

**A short story of:**

**“How e-KSF can motivate staff to want to increase their ICT skills?”**

The KSF Lead at Middlesbrough PCT (Sarah-Jane Aschcroft) has been supporting members of the Community Nursing Service to implement and use e-KSF. She has told us of an instance which we believe shows how e-KSF can help to motivate staff who want to increase their Information and Communication Technology skills.

*“The team coordinators attended reviewer training sessions, set up especially for them, that covered how to use e-KSF to complete KSF reviews. Each of the team coordinators also received individual sessions to assist them assigning post outlines to their staff and providing a refresher of how to use e-KSF. In conjunction with this walk-in sessions were provided on site for staff within their teams (sisters, staff nurses, HCA’s and clerical support staff). Some of the teams are now making progress on using e-KSF for KSF reviews which has been supported by the team coordinators ring fencing time for them to update e-KSF.*

*One member of staff, (a HCA), attended the walk in session and stated that she had never used a computer before. After a brief introduction to the e-KSF site and instruction on basics such as holding the mouse, another session was arranged for her to attend a one to one appointment to record her PDP. She attended the meeting (saying she had not slept with worry) with a list of training that she had attended recently. By the end of the session she was able record learning and development activities on her PDP page independently. A second appointment was arranged to support her to complete the details of her recent KSF Review. She was able to complete this with minimal instruction and also demonstrated that she had remembered how to add activities to her PDP page.*

*She left the meeting saying that she wanted to learn more about computer skills and included on her PDP page “IT for the Terrified” and took the telephone number to book a place on the session.”*

*“e-KSF gives staff with little confidence or experience in ICT a purpose for turning on the computer – it is a meaningful activity as it relates directly to them and their personal development.”*

Not only does this case study show how e-KSF can motivate staff to want to increase their ICT skills but also the importance of having a joined up ICT and e-KSF training strategy.

**If you have a case study or any short examples showing the benefits of e-KSF within your organisation please contact us at [info@e-ksf.org](mailto:info@e-ksf.org)**