

# Digital Navigator Training

## Quick Tips

### What topics should be covered?

- Introduction to digital inclusion
- Introduction to the digital navigator model
- Techniques and tools for assessing community member resources and skill sets
- Resources for basic digital skills instruction
- Understanding of low-cost and affordable internet programs, how to research internet service providers and broadband labels
- Knowledge of device-matching practices and devices
- Digital privacy and security
- Accessibility tools
- Collecting and managing internal program data
- Digital navigator workflows, forms, and information collection
- Knowledge management, resource guide creation and management
- De-escalation techniques, boundaries, and burnout prevention methods
- Cultural competency
- Education and Advocacy
- Communications and Storytelling
- Asset mapping
- Building partnerships with community organizations and community outreach
- Broadband terms and policy

### Advice from DN programs

- **The core of the job is not necessarily tech skills but people skills**, and shadowing other people can be a great way to learn them.
- People drawn to digital navigator jobs tend to be people who want to help others, which makes it important to learn **how to set boundaries** with the people they're helping.
- **Professional development is ongoing!** Connecting digital navigators to a community of practice can provide additional training and support.

## Resources

### Digital Navigator Trainings

*Some trainings require payment, these are indicated with (\$)*

- **Computer Reach** [Digital Navigator Training Curriculum](#)
- **digitalLIFT** [Digital Navigator training](#) (\$)
- **DigitalUS** [Digital Navigator Training Slides](#)
- **Goodwill** [Digital Navigator Certificate Specialization](#) (\$ for certification)
- **Marylanders Online** [Navigator Education Toolkit](#) (\$ for certification)
- **NDIA** [Digital Navigator training](#) (\$)

### Other training resources

- **Digital Navigator Program Standards**  
These standards, developed by the NDIA community, are designed to provide guidance on what the digital inclusion community has learned about effective digital navigator programs over the years.
- **Exploring Digital Equity Fact Sheets**  
These fact sheets, developed by the Institute for Local Self-Reliance, provide short, comprehensive introductions to broadband, skills, and device access.
- **Digital Bytes: Insights and Resources**  
A collection of three posts from the NDIA blog, along with their extensive resource list of professional development, curricula, frameworks, and tools for digital equity practitioners.
- **NCTRC Digital Navigation Toolkit**  
Developed by the National Consortium of Telehealth Resource Centers, this toolkit provides resources for Digital Health navigators, with particularly robust information on telehealth.