

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

February

<p><u>REGISTER IN-PERSON AT</u> RSVP Singapore - The Organisation of Senior Volunteers 9 Bishan Place #08-02 Junction 8 (Office Tower) Singapore 579837 Tel: 6259 0802 Email: general@rsvp.org.sg Website: www.rsvp.org.sg</p>	<p><u>TRAINING VENUE</u> RSVP Singapore - The Organisation of Senior Volunteers 9 Bishan Place #08-02 Junction 8 (Office Tower) Singapore 579837</p>
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Registration from 10am – 5pm and closes 3 days before course start date. For more information call: 6259-0802 from 9am – 6pm.

COURSE ID	COURSE TITLE	DATE / TIME	FEES		
			RSVP Member	Full Price Fee (Non-Member)	NSA Subsidised Course Fee (for seniors 50 years & above)
VLCP-BEV-1EL	<p>101 BEV – Be an Effective Volunteer</p> <p>Course outline:</p> <ul style="list-style-type: none"> • The Fundamentals of Volunteerism • Being an Effective Volunteer • Utilising Available Resources, Understanding the organisation, your rights and responsibilities as a volunteer <p>Learning outcomes:</p> <ul style="list-style-type: none"> • 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 	<p align="center">22 February (Fri)</p> <p align="center">OR</p> <p align="center">27 February (Wed)</p> <p align="center">9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

You must **read and agree** to the following Terms and Conditions before submitting information to us for course registration.

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VLCP-BEF-1EL	<p>102 BEF – Building Meaningful Befriending Relationships</p> <p>Course outline:</p> <ul style="list-style-type: none"> Understanding the fundamentals of Befriending What makes an Effective Befriender Case Study and Action Plan <p>Learning outcomes:</p> <ul style="list-style-type: none"> 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 	<p align="center">8 February (Fri)</p> <p align="center">OR</p> <p align="center">18 February (Mon)</p> <p align="center">9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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VLCP-CS-1EL	<p>202 CS – Providing Customer Service as a Volunteer</p> <p>Course outline:</p> <ul style="list-style-type: none"> Why do you choose to be a senior guide? What do customers want/need? What is Customer Service? Steps to achieve service excellence through effective communication skills, people skills and proper preparation <p>Learning outcomes:</p> <ul style="list-style-type: none"> 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 	<p align="center">12 February (Tue)</p> <p align="center">9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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VLCP-EI-1EL	<p>302 EI – Developing Emotional Intelligence for Volunteerism</p> <p>Course outline:</p> <ul style="list-style-type: none"> • What is required of befrienders • Understand and handle communication effectively with the specific groups we want to serve • Understanding and managing conflicts and stress <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understand what is Emotional Intelligence (EI) • Differentiate Emotional Competency from Emotional Intelligence • Learn some keys to EI strategies • Develop an Action Plan 	<p>13 February (Wed) 9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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VLCP-COA-1EL	<p>401 COA – Gaining Appreciation for Counselling Older Adults</p> <p>Course outline:</p> <ul style="list-style-type: none"> • Common life-stage concerns and counselling issues of older adults • The Six E’s principles • Counselling process and skills • Community resources for older adults <p>Learning outcomes:</p> <ul style="list-style-type: none"> • 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 	<p>25 February (Mon) 9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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TRAINING VENUE

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