



GRIT Initiative for Organizations – Services Guide

At GRIT Initiative, we specialize in helping organizations empower their members and staff to confidently navigate technology through personalized support, engaging group sessions, and practical training programs.

This guide highlights sample service plans we offer for organizations, including 1-to-1 technology support, group classes, staff training, and community-focused lectures. Every program is fully customizable to meet the unique needs of your organization.

To learn more, schedule a consultation, or customize a plan, please email goGRIT@gritinitiative.org. We look forward to working with you to create impactful and accessible technology experiences for your members and staff!

Service	Description	Delivery Method	Audience	Customizable Options
1-to-1 Technology Support	Personalized assistance with technology, including device setup, troubleshooting, app tutorials, and more.	In-person or Virtual	Members, Staff	Session length, device types covered, specific app/tool focus (e.g., video calls, spreadsheets, health apps).
Group Technology Classes	Interactive sessions on topics like smartphones, digital safety, AI tools, and staying organized with tech.	In-person or Virtual	Members, Staff	Topics (e.g., AI tools, managing passwords, storage tips), skill levels (beginner to advanced), hands-on or lecture-based format.
Group Support Sessions	Informal Q&A or themed discussions to address recurring tech concerns or explore new tools.	In-person or Virtual	Members, Staff	Themes (e.g., troubleshooting, apps for productivity), duration, frequency (weekly/monthly).



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Staff Training and Support	Tutorials and guidance on using industry-standard tools and AI to better assist members and streamline operations.	In-person or Virtual	Staff	Tools covered (e.g., scheduling apps, collaborative tools like Teams), level of detail (overview or in-depth), team size accommodated.
Learning About AI & New Tools	Educational programs exploring AI, productivity apps, and new technology trends that can make life easier and more efficient.	In-person or Virtual	Members, Staff	Tools or trends highlighted (e.g., ChatGPT, photo editing apps), depth (basic vs. advanced), integration into daily tasks.
Keynote Lectures	Expert-led presentations on technology topics like AI, digital privacy, or adapting to new tech. Perfect for community events.	In-person or Virtual	Members, Staff	Lecture themes (e.g., “AI for Everyday Use,” “Digital Safety Tips”), duration, Q&A session inclusion, target audience (members or staff).
Office Hours	Drop-in sessions for members or staff to get help with technology questions or explore new tools and apps.	In-person	Members, Staff	Frequency, time slots, focus topics (e.g., troubleshooting vs. tutorials).



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Email Concierge	Ongoing email support for quick questions and follow-ups regarding technology use, troubleshooting, and resources.	Email	Members, Staff	Response time goals, topics covered (e.g., device tips, app tutorials), monthly support limits.
Custom Consulting	Tailored recommendations for organizations on optimizing their technology setups or implementing new tools.	Virtual or In-person	Organizational Leadership	Focus areas (e.g., member programs, staff productivity tools), implementation timelines, ongoing support options.
Virtual Consultations	Scheduled virtual meetings to discuss how GRIT Initiative™ services can support your organization and its members.	Virtual	Organizational Leadership	Frequency, available times, topics of discussion (e.g., program development, specific member or staff needs).
Customized Programs	Create a unique technology program to meet the needs of your organization, including combined classes, support, and keynote topics.	In-person or Virtual	Members, Staff, Organizations	Mix of services (e.g., classes + office hours), session frequency, program duration, specialized themes (e.g., "AI Tools for Members," "Digital Safety for Staff").

- **Members:** Individuals who participate in your organization’s programs and benefit from its services.
- **Staff:** Team members responsible for supporting and delivering services within your organization.