



EU TECHNICAL ASSISTANCE
TO CIVIL SOCIETY ORGANISATIONS
IN THE WESTERN BALKANS AND TURKEY



TRAININGS AND MANUAL IN DIGITAL AND ICT TOOLS FOR CSOs IN THE WESTERN BALKANS AND TURKEY



Welcome to the short Manual
on Digital and ICT Tools for
Civil Society Organisations. We
hope it will provide you some
support and boost confidence
to embark on your digital
journey and make your life and
work a bit easier. ”

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SEE YN
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YEAR: August, 2020

This document has been produced within the EU TACSO 3 project, under the financial assistance of the European Union. The contents of this document are the sole responsibility of the team of researchers and can under no circumstances be regarded as reflecting the position of the European Union.

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INTRODUCTION: WHY THIS MANUAL

Before we start with the concrete inputs, we would like to tell you a story about how and why this short Manual came to life at the first place.

This Manual has sprung from both the ongoing need of civil society to digitalise and use ITC technologies in their work and the COVID-19 pandemic situation and emergency response to it, which has redefined the working environment for CSOs, who now have to work remotely both as organisations and in reaching out to their members and beneficiaries. Being aware of that situation and urgent need, [EU TACSO 3](#) together with [South East European Youth Network](#) has developed the capacity building programme for diverse types of CSOs from the Western Balkans and Turkey in using digital tools in their everyday work: on-line training and learning activities; promotion and campaigning; direct on-line work with beneficiaries; and other tailor-made capacity development according to their needs.



Beside the trainings in local languages and in English and mentoring to CSOs to apply gained skills in practice, we believed a Manual would be helpful which gave you brief insights on the approach and principles we are taking when using the digital tools in



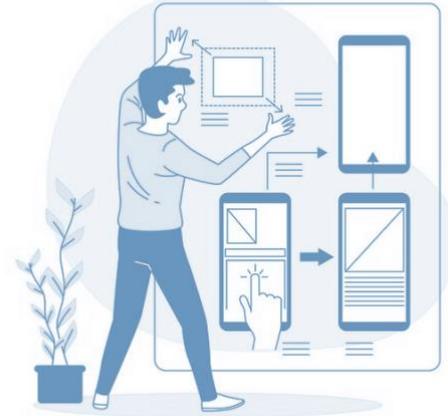
our work. The Manual will present you most common tools to be used for different general and specific purposes, as well as provide you with the list of resources to look for further learning.

APPROACH AND PRINCIPLES IN USING DIGITAL TOOLS

Digital transformation has always meant more than just the adoption of technology. Fundamentally, that's been the easiest part. To truly transform, organisations have to unify people, process, culture, and technology, which is not a small challenge. But, it is not impossible and can be very rewarding, so we really recommend that you step out of your comfort zone and start exploring the opportunities of the digital world.

SOME OF THE REASONS WHY WE ARE USING DIFFERENT DIGITAL TOOLS IN OUR WORK:

- a) Many tools are free or affordable, which is a big plus for organisations often struggling with funds;
- b) The use of digital tools can bring new perspectives to your work and modernise your methods and approaches;





- c) Available tools are very often quite easy to use and there are many resources on how to learn about it;
- d) They can often help us reach more people with the message we want to send or invitation to join our programs;
- e) It is the best way to stay resilient to the new challenges (COVID-19) that prevent us from physical meetings/methods and old-school outreach;
- f) It builds your capacities and keeps you relevant and updated.



**ALONG WITH GOOD REASONS TO USE TECHNOLOGY,
THERE ARE ALSO SOME CHALLENGES OR THINGS TO KEEP
IN MIND:**

- a) You cannot always rely on technology or access to the Internet;
- b) You need some time and some effort to learn new tools and become confident in using them;
- c) There are target groups that are not so easily reached through Internet, social media, or digital tools and we should not forget about them;



- d) Privacy and security risks should be assessed and taken into consideration in preparation and implementation phase;
- e) We should be open to critically discuss different topics surrounding technology use, both between colleagues and with our users.

MAIN PRINCIPLES IN USING DIGITAL TOOLS IN YOUR WORK

1. Think of the **purpose and outcome** you want to achieve when deciding if and which digital tool you will use (do not use it just to use it);
2. **Explore the tool** well and check its alternatives also;
3. **Think of conditions, environment and characteristics** like: price (if the tool is free and what are the limitations); the need to register and log in; what options the tool provides; is it visual, audio, text format, do you need interactivity; time it takes (of your activity, preparation and using the tool); is it on-





line or offline; devices needed; group size, profile of participants/target group...

4. If you are planning to use digital tool/platform, **prepare and test everything** well in advance;
5. Try to be creative and use various potentials of the tool - think outside the box;
6. Keep in mind **privacy and security** when using internet and digital tools;
7. The best way to learn and become confident is **try and play** as much as you can.





MAIN DIGITAL TOOLS USED BY CIVIL SOCIETY ORGANISATIONS

TOOL (LINKED)	ABOUT THE TOOL	USAGE	MORE LINKS
<u>ZOOM</u>	Zoom is a tool suitable for video conferencing and web conferencing. Meetings and webinars are free for participants and they can join if invited. With free account you can make unlimited number of 1 on 1 meetings, as well as up to 45 minutes of group meetings. For more features you need to choose paid subscription. It is possible to integrate Zoom with a number of apps and platforms, which makes it suitable for using in on-line learning, as well.	Zoom hosts and users can choose to record sessions, collaborate on projects using the white board feature, share files or annotate on one another's screens, work in smaller groups in the same time thanks to "Breakout Rooms", chat to everyone or to individuals, share screen with or without sound, share only sound, create a poll, change their background, react with emoji and use other options. Zoom is constantly updating with new features.	<u>HERE YOU CAN FIND A ZOOM MANUAL</u>
<u>MENTIMETER</u>	After you create a free account you are able to make unlimited number of presentations for unlimited number of participants (only quizzes are limited to 500 participants). Each presentation can have different types of slides; quick slides with information (similar to Power Point), questions of different types or quiz questions. With free	This tool can be useful for big events or smaller workshops, meetings, activities. You can use it to present a topic, make the presentation interactive, start discussions by asking open questions or giving participants the chance to send questions anonymously (the question is typed in on the smartphone and is immediately	<u>TIPS ON HOW TO PRESENT WITH MENTIMETER</u>



	<p>account you can use 2 or 5 quiz questions per presentation. When using questions and quizzes, you can collect answers from participants, by directing them to open menti.com. When they enter the code for your presentation, they are able to answer the questions showing on screen and the answers are collected and already shown in real time.</p>	<p>shown on screen). You can collect feedback from participants, or find out their opinion concerning the topic of your session or presentation. Quiz activities could be used on training courses, seminars, even conferences as a form of ice-breaker, but also to check participants' knowledge on a topic. It is also useful for doing quick evaluation at the end of a day, the whole event or specific session.</p>	
<p><u>PADLET</u></p>	<p>With a free account on Padlet you can create up to 7 boards (called padlets), with ready-made templates, or from scratch, where you choose an outline/type of padlet, background and other features. Once you create a padlet, you can share the link with others who can contribute by writing notes in it. Besides text, photos, images, links could also be shared on padlets. Different outlines offer possibilities of rearranging notes, connecting or organising them in other ways. When you have a finished padlet, you can download it in different formats (pdf, image, CVS or Excel), share or embed it to your website.</p>	<p>Padlet can be used whenever you need to gather thoughts, ideas, examples, experiences, etc. from a group of people, be it your colleagues, partners, team-members, or participants on an educational activity. In on-line learning it is suitable for activities in small groups, brainstorming, collecting expectations at the beginning of the program, etc.</p>	<p><u>HOW TO USE PADLET</u></p>
<p><u>JAMBOARD</u></p>	<p>Jamboard is a tool for collaboration on discussions, planning, brainstorming, etc. It is simple to use and</p>	<p>It is useful for any kind of group or team work - in project management, team collaboration or</p>	<p><u>HOW DOES JAMBOARD WORK</u></p>



	<p>have possibilities of adding sticky notes, adding photos, gifs, drawing, as well as writing and dragging elements directly on the board. Jamboard is free for using.</p>	<p>on-line learning. It is user-friendly and you can be very creative with it even if its features are simple.</p>	
<p><u>MINDMEISTER</u></p>	<p>The tool allows you to create simple mindmaps, cooperating with other people. If you have account on Meistertask, this tool can also be connected, so you can include your team and put tasks from Meistertask into your mindmap when planning activities. Mindmeister free version is limited.</p>	<p>It could be used for any kind of collaborative work, either with your beneficiaries, audience, or with a team of colleagues.</p>	<p><u>GETTING STARTED WITH MINDMEISTER</u></p>
<p><u>AWWAPP</u></p>	<p>Awwapp is a tool for creating and sharing whiteboard. In your whiteboard you can draw, enter text, post-it, etc. Whiteboard can be shared and created collaboratively. It can also be downloaded when created. Awwap is a free tool.</p>	<p>This tool can be useful in on-line learning in activities that require reflection, brainstorming, or even creative presentation of a concept, or participants themselves. It can be also used for team collaboration, to develop ideas and projects.</p>	<p><u>HOW TO USE AWWAPP</u></p>
<p><u>PREZI</u></p>	<p>When you create your account, you can start making presentations, by first choosing a template, or starting from blank presentation. Content of the presentation is added by zooming into the fields (circles or squares), where you can choose font, colours, layout and add photos, videos, clip art, etc. After the content is added, you</p>	<p>As a presentation tool it can be used in different educational activities, seminars, conferences, campaigns, etc. It can also be used in on-line learning, as you can share link to your Prezi with participants so they can see it from their browser. The collaborative feature enables your</p>	<p><u>CREATING PREZI PRESENTATION</u></p>



	<p>are able to choose the path of your presentation, or the order in which circles/squares will be shown on screen. If you invite collaborators, you can create presentation in teams. When presentation is ready, it can be downloaded for presenting offline, or can be presented from your browser if you have internet connection. Most of the Prezi features of free version are available.</p>	<p>participants on on-line activities to create presentation on a certain topic together.</p>	
<p><u>DOODLE</u></p>	<p>You can use Doodle without creating account, both for creating schedule and for participating. It is easy to create a "doodle", or start scheduling a meeting. You simply open a new doodle, set the name, place and possible time slots for your meeting and then you can share a link to participants of the meeting, or you can invite them by e-mail. Once everyone answered the poll, you can close it by choosing the time slot that suits everybody the best. . Doodle is a free tool.</p>	<p>It is a simple tool useful for making plans for meetings, both in person or on-line, especially with larger teams or groups. It can be used for scheduling meetings with your colleagues, as well as with young people or volunteers you coordinate</p>	<p><u>HOW TO CREATE DOODLE</u></p>
<p><u>POLLS GO</u></p>	<p>This tool helps you create and publish simple polls for wider audience via link or sharing option. You can also choose the ready-made questions from the app.</p>	<p>If you need to organise specific voting or decision-making process anonymously, this will be a good tool for it. Also, you can use it as a simple quiz, warmup for conversation or getting to know each other. No need to register and it is very user-friendly.</p>	<p>The short tutorial is the first thing you will see when you open the page</p>



KAHOOT

You can create your own quiz, or use the ones already created by other users on many different subjects. In order to make a quiz and implement it for your group, you need to access the link above and make your account. Afterwards the process is quite simple – you can choose the name and some visual features of the quiz, add questions and multiple answers, choose which answer is correct and how much time you'll give participants for answering. With free account you can choose from multiple-choice and true or false questions, while with paid account you gain access to more options. When you want to implement the quiz with your group, you need to project it on a screen and ask everyone to follow the link kahoot.it, enter the code for your quiz and choose their nick-name. Once all the names are on screen, you can start projecting the questions and participants will answer through their smartphones. PollsGo is a free tool.

You can use Kahoot quizzes in any kind of educational activity, to check knowledge or attitudes on different topics, but also to start discussions. It can also be used for fun, breaking the ice, closing the group, evaluation, etc.

KAHOOT GUIDE

CANVA

Once you create free account on Canva, you can choose from different ready-made designs for social media posts, infographics, brochures, flyers, posters, presentations, even CV. You can then

Most common use of Canva is in promotion of activities, projects, organisations, through making original designs for social media, website, etc. It can be also useful in educational

CANVA TUTORIAL



change them, add your own text or upload logos and other images. You can also start from scratch with your design, with custom dimensions, colours and other elements. You can share your designs with collaborators, download them in different file formats, or share and publish them through different media. Canva has a free features which are limited, but enough for CSO use.

activities, especially for presentations, or giving input through infographics, both in person and in on-line learning.

ASANA

Once you set your account, you can create projects and invite team members to join. You can have more than one team created and more than one project, so you can easily organise your tasks if you're working simultaneously on different projects with different people. You can choose between different templates for each of the projects, so you can organise your tasks in the most suitable way for you. For each task there are many options: assigning it to a team member, setting due date, attach files, share links, etc. You can track progress of your team and your own tasks by clicking on Reports, so you get a list of completed or assigned tasks, regardless of the project. Asana has free version, which is limited.

It is mostly used for managing tasks in teams, so it's very useful for project management, preparation for events, project writing, etc.

HOW TO USE ASANA



SLACK

You can sign in to Slack from your browser or download the app for PC or smartphone. You are able to create or join one or more workspaces, which are designed for communication inside an organisation or group. Inside a workspace you can open or join existing channels, which can be related to different projects, teams or topics related to your work or important for your community. It is possible to integrate many different apps and tools that you already use into your Slack, so you can share files through Google Documents and Drive, have group calls through Zoom, share different calendars or even play games. Share channels with companies and businesses you regularly work with – like clients, vendors, and partners – to bring all the right people into the same room. Slack has very good free version, but if you need more space it needs to be paid.

Slack can be used for communication between members of organisation or a network and is especially suitable for teams that work remotely or travel a lot. It helps you keep in touch with your team members on regular basis or facilitate team work when writing new projects, managing projects, organising activities, etc. You can use additional apps integrated into Slack, so you'll have everything you need on one place. It can also be used for managing communities (like members of your organisation or friends and supporters, etc.), managing volunteers or participants on a project.

SLACK 101



SPECIFIC LIST OF DIGITAL RESOURCES

ONLINE LEARNING	ONLINE CAMPAIGNING
<p>TACSO guideline for the development of an e-learning course: MANUAL LINK</p>	<p>LOGO https://www.namecheap.com/logo-maker/ https://www.freelogodesign.org/ https://www.freelogoservices.com</p>
<p>Online meetings can be a lot of fun! Here are a few ideas to make your meetings exciting, educational, and effective: RESOURCE LINK</p>	<p>COLORS https://colorhunt.co/</p>
<p>25 useful free online tools for workshop planning and meeting facilitation: RESOURCE LINK</p>	<p>FONT https://www.1001freefonts.com/ https://www.dafont.com/</p>



A practical manual with tools to design and facilitate online training of youth workers including real life experiences and examples:

[MANUAL LINK](#)

ICONS

<https://www.flaticon.com/home>

Some advice on how to run a large interactive meeting with zoom: lessons learnt from a charity organisation in UK:

[DOCUMENT LINK](#)

VIDEO AND ANIMATION

<https://www.powtoon.com/index/>

<https://animoto.com/>

<https://filmora.wondershare.net/>

<https://invideo.io/>

<https://biteable.com/>

UNESCO handbook on online learning - Handbook on Facilitating Flexible Learning During Educational Disruption:

[HANDBOOK LINK](#)

PHOTOS, ILLUSTRATIONS

<https://unsplash.com/>

<https://www.pexels.com/>

<https://pixabay.com/>

<https://www.freepik.com/>

Going virtual: Top tips for trainers and facilitators:

[RESOURCE LINK](#)

INFOGRAPHIC, POSTERS, GRAPHS

<https://piktochart.com/>



Online meeting effective – 11 tactics for gamifying your next zoom meeting:

[RESOURCE LINK](#)

<https://www.canva.com/>

MEME

<https://imgflip.com/memegenerator>

<https://makeameme.org/>

Leading Groups Online - a down-and-dirty guide to leading online courses, meetings, trainings, and events during the coronavirus pandemic:

[GUIDE LINK](#)

GIF

<https://giphy.com/create/gifmaker>

<https://tenor.com/>

Digital Badge - Tool for digital recognition of skills and achievements:

[TOOL LINK](#)

PRESENTATIONS

<https://www.slideshare.net/>

<https://prezi.com/>

<https://www.mentimeter.com/>

**SEEYN ONLINE HANDBOOK WITH EVERYTHING YOU EVER WANTED TO KNOW ABOUT
ONLINE LEARNING AND DIGITAL TOOLS: [HANDBOOK LINK](#)**