



ONLINE

ORGANIZATIONAL DEVELOPMENT

DIGITAL SKILLS AND AI TOOLS FOR PROGRAMME DELIVERY

FIRST DELIVERY: 27 APRIL – 12 JUNE 2026

SECOND DELIVERY: 19 OCTOBER – 4 DECEMBER 2026

Information Note



International
Labour
Organization

ITC 
International Training Centre



**By joining, you're not only
building your own digital fluency —
you're positioning yourself as
a driver of organizational
development and transformation
in your institution.**



OVERVIEW

For organizational development to thrive in the public and development sectors, transformation must begin with people. The same applies to digital transformation: individual staff must first build their own digital confidence and fluency before organizations as a whole can evolve. Transformation cannot be imposed from the top down alone; it depends on a bottom-up process in which staff strengthen their ability to use digital and AI-powered tools in their daily work and gradually translate these skills into improved workflows, processes, collaboration, and service delivery across their organizations.

This course is grounded in a Theory of Change that connects individual learning to organizational development. As staff gain practical digital skills and AI literacy — while also strengthening soft skills that are critical for the digital workplace, such as focus and attention management, adaptability to new tools, critical digital thinking, and effective virtual collaboration — they become able to work more efficiently, manage complexity with confidence, and guide or support their teams toward smarter, more effective practices in a digital work environment.

When these new approaches are adopted across teams, units, and departments, organizations are better equipped to embrace digital transformation, streamline processes, and deliver programmes with greater impact.

UNIQUE DELIVERY MODALITY

This course is designed as a practical learning journey, closely aligned with participants' organizational and work contexts. Instead of relying only on abstract case studies, participants bring their own job descriptions and daily responsibilities into the course. They are guided and supported in identifying where relevant digital tools and AI smart solutions can make their tasks more efficient, collaborative, and impactful for organizational development.

The programme is structured into seven modules mixing self-paced learning, complemented by knowledge checks, weekly reflective assignments, one-to-one coaching, and interactive discussions that encourage peer learning. Each module combines hands-on use of digital and AI tools with strategies for applying them directly to participants' professional tasks.

Participants should expect to dedicate around 7.5 hours per week to course activities.

Throughout the course, ITCILO experts accompany participants closely, providing personalised feedback, coaching, and guidance. A weekly 90-minute live virtual session complements the self-paced work, offering space for direct exchange, collaborative problem-solving, and tailored advice.

This mixed approach – combining tutor support, peer interaction, and self-directed study – ensures that participants not only acquire digital and AI skills, but also immediately apply them to their own organizational contexts. In this way, the course supports staff in becoming active drivers of digital transformation within their institutions.

WHAT

WHAT TOPICS DOES THIS COURSE COVER?

The course is organized in a modular way, allowing participants to progressively build digital confidence and apply new skills in real work situations. Each module combines practical strategies with hands-on use of digital and AI tools, with artificial intelligence serving as a transversal theme throughout the course. Content is practical, hands-on, and adaptable to different professional contexts.

Key areas include:

- Understanding digital transformation and its impact on programme delivery
- Strengthening soft skills critical to the digital workplace
- Drafting, reviewing, and managing programme plans, reports, and documents more effectively
- Supporting collaboration and team workflows in hybrid and remote teams
- Managing information and data with digital tools for greater consistency and efficiency
- Organizing work, prioritising tasks, and maintaining balance in high-paced environments
- Navigating ethics, cybersecurity, and the responsible use of AI

By combining tools, strategies, and soft skills, the course equips participants with practical solutions they can immediately apply to enhance their daily work and support their teams more effectively. Participants are also encouraged to bring their own issues and challenges, which will be discussed collectively to identify practical approaches and peer-driven solutions.

WHY

WHY SHOULD I JOIN?

Digital transformation is reshaping how organizations deliver programmes, manage teams, and serve their beneficiaries, constituents, and communities. To thrive in this new reality, staff need more than knowledge — they need the confidence to use digital and AI tools strategically, in ways that strengthen both their own performance and their organization's capacity.

WHAT MAKES THIS COURSE DIFFERENT?

- Developed with digital transformation and organizational development specialists, alongside international development experts.
- Rooted in your real organizational context — you bring your job role and responsibilities into the course, making the learning directly relevant.
- Practical, hands-on exploration of digital and AI tools, aligned with the latest trends in remote work and digital collaboration.
- Ongoing personalised feedback and expert guidance, plus peer learning with colleagues from around the world.
- A professional certificate confirming your digital readiness and applied skills upon completion.
- Continued value: you'll retain access to the platform and resources even after the course ends.

By joining, you're not only building your own digital fluency — you're positioning yourself as a driver of organizational development and transformation in your institution.

WHO

WHO IS THIS COURSE FOR?

This course is designed for staff in public institutions, international organizations, and NGOs who want to strengthen their digital and AI skills and keep pace with the evolving demands of today's digital workplace. It is especially relevant for those working in programme delivery and administrative support, where digital tools and smart solutions are increasingly essential.

IDEAL PARTICIPANTS INCLUDE:

- Government staff adapting to digital systems and workflows
- Programme and support staff involved in programming, delivery, and coordination
- Assistants and officers contributing to programme and project implementation and team management

This course is particularly suited for professionals who want to:

- Build or strengthen their **core digital competencies**
- Gain confidence using **AI-powered and smart tools** in daily tasks
- Enhance their ability to **support digital processes** within their teams
- Transition from "learning by doing" to **structured, professional training** in digital skills

PRICE

1,105 EUR

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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