



GenerationInfinity

**Enhancing digital skills,
competencies & safety in European
older adults & seniors!**



**Co-funded by
the European Union**

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Project Partners



Municipality of Gotse Delchev
(Bulgaria)



Fundacja "Fundusz Inicjatyw"
(Poland)



Fondazione Università Adulti
Anziani (Italy)



Bluechain
(Greece)



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Modul 5: Digital services and tools in the daily life of seniors

Partner: Ljudska univerza Celje



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Module Overview: Purpose, Target Group and Training Logic

- **Module Purpose**
Focuses on training educators to teach digital services to older adults with support and confidence-building.
- **Pedagogical Approach**
Emphasizes meaningful daily activities over technical skills to enhance independence and social participation.
- **Target Group and Audience**
Older adults are learners; trainers and facilitators are the immediate audience focusing on empathetic teaching.
- **Training Flexibility and Relevance**
Module adaptable for various delivery modes and built around real-life digital tasks to ensure relevance.



Objectives and Expected Trainer Competences

● Comprehensive Trainer Competences

Trainers need facilitation skills, emotional awareness, and reflective practice beyond technical knowledge.

● Designing Practical Learning Activities

Trainers should create task-based activities reflecting real-life digital needs like banking and e-health.

● Supporting Safe Digital Use

Trainers must teach digital safety calmly, addressing barriers like fear and low confidence among learners.

● Evaluation and Reflective Assessment

Assessment should be observational and reflective, respecting older learners' dignity and autonomy.

Section 1 — Communication and Social Connectivity Tools

1.1 Why Digital Communication Tools Matter for Older Adults

Social Connection and Wellbeing

Digital tools help older adults stay connected, reduce loneliness, and support emotional wellbeing through familiar social activities.

Emotional Challenges in Learning

Older learners may feel fear, anxiety, or confusion about digital tools, impacting their engagement and persistence.

Pedagogical Approach

Teaching should prioritize emotional safety, normalize mistakes, and start with real-life communication needs for older adults.

Technology as Social Extension

Digital tools are extensions of everyday social practices, enabling independence and maintaining relationships for seniors.



1.2 Video Communication and Messaging Apps

● **Simplicity in Training**

Trainers should focus on one or two simple tasks like sending a message or answering a call to reduce complexity.

● **Step-by-Step Demonstrations**

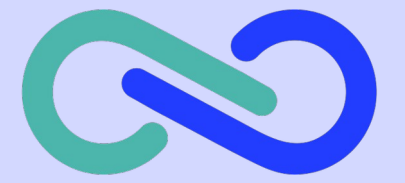
Using slow, clear demonstrations with plain language helps reduce confusion and anxiety for older learners.

● **Supporting Learner Autonomy**

Allowing learners to keep control of the device supports independence and builds confidence.

● **Addressing Communication Anxieties**

Calmly discussing common fears about cameras and microphones helps normalize and reduce anxiety.



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Section 2 — e-Health, e-Government and Everyday Services

2.1 e-Government and Administrative Tools

- **Challenges for Older Learners**
E-government tools cause stress due to unfamiliar terms, multiple steps, and fear of mistakes among older adults.
- **Task-Based Teaching**
Teaching focuses on one practical digital task at a time, easing understanding and building confidence.
- **Trainer as Translator**
Trainers simplify institutional digital language into everyday terms, helping learners navigate systems confidently.
- **Micro-Teaching and Inclusion**
Micro-teaching exercises prepare trainers to design learner-centred sessions that reduce anxiety and build autonomy.



2.2 Healthcare and Wellbeing Apps (e-Health)



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- **Emotional Sensitivity in e-Health**
Older adults experience anxiety about health, privacy, and errors when using e-Health applications, impacting their learning.
- **Trainer's Role in Psychological Safety**
Trainers must create psychological safety by normalising confusion, avoiding jargon, and calmly explaining privacy issues.
- **Effective Training Techniques**
Scenario-based workshops help trainers address emotional and technical barriers in realistic learning environments.
- **Building Trust and Confidence**
Using supportive language, guiding one step at a time, and reassuring learners builds trust and sustained engagement.



Section 3 – Online Finance, Safety and Digital Confidence



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3.1 Online Banking and E-commerce Basics

Building Confidence in Digital Finance

Trainers use calm, confidence-building methods to ease older adults' fears about online banking and e-commerce.

Recognizing Scam Behaviour

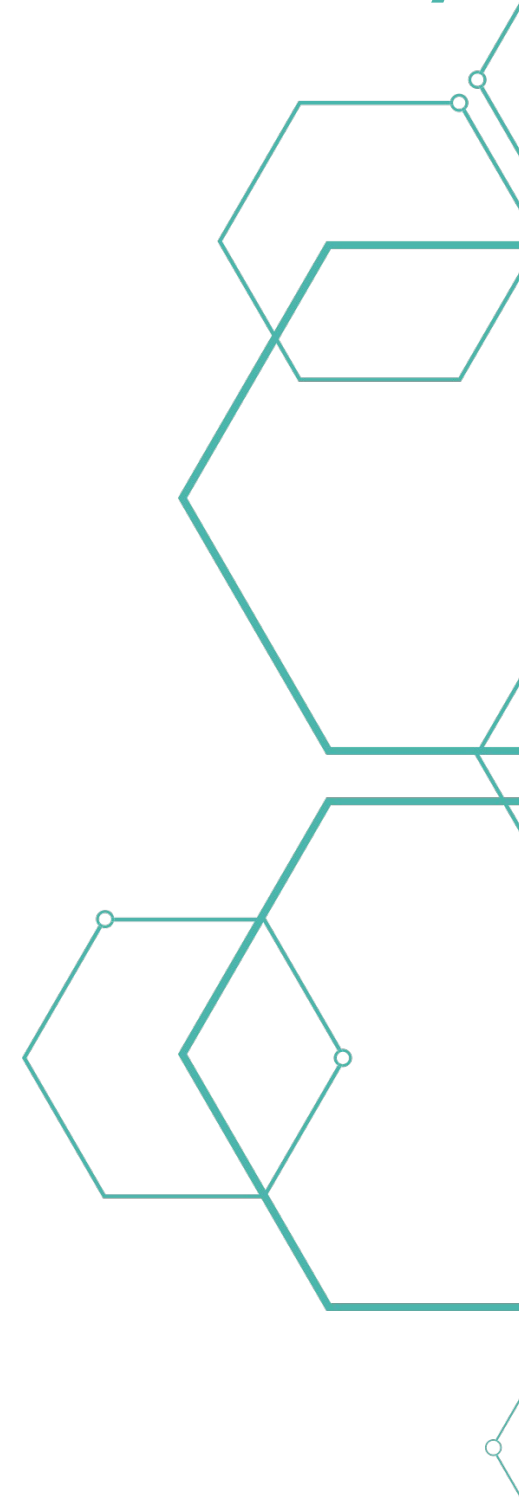
Understanding common scam patterns like urgency and suspicious links helps learners make safer online decisions.

Scenario-Based Safe Learning

Using simulated scenarios enables safe practice analysing secure versus suspicious online financial situation.

Emotional Safety and Reflection

Reflection activities help trainers address emotional responses and reinforce calm decision-making skills.





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3.2 Securing and Data Protection for Seniors

Teaching Through Familiar Analogies

Use everyday comparisons like keys and identity checks to explain passwords and two-factor authentication clearly.

Emotional Safety and Reassurance

Reassure older adults to reduce fear and avoidance caused by excessive warnings about digital threats.

Recognizing Scam Tactics

Teach how scams use urgency and fear to manipulate emotions and how to identify warning signs effectively.

Interactive Safety Practice

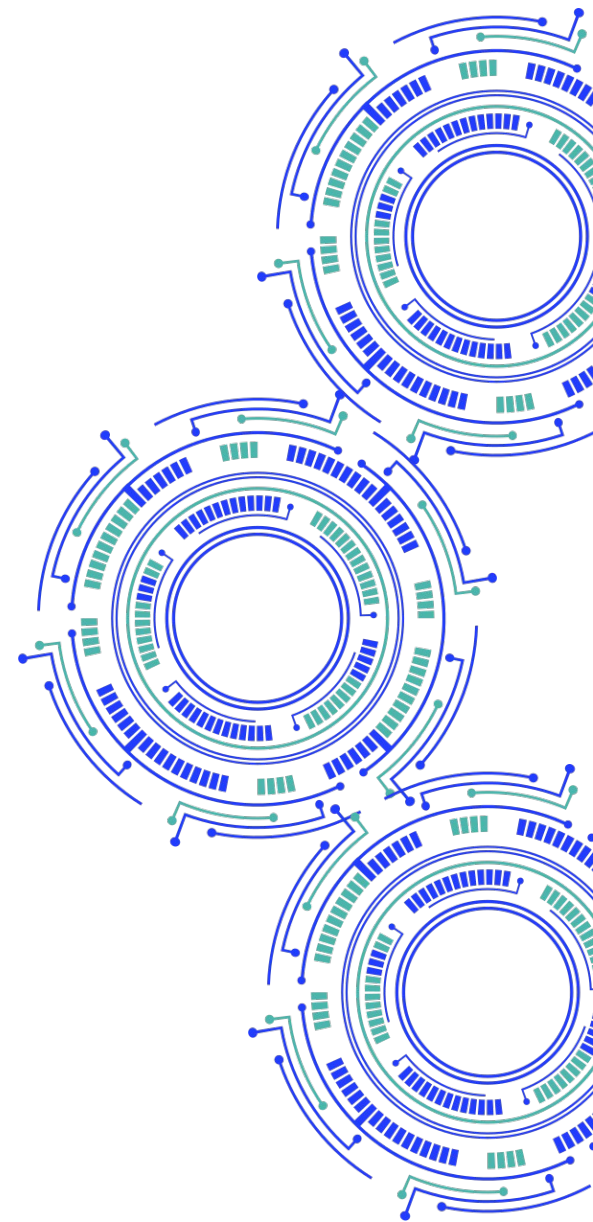
Engage seniors in small group activities to practice spotting risks and responding responsibly in digital use.





3.3 Building Digital Confidence

- **Importance of Digital Confidence**
Building digital confidence is a core goal in training older adults, addressing low self-esteem around technology use.
- **Confidence-Building Strategies**
Effective strategies include small tasks, repetition without shame, progress recognition, and safe learning spaces.
- **Role of Trainers' Attitude**
Trainers' modeling patience and calmness positively influence learner engagement and emotional safety.
- **Peer Discussion and Reflection**
Guided reflection and peer discussions help identify barriers and share approaches to reduce frustration.





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What is one concrete digital approach you will apply in your next session?

Thank you for empowering our seniors!



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