

Title: Mobile phone assistance (not only) for seniors

Description: Senior citizens can ask their questions about mobile phones to young people

Idea/Vision: In order to help older people to use mobile phones, there is a consultation hour where they can ask young volunteers their questions and get help from them.

What is it? Workshop

Why are we doing it? By providing assistance, a bridge is formed between young and old and the senior citizens benefit from the knowledge of the younger generation.

Core content areas: IO3, in some points IO5

Target group: Young people. Youth workers. Trainer. Mixed groups. Age 14 to 40, depending on knowledge about mobile phones also older people. Educational background are irrelevant. The maximum number of participants depends on the availability of moderators.

Location: It should be a room with chairs and tables to create a seating area. Accessibility should be provided where possible to allow all seniors to participate.

Duration: It can take between 1-3 hours.

Material: paper and pens to write down the answers, maybe also laptops and other technical equipment for further questions

Requirements for moderators: Beginners. Basic knowledge of the operation of mobile phones and common applications (Whatsapp,..). They serve as contact and information point for questions.

Agenda: Seniors look for an available moderator and ask him their questions. He or she will try to answer the question and then it is best to have the answer shown practically by the person asking the question to make sure that the explanation has been understood.

content descriptions: As a wrap up it is useful to create a FAQ catalogue including answers and tips.

Pedagogical approach: experimental learning

Presentation styles used: Individual consultation

Contact details for further information:

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