OCASI
Ontario Council of Agencies Serving Immigrants

Digital Literacy

OCASI MISSION

OCASI champions equity and human rights for im/migrants and refugees through advocacy, collective action, collaborative planning, research, capacity-building, and information and knowledge transfer

Digital History

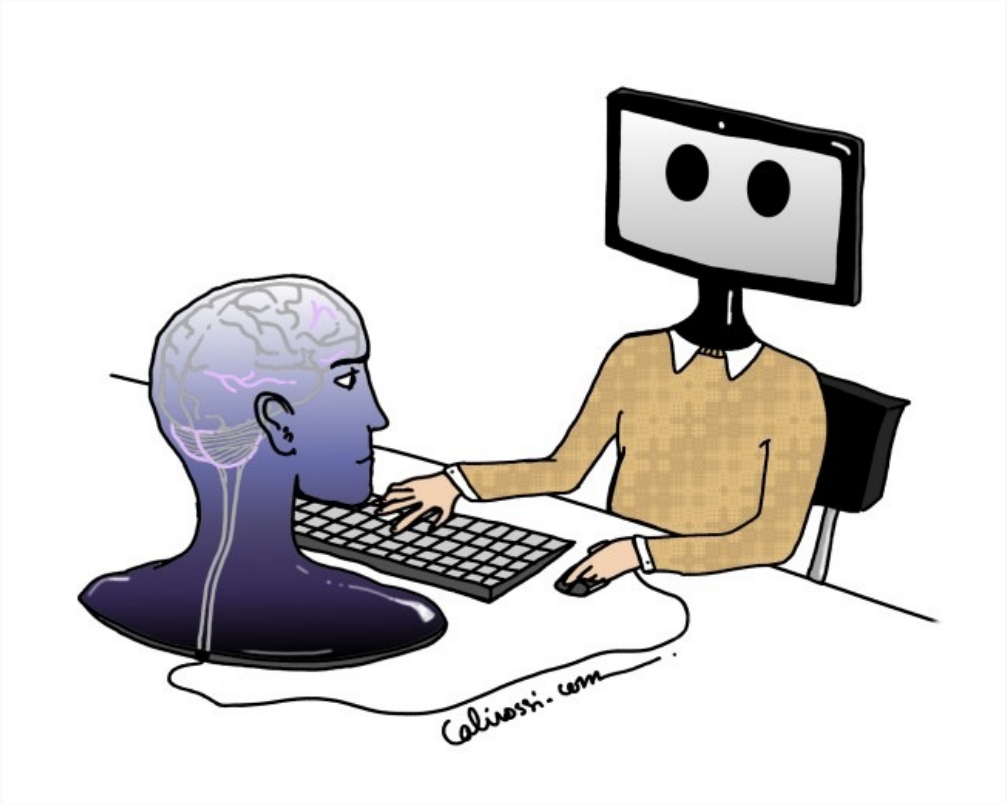
- 1975 – PCs Enter The Workplace
- 1980 – Servers with Remote Terminals
- 1980-1986 – Personal Computer
- 1986-1990 – The Age of Information
- 1990-1998 – Windows Operating Systems
- 1998 – The Internet & “Messenger” Apps
- 1998-2000 – OCASI “digitizes” sector
- 2007-2010 – The Smartphone & The Tablet

That’s A Lot Of Disruption

Human Factors and Managing Change

Change management must take into account the human aspect where emotions and how they are handled play a significant role in implementing change successfully.

The tone at the top is crucial to successful change management. Leadership at both senior and middle management levels can either make or break a project, so it’s critical that they embrace and support the change. As leaders, their attitude toward the project will be observed by their teams.



Four Conditions for Changing Mind-sets

- A Purpose to Believe In
- The Skills Required for Change
- Reinforcement Systems
- Consistent Role Models

Knowledge – Tools – Processes - Supports

Knowledge must be gained and given freely.

Tools should be standardized, with options.

Processes must continually be refined.

Change without appropriate supports that can be trusted, will likely fail.

70%

Change Programs Fail

“People do not care how much you know until they know how much you care”

- John C. Maxwell

Create or join discussions on SettleNet.Org

Thanks!

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