Canadian Democracy @ Work

Facilitator's Guide: Canadian Democracy @ Work

Introduction

1. Purpose of the Guide

This guide is intended to help you bring Canadian Democracy @ Work to your workplace. It offers guidance on how to deliver the training, suggestions on how to introduce the training modules to team members, and ideas on how to build on the material after the modules are complete.

Building information literacy, digital skills, and civic engagement can't happen in a single module. They are skills and values developed over time and with practice. More importantly, they need to be rooted in real relationships and situations to be meaningful. Our hope is that this guide helps you and your team bring the ideas introduced in the modules into your work, your relationships, and your lives.

Figuring out what's true and what isn't, deciding on how and when to use technology, and making judgments about all of the information thrown our way are often necessary for doing our jobs well. They are always necessary to building lives and relationships that feel good. Thank you for prioritizing them.

2. Overview of the Modules

There are currently three self-paced online training modules:

1. **Understanding Misinformation, Disinformation, and Algorithms:** this module covers how we consume information online, strategies for evaluating information, and best practices for seeking out information that is both accurate and useful.
   Concepts covered: mis/disinformation, information overload, algorithms, filter bubbles.

2. **Understanding Artificial Intelligence and Deepfakes**: this module focuses on how artificial intelligence technologies and tools are changing how we create and consume content online and offers strategies for determining the credibility of images, videos, and text given these changes.
   Concepts covered: generative artificial intelligence, machine learning, capabilities and limitations of AI tools, deepfakes.

3. **Understanding the Canadian Political System:** this module ties together the ideas of the previous two modules, focussing on the Canadian political system, our place in it, and why effective participation in our political system requires us to be critical consumers of information.
   Concepts covered: the Constitution and the Charter, our fundamental rights, democracy, civic participation.

Each module includes a short video and interactive quiz questions which, together, take 15 mins to complete. Each module also includes additional resources which let you go deeper on each topic.

How to Bring Canadian Democracy @ Work to your Workplace

Step 1: Decide on your facilitation

approach

There are three ways you might use these modules in your workplace — taking a fully independent approach, a blended approach, or a fully collaborative approach. Each has its advantages.

Fully Independent: You would either encourage or require team members to complete the three modules and associated quizzes at their own pace during a particular time period.

This approach allows people to engage with the modules in the way that works best for them — and to focus on the ideas and concepts that are most useful to them. It also minimizes the administration and coordination required to roll out training.

Blended: You would have team members do the training modules at their own pace and then schedule time for facilitated discussions about the ideas introduced in the modules. These sessions could be either optional or mandatory.

This approach combines the flexibility of independent learning with the benefits of discussion and collaboration.

Fully Collaborative: You would schedule a time or times for team members to work through the modules and quizzes in groups, followed by a discussion centered around the ideas they learned in the modules.

This approach encourages team members to get to know each other better, challenge one another, and to collaboratively connect the ideas they learned to their work.

Step 2: Announce Canadian Democracy @ Work

To increase uptake:

- Give team members advance notice of the completion requirements
- Ensure in-person training sessions align well with schedules and deadlines

Independent Approach – Email Template

Subject: Win a prize! Complete the *Canadian Democracy at Work* training

Dear [Team],

The way we consume and interact with information is changing rapidly. Understanding how to evaluate online content, navigate emerging AI tools and technologies, and stay informed in our changing digital landscape is essential—both in our work and in our daily lives. That's why we're asking all [team members] to participate in the Canadian Democracy @ Work training program.

This program consists of three self-paced modules:

1. **Understanding Misinformation, Disinformation, and Algorithms –** Learn how we consume information online, strategies for evaluating information, and best practices for seeking out information that is both accurate and useful.
2. **Understanding Artificial Intelligence and Deepfakes –** Learn how AI is changing how we create and consume content online—and get tips for evaluating content in the age of AI.
3. **Understanding the Canadian Political System –** Learn why evaluating information effectively is so important right now, and how it shapes our roles as community members and citizens.

Please complete all three modules independently by [deadline]. The training is flexible, allowing you to work through the content at your own pace. You can access the modules here: [Insert Link].

Once completed, please confirm your participation by filling out a short digital form. Once you do so, you'll receive a digital credential or certificate that you can showcase on LinkedIn or another platform of your choice. Plus, everyone who completes the training will be entered into a draw to win [prize]!

Thank you for prioritizing these important skills. If you have any questions, feel free to reach out.

Best,
[your info]

Blended Approach – Email Template

Subject: Win a prize! Join Us for *Canadian Democracy at Work* training

Dear [Team],

The way we consume and interact with information is changing rapidly. Understanding how to evaluate online content, navigate emerging AI tools and technologies, and stay informed in our changing digital landscape is essential— both in our work and in our daily lives. That's why we're asking all [team members] to participate in the Canadian Democracy @ Work training program.

This program consists of three modules:

1. **Understanding Misinformation, Disinformation, and Algorithms** – Learn how mis- and disinformation spread online, strategies for evaluating content, and best practices for seeking out accurate and useful information.
2. **Understanding Artificial Intelligence and Deepfakes** – Explore how AI is transforming content creation and consumption, and gain practical tips for assessing digital content in the age of AI.
3. **Understanding the Canadian Political System** – Discover why strong information literacy is critical today and how it shapes our roles as engaged community members and citizens.

Please complete all three modules independently by [deadline]. On [date and time] we will come together for a group discussion to reflect on key takeaways and opportunities for application.

You can access the modules here: [Insert Link].

Once completed, please confirm your participation by filling out a short digital form. Once you do so, you'll receive a digital credential or certificate that you can showcase on LinkedIn or another platform of your choice. Plus, everyone who completes the training will be entered into a draw to win [prize]!

If you have any questions, feel free to reach out.

Best,
[your info]

Fully Collaborative Approach – Email Template

Subject: Participate in *Canadian Democracy at Work* Training & Win a Prize!

Dear [Team],

The way we consume and interact with information is changing rapidly. Understanding how to evaluate online content, navigate emerging AI tools and technologies, and stay informed in our changing digital landscape is essential— both in our work and in our daily lives. That's why we're asking all [team members] to participate in the Canadian Democracy @ Work training program.

This program consists of three modules, which we will complete as a group:

1. **Understanding Misinformation, Disinformation, and Algorithms** – Learn how mis- and disinformation spreads online, strategies for evaluating content, and best practices for seeking out accurate and useful information.
2. **Understanding Artificial Intelligence and Deepfakes** – Explore how AI is transforming content creation and consumption, and gain practical tips for assessing digital content in the AI era.
3. **Understanding the Canadian Political System** – Discover why strong information literacy is critical today and how it shapes our roles as engaged community members and citizens.

We will work through each module together in [number] dedicated sessions, taking place on [dates and times]. We will talk through the ideas in the training modules and brainstorm ways to apply the learnings here at [organization].

Once we complete the training, you'll receive a digital credential that you can showcase on LinkedIn or another platform of your choice. Plus, everyone who participates will be entered into a draw to win [prize]!

Stay tuned for details on our first session. If you have any questions in the meantime, feel free to reach out. Looking forward to learning together!

Best,
[your info]

Suggestions to Increase Engagement

People are busy. Training modules are not everyone's idea of a good time. But a

mix of leadership, clear communication, and some external incentives, can help get people excited about the modules – and help maximize their impact in your workplace. Here are some suggestions:

1. Lead by Example

- **Complete the training first** and share your experience. Employees are more likely to engage if they see that their leaders/managers value the program.
- **Talk about the training modules** in team meetings, Slack/Teams channels, or email updates.

2. Communicate the Value Clearly

- Frame the modules as an opportunity for **professional and personal growth** and connect it to other initiatives/priorities in your organization.
- Highlight the **LinkedIn digital credential**, emphasizing how it adds to their professional profile.

3. Make It Social

- Create a **dedicated chat channel or discussion thread** where employees can share thoughts, articles, or real-world examples related to the modules.
- Encourage **teams to challenge each other** (e.g., first team to reach 100% completion gets a coffee gift card).
- Regardless of the delivery format you choose, offer **short "office hours" or Q&A sessions** where employees can ask questions or discuss the content with leaders.

4. Recognize and Reward Participation

- Offer **a prize draw** for those who complete the training (gift cards, extra break time, or company swag) – as indicated in the template communications
- Highlight employees who engage meaningfully – consider **shoutouts in meetings, newsletters, or an internal leaderboard**.

5. Make It Easy and Flexible

- Provide **lots of time** to complete the modules, emphasizing that they can

be completed at every person's individual pace.

- If possible, allow time during the workday to complete the training rather than adding to after-hours workloads.

By making the training engaging, rewarding, and relevant, leaders can build enthusiasm and ensure that employees not only complete the modules but find real value in them.

Step 3: Deliver the sessions

In-person discussions and activations will help bring the ideas and concepts covered in the modules to life. Here are some suggestions to make the most of your time with team members:

Preparation

Pre-Session Checklist

- Set up a projector and a laptop so that everyone can see the modules or other resources (Bad News Game, supplementary videos, slides)
- Set out papers and pens for participants to write down their own takeaways
- Set out flipcharts, markers, printed handouts (depending on the interactive activities you choose)
- Tip: Make sure that the projector and your device have both image and sound compatibility!
- Tip: Arrange tables in a big circle, or several small groups to make sure the space is conducive to discussion!

Facilitator Readiness

- Go through each module yourself and write down your thoughts, takeaways, and questions – your own responses will give others something to respond during the session
- Go through some of the additional resources linked under the videos, or offered in the appendix to this guide to figure out which ones will work best for your team's session

Facilitating the Modules

Module-Specific Guidance

Understanding Misinformation, Disinformation, and Algorithms

- ○ Key learning objectives: By the end of the session, participants should understand why it is hard to determine what is true online and have a clear set of steps and questions to assess content effectively.
- ○ Discussion prompts:
  1. Was there anything in the module that surprised you?
  2. What's something that you wish more people knew about evaluating content online?
  3. What are strategies you currently use to evaluate content you encounter – either online or off?
  4. What did you think of the suggested "fact-checking" questions at the end of the module? Are there questions you would add to that list?
  5. What are changes you might make in your life or in your work based on the module?
- ○ Suggested activities:
  1. Go through some headlines and social media posts together to evaluate them as a group
  2. Go through the Bad News Game as a group, or in smaller sets
  3. Have participants create role-play scenarios involving instances of mis/disinformation as related to your work, then have groups exchange scenarios – here are some examples a group of social workers used

Understanding Artificial Intelligence and Deepfakes

- Key learning objectives: participants should leave the session with an understanding of what artificial intelligence technologies are, their capabilities and limitations, and how to evaluate content that may be synthetically generated.
- Discussion prompts:
  1. Do you use AI in your work? In other contexts? Why/why not?
  2. How are AI technologies changing our behaviour? How do you think they are likely to change our behaviour in the future? (consider implications for how we interact with information online, our

relationships, our culture, and our politics)

    3. Was there anything in the module that surprised you?

    4. What are things about AI technologies that you think everyone should know?

    5. What are changes you might make in your life or in your work based on the module?

- Suggested activities:

    1. You can go through a set of images and videos and determine whether or not they are real or synthetically generated

    2. Have participants group up and show each other their favourite AI tool and how they use it

Understanding Canada's Political System

- Key learning objectives: by the end of the session participants should understand what democracy is, what makes democracy important, and what it looks like for them to engage in democracy.
- Discussion prompts:

    1. How did you feel about the module? Was there anything in the module that surprised you?

    2. What comes to mind when you think of the word "democracy"?

    3. What comes to mind when you think about "politics"?

    4. What are issues in your community that you care about?

    5. Have you gotten involved in your community? What was it like?

    6. What are changes you might make in your life or in your work based on the module?

- Suggested activities:

    1. Make personal community involvement and volunteering plans

    2. Check whether each person on your team is registered to vote

General Guidance

The length and format of your group sessions will depend on the specifics of your workplace and your team members. Here are some broadly applicable suggestions for running an effective session – no matter how you're organizing it.

At the Start: Engage people early

- **Use a Warm-Up Activity** – Begin with a quick icebreaker to get people

comfortable. Example: "One-word check-in" during which each participant says one word about how they felt about the modules they completed.

- **State Your Goals** – Tell participants beforehand what they can expect to do during the session, and what they are meant to get out of it

In the Middle: Mix discussion formats

- **Think-Pair-Share** – Ask a question, give participants a minute to think, then discuss in pairs before sharing with the group. This pushes everyone to think and engage, without the pressure of speaking in front of the whole group.
- **Sticky Note Mapping** – Give participants sticky notes to jot down ideas, then group them into themes on a board.
- **Round Robin** – Go around the room and have each person contribute an idea (you can use a soft object like a stress ball to toss to the next speaker).
- **Live Polling** – Use Slido, Mentimeter, or Poll Everywhere to collect real-time responses.
- **Fishbowl Discussion** – Have a small group discuss a topic while others listen, then swap listeners into the discussion.
- **Unstructured Group Discussion** – Just ask a question and put it to the group. Especially if participants are engaged and comfortable with each other, this can be the simplest and most effective option.

At the end: Articulate clear takeaways

- **One-Minute Reflection** – Ask participants to write one key takeaway or next step before leaving.
- **Commitment Statements** – Have participants write down or share one action they will take based on the session.

Throughout: Keep energy high

- **Change Formats Every 15-20 Minutes** – Alternate between individual work, small group discussions, whole-group debriefs, and activities.
- **Incorporate Movement** – Have participants move around to interact with materials or discuss ideas.
- **Make it Social** – Have participants discuss or collaborate with new

people for each activity.

- **Gamify Activities** – Use a points system or mini-competitions for engagement.