the best information or knowledge through experimentation. (Verma, E, 2023).

The Musical or Rhythmic Learner or Aural (audio) Learners: The musical or rhythmic learner is one who learns using melody or rhythm. (Verma, E, 2023).

The Kinesthetic Learner or Physical (tactile) Learners: The Kinesthetic learner is a person that learns best by actually doing something. (Verma, E, 2023).

The Visual or Spatial Learner or Visual (spatial) Learners: A visual or spatial learner is a person who learns best if there are visual aids around to guide the learning process. For example, someone who can learn best from diagrams, pictures, graphs would be a visual or spatial learner. (Verma, E, 2023).

The Logical or Mathematical Learner or Logical (analytical) Learners: The logical or mathematical learner must classify or categorize things. They also tend to understand relationships or patterns, numbers and equations, better than others. (Verma, 2023).

The Interpersonal Learner or Social Learners (aka Linguistic Learners): The interpersonal learner is someone who learns by relating to others. Often, these people share stories, work best in teams, and compare their ideas to the ideas of others. (Verma, 2023).

The Intrapersonal Learner or Solo Learners: The intrapersonal, as opposed to interpersonal, learner is someone who works and learns best when they are alone. (Verma, 2023).

19	Memo:
	The course elements include the elements and features to meet the needs of all styles of learning digitalization. As the course is aimed at a wider audience, to make more effect of the course, it is based on the principles of including the elements and activities according to three Learning Approaches. The course elements are based on the approaches: the Behaviourist Approach, when activities are built to respond to some form of stimulus, the Cognitive Approach, when the activities are based on knowledge and knowledge retention, and the Humanist Approach, based on explanations of individual experiences – in that case by representing good
	practices and challenges by sustainable hospitality companies and their challenges in digitalization. Approaches to embedding sustainability and ESDGC in the content of hospitality digitalization are used. On the basis of the Theory of Planned Behaviour that allows to assess of thoughts before and after education, the surveys can be offered and analyzed to measure the output of the session plan,
	increased capacity of digitalization skills, and development of entrepreneurial ideas to benefit from competences.