



SELF-HELP GROUPS TO REMOVE DIGITAL BARRIERS



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Short summary

Creation and dynamization of self-help groups for people who suffer from the digital divide

Aims and objectives

Promote the technological inclusion of citizens through a methodology that makes them active agents in their learning process.



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Target group

Citizens suffering technological exclusion



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Activities

**1.Awareness for people with access barriers to new technologies
2.Tutorials with step-by-step instructions to access to online services and online training
Self-help groups**



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Methodologies

The main characteristic of this methodology is the self-help groups among people in a situation of technological exclusion.

Through these groups, participants encourage others and help each other in the learning process.

The participants become protagonists of their own learning process and that of their peers, empowering them.



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Tools & Methods

- **Tutorial step by step about how to access to online services and courses**
- **Online training**
- **Self-help groups**



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Success factors

The element of success lies in empowering the participants, moving them from a role of technological exclusion, to dynamic agents of their technological learning and that of their peers.



Strengths and weaknesses

Strengths: Motivation of the participants once they start the process.

Weaknesses: Difficulty in diffusion the project among all possible users



Transferability

This methodology can be transferred to combat the digital divide, and also for learning any other subject of interest to citizens.



Sustainability

The project could be used sustainably in any context.



Impacts



Fight against the digital divide.

Change in the role and attitude of the participants, from a passive role to an active role.

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Implementing Organisation(s):

ILDEFE - City Council of León



Project website: <https://www.ildefe.es/empleo-y-formacion/>



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