

# Mentorship Training Program



## Program Overview

Welcome to Connected Canadians' Technology Mentorship Training Program! Our program equips volunteers and staff with the skills and knowledge needed to support older adults in harnessing the power of technology.

### Training Structure:

Our training consists of two separate modules, each led by our experienced Connected Canadians instructors via Zoom (or other web conferencing tool).



Here is what is included:

#### **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 both in-person and 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 digital tools and strategies for providing effective technology mentorship geared specifically towards older adults



#### **2. 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.*

## Practical Evaluation:

Upon completing the two training sessions and Security Assessment, trainees will proceed to the final step, the Practical Evaluation. Here's what trainees can expect:

- Paired with an Evaluation Specialist during 60-90 minute one-on-one session over Zoom
- Evaluation Specialists play the role of a senior in need of support and will provide real-time assessment based on the training criteria
- Trainees provided valuable resources and instructions to ensure they excel during the evaluation
- Trainees receive either a **"Pass"** if ready for their role, or **"Needs More Practice"** which leads to targeted support and a follow-up evaluation for improvement
- In the case of a **"Needs More Practice"** assessment, the trainee is invited to 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 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
- Certificate of completion upon passing the practical evaluation
- 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 for 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)

We are excited to work with you and your community! For any inquiries or additional information, feel free to reach out to us at [info@connectedcanadians.ca](mailto:info@connectedcanadians.ca) or call us at 1-877-304-5813.

