

Breakout 4:
**How PSCU Is Driving
Digital Fluency Amongst
Frontline Staff**

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PSCU

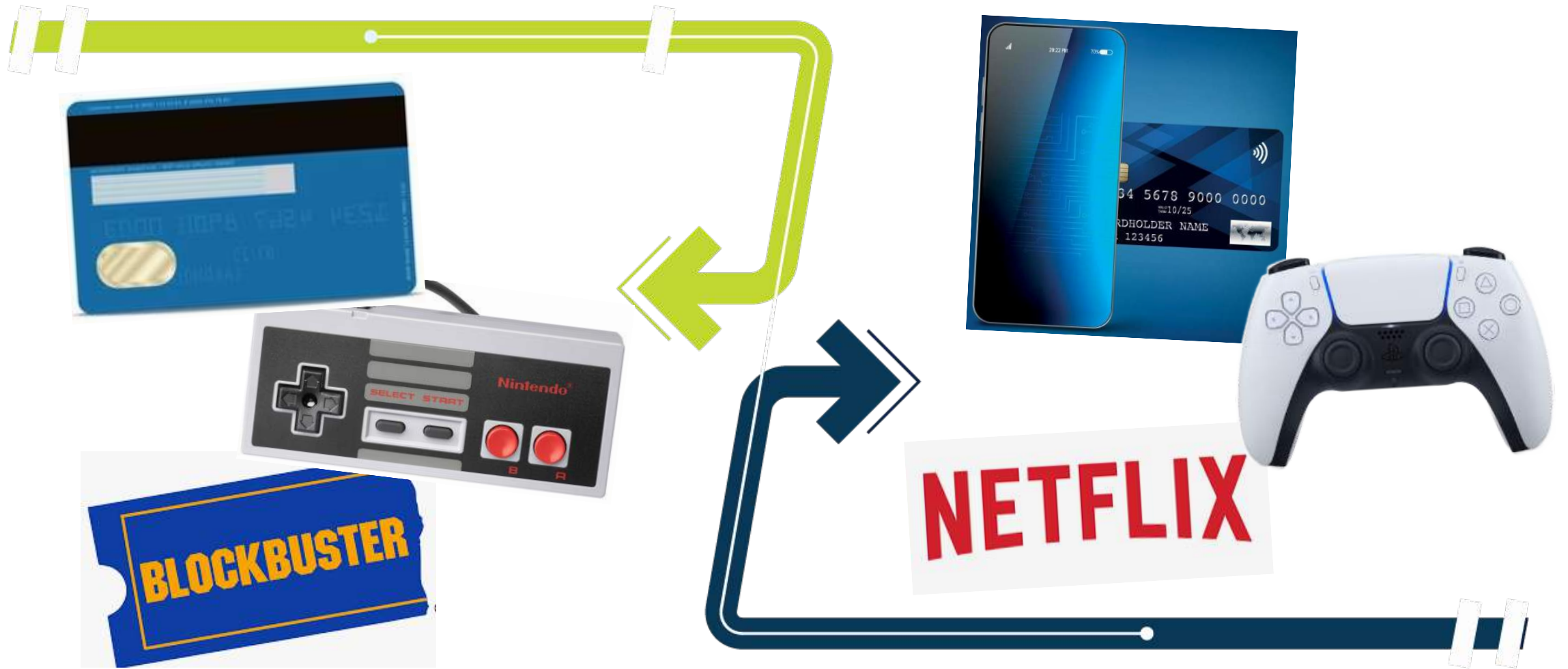
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LemonadeLXP

Driving Digital Fluency

Evolution of Technology

Past and Future

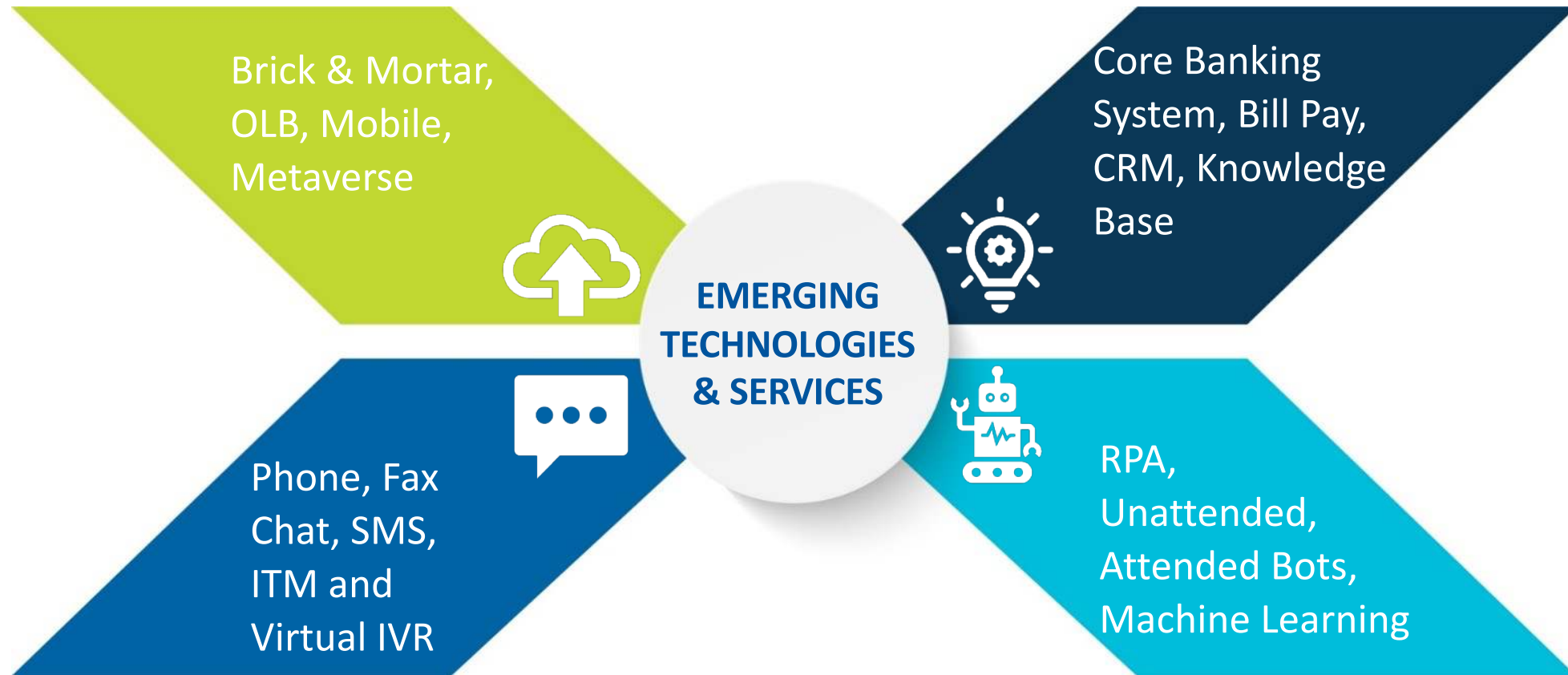


Buckle Up

The future is here...



Evolution of Technology & Service



Transforming Literacy into Fluency

Digital literacy is being able to use specific digital tools.

Digital fluency is understanding how they work—and being able to transfer that knowledge to other systems.

(University of Arkansas Grantham, 2021)

Why Digital Fluency Is Essential

- Employers rank Digital Fluency as a top skill
- Keep up with technology
- Faster service
- Improve customer experience



(University of Arkansas Grantham, 2021)

Human Interaction Is Here to Stay



Shift from Digital Literacy to Digital Fluency

- Recruiting
- New Hire Training
- Cross-Training
- New Product Training



Changing the Learning Experience

When you have lemons, make...

- Previous Learning Environment
- Enhanced Learning Environment
- Benefits



Benefits of Digital Fluency

