



Technology for Tomorrow

Empowering People in Need with Technology Education
A non-profit 501(c)(3) organization

Delivering Training for Older Adults: Lessons Learned

By Ranga Chilakamarri, Program Manager

Executive Summary

Designing training content with Instructional Design principles and Adult learning Theory is just one aspect of training older adults. Thoughtful planning and judicious facilitation will result in more pragmatic outcomes. We wish to share some of our lessons learned with all of you.

Introduction

Technology for Tomorrow (T4T) has been serving the technology training needs of older



adults for more than a decade now. We partner with several organizations that provide tablets and associated training to alleviate social isolation of older adults. For these projects, we generally used a hybrid model; an in-person session to deliver and set up the device and online Zoom sessions to train participants to customize their devices and to participate in online activities. COVID-19 forced us to adapt our operating model to deliver our training

completely remotely and online. We now have a better and intimate understanding of the learning characteristics and unique needs of older adults. We wish to share our lessons learned from our projects with all of you.

Initial Configuration and Delivery

1. Pre-configure devices by completing as many one-time activities as possible. These include updating the operating system, creating account credentials and downloading necessary apps.

Technology for Tomorrow
476 Shunpike Road
Williston, VT 05495

(802) 448-0595
info@tech4tomorrow.org
<http://tech4tomorrow.org>

Tax ID: 46-1287652
DUNS #: 099722747
[@t4tusa](https://twitter.com/t4tusa)



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2. Include clear, well sequenced start-up graphical instructions with the device shipment.
3. Include a phone number to reach out to for immediate help.

Facilitating Device Customization and Feature Review

1. Begin each task by explaining 3 things to your client: what you want to accomplish, what information do you need from your client and where they can generally find it, and how long the task will take.
2. Let your client set the time once they have the information for the task at hand.
3. Be sensitive to your client's energy level.

Goal Setting and Rewards

1. Once you get comfortable, try and assign a personal goal to each task. For example, after setting up Zoom, you can help him/her get in touch with a friend/family member.
2. Listen. You can learn a lot about life from shared insight.

Happy Training!