Transacting, Budgets and Desert Islands!

A message from our chief executive

Liz Williams MBE

"**In this issue of the FutureDotNow newsletter we look at the essential digital skill of transacting, the Budget, our upcoming March FutureDotNow meet, Dirty digital secrets and Katz Kiely, digital transformation expert and CEO, tells us what apps she would take to a desert island!**

We had a great FutureDotNow meet last month, with plenty of input from participants. On 25 March we're focusing on the five steps to digitally upskilling employees in the FutureDotNow Playbook. It'll really energise people into using the Playbook and provide feedback to make it even better.

Do sign up to take part!

As ever, a warm welcome to our new members. We're delighted to have you part of the FutureDotNow family."

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New members!

We're pleased to announce that Marks & Spencer has joined FutureDotNow.

> *"Building the digital and data capabilities of colleagues is a key to M&S transformation. We've already made great progress in this space with the launch of our BEAM learning academy and continued investment in data-education programmes. Fostering a data-driven and digitally-enabled culture is crucial to the success of both M&S and the wider retail industry, which is why we're proud to join the FutureDotNow Coalition to share our insights to help others on this journey and learn from some of the other fantastic organisations in this coalition.*
>
> MARKS & SPENCER

Also joining in the last month, London First, which works to ensure that Londoners have the skills to get the jobs that businesses want to create in the city.

> *"Critical to this is good collaboration between business, education and government, particularly on important issues like digital skills, and that's why we wanted to be part of the FutureDotNow coalition.*
>
> LONDON FIRST

And a big FutureDotNow welcome to London Heathrow Airport, the UK's only hub airport, serving 86 airlines; SHEDNET, supporting people aged 50 plus to get online; YLead, working with people and organisations for more impactful, measurable and sustainable leadership development outcomes; Media Trust working with the media and creative industry to give marginalised groups and young people a stronger voice; CompTIA INC, the US non-profit trade association, issuing professional certifications for the IT industry.

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Transacting – not just buying and selling!

The transacting [Essential Digital Skill](#) (EDS) comprises a range of skills vital to the workplace. Do you know how productive these skills could make your organisation?

Key transacting skills for the workplace

I can:

- access and use public services online, including filling in forms
- use payment systems, such as card, bank transfer and phone accounts, to pay online
- upload documents and photographs when this is required to complete an online transaction
- fill in online forms when required to complete an online transaction
- complete digital records for absence, holidays or expenses online
- access salary and expenses information digitally including password-protected payslips
- use travel websites and apps to book tickets and make reservations
- upload a CV to an online recruitment site
- complete an online application form, for example for a job
- submit requests for annual leave, record absence or submit expenses claims online
- review my own payslip.

Many of us are more or as likely to transact online as we are in 'offline' shops. This is perhaps why, despite a lack of progress across the EDS for other work tasks, digital transaction skills showed the biggest jump in the Lloyds Bank Consumer Digital Index (CDI) 2020 increasing by three percentage points.

But despite that little ray of sunlight in the EDS landscape, the CDI showed just 52% of the population, can manage digital records and financial accounts (eg, expenses, budgets) through digital systems. And transacting skills aren't just about buying and selling.

In any business a lack of not-so-obvious transacting skills can hold things back. From accessing pay slips online to submitting expenses, booking leave or registering sick absence having the transacting EDS is key. How confident are you that everyone in your organisation has these skills? The FutureDotNow [Playbook](#) will help you identify any missing transacting skills, and how to address them.

Getting your employees tip top when it comes to the EDS has never been more important. If you need help to get started or want to chat with other FutureDotNow's members who've already cracked it, get in touch - hello@futuredotnow.uk.

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Budget 2021

This year's budget was disappointingly light on essential digital skills, only re-announcing the £138m for digital skills training from last year's Spending Review.

What is striking is the statement about the UK comparing very poorly with other nations on productivity, partly putting this down to lack of digital adoption. There then followed many intentions to digitise activities.

"Digitisation is the way forward but with over 17m people not having essential digital skills to work with digital systems, what is the likelihood of them succeeding? The relationship between the number of people without the essential digital skills and the UK's productivity challenge needs greater attention. At FutureDotNow we're helping industry understand the issue and take practical action so firms and people really can have the confidence to 'get digital'.

Liz Williams MBE, FutureDotNow CEO

March 2021 FutureDotNow meeting to tackle the digital upskilling journey

If you need practical support on how to get cracking digitally upskilling your workforce, come and join us at 10am on Thursday 25 March. We'll be exploring the employer journey in the FutureDotNow Playbook, including breakout groups looking at:

- identifying your starting point: the digital skill levels in your organisation
- building the business case and developing senior support
- designing your programme
- implementing your programme
- testing, improving and scaling.

Don't miss out on this valuable 75-minute masterclass full of hints and tips from practitioners and others on the digital upskilling journey. Register here - it's open to all!

A sneak peak of the FutureDotNow Playbook…

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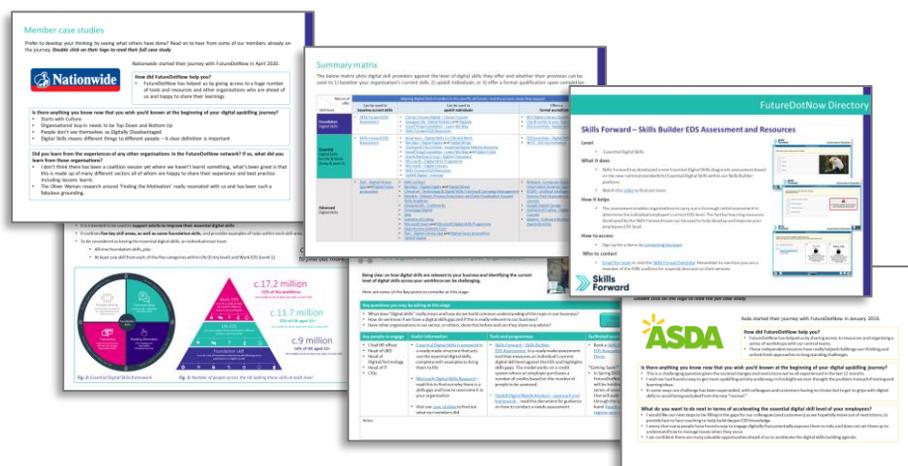
Dirty Digital Secrets!

If we're going to address the UK's essential digital skills crisis it's essential that we look at our own inner digital skills crisis. Some of us at FutureDotNow are doing that, and we've asked some friends too. Facing up to our Dirty Digital Secrets is the first step to addressing them. And the good news is we're finding once those 'secrets' are voiced, people want to help!

Do share you own Dirty Digital Secret with us at hello@futuredotnow.uk and help us get people talking about their digital skills and building their digital confidence.

"

The desktop on my personal laptop is a growing collage of various files and documents. I call it organised chaos! I keep telling myself I must get better at using folders but I always think it's harder to find things when they stored in folders. I promise to change my ways."

Ross Martin, Engagement Manager, Digital Eagles Programme, Barclays Bank

As a digital communications manager you'd think I'd be ahead of the curve. However, I've resisted Apple Pay for ages. I only recently got it and have no idea why I have never set it up before, so handy only having to take your phone out!"

Duncan Milroy, Digital Communications Manager, Good Things Foundation

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Desert Island Apps

Katz Kiely, digital transformation expert and CEO of Beep, has been stranded on the FutureDotNow Digital Island! It's different from your standard desert island, with access to the world wide web and superfast broadband. Does Katz have the digital skills to fill her time or help her survive on the island?

Digital Castaway

Katz Kiely

Which digital skills are you proud that you have?

Being able to bring people together virtually in a way that they feel really connected, motivated and empowered to collaborate. It's not easy to be able to do this in physical spaces, but being able to foster creative, collaborative design environments online is my pièce de resistance.

Which digital skills are you missing that you'd like to have?

I'd like to learn to code so I can deal with our tech partners much more on their level. I'd like to have enough knowledge to be dangerous, (in the nicest possible way) to know exactly what questions to ask, when to push and when not.

Ok, time for your first of your favourite digital applications, what will it be and why?

Collaboration tools. I'm all about collaboration. I want people to be able to work together and not wait for ideas to be sent around only slightly faster than when we put stamps on envelopes. So Google collaboration tools and Zoom for real human connection, digitally. Can I have two?! *(As it's you, yes.)*

What's your greatest digital achievement, in life and at work?

I designed the first open innovation competition for the International Telecommunications Union (ITU.) We invited young innovators from all over the world, some of whom had never left their own towns and cities, to respond to real-world problems on the web. We brought the best to Geneva to pitch to some of the most powerful people in the world. I saw the moment that the ITU's secretary general suddenly 'got' the power of digital connection, it was a magical moment for me.

What's your most embarrassing digital moment?

I tend not to get embarrassed! I'm more an 'oh well I tried' person? I'm a great believer that if you make a mistake, learn from it and move on. Digital is all about testing, trying learning. You don't need to wait until something is perfect. 'Good is good enough': improve depending on how people respond.

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Digital Castaway

Katz Kiely

Your second digital application, what will it be and why?

Clubhouse. It's an audio-only social-networking platform and a great way to connect with people with similar interests. It can lead to really positive serendipity and has helped replace travel and networking for me during lockdown.

How has digital improved your business, now and previously?

My business is digital first. It's how I meet clients and work with them, before lockdown and now. I can identify problems and crowdsource solutions. It's the backbone that enables me to work with my teams, to find common interests and co-design shared solutions.

Your third digital application, what will it be and why?

I'm a data freak and I love apps that analyse sleep and exercise. My sleep quality improved by 4% this week ☺

Which industries could benefit the most from enhancing their digital skills and those of its people? Why?

The public sector. People need to be empowered with the right digital skills, tools and cultures to be effective and the public sector doesn't embrace this as well as others. Many public sector employees don't feel as safe to be innovative and take risks as they do in the corporate sector, where objectives are often clearer and leadership is braver.

Which historical figure could have benefited the most through digital?

Amelia Earhart, the pioneer female aviator. With digital navigation aids she could have achieved even more.

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Digital Castaway

Katz Kiely

Your fourth digital application, what will it be and why?

Signal. It's not only great for collaboration, I can get more immediate responses from partners and clients. It's a great way to share knowledge stay connected with communities of interest.

If you could only access one of these digital applications, which would it be?

Zoom. I can't do without human contact and Zoom would be good for this whilst I wait to be rescued!

Katz is an award-winning strategic leader, systems thinker and entrepreneur who designed and built the first open innovation platform for HP, re-architected the way a UN agency does business and designed a behaviour change platform with Intel. She now heads up beep: a digital continuous improvement engine that surfaces obstacles to good customer experience and empowers employees to actively workshop solutions. You can follow Katz on twitter @katzy.

Keep the conversation going

This is your coalition and we want to make sure that you are getting the most out of it. If you have any questions, comments or feedback please do send it to hello@futuredotnow.uk and we will get back to you.

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