

Digital Agenda

The Second Consultative Meeting

August 8, 2023

“Contemporary Dynamics in Information Sharing?”

Objective

- to explore the impact of digital transition on Civil Society Organizations (CSOs) and identify strategies for civil society in the region to adapt to the changing world.
- aim to identify priorities related to the digital agenda and digital transition for CSOs in the region: address various aspects of digital transformation and its implications on the modus operandi of CSOs and their beneficiaries. Based on these consultation sessions, an event will be planned and organised for later in 2023.

Main Points from the 1st Meeting held on August 3, 2023

- Commitment to the investment in the capacities helps to be better positioned to serve the community.
- Technology needs to be thought of on a more strategic level, explore what are the models for CSOs development, and how digital technology should be used for the improvement of CSOs missions and not only for CSOs efficiency.
- Need for a comprehensive understanding of digital transformation, the challenges posed by biases in AI, and the importance of promoting inclusivity and diversity in the digital era. It also highlights relevant global and regional initiatives aimed at addressing these issues.
- Importance of ensuring human rights are upheld in the face of digital transformation, addressing the digital skills gap in the population, and creating collaborative partnerships to navigate complex technological challenges.

Main Points from the 1st Meeting held on August 3, 2023

- Interconnectedness between digital tools, democratic processes, the potential for a genuine democratic transition, and the need for cross-sectoral collaboration to achieve effective results in the process of digital transformation.
- Challenges faced by smaller CSOs in adopting new technologies, the need for support and capacity-building, the mindset shift required for effective digital transition, and the importance of adaptability and learning in this process.
- Need to approach digital transformation carefully, ensuring that advancements do not create a new gap between those who are technologically advanced and those who are not. Maintaining a balanced approach is crucial to avoid leaving certain groups of people behind in the rapidly changing digital world.
- Challenges faced in achieving equal digital access across regions within country, and the impact of these disparities on youth education and opportunities.

Session I: Utilisation of Digital Platforms for Information Sharing 13:10 – 13:40

- a. Presentation on how CSOs leverage digital platforms (websites, social media, online collaboration tools) for information sharing with stakeholders,
- b. Evaluation of the effectiveness and impact of different digital platforms in reaching and engaging target audiences,
- c. Identification and discussion of best practices and innovative approaches in utilizing digital platforms for information sharing within CSOs;

Session II: Impact of Social Media on CSOs and their Operating Environment

13:40 – 14:20

- a. Assessment of the influence of social media platforms on the visibility, reach, and advocacy efforts of CSOs,
- b. Analysis of how CSOs have utilized social media for mobilization, fundraising, and building relationships with supporters,
- c. Examination of the challenges and risks associated with social media use by CSOs, including issues related to privacy, disinformation, and online harassment;

Refreshment Break

14:20 – 14:40



Session III: Building and Managing CSOs' Reputations in the Digital World

14:40 – 15:30

- a. Examination of strategies and tactics for building and managing the reputation of CSOs in the digital era,
- b. Identification of key elements of a positive online reputation and strategies to mitigate reputation risks,
- c. Presentation of case studies and examples of successful reputation management practices in the digital context;

Wrap-up and Conclusions



**Thank you for the
attention**

