

Handling information, Playbooks and Desert Islands!

Handling information and content, the [FutureDotNow Playbook](#) has launched and Sir Peter Estlin, chair of FutureDotNow, tells us what apps he would take to a desert island!



A message from our chief executive

Liz Williams MBE

“Read on to find out more about our new Playbook and hear from our Chair Sir Peter Estlin in our first edition of *Digital Island Apps*.

It was great to see so many of you at our coalition call last month. On 25 February we're focusing on how we put people at the heart of digital solution development so we have real impact in what we create. Do [sign up](#) to hear from coalition members Microsoft and Barclays among others on this topic.

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

New members!

A big FutureDotNow welcome to [TSB Bank](#), business consultants [Virtuous Circle](#), digital skills providers [Ginger Nut Training](#) and [Dancing Lion](#). We're looking forward to working with you on your upskilling journeys.



Information and content – can you handle it?!

The [Essential Digital Skill \(EDS\)](#) handling information and content comprises a range of skills vital to the workplace. Do you know what they are or how many of your employees have them?

Key handling information and content skills for the workplace

I can:

- understand and evaluate that not all online information and content that I see is reliable
- use search engines to find information and use search terms to generate better results
- access information and content from different devices
- understand that the cloud is a way that I can store information and content remotely
- organise information and content using files and folders on my device or in the cloud
- use the internet to legally access content for entertainment including films, music, games and books
- understand and conform with my organisation's policy for IT use
- synchronise and share information across different devices including computers, tablets and mobile phones
- search for information requested by a supervisor using browsers such as Chrome, Internet Explorer or Safari
- manage a calendar or appointments system on multiple devices, including work computer and phone or tablet.

With so many of us working remotely it's never been more important. According to the [Lloyds Bank UK Consumer Digital Index 2020 \(CDI\)](#), during the pandemic more than half (56%) of businesses, c.3.1 million, said they wouldn't have coped without digital technology; handling information and content is at the heart of that. And yet with 23% of employees (according to the [CDI](#)) saying they've never had digital skills training from their employer it's been a steep learning curve for many!

If your employees don't have the relevant essential digital skills then your organisation will likely have productivity issues, or worse rely upon incorrect information.

Have you ever been asked to research information for work? Perhaps options for import/export carriage from and to Australia? You could approach [Madrigal shipping lines](#), it has an extensive company background, even though it doesn't exist. What about [Maddi Fairthorne](#), president of the World Bank? How great to quote her as an example of a woman breaking through the glass ceiling of banking! Only she doesn't exist either. Got a corporate awayday to organise (ah, remember those?) and been asked to organise a game no-one will ever have played before? [Bont](#) sounds amazing! A cross between hockey and croquet. That doesn't exist either!

Getting your employees tip top when it comes to all 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@futuresdotnow.uk.

PS: On a personal level, you might like to boost your own handling information and content capabilities with this [guide from Mind Tools](#).

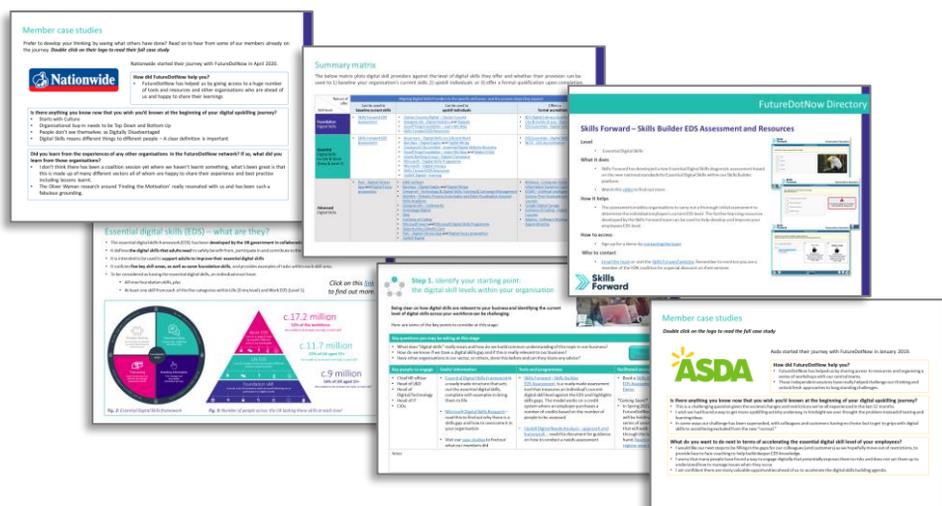
Digital skills will be better with the FutureDotNow Playbook!

The *FutureDotNow Playbook* is live! It's full of step-by-step guidance on how to get started and accelerate your organisations' digital upskilling.

It's been developed with the help of a range of coalition members including Accenture, Asda, Barclays, Nationwide, Upskill Digital, Tech Talent Charter and Zoe Amar Digital. We've had some great early feedback on this beta version and need your help to continue to build and refine it.

Visit our [website](#) to download the playbook and get involved.

A sneak peak...



“*FutureDotNow’s Playbook is a professionally produced manual that not only shows how to identify missing skills but how to address them. It’s a real-world, practical guide that we can really use. We’re looking forward to doing just that and feeding back on the advice and techniques!* **Lisa Varga, Upskill Digital**



Yes, there’s a digital skills crisis in the UK, but we can solve it!

FutureDotNow’s chief executive, Liz Williams, was invited to blog for [NCFE](#), the not-for-profit provider of educational services, on the UK’s digital skills crisis and the [blog](#), *Yes, there’s a digital skills crisis in the UK, but we can solve it!* has just been published.

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 your 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.

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I went for an interview to be a supermarket delivery driver, there's no cab business at the moment. At the interview we had to do a test on our digital skills, which was mainly about whether we could use a touch-screen device to record delivery information. I got up to walk out, I had no idea. But a young lad sneakily showed me how to do it, it was easy! It just looked harder than it was. And guess what? I got the job! **Terry, London black-cab driver**

We use Zoom for lessons during lockdown. When I ask the kids questions some are very eager to send in answers and some put their hands up. The problem is that when they put their hands up (imagine the digital equivalent of 30 children with their hands up shouting "Miss! Miss!") it sends out notifications which cover the answers. They come in so quickly that as soon as I get rid of one another pops up and I can't see the answers! I had to bluff my way through that until I found I could just select 'Do not disturb' to stop that happening.

Also, if I play an educational video to the class remotely the sound must be selected separately and played, that took a while to work out. Now I just forget to do it!

Lucy, trainee teacher, Sheffield



Desert Island Apps



Sir Peter Estlin, FutureDotNow's chair, 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. He's not so much Robinson Crusoe as Digital Includo! But does he have the digital skills to fill his time or help him survive on the island? Read on for this first of our new regular feature...

Digital Castaway no.1

Sir Peter Estlin

Which digital skills are you proud that you have?

"I'm a numbers man so I love transacting, I like [Pingit](#) and when I'm travelling [Revolut](#) and of course [Google Translate](#). It's the speed and control, and making things happen."

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

I'd love to learn html and create on the web, so much of what we do depends on how it's presented, and there are certainly many websites that could do with a facelift.

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

Lotus 123 was great! But it was on a huge floppy disk-driven Compaq computer with a tiny screen and it was a problem to start. If you didn't know you had to press the "/" the backslash key you wasted hours, and there was no Google to help! So I felt like an idiot for a while...

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

I haven't achieved it yet! But I love collaborating, so working with like-minded people as part of FutureDotNow and seeing the power of how this digital coalition is growing is a pleasure.

What's your most embarrassing digital moment?

I've had so many it's difficult to choose! Not saving files has been a cause for embarrassment. But my worst was sending an email to someone on another topic when there was some 'negative feedback' on them in the email chain which I hadn't noticed. The only way to resolve the embarrassment was to take the person out to dinner, apologise and talk over the feedback - digital skills don't help with that bit!



Digital Castaway no.1

Sir Peter Estlin

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

Excel is brilliant! I love wine, and I have my wine cellar fully indexed on it, and it helps me work out what to drink and when (doesn't help my cholesterol levels though!). I'd also love a pair of GPS ski goggles to help navigate the bumps, my knees aren't what they were.

How has digital improved your business, now and previously?

There is no doubt that tools like LinkedIn and others have widened social mobility. The question is how we can take it to the next level and make it work for everyone. It's why I invested in [Workfinder](#), a business to help young people gain work experience whilst also providing scale-up businesses and other larger corporates access to their talent.

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

I've become a big fan of Zoom. Just over a year ago few people had heard of it; look at it now! The ability to connect so many people in so many ways is brilliant. We had a dinner party for eight last week. We agreed the same menu, the same wines and agreed a timetable! It was a great success and a scheduled two-hour zoom went on for a lot, lot longer and I had the headache to prove it the following morning.

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

Unless we want to see everything go online, we need to think about in-store experiences which leverage the internet of things but also bring that human touch we so need. For example, you can try something on to test the size in store and then get them to order the exact colour you want and pick it up the next day. This system is around but not enough retailers are using it yet risking losing business to online only.

Which historical figure could have benefited the most through digital?

That's a difficult one... In many ways virtually everyone from Shakespeare to Alexander Fleming, from King John and Magna Carta to the Beatles. For me it's not the technology but what it's used for and the outcomes it unlocks.



Digital Castaway no.1

Sir Peter Estlin

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

I love the QR code; it's amazing to think that you can digitise almost everything and relay information to anyone. I was in Segovia last summer and even the cathedral used QR codes to provide an audio guide in your language to help you gain the maximum experience of the visit.

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

For me it would be an app that helps us connect with one another. My sister lives in Australia, and the ability to talk her is brilliant. The alternative of flying there regularly simply isn't an option.

Sir Peter Estlin was Lord Mayor of the City of London between 2018 and 2019. Prior to this he was a partner with Coopers & Lybrand, chief financial officer for Salomon Brothers Asia and then Citigroup Investment Banking in New York and London. He joined Barclays in 2008, becoming acting group chief financial officer. Sir Peter is now an independent director of Rothschild & Co and Chair of the Association of Apprentices. He was knighted in 2020 for services to international business, inclusion and skills.

In 2019, Sir Peter founded FutureDotNow, a coalition of UK corporate and civil society organisations, to accelerate the UK's workplace digital skills, at scale.

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.