TEaTIME

Transmission of Experience Through Digitally Trained Senior Mentor to Mentees

Transmission of Experience through Digitally Trained Senior Mentors to Mentees / TEaTIME

PROJECT GUIDEBOOK

2019-1-TR01-KA204-074520

01.12.2019 – 30.11.2022

INTRODUCTION

Context/Background and Benefits

Transmission of Experience through Digitally Trained Senior Mentors to Mentees (TEaTIME) project is a research-driven project aiming senior citizens who are regarded as digitally low-skilled but good at their current job and willing to transmit their profession to younger generations. The senior citizens (we aim to see them after the project as "digitally trained senior mentors") will three tailor-made training modules namely; Mentorship, Conflict of Generations, and Digital Competence that will enable them learn to communicate with the younger generation, to use digital devices easily, and to transmit their professions to young mentees.

The project will change perceptions of people towards senior adults to have them into social life. They will have enough opportunities to share their experiences through well-designed education and will break the walls with young generations. The local and national governments will give importance and the project's outputs will be trained in more places than expected. The project aims to be a solid reference for the future of adult education.

Objectives:

- Facilitating the integration of senior adults into social life after retirement,
- Providing mutual understanding among senior adults and young generations,
- Updating & reskilling digital competences of senior adults,
- Facilitating communication skills through the conflict of generations trainings,
- Facilitating & increasing integration among mentors and mentees through mentorship database,
- Raising awareness on the active participation of adults into social life

Number & Profile of the Target Groups

The project's main target group is senior adults (retired or in a wider context aged 55+ adults) and young people (newly graduated or newly started his/her working life – aged between 23-30). The participants allocated as follows:

1. 180 senior adults participated in pilot trainings (45 for each training module's pilot training and minimum 15 senior adults from each organization).

60 young people (newly graduated or newly started his/her working life – aged between 23-30)

Projenin süresi

1 Aralık 2019 - 30 Kasım 2022

https://projectteatime.eu/

https://elearning.projectteatime.eu/

projectteatime

ProjectTEaTIME

PARTNERS

- Pendik Municipality – Coordinator of the Project - Türkiye
- Ljudska Unıverza, Zavod Zaİzobrazevanje In Kulturo /LURS - Slovenya
- Akademia Humanistyczno-Ekonomiczna w Łodzi / AHE - Polonya
- Inercia Digital - İspanya

PENDİK
BELEDİYESİ

➤ Pendik Municipality – Türkiye

Pendik Municipality is a public body in İstanbul and as the fifth greatest district of Istanbul, operates on the Anatolian side. According to the Turkish Statistical Institute (TUIK)'s 2021 data, with more than 2.334 employees, Pendik Municipality serves to 714.895 citizens in its borders. Simultaneously with its scope of work and population, the municipal budget for 2021 is 712 million Turkish Liras. In order to accomplish all the responsibilities and sustain the budget, the municipality is composed of 24 directorates with more than 100 units. Some directorates are Media & Publication, IT, Environment Protection and Control, Housing Directorate, Cultural Affairs, Urban Design, Social Relief, Youth and Sports Services, Strategy Development Directorate.

Since 2005, Strategic Development Directorate prepares EU, local, regional and national funded projects. With 10 expert personnel who are specialized to design project proposal and actively participate in different project stages, Pendik Municipality is able to succeed in any type of national and international projects. The municipality has expertise in all kind of Erasmus+ projects, Town Twinning projects, EUREKA, ITEA 2 and 3, and recently part of H2020 projects on areas of environment, energy, transportations, and so on.

Each directorate is involved in project management and implementation and this allows Strategy Development Directorate to use all competence of employees of Pendik for the project.

On the other hand, Strategic Development Directorate has set the Pendik EU Office to ease conduct and disseminate projects for the different target groups since 2019.

The web page and social media accounts link of Pendik Municipality and Pendik AB Office are in the below;

🌐 www.pendik.bel.tr   ▶ pendikbelediyesivd

📷 Pendikbelediyesi   🐦 Pendik_Belediye

pendikabofisi   f PendikBelediyesi

PARTNERS

- Pendik Municipality – Coordinator of the Project - Türkiye
- Ljudska Unıverza, Zavod ZaIzobrazevanje In Kulturo /LURS - Slovenya
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- Inercia Digital - İspanya

➤ **Ljudska unıverza, Zavod za izobraževanje in kulturo, LURS – Slovenia**

LjudskauniverzaRogaškaSlatina is a non-profit adult education and training provider for the community in the local region and wider with a rich tradition. Organization offers for its learners 10 formal educational programs that include both secondary schools and vocational training programs in the field of catering, gastronomy, cookery, sales, economy, healthcare, childcare or tourism. Ljudskauniverza is constantly developing new programs and is adapting the existent one in accordance with the needs and desires of the adult population for further training and education. Informal educational programmes are conducted in the form of seminars, courses, lectures, and literary evenings and similar. The organization also offers various personal growth programs, various workshops, computer courses for the unemployed and elderly, language courses, computer courses and accounting and many educational programs for adults with special needs for the local Care Work Centre. We have organized training programs for other educationally and didactically deprived groups of adults, such as the immigrants, the unemployed and foreigners. Univerza also offers 19 programs of National vocational qualification and organizes various courses for unemployed people, such as language, computer and accounting courses, and language and dance courses for children in kindergartens. The organization also has a very active University for Third Age, where we offer various lifelong learning activities to people over 55. The activities involve language courses, computer literacy courses, study groups, healthy lifestyle activities, lectures, workshops, trips and many more. Ljudska univerza Rogaška Slatina is also a licensed center for Slovenian language as second language and an Intergenerational center. Since 2016 we are also involved in a national project for gaining basic and vocational competences for the Savinjska region and Counselling for the employees in Savinjska region.

Ljudska univerza Rogaška Slatina has a lot of experience in national and international projects, including Grundtvig and Comenius Regio Partnership Program, and in over 20 Erasmus + projects as partners and as coordinators. Our organization has been awarded two prizes named Jabolkokakovosti by our national agency CMEPIUS for two of our high quality Erasmus + projects in 2018 and 2021. Face - ljudskarogaska

The web page and social media accounts link of LjudskauniverzaRogaškaSlatina are in the below;

🌐 www.lu-rogaska.si   📷 ljudska_univerza_rog._slatina   f ljudskarogaska

PARTNERS

- Pendik Municipality – Coordinator of the Project - Türkiye
- Ljudska Unıverza, Zavod ZaIzobrazevanje In Kulturo /LURS - Slovenya
- Akademia Humanistyczno-Ekonomiczna w Łodzi / AHE - Polonya
- Inercia Digital - İspanya

➤ Akademia Humanistyczno-Ekonomiczna w Łodzi, AHE – Poland

The University of Humanities and Economics in Lodz (AHE) is an accredited higher education institution providing BA, MA, MSc, PHDprogrammes, postgraduate studies and courses for various target groups (entrepreneurs, unemployed, youth, students, disabled, seniors, teachers, trainers, people of various professions, migrants, children, disadvantaged youth). As one of the largest private universities in Poland, AHE has 20-degree programmes, some taught entirely in English. The study curricula are constantly updated according to labour market demands and AHE cooperates with stakeholders from the business sector, educational centres, local authorities and experts from various fields. AHE holds the 5th place in the Ministry of Higher Education "Ranking of most popular non-public universities".

AHE is an international university, participating in student and staff exchange programmes (e.g. Erasmus+), inviting professors from abroad, receiving international students for full-cycle studies and participating in international cooperation and research projects.

Our staff includes approx. 200 permanent employees: researchers, teachers, trainers, supporting staff (financial, administrative, technical staff), specialists and experts in various areas. Moreover, AHE has extensive experience in e-learning through its Polish Virtual University (www.puw.pl) - an on-line platform established to provide distance learning courses and studies. PVU's staff is composed of teachers, trainers, IT specialists, methodology experts, who create on-line materials, platforms and teach students. AHE's project experience includes over 200 projects completed either as coordinator or as partner during the last 10 years. AHE, as an experienced EU project administrator has established an accounting and finance system that supports smooth implementation and financial reporting. We are an expert in research and analysis; designing of curricula; e-learning and development of e-learning platforms, tools, materials; dissemination; courses of creativity, self-development, workshops, seminars; EU projects management. We are part of a European network of dissemination of EU project results and our employees are specialists of projects' dissemination. AHE is a member of various trans- national networks and has over 300 partner institutions worldwide.

The web page and social media accounts link of AkademiaHumanistyczno-Ekonomiczna w Łodzi are in the below;

🌐 www.ahe.lodz.pl

📷 ahe_lodz

f AHEwLodzi
miedzy.narodowi

▶ ahewlodzi

PARTNERS

- Pendik Municipality – Coordinator of the Project - Türkiye
- Ljudska Unıverza, Zavod Zaİzobrazevanje In Kulturo /LURS - Slovenya
- Akademia Humanistyczno-Ekonomiczna w Łodzi / AHE - Polonya
- Inercia Digital - İspanya

➡ **Inercia Digital – Spain**

Inercia Digital is a Spanish organisation founded in 2010 and specialised in training and innovation indigital and entrepreneurial skills on an international level. It is certificated as Innovative young business by AENOR, accredited as an Erasmus+ centre for education and vocational training, named a member of the «Digital Skills and Jobs Coalition» by the European Commission and it's implicated in the European Green Digital Coalition.

Its mission is to promote internationally digital and innovation competences and education entrepreneurial, for professional people and all the citizens in general. Its vision is being an Excellence Vocational Training Centre on an international level through the continuous improvement of education and innovation.

Inercia Digital is an expert in the development of international education projects, for promoting innovation and fostering digital competences, having participated in many european educational projects, that promote digital innovation (Erasmus+ program, Lifelong Learning Program, Tempus and CYTED), that gives a wide experience in the creation of educational platforms, websites, pedagogical and educational contents.

The web page and social media accounts link of AkademiaHumanistyczno-Ekonomiczna w Łodzi are in the below;

f Inercia_Digital	📷 inerciadigital.s.l
🐦 InerciaDigital	▶ Inercia_Digital_S.I.

PROJECT ACTIVITIES

Throughout the project, three Training Modules were created as part of Outputs 3-5:

- **Mentorship Program Training Module**
- **Conflict of Generation Training Module**
- **Digital Competence Training Module**

All partners were obligated to conduct Pilot Training for each Module. Below you can find information on when and where trainings were held, how many participants attended and what age they were. You can also find some photos from the trainings

Intellectual Output 3 – Mentorship Program Training Module Pilot Trainings

Türkiye
Date of the pilot training: 16 – 17 May 2022
Place: Pendik / İstanbul
The number of participants: 19 adults
The age of participants: 55+

PROJECT ACTIVITIES

Slovenia
Date of the pilot training: 13th - 14th September 2022
Place of it: LjudskauniverzaRogaškaSlatina
The number of participants: 48
The age of participants: +55 years old

Poland
Date of the pilot training: 1-2 June 2022
Place of it: Łódź, Poland
The number of participants: 30 participants
The age of participants: 20-25 years old (13 participants); +55 years old (17 participants)


Spain
Date of the pilot training: 08 June 2022
Place of it: Huelva, Spain
The number of participants: 15 people
The age of participants: People from 45 years old to 60 years old

PROJECT ACTIVITIES

Intellectual Output 4 - Conflict of Generation Training Module Pilot Trainings

Türkiye
Date of the pilot training: 20 June 2022
Place of it: Pendik / İstanbul
The number of participants: 20 participants 14 adults and 6 young
The age of participants: between 20 and 55+ years old

Slovenia
Date of the pilot training: 13th – 14th September 2022
Place of it: Rogaška Slatina, Slovenia
The number of participants: 7 young participants
The age of participants: between 20 and 35 years old

PROJECT ACTIVITIES

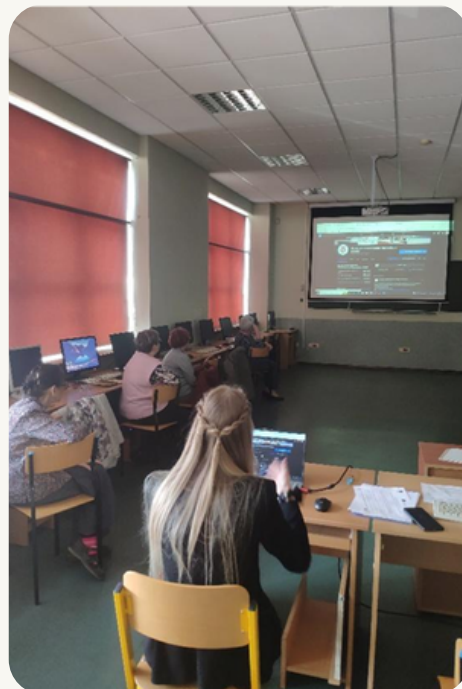## Intellectual Output 4 - Conflict of Generation Training Module Pilot Trainings

Polond
Date of the pilot training: 22 June 2022
Place of it: Łódź, Poland
The number of participants: 45 participants
The age of participants: 16-20 years old (15 participants);
+55 years old (30 participants)

Spain
Date of the pilot training: 06 July 2022
Place of it: Huelva, Spain
The number of participants: 24 people
The age of participants: 9 people between 20 to 30 years old and 15 people from 45 years old to 60 years old
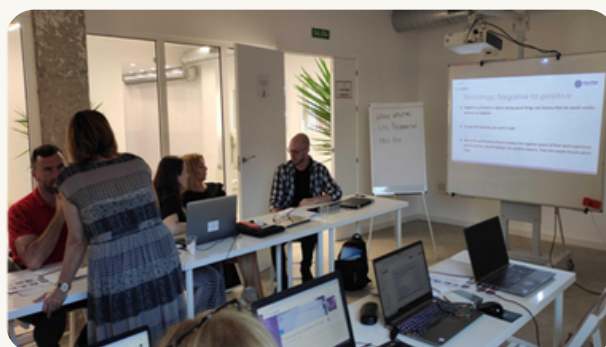
PROJECT ACTIVITIES

Intellectual Output 5 - Digital Competence Training Module Pilot Trainings

Türkiye
Date of the pilot training: 22 September 2022
Place of it: Pendik / Türkiye
The number of participants: 14 participants
The age of participants: +55 years old
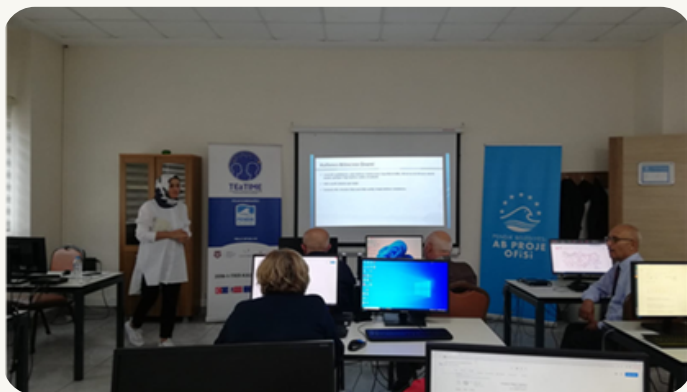
Slovenia
Date of the pilot training : 10 October 2022
Place of it : Rogaška Slatina, Slovenia
The number of participants : 8 senior participants
The age of participants : +55 years old
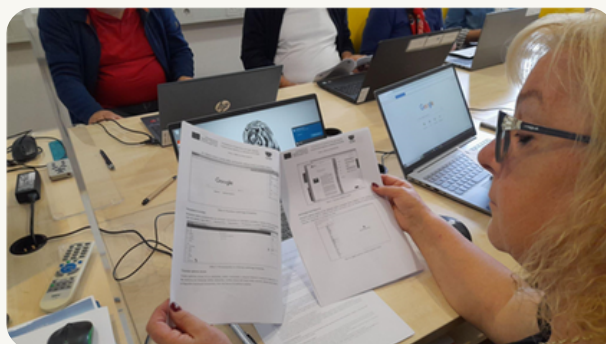
PROJECT ACTIVITIES

Intellectual Output 5 - Digital Competence Training Module Pilot Trainings

Poland

Date of the pilot training: 03 October 2022
Place of it: Łódź, Poland
The number of participants 4 participants
The ages of participants +55 years old

İSpain

Date of the pilot training: 22/09/2022
Place of it: Huelva, Spain
The number of participants: 14 people
The age of participants: people from 45 years old to 60 years old

PROJECT OUTPUTS

Project TEaTIME consisted of:
- 7 Intellectual Outputs
  - Intellectual Output 1 – Preparation and Implementation of Survey
  - Intellectual Output 2 – Mentorship Program Participant Database
  - Intellectual Output 3 – Mentorship Program Training Module
  - Intellectual Output 4 – Conflict of Generation Training Module
  - Intellectual Output 5 – Digital Competence Training Module
  - Intellectual Output 6 – E-Learning Platform
  - Intellectual Output 7 – Guidebook
- Total of 12 Pilot Training in different countries
- 4 Multiplier Events in partner countries
- 5 Transnational Project Meeting in partner countries

Below you can find short information on the content of Intellectual Outputs.

Intellectual Output 1 – Preparation and Implementation of Survey

As part of IO1, needs analysis was conducted to create a shared methodological framework for training and teaching materials. These materials were created in order to facilitate the learning process of the targeted group. Need analysis was a solid base for training and creation of a tailor-made methodology. Through the analysis, missing skills, ability and knowledge of the target group were determined and in line with the results, a more effective and focused training course was provided. Output was conducted by Pendik Municipality.

Intellectual Output 2 – Mentorship Program Participant Database

During this output, a Database that includes examples of Mentorship and participants' professions and information was prepared. The database was created with the aim to be used for the mentors, mentors, trainers, and relevant organizations in future applications. Enforcing the cause with relevant examples is a great technique to successfully convince and attract the mentors to share their experiences with new generations. That is why this intellectual output is vivid for the project. Output was conducted by Pendik Municipality.

PROJECT OUTPUTS

Intellectual Output 3 - Mentorship Program Training Module

Mentorship program training module (IO3) contains 7 lessons. Its main purpose is to encourage, motivate and educate potential future mentors for taking up the role of mentors and share their knowledge with younger generations while they are enriching their own lives.

In lesson 1 they learn how to recognize and list the knowledge and skills they could pass on, including tips on creating a portfolio of knowledge and skills of elderly that they feel they could pass on to future generations. This lesson also contains research about the target group of the trainees (companies, organizations… that fit the profile on a local level). Lesson 2 includes tips on setting up goals of mentorship, planning and organization of work, while in lesson 3 users learn more about motivation for being a trainer. Lesson 4 is dedicated to didactic approaches and tips and lesson 5 to communication tips. In the sixth lesson users learn some tips for creating a positive atmosphere in the group and the last lesson contains descriptions of some useful ICT tools.

Intellectual Output 4 - Conflict of Generation Training Module

Conflict of Generations Training Module consists of 3 lessons. Each lesson is focused on different question regarding the topic, it is:

- How do older generations view younger generations: at three levels: in the family, in society in general and in the workplace?
- How do younger generations perceive older generations on three levels: in the family, in society in general and in the workplace?
- Examples of good practice in intergenerational cooperation implemented in partner's countries.

Each lesson consists of a short introduction, the view on the topic from each country's perspective (so Poland, Slovenia, Spain and Turkey) as well as some workshop examples.

The aim of the Module was to give the seniors required knowledge and learns how to break the wall between them and younger generations. It is expected that after the training, the participants will be able to:
- Transmit their professions easily to the young generations by engaging with them,
- Enhance their communication skills
- Gain personal gratification for positively impacting a mentee's future,
- Adapt themselves to social life after retirement.

AHE (Poland) was responsible partner for the creation of the module.

PROJECT OUTPUTS

Intellectual Output 5 - Digital Competence Training Module

These results are composed of a previous literature review carried out by each partner in their countries and based on ICT skills needed by elderly people and how to enhance them. In the research, there is information about how people face ICT skills nowadays in Poland, Slovenia, Spain and Türkiye. The conclusion shows that although the number of elderly people using ICT is growing, most of themneed to be guided to use some ICT like mobile phones or tablets. For all this reason, this intellectual output has been developed to help elderly people to be more familiar with the internet, ICT and social media considering many benefits that they have nowadays.

The main topics of the digital competence training module contains four units focus on: Use computing devices efficiently, Access data and information instantly and social media, Cloud computing and Prevent elderly from cyber threats. With all this contents, elderly people benefit from providing methods of communication to reduce loneliness, have the opportunity to participate in the world through applications that facilitate their interaction with what surrounds them, and promote their autonomy making it easier for them to carry out tasks, etc.

Intellectual Output 6 – E-Learning Platform

E-Learning Platform was created by Inercia Digital as a partner specialized in such activities. Platform consists of Lessons related to all three Modules: Mentorship Program Training Module; Conflict of Generation Training Module and Digital Competence Training Module. This method allows anyone with an internet connection to access the materials and benefit from them. This output's aim is to make it easy and widely accessible and use/exploit intellectual outputs free. The E-learning Platform is merged as a separate section in the website of the project and can be found under the link:

https://elearning.projectteatime.eu

Intellectual Output 7 – Guidebook

Last product of TEaTIME is Guidebook that is the summary of the project. It consists of all the necessary information about the content and all activities. It was created by AHE.

CONCLUSIONS

In this section, you can find final thoughts and conclusions made by each partner. All partners evaluated the projects from their prospective, keeping in mind aims of the project, project's application and results.

Pendik Municipality / Türkiye – Coordinator of the Project

The project have been prepared for senior adults 55+ and newly graduated and/or started his/her working life aged between 23-30 to the aim of facilitating the integration of senior adults into social life after retirement, providing mutual understanding among senior adults and young generations, updating & reskilling digital competences of senior adults, facilitating communication skills between adults and young generation, raising awareness on the active participation of adults into social life.

Seven intellectual outputs were prepared to reach these objectives by the project partners (Pendik Municipality, AkademiaHumanistycznoEkonomiczna w Lodz, Inercia Digital and LjudskaUniverzaZavodZaIzobraževanje in Kulturo, RogaškaSlatina. These are IO1 - Preparation and Implementation of Survey, IO2 - Mentorship Programme Participant Database, IO3 - Mentorship Programme Training Module, IO4 - Conflict of Generations Training Module, IO5 - Digital Competence Training Module, IO6 - E-Learning Platform and IO7 - Guidebook.

The need analysis was conducted to create a shared methodological framework for training and teaching materials in the scope of IO1 - Preparation and Implementation of Survey. Examples of Mentorship and participants' professions and information were prepared for IO2 - the Mentorship Program Participant Database. IO3 - Mentorship Program Training Module was prepared for seniors to transmit their professions easily to the young generations, enhance their training, coaching and leadership skills, gain personal gratification for positively impacting a mentee's future and adapt themselves to social life after retirement. IO4 - Conflict of Generations Training Module was prepared for seniors and young generation to transmit seniors' professions easily to the young generations by engaging with them, enhance seniors and young generation's communication skills, gain personal gratification for positively impacting a mentee's future and adapt seniors to social life after retirement. IO5 - Digital Competence Training Module was prepared for seniors to use computing devices efficiently, access data and information instantly, use office programs properly, follow up a mentorship database without any help and prevent themselves from cyber threats. An IO6 - E-Learning Platform was prepared for target groups to access easily to all intellectual outputs' content. An IO7 - Guidebook was prepared to disseminate all activities and contents by each partner.

Pendik Municipality was the coordinator of the project. It was responsible for management of project and budget, following activities, coordinating the project partners and conducting relationships with the Turkish National Agency in the scope of all tasks.

CONCLUSIONS

On the other hand, Pendik Municipality was responsible for creation of the Output 1 - Preparation and Implementation of Survey. The aim of IO1 was to facilitate the learning process of the targeted group. Need analysis was a solid base for training and creation of a tailor-made methodology.

The other responsibility of Pendik Municipality was collecting and selecting good mentorship examples and forming the database including professions of the participants in the scope of IO2 - Mentorship Program Participant Database. The database has contributed to the facilitation of transmitting experiments of digitally trained adults to young mentees and to overcoming conflict of generations among mentors and mentees.

Pendik Municipality was co-leader of IO 5 - Digital Competence Training Module aimed to increase seniors' digital competence by updating/upskilling with proper training which meet their training needs. IO6 - E-Learning Platform was improved to share all intellectual outputs with target groups and Pendik Municipality was co-leader of this output. The partners in the scope of IO7 - Guidebook, prepared the guidebook that contains the experience, knowledge, and methodology used to bring this project to life. Pendik Municipality was co-leader of this output.

AkademiaHumanistyczno-Ekonomiczna w Łodzi – AHE / Poland

The Polish partner (AHE) was responsible for creation of the Output 4 Module - Intellectual Output 4 - Conflict of Generation Training Module. In the IO4, project's aim was to give the required mentorship training knowledge and learn how to transfer it. Through IO4, seniors were set to realize that they need to break the walls between the adults and young generations. In order to do that they received a conflict of generations training together. Thanks to that they were able to recognize what the wall between them is made of. Feedback and evaluations helped to create a solid training module and we have added the missing part between these two generations. We were also responsible for making the Pilot Training for all outputs for Polish participants.

Considering the objectives of our project, we can say that we have achieved great success. Thanks to the pilot training and content of our Module, we were able to reach seniors and young people in Poland. We consider training and IO4 Module as useful as we saw the needs of senior people in terms of intergenerational integration, learning new competences and being active.

Important thing about the training were workshops. During those, seniors and younger people were able to cooperate, communicate and understand the other generation. We could see the impact the project's training had on our participants, as they were asking if there would be more opportunities similar to this one.

We were very happy to see how it applied to our project's objectives. Throughout our research and work on the module, we noticed there are still many things to do to improve intergenerational integration in Poland. Although there are many interesting initiatives, there is always room for new ones.

CONCLUSIONS

Ljudska univerza Rogaška Slatina – LURS / Slovenia

LjudskauniverzaRogaškaSlatina was responsible for development of the Mentorship programme. We give a lot of importance to this topic at our organizations, since we have noticed through the years that the activities in the frame of our University for Third Age are more visited when they are led by the members themselves. Therefore we would like to encourage them to become mentors of the activities at the university and transmit their knowledge not only to younger generations but also to their peers.

At the same time in Slovenia the companies and organizations are facing a huge lack of practical knowledge with the new employees after they finish high school or university and start to work. Therefore the importance of having good senior mentors, full of experience and practical knowledge, is becoming more and more important for companies and organizations and creation of such a mentorship training program is an extremely beneficial thing.

Therefore we were really eager to present the mentorship program to our seniors during the pilot sessions and found it beneficial when trying to encourage them to become mentors to their peers and to younger generations.

At the same time, our senior members were really eager to find out more about the communication differences among different generations because they find this kind of information useful also for improving their communication with their children and grandchildren.

Therefore we are very happy that we were a part of this project and we believe we will be able to use the developed material in our future work.

Inercia Digital / İspanya

Inercia Digital was responsible for the training module 5 about Digital competence for seniors. This topics has been very important for all the partners because after we made a literature review, we realized that senior people need to learn or improve some digital basic skills like how to use the computer to look something on the internet for medical appointment, how to access to the online banking or how to use social network to communicate with their family.

For all these reasons, we considered it very useful to create training contents focused on all the basic digital skills that can help seniors in their day by day. The statistics in the partner country show how this kind of skills are improving but in general, the statistics are low and need to be improved. The benefits of using digital skills in seniors could improve the independence and control over their lives, reduce loneliness, allow intellectually and physically active people and break the ice with the young generations.

TEaTIME

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Trained Senior Mentor to Mentees