

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

**March**

<p><b><u>REGISTER IN-PERSON AT</u></b>  <b>RSVP Singapore - The Organisation of Senior Volunteers</b>                  9 Bishan Place #08-02 Junction 8 (Office Tower)                  Singapore 579837                  Tel: 6259 0802                  Email: <a href="mailto:general@rsvp.org.sg">general@rsvp.org.sg</a> Website: <a href="http://www.rsvp.org.sg">www.rsvp.org.sg</a></p>	<p><b><u>TRAINING VENUE</u></b>  <b>RSVP Singapore - The Organisation of Senior Volunteers</b>                  9 Bishan Place                  #08-02 Junction 8 (Office Tower)                  Singapore 579837</p>
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COURSE ID	COURSE TITLE	DATE / TIME	FEES		
			RSVP Member	Full Price Fee (Non-Member)	NSA Subsidised Course Fee (for seniors 50 years & above)
<b>VLCP-BEV-1EL</b>	<p><b>101 BEV – Be an Effective Volunteer</b></p> <p><b>Course outline:</b></p> <ul style="list-style-type: none"> <li>The Fundamentals of Volunteerism</li> <li>Being an Effective Volunteer</li> <li>Utilising Available Resources, Understanding the organisation, your rights and responsibilities as a volunteer</li> </ul> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"> <li>Acquire sound knowledge of what volunteering is about, its importance and purpose</li> <li>Gain serving attributes and basic management skills</li> <li>Learn to draw on available resources and assistance</li> </ul>	<p>4 March (Mon)</p> <p>OR</p> <p>27 March (Wed)</p> <p>9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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<b>VLCP-BEF-1EL</b>	<p><b>102 BEF – Building Meaningful Befriending Relationships</b></p> <p><b>Course outline:</b></p> <ul style="list-style-type: none"> <li>Understanding the fundamentals of Befriending</li> <li>What makes an Effective Befriender</li> <li>Case Study and Action Plan</li> </ul> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"> <li>Understand what Befriending is</li> <li>Understand the benefits of Befriending</li> <li>Acquire the key attributes and skills of a confident and effective Befriender</li> <li>Understand the roles and responsibilities of a Befriender</li> </ul>	<p align="center">8 March (Fri) OR 18 March (Mon) 9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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<b>VLCP-MIC-1EL</b>	<p><b>201 MIC – Managing Interpersonal Conflicts in Volunteerism</b></p> <p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>• What is Conflict Management? The common ‘Causes’ of Conflict and the effects of Conflict</li> <li>• Why is Managing Conflict important?</li> <li>• How Conflicts are managed? The Conflict Response Matrix. Understanding ‘hot-buttons’</li> <li>• The Conflict Management Process</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Understand what conflict is and effects it brings</li> <li>• Appreciate the importance of managing conflict</li> <li>• Learn how to manage conflicts and recognizing triggers</li> </ul>	<p>1 March (Fri)</p> <p>9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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VLCP-HAS-1EL	<p><b>203 HAS – Handling Awkward Situations when Serving as a Volunteer</b></p> <p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>Awkwardness: Definition and Triggers</li> <li>Stress to Solutions</li> <li>Self-care in Awkward Situations</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>Understand why we find certain situations awkward</li> <li>Adopt tools to handle awkward situations</li> <li>Do self-care after encountering awkward situations to regain balance</li> </ul>	<p align="center">12 March (Tue)</p> <p>9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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VLCP-ES-1EL	<p><b>204 ES – Engaging Seniors as a Volunteer</b></p> <p><b>Course outline:</b></p> <ul style="list-style-type: none"> <li>Who is a senior? What are the common concerns surrounding them?</li> <li>Understand the think-feel-act model</li> <li>Reimagine a different reality</li> </ul> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"> <li>Step back and reflect on our current reality regarding ‘seniors’, the ‘elderly’ and ‘ageing’</li> <li>Step out, relook and appreciate a broader perspective about seniors and generate fresh insights</li> <li>Step up, reimagine, create possibilities and align our actions to engage seniors</li> </ul>	<p>15 March (Fri)</p> <p>9.30am – 1.00pm</p>	<p>Subsidised by RSVP</p>	<p>\$60</p>	<p>\$12</p>

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VLCP-EL-1EL	<p><b>303 EL – Enhancing your Capacity as an Empathetic Listener</b></p> <p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>• What is Empathetic Listening?</li> <li>• Listening with the heart and ears</li> <li>• Empathetic listening in action</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Define what empathetic listening is</li> <li>• Recognise the benefits to becoming an empathetic listener</li> <li>• Describe the 4Ps to becoming an empathetic listener</li> <li>• Demonstrate empathetic listening in action</li> </ul>	<p>25 March (Mon)</p> <p>9.30am – 1.00pm</p>	Subsidised by RSVP	\$60	\$12

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