

Guide to deliver capacity- building using

DIGITAL TOOLS





Guide to deliver capacity-building using digital tools

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01

INTRODUCTION TO

DIGITAL CAPACITY- BUILDING

Although technology has been progressively transforming education worldwide for a number of years, the onset of the COVID-19 pandemic has accelerated this transformation.

Innovative tools enable the delivery of completely new learning experiences. Online learning in particular allows anyone with internet access to gain knowledge and skills outside of the typical classroom or meeting room setting.

During the COVID-19 pandemic, physical distancing dramatically increased the need to take educational efforts online. Many local government officials, students, NGO workers and others that are served by UN-Habitat's capacity-building efforts have since begun working from home. With the prospect of a "new normal" rather than a "back to normal", embracing a sustained adoption of digital tools and remote work, there is a demand-driven urgency to deliver high-quality digital capacity-building.

Technology can help to deliver training in a user-friendly, interactive and visually stimulating manner. Remote learning enabled by digital technologies can reduce costs associated with on-site training, transportation and accommodation, while enabling capacity-building activities to impact a wider audience. This helps to improve inclusivity by reaching individuals who may otherwise not be able to participate.

With this in mind, UN-Habitat's Capacity Development and Training Unit initiated the production of this guide. It aims to support an increased integration of digital tools into the delivery of capacity-building activities and programmes.



Digital capacity-building has the potential to reach participants **globally in a cost-effective manner.**



Since the beginning of the COVID-19 pandemic, many people served by UN-Habitat's educational and training efforts have been **working from home.**



Innovative tools enable the delivery of completely new learning experiences.



The objectives of this guide are to:



Provide UN-Habitat staff with clear definitions and an overview of digital capacity-building trends and tools applicable to its work and mandate.



Give ideas to enhance the use of digital capacity-building tools in UN-Habitat and its partners.

Accordingly, this guide:



Introduces what digital capacity-building is, why it is useful, and when it is useful.



Discusses opportunities and challenges of digital capacity-building.



Outlines useful approaches to digital capacity-building.



Provides guidance on the process of developing digital capacity-building products.



Suggests a selection of state-of-the-art and well-renowned digital capacity-building tools, categorized according to their intended purpose.



Identifies digital capacity-building best practices.

The content in this guide is not exhaustive, but rather tailored to the experiences and needs of UN-Habitat's capacity-building work. For this reason, certain concepts, approaches and tools relevant in a broader context have been excluded.

The guide includes links to external resources, as well as to sections within the document itself. External links are highlighted in [blue](#), while links to sections within the document are highlighted in [green](#).

Parallel to the development of this guide, a strategy for digital capacity-building has been created, aimed at supporting the development of a roadmap to better integrate the use of digital capacity-building in the work of UN-Habitat. Contact the Capacity Development and Training Unit to learn more about this strategy.

Context and opportunities

With regard to accelerating the implementation of the 2030 Sustainable Development Agenda, digital and frontier technologies have been foregrounded within the UN system. The "[Secretary General's Roadmap for Digital Collaboration](#)" (2020) represents the overarching framework for this implementation, while emphasizing the strengthening of capacity-building support at local level. The "[United Nations Development Programme Digital Strategy](#)" (2019) represents the approach of a particular UN agency. These strategies, although beyond the scope of digital capacity-building, provide important guiding

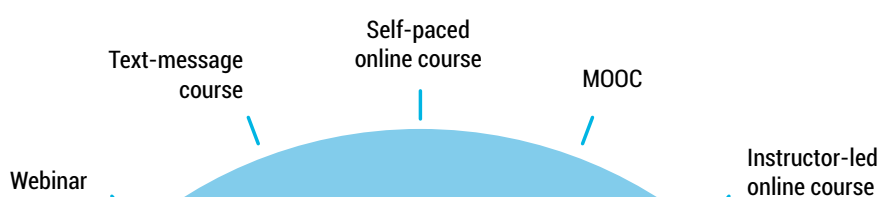
principles on digital philosophies and approaches within the UN system. Central to both reports is the concept of increasing digital capabilities and capacities, both for UN colleagues and beneficiaries. The aim of this is to effectively harness the potential of digital technologies while mitigating risks.

The development of this guide coincides with the United Nations Department of Economic and Social Affairs (UNDESA) report titled "[Blended Learning Methodologies for Capacity Development](#)". The findings from the report are highly relevant for this guide, and it is referred to throughout the sections.

Remote learning enabled by digital technologies can reduce costs associated with on-site training, transportation and accommodation



Figure 1: Common digital capacity-building methods placed on a scale of focus on immersive learning.



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