**Training Fiche Template**

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| **Title**  |  **Workload and the Quality of Work Organization** |
| **Keywords (meta tag)** | digital workload; stress and anxiety resilience; quality |
| **Language** | English |
| **Objectives  / Goals / Learnig outcomes** | By the end of the session students will be able to: LO1: Define the topic of digital workoad and types of workloads.LO2: Answer the questions, “What is stress?” “What is anxiety” and what can we do to improve our resilienceLO3: Define the topics of quality and digital organisation.LO4: List and explain ways to build a quality focused digital organisation. |
| **Training area: (Select one)** |
| **Online / Digital Marketing / Cyber-Security** |  |
| **E-Commerce / Financing** |  |
| **Digital Well-Being** | **X** |
| **Smart work / Digital Nomads** |  |
| **Description** | **This session is focused on fimiliarizing students with the notion of digital workload. The types and characteristics of digital workloads are analysed as well as the topics of stress and anxiety. Also, tips for improving stress and anxiety resilience are provided. Finally, concerning how to build a quality focused digital organisation, the crucial pillars are being elaborated.** |
| **Contents arranged in 3 levels** | 1. **Module name: Digital Well-Being**

**1.1 Unit name: Workload and the Quality of Work Organization**1.1.1 Section name: Defining digital workload1.1.2 Section name: Types of Workloads**1.2 Unit name: Stress and anxiety resilience**1.2.1 Section name Defining Stress1.2.2 Section name Defining Anxiety1.2.3 Section name Improving your stress and anxiety resilience**1.3 Unit name: Building a quality focused digital organization**1.3.1 Section name Defining quality and digital organisation1.3.2 Section name Pillars of a quality focused digital organization |
| **Self-evaluation (multiple choice queries and answers)** | 1. Digital workload:
	1. **is about putting elements together to get data, finding out what something means or developing something.**
	2. is about finding elements to get data.
	3. is about security.
	4. is about employee performance.
2. Stress:
	1. **is a natural feeling of not being able to cope with specific demands and events.**
	2. is a subjective feeling of not being able to cope with specific demands and events.
	3. is a subjective feeling of being able to cope with specific demands and events.
	4. is a natural feeling of being able to cope with specific demands and events.
3. Anxiety:
	1. **is a feeling of unease, such as worry or fear, that can be mild or severe.**
	2. is a notion of unease, such as worry or fear, that cannot be mild or severe.
	3. is a feeling of unease, such as worry or fear, that cannot be mild or severe.
	4. is a notion of unease, such as worry or fear, that can be mild or severe.
4. The pillars of a quality focused digital organization are:
	1. **Single View of the Customer / Encourage Risk-Taking / Embrace change**
	2. Single View of the organisaton / Encourage Risk-Taking / Embrace change
	3. Single View of the Customer / Do not Encourage Risk-Taking / Embrace change
	4. Single View of the organisaton / Encourage Risk-Taking / Do not Embrace change
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| **Toolkit (guidelines, best practices, checklist, lessons learned…) TO BE USED BY CTS / CASE** | **Name**  |  |
| **Description** |  |
| **Link of interest** |  |
| **Resources (videos, reference link)** | <https://www.youtube.com/watch?v=v4JlSxroZGs&ab_channel=UKCloudLtd><https://www.youtube.com/watch?v=gCWVLk9riRs&ab_channel=EducationPerfect><https://www.digitalrealty.com/blog/how-do-i-optimize-workloads-and-workflows-in-the-digital-workplace-part-2><https://www.interxion.com/blogs/how-do-i-optimize-workloads-and-workflows-in-the-digital-workplace-part-1><https://www.information-age.com/truth-digital-transformation-2-123470666/><https://bmcpublichealth.biomedcentral.com/articles/10.1186/s12889-021-10710-2><https://www.medicalnewstoday.com/articles/145855#definition>https://corporatefinanceinstitute.com/resources/knowledge/strategy/quality-management/ |
| **Related material** | Cortez, E., Bonde, A., Muzio, A., Russinovich, M., Fontoura, M., & Bianchini, R. (2017, October). Resource central: Understanding and predicting workloads for improved resource management in large cloud platforms. In Proceedings of the 26th Symposium on Operating Systems Principles (pp. 153-167).Jia, Z., Zhan, J., Wang, L., Luo, C., Gao, W., Jin, Y., ... & Zhang, L. (2016). Understanding big data analytics workloads on modern processors. IEEE Transactions on Parallel and Distributed Systems, 28(6), 1797-1810.Snow, C. C., Fjeldstad, Ø. D., & Langer, A. M. (2017). Designing the digital organization. Journal of organization Design, 6(1), 1-13.Ponsignon, F., Kleinhans, S., & Bressolles, G. (2019). The contribution of quality management to an organisation’s digital transformation: a qualitative study. Total Quality Management & Business Excellence, 30(sup1), S17-S34. |
| **Related PPT** |  |
| **Bibliography** | Cortez, E., Bonde, A., Muzio, A., Russinovich, M., Fontoura, M., & Bianchini, R. (2017, October). Resource central: Understanding and predicting workloads for improved resource management in large cloud platforms. In Proceedings of the 26th Symposium on Operating Systems Principles (pp. 153-167).<https://www.nutanix.com/theforecastbynutanix/technology/rethinking-cloud-workloads>Hurwitz, J. S., & Kirsch, D. (2020). Cloud computing for dummies. John Wiley & Sons.<https://www.nhs.uk/mental-health/conditions/generalised-anxiety-disorder/overview/><https://www.medicalnewstoday.com/articles/145855><https://www.mayoclinic.org/tests-procedures/resilience-training/in-depth/resilience/art-20046311><https://www.linkedin.com/pulse/what-digital-organisation-owen-mccall/><https://www.cmswire.com/digital-workplace/3-steps-to-building-a-digital-culture/>Ponsignon, F., Kleinhans, S., & Bressolles, G. (2019). The contribution of quality management to an organisation’s digital transformation: a qualitative study. Total Quality Management & Business Excellence, 30(sup1), S17-S34. |
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