

# Practical Evaluator Training Program

## Program Overview



Welcome to the Connected Canadians Practical Evaluator Training Program. This program is designed to prepare individuals for the critical role of Evaluation Specialists, integral to the Connected Canadians mentor onboarding process as they serve as the final checkpoint before mentors begin working with clients. During evaluation sessions, specialists step into the role of senior clients, providing new mentors with a valuable opportunity to engage in simulated practice sessions. Session scenarios involve seniors facing a range of challenges, such as limited vision, impaired hearing, or a fear of technology. This volunteer opportunity is tailored for retired educators, seniors, and/or individuals seeking an engaging and dynamic way to give back and make a positive impact.

### **Training Structure:**

Training consists of three in-depth training modules, all conducted by our experienced Connected Canadians instructors. Training is held over Zoom (or other web conferencing tool) for five hours (**3 hours mandatory; 2 hours optional**) . These hours are strategically divided into three mandatory hours and two optional hours, ensuring a well-rounded and adaptable training experience. \*The Security Module is mandatory for Practical Evaluators pursuing their Technology Mentorship certification.

Here is a program summary outlining the key components of training:

#### **1. Introductory Session (2 hour session delivered live on Zoom by CC facilitators and recorded for future use):**

- Learn essential skills for connecting and supporting clients remotely, including how to share screens
- Discover best practices on how to connect and support clients you have not spoken to before
- Address communication techniques, ageism awareness, the importance of

empathy, and avoiding patronization

- Understand the "Steps of Service" essential when working one-on-one with older adults on technology
- Learn effective tools and strategies for providing effective technology mentorship geared specifically towards older adults

**2. Optional for Evaluators - Security Overview and Assessment Session (2 hour session delivered live on Zoom by CC facilitators and recorded for future use):**

- Dive into online security best practices
- Learn how to avoid inadvertently guiding clients into dangerous situations and recognize phishing scams (including new AI-based scams and threats)
- Learn how to protect passwords and personal hotspots, configure social media and personal router security settings, identify and avoid malware, *and more!*

*\*Online Security Assessment as part of final confirmation of learning included*

\*These (2) sessions will be recorded for training and evaluation purposes and provided to you upon workshop completion.



**3. Customized Evaluation Specialist Training (1 hour session delivered live on Zoom by CC facilitators and recorded for future use):**

- Connected Canadians' **Evaluation Specialist(s)** work directly with your designated Evaluator trainees to train them on how to evaluate your new mentors
- Training focuses on the Technology Mentor evaluation process Connected Canadians employs prior to pairing CC Mentors with clients in the community:
  - Learn how to provide your Technology Mentor trainees the opportunity to role play and receive feedback before working directly with your community
  - Includes the standard Mentor training curriculum, along with specialized training to equip them for the assessment of Mentor Trainees
  - Evaluations take place via simulated client sessions, wherein the Evaluator assumes the role of the client, and the trainee, the role of the Mentor
  - Evaluators are given tools on how to best as a senior client while assessing a mentor
  - The trainee's performance is evaluated based on our Connected Canadians skills rubric (**provided**)


- After the session, the Evaluator creates a report determining whether or not the volunteer has passed the assessment and can begin working with your community or requires further training and/or a follow up evaluation session **(report and outline provided)**

#### **4. Optional - Practical Evaluation of the Evaluator (60-90 Minutes):**

- Evaluator Trainees have the option to participate in a practical evaluation with a Connected Canadians evaluation specialist. This virtual session is held over Zoom and simulates a real-world virtual technology mentorship scenario, where trainees practice their assessment skills. This option serves as both a certification assessment and a valuable learning experience to facilitate future evaluations of Mentor Trainees
  - Trainees will be provided valuable resources and instructions to ensure they may be successful
  - Trainees will receive either a “Pass” or “Needs More Practice” assessment. If it is determined that the trainee needs more practice, they will work with a Connected Canadians team member to discuss areas for improvement and will be set up with another evaluator.
  - CC will set up the Zoom meeting and provide detailed instructions



#### **Materials for Evaluator Trainees:**

- Digital access to “Connected Canadians Technology Mentor Manual” and “Quick Start Guide for Tech Mentors” (pdf format); includes Steps of Service and how to set the stage for successful learning sessions, including tips on accommodating clients with specific requirements such as hearing or vision loss, language appropriateness, and more
  - Digital access to Evaluation Guide and evaluation materials, including the Connected Candians evaluation rubric for your Evaluation specialists to follow in digital formats
  - Certificate of completion upon passing the practical evaluation (if the Evaluator Trainees decide to complete all of the Modules and Practical Evaluation)
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- 12 months of access to "Connected Canadians Slack" community where trainees can reach out to CC trained Mentors with questions and support
- [Optional] Digital recordings of the 2 group training sessions (Introduction and Security Overview)

### **Expectations of Evaluator Trainees:**

- Access to a digital device with Zoom installed and an internet connection
- A base level of comfort with technology, including tasks like replying to emails, downloading applications, connecting to Zoom meetings, and sharing screen
- Installation of the Slack application on their digital device with notifications enabled when possible during the course of the training
- During the training period, timely communication with your training lead through email or Slack (typically within 1-2 business days unless otherwise documented)
- In addition to the 3-5 hours of training, Evaluator Trainees commit to conducting a minimum of four practical evaluations within a two-week period following their initial training sessions. CC will set up the Zoom meetings and provide detailed instructions
- A commitment to providing impartial and constructive feedback to mentor trainees, even if they are personally acquainted, is paramount



We look forward to working with your community. For any questions or further information, please feel free to contact us at [info@connectedcanadians.ca](mailto:info@connectedcanadians.ca) or call us at 1-877-304-5813.