BU.BI

Beyond lack of Understanding, Beyond disInformation

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Problem Solving Module

1.INTRODUCTION

This unit focuses on improving ease and confidence in using everyday digital systems and solving minor technical or navigational problems independently.

The main problems concern trouble with complex interfaces (e.g., e-government portals, forms), difficulty unsubscribing/blocking and information overload impeding focus.

There is a low awareness of online threats, difficulty identifying fake emails, pop-ups, and websites.This training module is designed to empower participants with the essential problem-solving skills needed to confidently interact with digital devices and applications, perform tasks involving digital media and the internet, and manage online content.

Upon completion of this module, participants will be able to:

- Confidently navigate common online environments and utilize search engines effectively.
- Identify and apply strategies to manage information overload and multitasking interfaces.
- Successfully complete online tasks, including interacting with public service portals, banking systems, and subscription forms.
- Independently access and utilize e-government services and administrative portals for essential tasks.
- Understand and apply cognitive strategies to resist reactionary sharing and manage emotional responses in digital spaces.
- Develop impulse control and emotional regulation tools to reduce stress and cognitive fatigue during online interactions.
- Know when and how to seek assistance or consult trusted resources for confusing or suspicious digital information.

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Learning Outcome 1 – Problem Solving in Digital Navigation

(Practical skills and strategies needed to overcome common challenges and find information efficiently in the digital world)

Find and compare information from multiple sources to check for consistency.

Understand and use the various tools provided on a webpage, like filters for price or color, or sorting options for "newest" or "most relevant.

Recognize that a website's layout might change or an app's buttons may be in different places.

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Learning Outcome 2 – Navigating Public Services and Controlling Impulse in Digital Spaces

(Practical digital actions and safe habits to support accessible and responsible internet use)

Identify official websites for government services by looking for the correct domain extension, such as .gov or .org.

Locate the correct online form to fill out for example to renew the driver license.

Disabling or muting notifications for non-essential apps to reduce distractions.

Create a digital "cooling off" period to control impulse buying.

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4.1 Digital Navigation and Problem-Solving Workshops

Why Problem Solving in Digital Navigation Is Important

In the contemporary digital age, the ability to solve problems effectively is a cornerstone of functional literacy. When applied to digital environments, problem-solving in this context means being able to navigate, evaluate, and critically interact with online information and tools to achieve specific goals or overcome challenges. For many adults, particularly those aged 55+ or individuals with limited digital competencies, navigating online environments can present significant challenges, leading to feelings of frustration and dependence.

Overcoming Complexity and Information Overload

When faced with a wealth of information, you need to be able to evaluate sources, cross-reference data, and distinguish credible content from misinformation.

Enhancing Safety and Security

Phishing emails and fake websites are designed to look legitimate. Problem-solving involves looking for small inconsistencies, such as misspellings in a URL or unusual requests for personal information, to identify and avoid fraudulent activity.

Empowering Independent Action

The digital landscape is always evolving, with new software and platforms emerging constantly. The ability to problem-solve allows you to approach a new tool not as an obstacle, but as a puzzle to be solved, giving you the confidence to learn and use new technologies as they become available.

Develop a Growth Mindset

Be **curious**, not fearful.
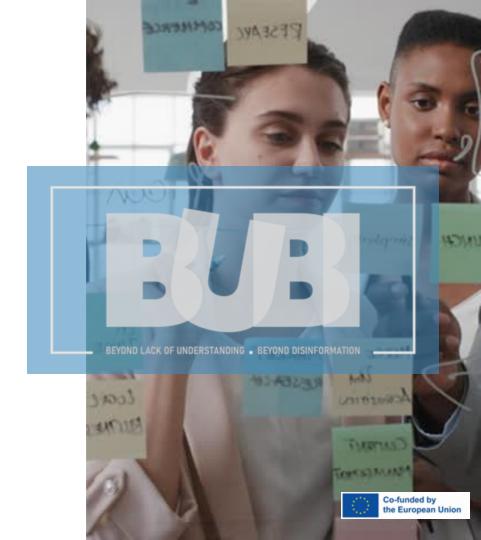Focus on **progress**, not perfection.
Understand that **learning is a process**.
Ask for help when you need it—**there's no shame in learning**.

RELIABLE CONTENT

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4.2 Navigating E-Government Services and Administrative Portals

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Why Navigating Public Services Is Important

Navigating public services it's not just about convenience; it's about empowerment, access, and efficient governance. Many vital public services have moved online. The ability to navigate these digital platforms is essential for managing personal affair, accessing benefits. Without the skills to navigate these digital services, individuals risk being excluded from a wide range of essential resources and opportunities.

The digital world is full of fake websites and scams that try to mimic official government pages. The ability to navigate public services correctly helps you identify official source and protect your data.

Access to Essential Services

Applying for a passport, renewing a driver's license, paying taxes, or registering to vote are often done through government websites. Accessing public libraries, applying to schools, or even getting a permit for a community event often involves online processes.

Efficiency and Time-Saving

Avoid long queues at government offices and complete tasks from the comfort of your home. Online processes often eliminate the need for printing, mailing, and travel, saving you money. Government websites are a rich source of information, and knowing how to search and find what you need quickly can be a huge advantage.

Avoiding Scams and Misinformation

By looking for correct domain extensions (.gov, .org, etc.) and official logos, you can ensure you are on a legitimate website and not a fraudulent one. You learn to recognize and avoid "overreach," or when an unofficial site asks for more personal information than is necessary. This is critical for protecting your privacy and preventing identity theft.

Citizen Engagement and Transparency

Some government sites allow for public comments on proposed policies, and the ability to find and contribute to these discussions is a way to have your voice heard. Official government websites provide a wealth of public data, reports, and policies that can help you understand how your community is run and hold public officials accountable.

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4.3 Emotional Resilience and Impulse Control in Digital Spaces

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Why Impulse Control In Digital Spaces Is Important

Impulse control in digital spaces is a vital skill for several reasons, impacting our mental health, personal safety, and overall well-being. The online world is deliberately designed to grab and hold our attention, often by triggering immediate, impulsive reactions. Learning to resist these urges is a form of self-preservation.

The constant stream of notifications, likes, and instant gratification loops on social media and other apps can create a reward-seeking cycle that is difficult to break.

Common Fears to Overcome

Fear of making irreversible mistakes.
Feeling of incompetence compared to others.
Anxiety from prior bad experiences (e.g., a scam).
Worry about "breaking" the device.

Personal and Financial Safety

Impulsively posting a comment in a heated moment or sharing a private image without thinking can have lasting consequences for your personal and professional reputation.
Many online scams rely on emotional, impulsive reactions. A shocking headline or an urgent message about a "prize" can trigger an instant click on a malicious link.

Mental and Emotional Well-being

When your attention is constantly fragmented by digital distractions, it becomes difficult to focus on long-term goals, whether for work, school, or personal projects. Muting notifications or setting specific "screen-free" times helps you concentrate and be more productive

Fostering a Healthier Digital Environment

By learning to control your own impulses, you become a more responsible digital citizen. This can lead to more intentional and constructive sharing of information and ideas, rather than reactive or emotionally-driven content.

YOUR DIGITAL JOURNEY

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5.BIBLIOGRAPHY

THANK YOU

Does anyone have any questions?
Follow the project updates

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