



Technology Guidelines

Tips for teaching technology to older adults (provided by Brookdale.com)

- **When introducing new tech concepts, build on existing knowledge.** Comparing a new technology concept with something the member is already familiar with will make it easier for them to understand such as comparing web addresses to street addresses.
- **Explain the relevance before going into detail.** Before launching into the mechanics of how to use today's trending gadget, explain how the member might benefit from using it. If you're introducing someone to Zoom, start by explaining what they will experience once they join a Zoom class and reinforce the fact that many [programs at San Francisco Village](#) are now available via Zoom.
- **Avoid technical words and use consistent language.** As you talk tech, be mindful of the words you use. Many tech-related terms may be unfamiliar to them. When there are multiple terms that can be used to describe something, choose the simplest option and be consistent.
- **Watch your pace.** This may seem obvious, but it's important to remind yourself not to move too quickly when introducing someone to technology. Pause between each step to give them a moment to process what they've just learned. If you're not sure whether or not you are moving too quickly, ask the person how they are feeling about the pace.
- **Repeat key concepts.** The sheer volume of new information they are taking in can easily overwhelm a person learning technology for the first time. Repeating key concepts will make them easier to remember and will reinforce the most important takeaways.
- **Build in regular time to ask questions.** Be sure to build in regular time for questions before moving to new concepts. Some folks may be reticent to interject with a question. Providing a specific moment where questions are expected may help make them feel more comfortable. It will also give you an idea of what concepts you need to spend extra time on.
- **Validate expressions of confusion but reinforce that they can and will learn.** Older adults are used to being more knowledgeable and competent at most of their endeavors by virtue of the fact that they have more life experience. It may have been years since they were a novice at something, so when they express frustration, be sure to validate the difficulty of learning technology for the first

time. It may also help to share any difficulties or confusion you've experienced when learning technology in the past.

- **Seek Out Wow Moments.** For everyday technology users, it's easy to forget just how amazing technology really is. Be sure to create opportunities for technology to wow the member, like showing them their childhood home on Google Earth or FaceTiming with a close friend they haven't seen in years. The more they see the incredible things technology enables them to do, the more they will engage with it which will make mastering it a breeze.

Additional resources

- Instructions on how to join [Zoom meeting using computer](#)
- Instructions on how to join [Zoom meeting using iPhone](#)