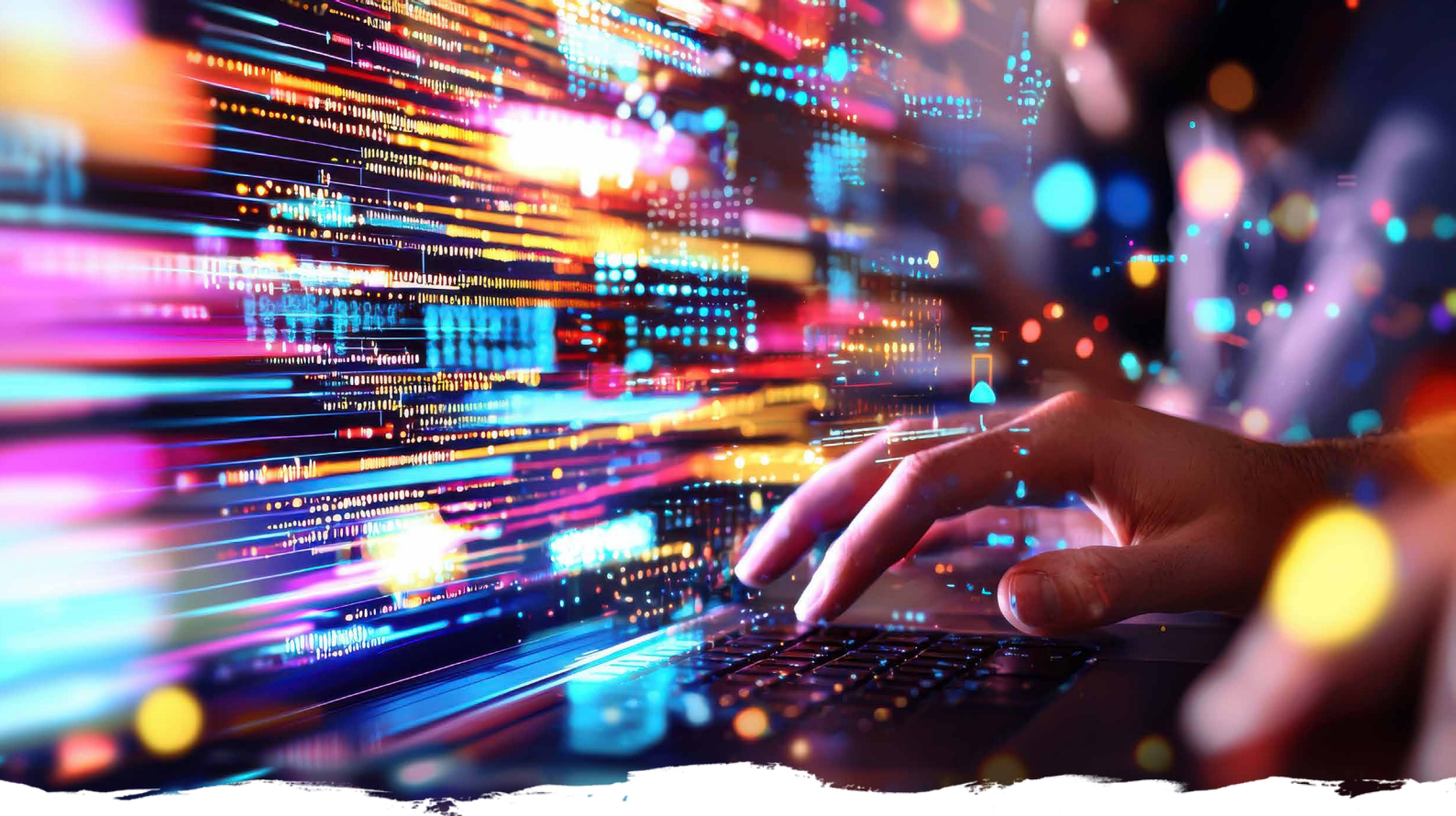




ONLINE

ORGANIZATIONAL DEVELOPMENT

DIGITAL SKILLS AND AI TOOLS FOR PROGRAMME DELIVERY

ONLINE CERTIFICATION PROGRAMME

19 OCTOBER – 4 DECEMBER 2026

🕒 7 WEEKS, 7.5 HRS/WEEK

Information Note



International
Labour
Organization



International Training Centre

Digital transformation is not about using more technology. It is about using technology more intelligently to strengthen human capabilities, improve how work gets done and enable better organizations.

OVERVIEW

TRANSFORMATION STARTS WITH PEOPLE

Digital technologies and artificial intelligence are changing how people communicate, analyse information, manage data, collaborate and make decisions. At the same time, organizations continue to face fragmented workflows, information overload, repetitive work, inconsistent data practices and complex collaboration environments.

The challenge is no longer simply to adopt new tools. Professionals need the **skills and judgment to decide which tools to use, what to delegate, what to verify and what should remain human** — and to use technology in ways that genuinely improve individual and organizational effectiveness.

Digital and AI Skills for Organizational Development connects individual capability with organizational improvement. Participants strengthen their digital fluency, AI literacy and human capabilities, then apply them directly to real tasks, workflows and workplace challenges.

The learning goes beyond individual productivity. Participants also examine where processes could be simplified, collaboration improved, repetitive work reduced and digital or AI-enabled approaches used more effectively.

Digital and AI skills are the means. Organizational development is the purpose.

OBJECTIVE

The programme aims to strengthen the practical **digital, AI and human capabilities** professionals need to improve their own work and contribute to more effective, adaptive and digitally enabled organizations.

Participants will learn to:

- discover and use a range of digital and AI tools that can support communication, information management, collaboration, data analysis, workflow improvement and everyday professional tasks;
- build confidence in selecting and applying new tools to real work situations;
- improve communication, information management, collaboration, workflows and data use;
- determine when AI, automation, conventional digital tools or human expertise are most appropriate;
- use AI responsibly, with appropriate verification, confidentiality and human oversight;
- manage digital overload and the risks of excessive reliance on AI; and
- identify practical opportunities for organizational improvement and innovation.

WHO IS THIS PROGRAMME FOR?

The programme is designed for professionals working in **public institutions, international organizations, workers' and employers' organizations, development agencies, NGOs and other mission-driven organizations.**

It is particularly relevant to programme and project professionals, administrative and operational staff, coordination and support functions, managers and team leaders, HR and learning professionals, knowledge-management and organizational-development specialists, and staff involved in digitalisation, process improvement, innovation or organizational change.

The programme is suitable for both new and experienced users of digital and AI tools who want to develop a **more structured, critical and purposeful professional practice.**

No advanced technical, programming or AI expertise is required.

A PRACTICAL DIGITAL AND AI LEARNING JOURNEY

The learning journey progresses from individual capability to workplace application and organizational improvement.

1. LEARN	Build practical digital, AI, data and human capabilities.
2. APPLY	Use methods and tools directly in tasks, projects and workflows from your own professional context.
3. IMPROVE	Identify opportunities to simplify work, strengthen information flows, improve collaboration and reduce repetitive tasks.
4. SHARE & SCALE	Consider how successful practices could be adapted across teams, units and organizational processes.
5. TRANSFORM	Contribute practical ideas for a more effective, adaptive and digitally enabled organization.

WHAT WILL YOU LEARN?

Seven learning areas progressively connect practical digital capabilities with workplace improvement. **AI is a transversal theme**, but the course goes beyond AI to include digital tools, data, communication, collaboration, workflows and the human dimensions of digital work.

1. WORKING IN A DIGITALLY TRANSFORMED WORKPLACE

Understand how digitisation, digitalisation and AI-enabled work are reshaping organizations, professional roles, collaboration, organizational learning and service delivery.

Explore digital transformation as a change in **how organizations work**, rather than simply which technologies they use.

2. WORKING EFFECTIVELY WITH AI

Develop strong prompting, iteration, verification and critical-review practices.

Progress towards structured human–AI collaboration, delegation, AI-supported workflows and emerging agentic approaches, while distinguishing between what can be delegated, what requires human verification and what should remain human.

Responsible use, including confidentiality, reliability, bias, transparency and accountability, is addressed throughout.

3. COMMUNICATION, MEETINGS AND INFORMATION

Use digital and AI tools to improve professional communication, meeting documentation, translation and localisation, summarisation and information management across virtual and hybrid teams.

Focus on using technology to communicate **more clearly and efficiently**, rather than simply producing more content.

4. COLLABORATION, WORKFLOWS AND PROJECTS

Map processes, identify bottlenecks and handoff problems, clarify responsibilities and develop realistic plans.

Assess where conventional digital tools, automation, AI or process redesign could improve workflows and collaboration.

5. MANAGING DATA AND WORKING WITH SPREADSHEETS

Design reliable tracking systems, strengthen data quality and version control, use spreadsheets effectively and work with AI to generate formulas, troubleshoot problems and support analysis.

Human validation and data integrity remain central throughout.

6. FROM INFORMATION TO INSIGHT

Structure qualitative information, identify themes and patterns, compare findings and transform evidence into concise insights for different stakeholders.

Use digital and AI tools to support analysis while maintaining professional interpretation and judgment.

7. ATTENTION, OVERLOAD AND DESIGNING DIGITAL WORK

Understand context switching, continuous partial attention, deep and shallow work and the attention economy.

Explore how digital practices can increase cognitive load and how excessive reliance on AI may contribute to **deskilling, reduced critical engagement, cognitive dependency and the erosion of professional judgment**.

Develop practices that reduce unnecessary cognitive load while preserving learning, expertise, critical thinking and cognitive autonomy.

A QUESTION CARRIED THROUGH EVERY MODULE

How can I use this in my own work — and what does it reveal about how my organization could work differently?

WHAT WILL YOU BE ABLE TO DO?

By the end of the programme, you will be able to:

- use digital and AI tools more critically, confidently and responsibly;
- decide what to automate, delegate, verify or keep human;
- improve communication, workflows and collaboration;
- manage data and turn information into useful insights;
- design healthier and more effective digital work practices; and
- identify and develop a practical opportunity for organizational improvement.

YOUR ORGANIZATIONAL INNOVATION CHALLENGE

A central feature of the programme is the **Organizational Innovation Challenge**. Participants bring a real workplace challenge or opportunity into the course — such as an inefficient workflow, repetitive work, information or collaboration problems, digital overload or an opportunity for responsible AI-supported redesign.

Across the modules, they apply the concepts and methods introduced to analyse the challenge, test possible improvements and develop **a practical improvement idea adapted to their organizational context**.

The emphasis is on realistic change: small improvements in workflows, information flows, collaboration or decision-making can strengthen performance and provide a starting point for wider organizational transformation.

HOW DOES THE PROGRAMME WORK?

The seven-week online programme combines **self-paced learning, weekly live sessions, practical assignments, expert support and peer exchange** through the ITCILO e-Campus.

Participants complete seven structured modules with learning materials, exercises and knowledge checks, and join a **90-minute live virtual session each week** for expert input, discussion and collaborative problem-solving.

Practical assignments connect the learning directly to participants' own tasks, workflows and organizational challenges. ITCILO experts provide feedback and guidance, while peer exchange allows participants to compare approaches across different professional and institutional contexts.

Participants retain access to the learning platform and course resources after the programme.

RESPONSIBLE AI: ORGANIZATIONAL AND INDIVIDUAL RESPONSIBILITY

Responsible AI use is addressed throughout the programme as both **an organizational responsibility and an individual professional capability**.

Participants examine confidentiality, verification, data protection, reliability, bias, accountability and human oversight, while also considering the risks of excessive reliance on AI, including deskilling and cognitive dependency.

The programme encourages participants to identify where AI can augment human capability, where automation is appropriate and where continued human practice is essential for preserving expertise, judgment, creativity and learning.

The goal is not maximum AI use, but better work and stronger human capability supported by appropriate technology.

WHAT MAKES THIS PROGRAMME DIFFERENT?

The programme combines **digital, AI and human capabilities** and applies them directly to participants' real work.

It links individual improvement with organizational development and places particular emphasis on **judgment, appropriate technology choices and responsible AI use**.

WHY SHOULD I JOIN?

Digital and AI capability is becoming a **cross-cutting professional competence rather than a specialist technical function**.

The lasting value lies not in mastering one tool, but in learning how to assess new technologies critically, use them responsibly and apply them to real work.

By completing the programme, you will strengthen your digital toolkit, your confidence working with AI and data, and your ability to identify where technology, process improvement or human collaboration can improve organizational effectiveness.

You will leave better equipped to improve your own work — and to contribute to improving your organization.

CERTIFICATION

Participants who successfully complete the programme requirements receive an **ITCilo Certificate of Achievement**.

The competency-based approach combines knowledge acquisition with practical application through knowledge checks and assignments connected to participants' professional contexts.

The certificate is issued electronically and can be shared through professional networks.

PRACTICAL INFORMATION

DATES

19 October – 4 December 2026

DURATION

7 weeks

MODALITY

Online

PLATFORM

ITCILO e-Campus

WEEKLY COMMITMENT

Approximately 7.5 hours

LIVE LEARNING

Weekly 90-minute virtual session

TUITION FEE

€1,105

COURSE CODE

A9719181

HOW TO APPLY

Applications are submitted through the ITCILO enrolment platform.

Successful applicants receive confirmation of enrolment and practical instructions before the start of the programme.

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

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COURSE CODE: A9719181