Teen Training Tools

General teaching techniques: Respect is essential.

- Ask questions about the current knowledge of their device.
- Teaching isn't telling. Use your words, not your fingers. Hands-on is better than you doing it for them.
- Make the information theirs through practice. Repetition is essential with all new skills.
- Encourage note-taking. Offer to write notes, if needed.
- Break processes down into simple step-by-step tasks.
- Go slowly.
- You don't need to share everything you know. Too much information can be overwhelming for a beginner. Watch & listen to the learner for guidance on how much information they can absorb.

Age-specific:

- **Sensory issues:** Hearing and/or vision may be impaired. Discuss this with your client. (Do you have any hearing or vision issues that might affect your use of a cell phone?)
- **Cognitive issues:** Remember to speak loud enough, slow enough, clear enough. Make eye contact. Pause to allow for questions. Check frequently for understanding by having the client demonstrate a skill or explain what they've understood.
- **Physical issues:** Impaired manual dexterity may make it challenging for some older individuals to use small buttons or press correctly on a touch screen.

Technology-specific:

- Explain techno-jargon. Explain what an icon is. What is an 'app'?
- Try to relate functions to simpler technologies with which the student may have experience. 'The home screen is like the Table of Contents in a book.'
- Recognize that what seems basic to you may be truly challenging to others. What seems "intuitive" to you is largely the result of lots of experience.

And remember, it's okay to say "I don't know"!

Remember to manage your time. Help keep their expectations "real".

Think about their idea of young men and women: think about what you say, think about what you wear. Think about what you are learning from them!

Ask Jessica if you need help or have questions.

Be patient. Have fun!

Tutor Expectations

1. Arrive on time.

2. If you must cancel your appointment, call both the senior AND the library branch:

   Mitchell Park or Downtown Library Branches 650-329-2436

3. Library staff onsite at the branch can help in case of emergencies but cannot provide tech assistance.

4. Treat your senior client with respect & patience.

5. Do not change the settings on seniors' personal devices.
   Explain any setting changes to the senior if they wish to change settings themselves.
   Keep a record of any settings changes made by the senior in case they want to revert to previous settings.

6. Record your hours in the library volunteer log each time you volunteer.

7. Contact Jessica if you have any questions, problems, concerns or need to change your tutoring schedule.