

Dear delegate,

**“Think Digital: Embedding digital confidence in your organisation”**

Welcome to our members’ conference which we hope will be an exciting and engaging day of learning and networking. Our conferences now take place twice a year, with a strong focus on learning and skills development, ensuring our members can access the skills they need to operate in the current economic climate.

A networking lunch is available in the auditorium from 1.00-2.00pm, during which you can browse the marketplace stalls. Today we welcome No Holds Barred, DnA (Diversity and Ability), Social Brighton, Friends Centre, Crowdfunder, Digital Firefly.

All rooms are accessible via the lift. Toilets are available on the ground floor, 1<sup>st</sup> floor, 2<sup>nd</sup> floor and basement (ground floor and first floor facilities are all-gender).

No fire drills or tests are planned, if the alarm sounds please leave the building as quickly and calmly as possible, remembering not to use the lift. The assembly point is outside in **Brighthelm Gardens**. If you are unable to use the stairs in the event of an evacuation then please alert a member of the Community Works team (in navy blue T-shirts), who can work with you to create an exit plan if you don’t have one.

We would be grateful if you could spare some time after conference to consider how our conference worked for you, what you enjoyed and also any ideas for the future. You can submit your feedback online via our survey:

<https://www.surveymonkey.co.uk/r/think-digital-conference-June-2019>.

This link will be emailed to you after the event.

We would be grateful if you could also complete the paper equal opportunities monitoring form, which is anonymous. This is in your delegate pack on green paper.

You can share your updates throughout the day on Twitter using hashtag **#cwconf**

You can find more information about Community Works and the benefits of membership on our website <http://bhcommunityworks.org.uk/voluntary-sector/join-us/>. Alternatively, visit our stall at lunchtime or talk to a member of our team.

We hope you enjoy the conference,

**The Community Works team**

## Community Works members' conference

# Think Digital: Embedding digital confidence in your organisation

**9.45am - 16.00pm, Thursday 6 June 2019**

Brighthelm Centre, North Road, Brighton BN1 1YD

<b>9.30 - 9.45</b>	<b>Registration</b>
<b>9.45 - 10.00</b>	Welcome from Community Works (Main Auditorium)
<b>10.00 - 10.50</b>	<b>Plenary:</b> Develop an agile social media strategy, <i>Kerry Watkins, Social Brighton</i> An overview of how social media gives the third sector an opportunity to increase their reach and impact.
<b>10.50 - 11.00</b>	<b>Break</b>
<b>11.00 - 13.00</b>	<b>Morning session</b> <ul style="list-style-type: none"> <li>a. Digital strategy for everyone, <i>Tom Chute, Pragmatic Web Ltd</i> <b>or</b></li> <li>b. Technology and Diversity: Using digital tools to support inclusion inside and outside your organisation, <i>Atif Choudhury, Diversity and Ability</i> <b>or</b></li> <li>c. Let's get digital: How to raise funds in an online world, <i>Jason Nuttall, Crowdfunder</i></li> </ul>
<b>13.00 - 14.00</b>	<b>Networking lunch and Marketplace</b>
<b>14.00 - 16.00</b>	<b>Afternoon session</b> <ul style="list-style-type: none"> <li>d. Social media: Achieving measurable, tangible results and building meaningful relationships with communities, <i>James Armstrong, Digital Firefly</i> <b>or</b></li> <li>e. Digital Leadership in Data Analysis, <i>David Scurr and James Beecher, Citizens Online</i> <b>or</b></li> <li>f. Volunteers Coordinator's Forum 'What have young people ever done for us?'</li> </ul>

## Plenary, 10.00 - 10.50am

### Develop an agile social media strategy

**Speaker:** Kerry Watkins, Social Brighton

Kerry is the founder and Managing Director of Social Brighton. Kerry works with many charities and social impact companies to help them use social media to make a positive impact on the world. Over the past 9 years, Kerry has developed a reputation as one of the go-to social media experts in the UK and has spoken on the BBC, at international social media summits and started the 'Social Media Simplified' podcast in 2018.

**Session overview:** Social media can be a real headache. But it provides a wealth of opportunity for organisations to increase their network, reach and support their goals and vision. So we can't ignore it.

In the third sector, resources can be a challenge, so it's especially important to develop a clear social media strategy to maximise impact and prevent wasted time and effort.

Kerry will talk about each stage of the strategy development process with some examples of successful campaigns, key takeaways and actions that you can implement straight away.

## Morning sessions, 11.00 - 13.00

### a. Digital strategy for everyone

Suitable for small to medium organisations

**Facilitator:** Tom Chute, Pragmatic Web Ltd

Pragmatic is a 50ish person digital agency in Brighton, specialising in WordPress strategy, design and development. Pragmatic help organisations of all sizes plan and deliver digital projects, including websites, apps, digital marketing and design. Pragmatic's team is international, but most of the team is based in the Lanes, here in Brighton. We don't just build websites, we aim to create digital experiences that customers and users will love! We have worked with local and international third sector organisations, and will bring this experience to their digital workshop.

**Session overview:** During this session members of the Pragmatic team will lead the group through a digital strategy workshop. There will be a focus on identifying the organisation's stakeholders, and understanding what these stakeholders, or users, need digitally from the organisation. The group will explore different digital assets and the pros and cons of using them. This information will be used to create the first draft of a digital strategy, which can be used to scope out quick wins and longer term projects.

During the workshop, there'll be plenty of time to ask questions and have a discussion about the challenges the groups face. For example, how to manage a digital presence with a small number of volunteers.

This session is suitable for organisations starting from scratch or those with an existing digital presence that want to sharpen it up.

### b. Technology and Diversity: Using Digital Tools to support inclusion inside and outside your organisation

Suitable for medium to large organisations

**Facilitator:** Atif Choudhury, Diversity and Ability (DnA)

Atif is an award-winning social entrepreneur, with a background in economic justice and disability inclusion projects. He is co-founder of DnA and Zaytoun CIC and a trustee for Disability Rights UK. DnA works to minimise the social exclusion of disabled people across the UK, in education, charitable and corporate sectors.

**Session overview:** 1 in 6 of the UK population face disability; unexpectedly the majority of these are hidden. Have you ever considered how hidden differences might impact on the way in which you offer support? Do you recognise any neurodiverse differences in your service users or, indeed, colleagues?

Digital tools can play a huge part in an inclusive approach to supporting independence and increased wellbeing. This session will explore the tools available, what can be done to harness each individual's strengths and reduce their challenges, and ultimately improve organisations and the support they provide.

The 'why?' of technology, not simply the 'what?'

### **c. Let's get digital: How to raise funds in an online world**

Suitable for all organisations

**Facilitator:** Jason Nuttall, Programme Director, Crowdfunder.co.uk

Jason is a 'poacher turned gamekeeper', having spent years securing grant and contract income for charities and social enterprises, in more recent times he's been responsible for overseeing a number of large funding programmes for national funders. As Programme Director at Crowdfunder he develops impactful partnerships with funders including Natwest, M&S, Sport England and Trust for London.

Crowdfunder's mission is to tackle society's challenges by making ideas happen, and is the UK's #1 community crowdfunding platform, having raised over £60million for projects across the UK.

**Session overview:** Are you looking to raise funds for your charity or social enterprise through crowdfunding but not sure where to start or what a successful campaign looks like? Crowdfunding is creating social, economic and community-led impacts across the UK, not only allowing communities and charities to raise funds, but also raising awareness and support to help make great ideas happen.

This session, run by Crowdfunder, will outline rewards-based crowdfunding - what it is, how you can use it to raise funds and grow your network, and the tips and tricks to creating a successful campaign for your charity or social enterprise.

Who for? Any size charities or social enterprises who want to find out how crowdfunding can help raise funds and grow networks.

What this workshop will cover:

- What is rewards-based crowdfunding, with lots of examples
- Using crowdfunding to build your network with tools like Facebook and Twitter
- How to run a successful crowdfunding campaign

During the session, you'll hear from local projects about their experience of crowdfunding, with many opportunities to ask questions. There will be interactive exercises so you can get to grips with creating your crowdfunding project. You'll leave the workshop with a clearer understanding of rewards-based crowdfunding and the techniques you can use to run a successful crowdfunding campaign.

## Afternoon sessions, 14.00 - 16.00

### d. Social media: Achieving measurable, tangible results and building meaningful relationships with communities

Suitable for small to medium organisations

**Facilitator:** James Armstrong, Director of Digital Firefly

James started his communications and marketing career in public services. Now his social media and digital marketing training and coaching helps businesses, charities and public sector organisations increase website traffic, audience engagement, and brand awareness. Digital Firefly also specialise in advertising and social media strategy with core business objectives and conversions at their heart.

**Session overview:** You know you should be using social media to reach your audience, build awareness and ultimately achieve real life business outcomes, but you're not sure how. This session will build on the day's plenary, introducing the main differences and benefits of each of major social media platform and helping you understand how to use them.

We'll discuss the current state of social media marketing and help you understand the principles to follow to see success from your social media strategies, from understanding metrics and choosing the right ones to measure, to creating content.

This session is suitable for any business or charity looking to learn more about using social media to see real life results. You may have already set up your accounts or are thinking about it, by the end of the session you'll have a better understanding of social media and how to use it to your benefit and the benefit of your communities.

### e. Digital Leadership in Data Analysis

Suitable for medium to large organisations

**Speaker:** David Scurr and James Beecher, Citizens Online

David joined Citizens Online in September 2017 to lead on the Digital Brighton & Hove project, managing a cross-sector partnership network of over 200 organisations tackling digital exclusion. Fluent in French and Spanish, he has 10 years' experience managing and developing international networks, events and business partnerships in the social sector. An advocate of "tech for good", David is passionate about making our digital age one that is fully inclusive for everyone.

James is Research and Development Manager at Citizens Online, working with them since 2014. He manages their rigorous data analysis approach, which involves a detailed baseline evaluation and complex maps to help organisations target their resources more effectively. As project lead for Citizens Online's involvement in the One Digital Programme, James is also involved in using data for monitoring and

evaluation of digital inclusion work that has seen the charity support significant number of people with digital skills since 2016.

**Session overview:** Data is the new oil, or so it's said - but how can you make sure you're using it to power your organisation, rather than getting stuck in the sticky stuff? Citizens Online is a UK digital inclusion charity with over 19 years' experience of leading organisations and communities through the online revolution, making sure that no-one gets left behind.

In this session we'll be facilitating discussion about the ways in which delegates use data in their organisations, presenting our digital inclusion baseline analyses and ways we use data in monitoring and evaluating the impact of our work. We'll look at digital tools we use to make our data analysis processes simple and efficient - and important aspects to consider when gathering and communicating evidence.

### f. Volunteers Coordinator's Forum: 'What have young people ever done for us?'

Suitable for Volunteers Coordinators only

**Session overview:** The Volunteer Coordinators' Forum offers volunteer coordinators the opportunity to network, share information and learn about best practice in volunteer management. The focus of this session is Young People in Volunteering. We will be looking at the achievements, benefits, challenges and best practice when engaging young people as volunteers. We will also hear about current examples that show how young volunteers are having an impact locally and find out more about different approaches to engaging with young people. The session will also include a Q&A.

Session contributors are:

**Adam Muirhead** is Director of Youth Work at the Trust for Developing Communities, overseeing youth work across half of Brighton & Hove; He chairs the Institute for Youth Work and lectures on Youth Participation and Community Development on the Youth Work BA (Hons) course at the University of Brighton.

**Reuben Davidson** is Training & Education Project Worker at Allsorts. Reuben delivers workshops in schools around homo/bi/transphobic behaviour and language with support from the young people's Peer Educator team. Reuben is the Development Worker, overseeing their youth volunteering programmes.

**Ruth Davey** is Activities and Volunteer Coordinator for a Children in Need funded project at Safety Net, a charity that works to help children and young people feel safe and be safer. She works with children aged 8-15 yrs old after they have worked with Safety Net through a resilience intervention project. The volunteers she is currently working with are aged 16-18yrs.

## Market place stall holders



**No Holds Barred** links people together and helps create a network of people resulting in stronger communities. The aim is to build each other up and change the way things are done, by linking together people with disabilities, marginalised groups, collaborators and anyone wishing to make a difference.



**DnA** (Diversity and Ability) is a social enterprise designed and led by, and for, neurodiverse and disabled learners. DnA offers training and support in education and the work place to maximise potential, as well as being involved in social justice projects which support marginalised communities.



**ESTEEM** offers young adults aged 14-26 opportunities to develop confidence, build life-skills and improve well-being by providing relevant volunteering experience, 1:1 vocational mentoring and training. ESTEEM enables young adults to identify their own life-goals and eases the transition into meaningful employment, education and training, ESTEEM champions a youth-led approach.



**Friends Centre** is an independent adult education organisation and charity based in Brighton, offering daytime and evening courses in a range of subjects including Information Technology. We serve over 1,100 learners each year at our two main learning centres in Brighton and in a range of community venues.



**Crowdfunder** together with the crowd and our extra funding partners, we have raised over £60m for start-ups, business ideas, charities, community groups, sports clubs, political movements and more. Our mission is to connect your projects with the supporters who care because we truly believe that people should feel empowered to turn their great ideas into reality.



**Digital Firefly** is an affordable digital marketing agency based in Brighton & Hove. We work with a fantastic team of creative digital marketers on a mission to put the social back into social media. We'll lead you through the bewildering forest of digital marketing, helping to build meaningful relationships with your audience.

## Delegate list

We have pleasure in welcoming representatives of these organisations:

4 Cancer Group	Mothers Uncovered (Livestock)
Acorn Pregnancy Counselling Centre	Neighbourhood Care Scheme (Impetus)
Active Student Volunteering Service (UoB)	New Note Projects
AgeingWell Scheme, Impact Initiatives	No Holds Barred
Allsorts Youth Project	Oasis Project
Amaze	ONCA
Artspace Brighton	Pathways to Health
BHCC Adolescent Services	Pathways to Independence
BHT Fulfilling Lives	Pick Your Own
Brighton & Hove City Council	Polish Saturday School in Brighton and Hove
Brighton & Hove Community Land Trust	Possability People
Brighton & Hove Food Partnership	Pragmatic
Brighton & Hove Museums	Recovery Partners
Brighton and Hove Speak Out	RISE
Brighton Dome and Festival	Ropetackle Arts Centre
Brighton Housing Trust	Round Hill Society Community
Brighton Permaculture Trust	Safe in Sussex
BUCFP	Safety Net
Carers Support West Sussex	Saltdean & Rottingdean Youth Club
Citizens Advice Brighton & Hove	Samaritans
Coastal West Sussex Mind	Shoreham Centre
Crowdfunder.co.uk	Smarter Uniforms
Due East Brighton	Social Brighton
Early Childhood Project	Southdown
East Sussex Credit Union	Survivors' Network
ESTEEM	Sussex Interpreting Services (SIS)
Extratime	Sussex Nightstop
Fabrica	Sussex Stalking Support
FareShare Sussex	Sussex University Students' Union
Fresh Youth Perspectives	Tandem UK Coaching
Friends Centre	The Bevern Trust
Friends of Brighton & Hove Hospitals	The Brighton Lions
Friends of Queens Park	The Carers Centre
Friends of the Pepperpot	The Clare Project & TNB
Grow	The Conservation Volunteers
Hangleton Community Association	The Homity Trust
Home-Start Arun, Worthing & Adur	The Trust For Developing Communities
Impact Initiatives	University of Sussex Students' Union
Impetus	We Are FoodPioneers

Independent Lives	Working 50 Plus
Independent Visiting Service	Worthing Community Chest
Indian Futures	Worthing Homes Limited
Livestock	YMCA Downslink Group
Martlets Hospice	YMCA Right Here
Metamorphosis Art Group	YMCA YAC (Youth Advice Centre)
Mind in Brighton and Hove	Youth Offending Service
Mind@Lighthouse Recovery Service	ZoneZine
MindOut	

## Conference speakers and facilitators on Twitter:

<b>Atif Choudhury</b> (Diversity and Ability)	<a href="https://twitter.com/AtifChoudhury">@AtifChoudhury</a>
<b>Citizens Online</b>	<a href="https://twitter.com/CitizensOnline1">@CitizensOnline1</a>
<b>Crowdfunder</b>	<a href="https://twitter.com/crowdfunderuk">@crowdfunderuk</a>
<b>David Scurr</b> (Citizens Online)	<a href="https://twitter.com/David_Scurr">@David_Scurr</a>
<b>Digital Firefly</b>	<a href="https://twitter.com/DigiFirefly">@DigiFirefly</a>
<b>Diversity and Ability</b>	<a href="https://twitter.com/DnA_matters">@DnA_matters</a>
<b>James Armstrong</b> (Digital Firefly)	<a href="https://twitter.com/JJFArmstrong">@JJFArmstrong</a>
<b>James Beecher</b> (Citizens Online)	<a href="https://twitter.com/JamesDBeecher">@JamesDBeecher</a>
<b>Jason Nuttall</b> (Crowdfunder)	<a href="https://twitter.com/jasonnuttall">@jasonnuttall</a>
<b>Kerry Watkins</b> (Social Brighton)	<a href="https://twitter.com/k3rrywatkins">@k3rrywatkins</a>
<b>Pragmatic</b>	<a href="https://twitter.com/pragmaticweb">@pragmaticweb</a>
<b>Social Brighton</b>	<a href="https://twitter.com/social_brighton">@social_brighton</a>

## The Charity Digital Code <https://doit.life/charity-digital-code>

Digital is fundamentally changing the way we all live and work and is essential if charities are to be relevant and fulfil their purpose in the digital age. Digital skills will help charities increase their impact, efficiency and sustainability.

The Charity Digital Code is intended as an overview of the key areas that charities need to be aware of in digital. It defines digital as “Applying the culture, practices, processes & technologies of the Internet era to respond to people’s raised expectations”. The Code has 7 key principles which show how digital touches much of what a charity does, and how it will need to be considered accordingly.

1. Leadership
2. User led
3. Culture
4. Strategy
5. Skills
6. Managing risk and ethics
7. Adaptability

## Social media channels



Twitter



Facebook



Instagram

<b>Active Student Volunteering Service (UoB)</b>	<a href="#">@uniofbrightoncs</a>	<a href="#">unibrightoncareers</a>	
<b>Amaze</b>	<a href="#">@AmazeSussex</a>	<a href="#">"amaze sussex"</a>	
<b>Brighton &amp; Hove Community Land Trust</b>	<a href="#">@bahclt</a>	<a href="#">BaHCLT</a>	<a href="#">bahclt</a>
<b>Brighton &amp; Hove Food Partnership</b>	<a href="#">@btnhovefood</a>		
<b>Brighton and Hove Speak Out</b>	<a href="#">@bhspeakout</a>	<a href="#">bhspeakout</a>	<a href="#">bhspeakout</a>
<b>Brighton Housing Trust</b>	<a href="#">@bht_sussex</a>		<a href="#">#brightonhousingtrust</a>
<b>Brighton Permaculture Trust</b>	<a href="#">@BPTpermaculture</a>	<a href="#">brightonpermaculture</a>	
<b>BUCFP</b>		<a href="#">bucfp1</a>	
<b>Citizens Advice Brighton &amp; Hove</b>	<a href="#">@brightonhoveCA</a>		
<b>Early Childhood Project</b>		<a href="#">toylibrarybrightonandhove</a>	
<b>East Sussex Credit Union</b>	<a href="#">@EastSussexCU</a>	<a href="#">eastsussexcu</a>	<a href="#">eastsussexcreditunion</a>
<b>ESTEEM</b>	<a href="#">@EsteemCharity</a>	<a href="#">esteemuk</a>	<a href="#">esteemcharityuk</a>
<b>Extratime</b>		<a href="#">ExtratimeBrighton</a>	
<b>Fabrica</b>	<a href="#">@FabricaGallery</a>	<a href="#">FabricaGallery</a>	<a href="#">fabricagallery</a>
<b>Friends Centre</b>	<a href="#">@FriendsCentre</a>	<a href="#">FriendsCentreBrighton</a>	<a href="#">friendscentreadulteducation</a>
<b>Friends of the Pepperpot</b>		<a href="#">"friends of the pepperpot"</a>	
<b>Grow</b>	<a href="#">@GrowWellbeing</a>	<a href="#">Growingwellbeing</a>	<a href="#">growing_wellbeing</a>
<b>Heads On</b>	<a href="#">@headsoncharity</a>		
<b>Home-Start Arun, Worthing &amp; Adur</b>		<a href="#">homestartarunworthingandadur</a>	
<b>Impact Initiatives</b>	<a href="#">@impactsussex</a>	<a href="#">ImpactSussex</a>	
<b>Impetus</b>	<a href="#">@BHImpetus</a>	<a href="#">BHImpetus</a>	
<b>Independent Lives</b>	<a href="#">@indep_lives</a>	<a href="#">indeplives</a>	
<b>Indian Futures</b>	<a href="#">@indian_futures</a>	<a href="#">indianfuturestamilnadu</a>	<a href="#">indianfutures</a>

## Social media channels



Twitter



Facebook



Instagram

<b>Martlets Hospice</b>	<a href="#">@hannalytical</a>		
<b>MindOut</b>	<a href="#">@Mind_Out</a>	<a href="#">mindoutlgbtq</a>	<a href="#">mindoutlgbtq</a>
<b>Mothers Uncovered (Livestock)</b>	<a href="#">@mothersuncoverd</a>	<a href="#">MothersUncoveredUK</a>	<a href="#">mothers_uncovered</a>
<b>No Holds Barred</b>	<a href="#">@noholdsbarred__</a>	<a href="#">"No Holds Barred"</a>	<a href="#">wearenoholdsbarred</a>
<b>Oasis Project</b>	<a href="#">@oasis_project_</a>	<a href="#">OasisPrjct</a>	<a href="#">oasis_project_</a>
<b>ONCA</b>	<a href="#">@onca_arts</a>		<a href="#">onca_arts</a>
<b>Possability People</b>	<a href="#">@Possabilityppl</a>	<a href="#">possabilityppl</a>	<a href="#">possabilitypeople</a>
<b>Recovery Partners</b>	<a href="#">@peer_partners</a>	<a href="#">Recovery Partners</a>	<a href="#">recoverypartners</a>
<b>RISE</b>	<a href="#">@riseuk</a>	<a href="#">riseuk</a>	
<b>Ropetackle Arts Centre</b>	<a href="#">@ropetacklearts</a>	<a href="#">Ropetackle Arts Centre</a>	<a href="#">ropetacklearts</a>
<b>Safe in Sussex</b>	<a href="#">@safeinsussex</a>	<a href="#">safeinsussex</a>	
<b>Safety Net</b>	<a href="#">@SafetyNetBTN</a>	<a href="#">SafetyNetBTN</a>	
<b>Saltdean &amp; Rottingdean Youth Club</b>		<a href="#">Saltdean &amp; Rottingdean Youth Club</a>	
<b>Smarter Uniforms</b>		<a href="#">Smarter uniforms</a>	<a href="#">Smarter uniforms</a>
<b>Survivors' Network</b>	<a href="#">@SurvivorsnetBtn</a>	<a href="#">survivorsnet</a>	<a href="#">survivorsnetwork</a>
<b>Sussex Interpreting Services (SIS)</b>	<a href="#">@sussexinterpret</a>	<a href="#">sis.interpreting.services</a>	
<b>Sussex Nightstop</b>	<a href="#">@sussexnighstop</a>		
<b>Sussex Stalking Support</b>	<a href="#">@Stalk_Support</a>		
<b>The Carers Centre</b>	<a href="#">@BrightonCarers1</a>		
<b>The Clare Project &amp; TNB</b>	<a href="#">@TheClareProject</a>		
<b>The Conservation Volunteers</b>	<a href="#">@tcvadurandworthng</a>	<a href="#">tcvgrowing communities</a>	
<b>The Homity Trust</b>	<a href="#">@HomityTrust</a>		
<b>Trust for Developing Communities</b>	<a href="#">@trustdevcom</a>	<a href="#">TrustforDevelopingCommunities</a>	

## Social media channels



Twitter



Facebook



Instagram

University of Sussex Students' Union	@ussu	thestudentsunion	sussexsu
We Are FoodPioneers		wearefoodpioneers	FoodPioneers
Worthing Community Chest		worthingcc	
YMCA Right Here	@RightHereBH	rightherebrightonhove	YmcaRightHere
YMCA YAC (Youth Advice Centre)	@YAC_BRIGHTON	yacbrighton	
Youth Offending Service	@BHCCRJ		
ZoneZine	@ZoneZine2019	Zonezine	

## Digital Tools and resources recommended by other delegates:

- [Canva](#) - a free design resource
- [Doodle](#) - calendar app
- [Food Partnership's Directory map - search](#)
- [Hootsuite](#) - social media management tool
- [It's Local Actually](#) an online resource searching activities near you and micro providers who can help you in your home
- [JustGiving](#), [Give as you live](#), [Amazon smile](#) - fundraising tools
- [Mailchimp](#) - an email marketing service
- [Padlet](#) - share course content / resources with learners
- [QR codes](#) to direct people to translated web pages
- [Sked Social](#) - paid service to schedule on Instagram
- [Slack](#) - communication and planning app
- [Sling](#)- volunteer management
- Social media
- [WhatsApp](#) - real time messaging