As part of:

THE ORGANISATION OF
SENIOR
VOLUNTEERS
RSVP SINGAPORE

NATIONAL
Silver
ACADEMY
learning continues @ 50+

RSVP SINGAPORE THE ORGANISATION OF SENIOR VOLUNTEERS
FOR SENIORS 50 YEARS AND ABOVE

REGISTER IN-PERSON AT **RSVP Singapore - The Organisation of Senior Volunteers** 9 Bishan Place #08-02 Junction 8 (Office Tower) Singapore 579837 Tel: 6259 0802 Email: vlc@rsvp.org.sg Website: www.rsvp.org.sg	**TRAINING VENUE** **RSVP Singapore - The Organisation of Senior Volunteers** 9 Bishan Place #08-02 Junction 8 (Office Tower) Singapore 579837

				Fees	
AGEING AND LIFE SKILLS COURSES (all courses are conducted in English unless otherwise stated)					
S/N	**Course title**	**Duration (total hours over number of sessions)**	**Course description**	**Full course fee**	**NSA subsidised course fee[1] (for seniors 50 years & above)**
1	Be an Effective Volunteer	3.5 hours over 1 session	**Course Outline:** - The Fundamentals of Volunteerism - Being an Effective Volunteer - Utilising Available Resources, - Understanding the organisation, your rights and responsibilities as a Volunteer **Learning Outcomes:** - Acquire sound knowledge of what volunteering is about, its importance and purpose - Gain serving attributes and basic management skills - Learn to draw on available resources and assistance	$60	$12

Note 1 – NSA subsidy applies to up a maximum of 3 NSA course registrations per year per senior Singaporean.

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2	Building Meaningful Befriending Relationships	3.5 hours over 1 session	**Course Outline:** - Understanding the fundamentals of Befriending - What makes an Effective Befriender - Case Study and Action Plan **Learning Outcomes:** - Understand what Befriending is - Understand the benefits of Befriending - Acquire the key attributes and skills of a confident and effective Befriender Understand the roles and responsibilities of a Befriender	$60	$12
3	Communicating Effectively to Better Connect as a Volunteer	3.5 hours over 1 session	**Course Outline:** - What is communication? - Barriers to effective communication - The 3Vs of communication - Apply R.E.S.P.E.C.T **Learning Outcomes:** - Identify the 3 elements of effective communication - Describe the barriers to effective communication - Use the appropriate verbal and non- verbal skills to connect as volunteer - Apply the principles of R.E.S.P.E.C.T	$60	$12
4	Developing Emotional Intelligence for Volunteerism	3.5 hours over 1 session	**Course Outline:** - What is required of Befrienders - Understand and handle communication effectively with the specific groups we want to serve - Understanding and managing conflicts and Stress **Learning Outcomes:** - Understand what is Emotional Intelligence (EI) - Differentiate Emotional Competency from Emotional Intelligence - Learn some keys to EI strategies - Develop an Action Plan	$60	$12

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5	Developing Servant Leadership for Volunteerism	3.5 hours over 1 session	**Course Outline:** - What is Servant-Leadership? Understand the concept and application of servant-leadership - Characteristics of a Servant-Leader What are the attributes of a Servant-Leader - Case Study & Development of Action Plans **Learning Outcomes:** - Understand the philosophy of Servant-Leadership - Learn the application of servant-leadership in the work environment, how to empower the people they lead - Enable the growth of other Servant-Leaders amongst peers	$60	$12
6	Engaging Seniors as a Volunteer	3.5 hours over 1 session	**Course Outline:** - Who is a senior? What are the common concerns surrounding them? - Understand the think-feel-act model - Reimagine a different reality **Learning outcomes:** - Step back and reflect on our current reality regarding 'seniors', the 'elderly' and 'ageing' - Step out, relook and appreciate a broader perspective about seniors and generate fresh insights - Step up, reimagine, create possibilities and align our actions to engage seniors	$60	$12

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7	Enhancing your Capacity as an Empathetic Listener	3.5 hours over 1 session	**Course Outline:** - What is Empathetic Listening? - Listening with the heart and ears - Empathetic listening in action **Learning Outcomes:** - Define what empathetic listening is - Recognise the benefits to becoming an empathetic listener - Describe the 4Ps to becoming an empathetic listener - Demonstrate empathetic listening in action	$60	$12
8	Gaining Appreciation for Counselling Older Adults	3.5 hours over 1 session	**Course Outline:** - Common life-stage concerns and counselling issues of older adults - The Six E's principles - Counselling process and skills - Community resources for older adults **Learning Outcomes:** - Enhance participant's understanding about common life-stage and counselling issues of older adults - Equip participant with the basic competencies to assess and counsel older adults and make appropriate referrals	$60	$12
9	Growing Together as a Team for Service	3.5 hours over 1 session	**Course Outline:** - Elements of an effective team - Interpersonal relationships - Sharing information to develop the team **Learning Outcomes:** - Understand what is needed for a team to succeed - Grow team by sharing and receiving information in honest, open and respectful ways	$60	$12

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10	Handling Awkward Situations when serving as a Volunteer	3.5 hours over 1 session	**Course Outline:** - Awkwardness: Definition and Triggers - Stress to Solutions - Self-care in Awkward Situations **Learning Outcomes:** - Understand why we find certain situations awkward - Adopt tools to handle awkward situations - Do self-care after encountering awkward situations to regain balance	$60	$12
11	Managing Interpersonal Conflicts in Volunteerism	3.5 hours over 1 session	**Course Outline:** - What is Conflict Management? The common 'Causes' of Conflict and the effects of Conflict - Why is Managing Conflict important? - How Conflicts are managed? The Conflict Response Matrix. Understanding 'hot-buttons' - The Conflict Management Process **Learning Outcomes:** - Understand what conflict is and effects it brings - Appreciate the importance of managing conflict - Learn how to manage conflicts and recognizing triggers	$60	$12

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12	Providing Customer Service as a Volunteer	3.5 hours over 1 session	**Course Outline:** - Why do you choose to be a senior guide? What do customers want/need Customer Relationship - What is Customer Service? **Learning Outcomes:** - Understand the concept of customer service - Gain confidence in delivering service excellence - Develop a sense of pride and belonging as a senior guide - Learn people skills in communication and managing challenges	$60	$12

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