



Module 2: Motivation for older people to learn technology



Setting the scene

- The Ageing Population (the notorious demographical change)
- The economic crisis, which affected Europe; still trying or recovering
- Substantial cuts in public funding - services, pensions
- Technological changes:
 - Rapid change means older people struggle more to keep pace
 - Many of the technological changes mean that services may be delivered in a different way for example in Denmark: government communications, a growing use elsewhere
- Care worker and volunteer training

Motivation – why it matters

- Many older people think technology is not for them
- Understand any barriers to training
- Identify real reasons and examples that can be used in the training to keep motivation high
- Identify what technology older people are interested in learning about – not just computers – phones, information, communication
- Discover any useful information to help the older people realise that technology can be good for them
- Enable the training to be the most useful to both sets of older people – active and less active

The teachers and trainers

1. Care workers (and volunteers) who work with the elderly
2. Trainers and teachers of care workers and also people who teach IT or anything else, specifically to elderly people
3. Seniors – whether younger and active, or older and less active

Research Summary and Observations

- Learning difficulties that elders face and the difficulties of memory retention
- Motivation - elderly become more motivated if they realise that some of their needs can be satisfied through learning
- Make the course relevant to the elderly
- Advantages need to be clear
- Care workers and volunteers need training
- Training in how to teach senior citizens is essential (Module 1)
- Technology that is of interest is their own phone, laptop, tablet – help with setting it up to work for them

Some examples

- Find out hobbies and interests of the individual or group that is being trained
- Familiarise yourself with these examples
- Think about what other examples could be used to help motivate
- Consider how technology can make a difference to someone's life
- Put yourself in the older person's shoes – how would technology help you?
- Tell stories that will help the older people relate to the examples you give

Technology

HOW IT CAN HELP

Family

‘My family no longer live near me and I feel remote from them’

- Email – quick and easy
- Messages – SMS (text), What’s App
- Send and receive photos
- Facebook

Friends

'All my friends are the same as me, we are no longer able to meet for our morning coffee, walking is too difficult'

- Group Skype session – with webcam
- What's App group
- Sharing information on mutual interests – with email and attachments
- Facebook group

Hobbies - Knitting

'I like knitting and I've heard that you can get new patterns online'

- Using google to search new patterns (that can often be printed)
- Find a group who are also interested in knitting – share patterns, meet new friends online
- Take a photo of your new creation and share it with family and friends

Hobbies - Travelling

'I like travelling but I'm not sure where to go, or what it will be like when I get there'

- Use Google to search for the tourist office (real) or virtual traveller information about the place you think you'd like to visit
- Read reviews of the place, the hotel, the restaurants, the places to visit
- Use Google maps and streetview to virtually visit – see what it looks like online
- Use Google images to see photos other travellers have taken

Hobbies - Jigsaws

'I like doing jigsaws but I do them quickly and they are quite expensive'

- There are online sites that allow you to do jigsaws online
- They might also have a group discussion forum, you can meet new people with a common interest

Travelling when less able

'I like travelling but I'm not sure what it will be like when I get there; I am less mobile and find it difficult to get about these days'

- Find Disabled Traveller organisations and find out what they can offer you; there are many available online
- Read reviews of the place, the hotel, the restaurants, the places to visit
- Use Google maps and 'Streetview' to virtually visit – see what it looks like online
- Reviews and accessibility statements are very important; read more than one source to be more certain and then you know what to expect when you arrive

Finding a cheap flight

'I am sure that I can find cheaper flights or at times that are more convenient to me'

- You can find all airlines online, which let you look at timetables and options
- There are also online agencies, such as Opodo, Skyscanner and Expedia, which will search many airlines for you
- See the prices and the times that suit you
- To book online, you will need an email address

Curiosity – how does it work?

‘I am interested in how something works, how do I find out?’

- Search and find a Wikipedia article and read
- Find ‘YouTube’ videos that explain
- Find the manufacturer’s homepage and read about it – often there are instruction books online which can also be downloaded
- Look for reviews of the ‘something’ – you might find a FORUM that discusses and you can join in

Frustration – it doesn't work

'I have a problem with 'something' – it's not working and there are no instructions'

- Find 'YouTube' videos that explain
- Find the manufacturer's homepage (use the model number) - often there are instruction books online which can also be downloaded
- Look for reviews of the 'something' – you might find a FORUM that discusses and you can ask if anyone knows the answer

Shopping online - groceries

'I find it hard to carry heavy groceries home, even to put in the boot of my car'

- There are many online supermarkets, depends on your choice of supplier
- Use them for all your shopping, or just the heavy items if you prefer to choose fresh items, such as vegetables or meat
- Get it delivered to your door (and even unpacked in your kitchen)
- You will need an email address and you will have to have an 'account' with the supplier

Shopping online

'I need a new washing machine but I don't know which to choose, there are so many it is confusing'

- Use Google to read reviews of the type of washing machine you want, and who might supply it
- Look at various sites to check prices and how they deliver – will they install it, will they take away your old one
- Then you can order online or visit the supplier's shop, now you know what you want and what you will expect to pay

Terminology

‘People around me keep talking about facebook and I don’t know what it is, but I don’t like to tell them’

- Training in technology will help you keep up-to-date with what is happening with IT
- Once you have learnt how to use the Internet to ‘search’ – you can keep searching, read the news, listen to the radio or watch television
- Keep up to date and be able to communicate

THANK YOU



EMAIL: hello@techsenior.eu

WEBSITE: <http://techsenior.eu/>



AARHUS
KOMMUNE



Erasmus+

This document reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.