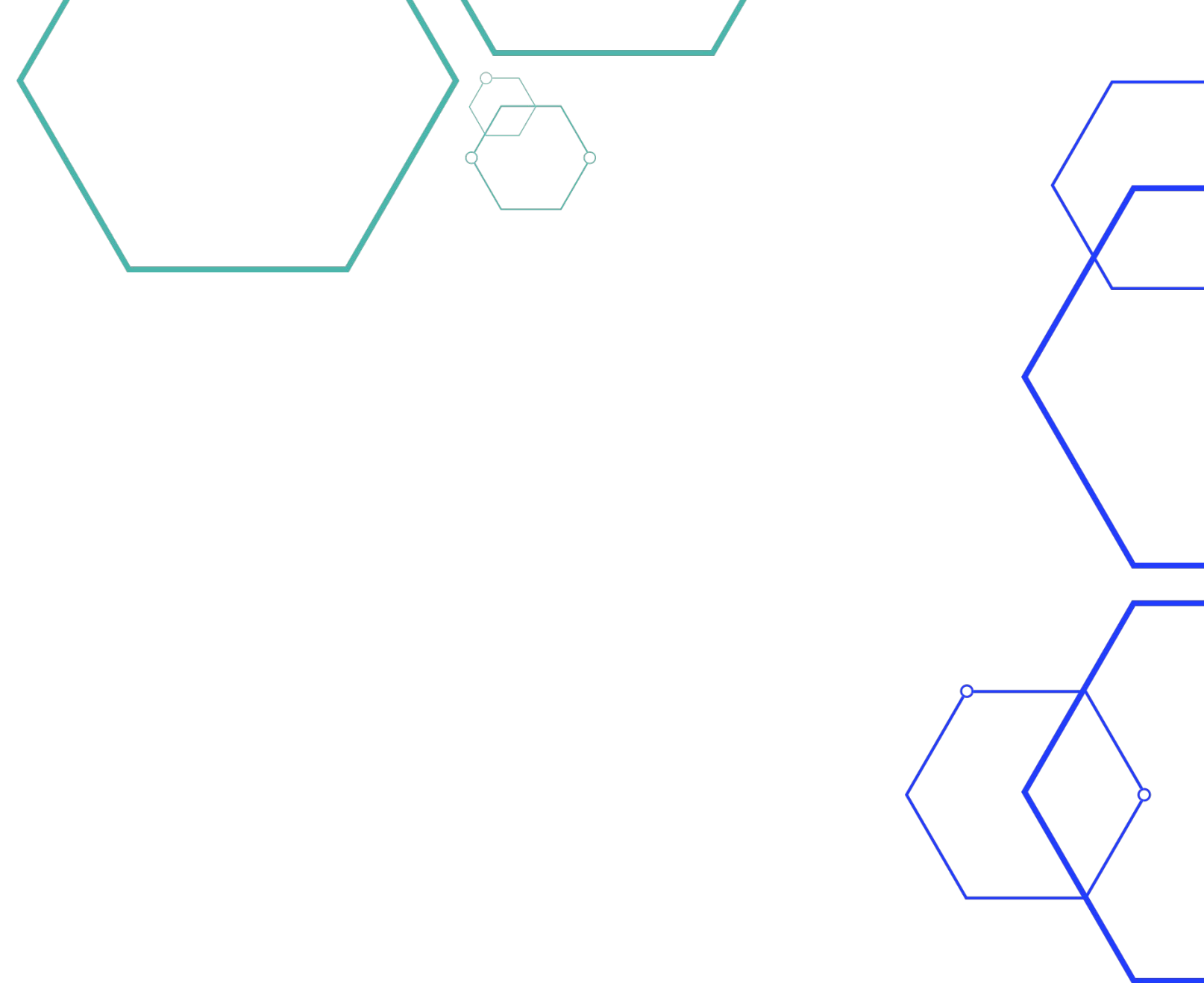
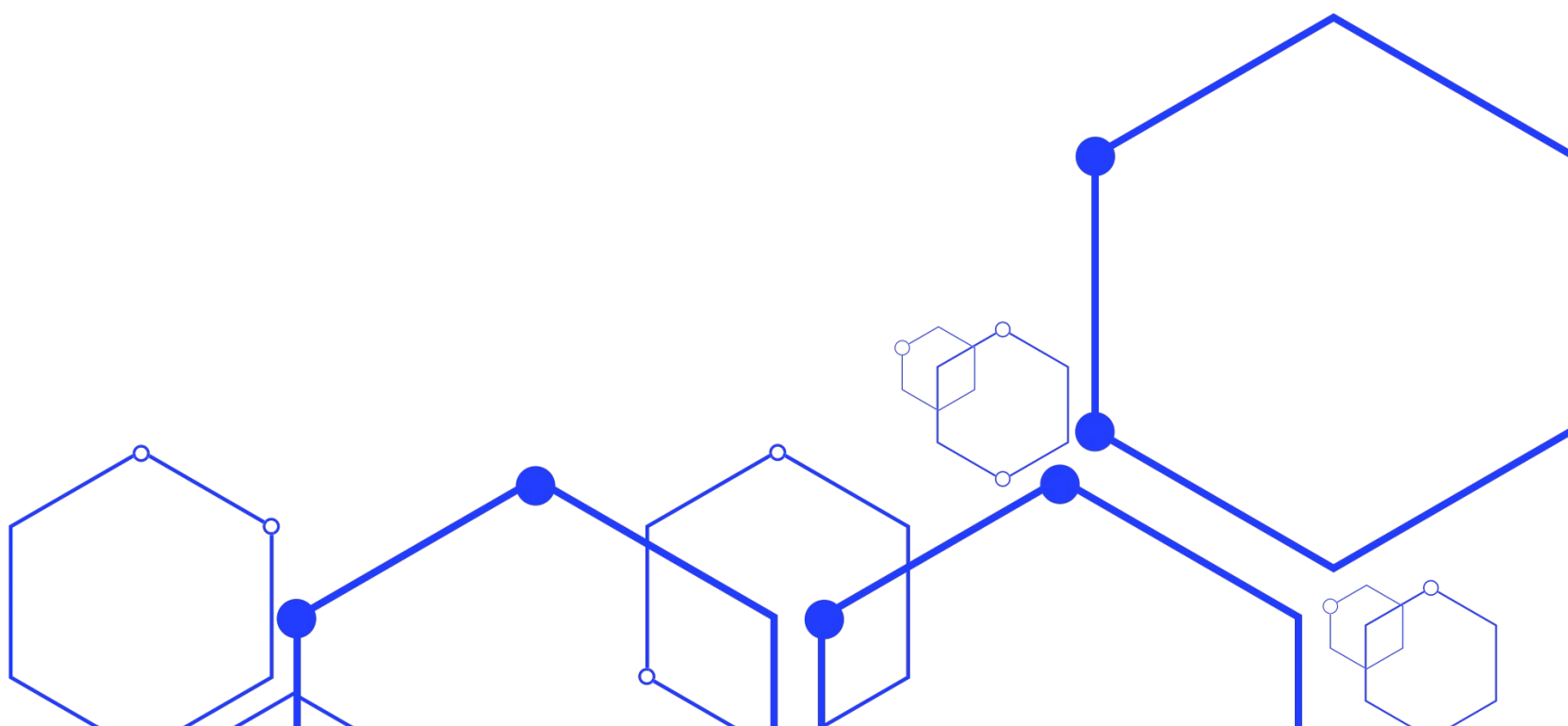




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**Enhancing digital skills,
competencies & safety in
European older adults & seniors!**



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Project Partners



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**WP2- Train the Trainers Framework
TRAINING MODULE FOR TRAINERS:
Module 7- Digital services and tools in the
workplace for older adults**

Duration: 2- 3 hours

Partner: Gotse Delchev Municipality



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Purpose:

Define

- the knowledge,
- skills,
- and attitudes

required by trainers who support older adults (50+) in adopting digital tools, services, and workplace technologies effectively and confidently.



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The module helps trainers to be able to:

- ❖ **Select and explain workplace digital tools in clear, accessible language**
- ❖ **Train older adults in online collaboration and cloud-based work**
- ❖ **Design step-by-step learning activities tailored to adult learners**
- ❖ **Address resistance, anxiety, and confidence barriers**
- ❖ **Present to adults the principles of working with collaboration technologies and tools (at a basic level)**
- ❖ **Present to adults the principles of working with cloud technologies**
- ❖ **Analyze and choose the most suitable cloud technologies for online collaboration and routine tasks with appropriate collaboration tools and technologies**
- ❖ **Determine the functionalities and choose the most suitable technologies for collaboration and cooperation for adults in the workplace**





Module structure

The module is organised into three parts.

1. Section 1: Definitions, benefits and inclusion of online collaboration tools and cloud technologies

1.1. Benefits for seniors of e-services

1.2. Concept of Cloud technologies for collaboration

(although it is basic for adults to work in collaboration is practically advance skills)

2. Section 2- Teach Cloud technologies to work together in the same document (Google Docs and Microsoft 356)

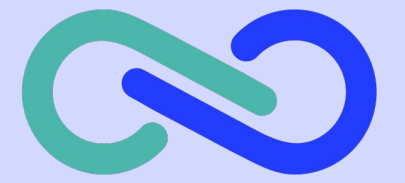
3. Section 3- Response, Confidence and Evaluation (Safe reactions, confidence-building, assessment, and trainer reflection)



Visualization of benefits of e-services for adults



How it could be organized



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As it is not an easy task and looks scaring the recommendation is to use:

- ☐ Guided discussions and practical examples
- ☐ Build trust & explain context
- ☐ Visualization first
- ☐ Step-by-step clear and simple explanation
- ☐ Focus on usefulness, not speed and how to respect existing skills and experience
- ☐ The trainer do together with the adults-trainees to build the confidence
- ☐ The trainees repeat it several times to practice



The trainer should plan very carefully the training session

Key Topics	Meaning of on-line collaboration Detailed Contents	Teaching Methodology for the Trainer
Creating a document in the cloud for shared workplace	Understanding the Shared Workspace Google Drive and Google Docs Creating a documents, sharing, involving colleagues	Micro-teaching sessions Creation of a simple training plan or toolkit Practical examples
Working on a shared document in the cloud with Google Docs &Google Drive	Uploading, accessing, and sharing files Shared documents vs local files	Micro-teaching sessions (trainers practice teaching a tool) Creation of a simple training plan or toolkit Practical examples
	Editing a shared document Commenting on a shared documents	"Finding and saving documents in the cloud"



The recommendations for the trainer before the session:



- ❖ To read and know very well the presentations for trainees (adults and seniors) provided in the platform. They are practice-oriented.
- ❖ To select what fit the best his training and to adjust if applicable
- ❖ To go step-by-step themselves though the apps, e-services which will teach the adults
- ❖ To practice in advance with a senior (relative or a friend if possible) to see if the explanation is understandable
- ❖ To be ready to adjust the speed of teaching according to the audience
- ❖ To be prepared to explain again and again



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During the training session

Create friendly and safe environment for adult trainees.

- ❖ Any question is welcome
- ❖ Do not press and adjust to the pace of the audience
- ❖ Be as practical as possible
- ❖ Show the process in simple steps
- ❖ Let the trainees to learn-by –doing
- ❖ First do the practice/example together
- ❖ Allow enough time for each of the trainees to do the task by themselves
- ❖ Encourage everyone
- ❖ Allocate enough time for reflection

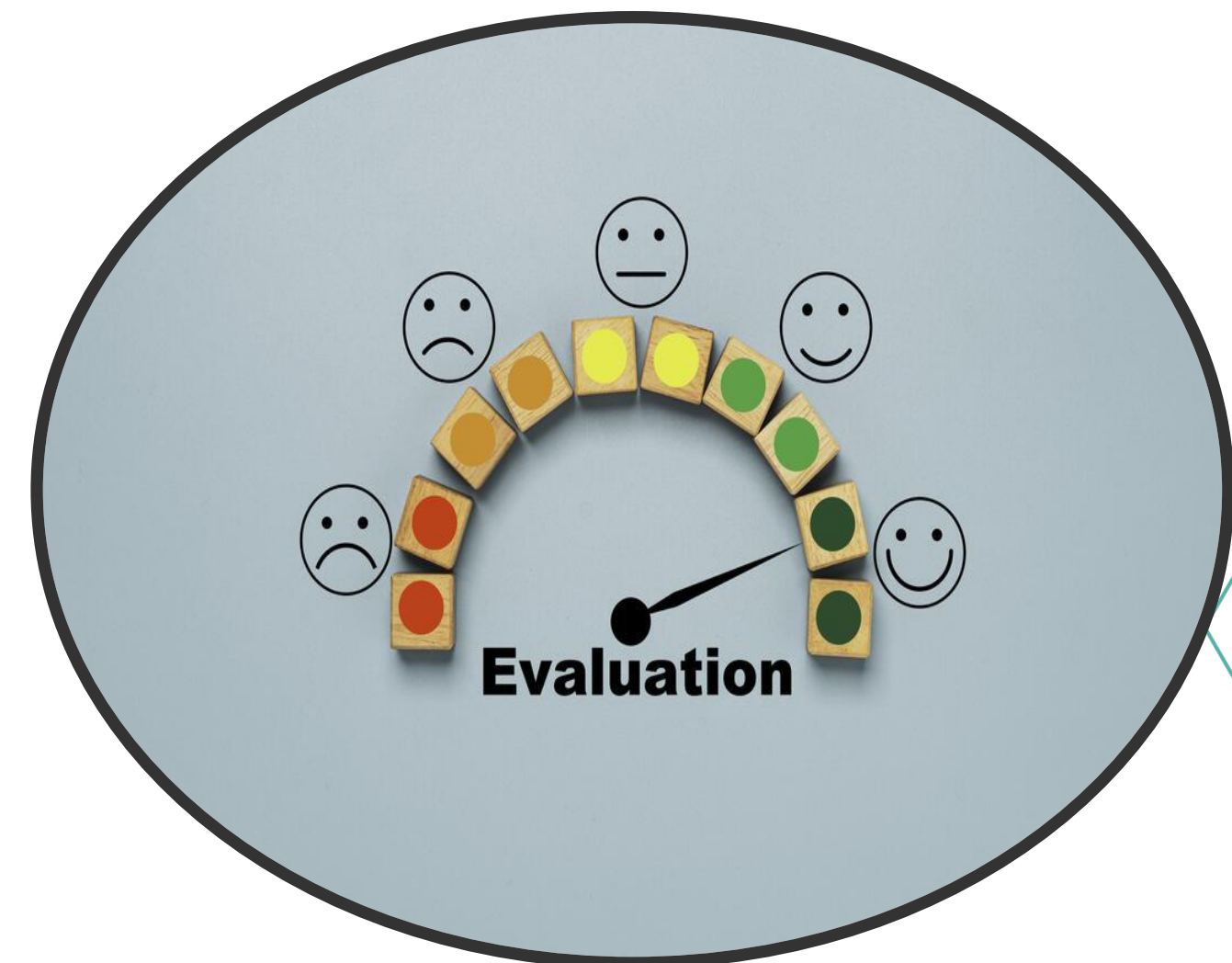




Evaluating Learning Outcomes

The trainer assesses the learning ability of older adults in a digital workplace module by combining:

- ❑ **Initial assessments**
- ❑ **Observation and task-based practice**
- ❑ **Self-reflection**
- ❑ **Practical demonstrations**





Evaluating Learning Outcomes II

The approach ensures the assessment is fair, inclusive, and aligned with real workplace digital needs.

1. Initial (Diagnostic) Assessment – Before or at the Start

- ✓ The trainer assesses:
- ✓ Prior experience with digital tools through a short digital skills questionnaire
- ✓ or one-to-one conversation/ interview, or a simple task
- ✓ Confidence and anxiety levels
- ✓ Learning preferences (visual, step-by-step, repetition)

2. Permanent Assessment during the training

Task-Based Exercises through realistic workplace scenarios, such as filling in an online form, access to a digital service portal, navigate digital tools, communicating via workplace platforms (e.g., Teams, email)

3. Feedback and Supportive Evaluation

Assessment should be non-threatening and encouraging.





Trainer Reflection and Continuous Improvement

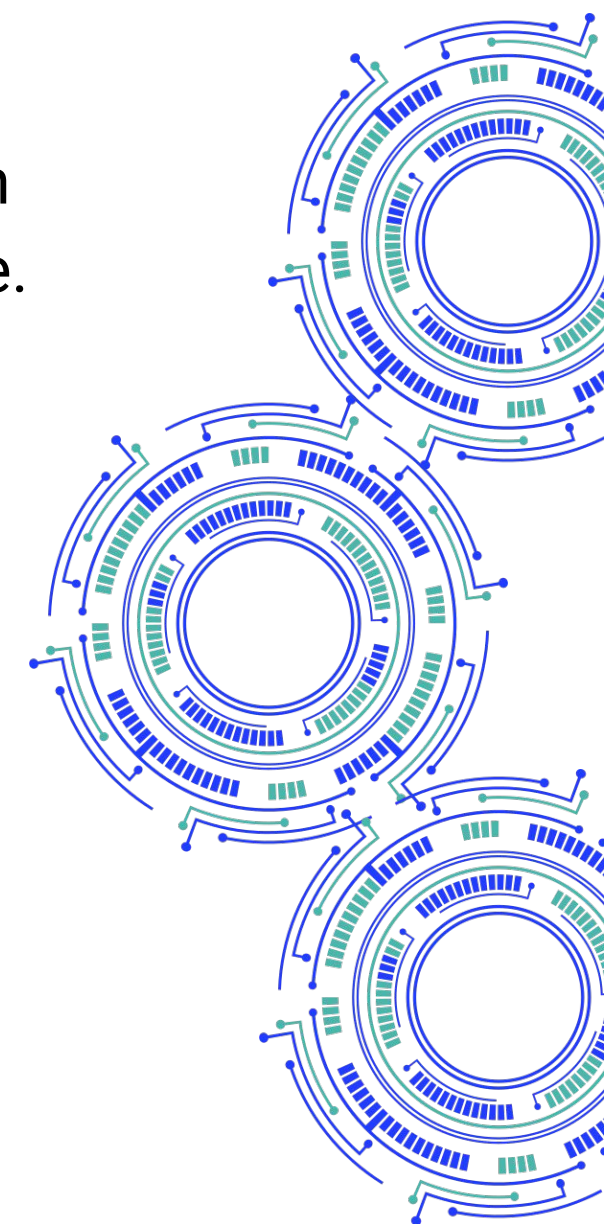
Reflection after each session is an essential part of good digital security teaching!

It allows trainers to look beyond whether an activity was completed and consider how the learning process unfolded: which examples worked well, where confusion appeared, which moments created anxiety, and what type of explanation or reassurance was most effective.

It also helps trainers refine their:

- **pacing**
- **language**
- **materials**
- **choice of examples.**

It also supports sustainability, because each session can contribute to a stronger and more reusable set of teaching resources!





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Thank you!





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