

As part of:



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

<p><b>REGISTER IN-PERSON AT</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:vlc@rsvp.org.sg">vlc@rsvp.org.sg</a> Website: <a href="http://www.rsvp.org.sg">www.rsvp.org.sg</a></p>	<p><b>TRAINING VENUE</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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<b>AGEING AND LIFE SKILLS COURSES (all courses are conducted in English unless otherwise stated)</b>					
S/N	Course title	Duration (total hours over number of sessions)	Course description	Fees	
				Full course fee	NSA subsidised course fee <sup>1</sup> (for seniors 50 years & above)
1	Be an Effective Volunteer	3.5 hours over 1 session	<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,</li> <li>- 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>	\$60	\$12

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2	Building Meaningful Befriending Relationships	3.5 hours over 1 session	<b>Course Outline:</b> <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> <b>Learning Outcomes:</b> <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>	\$60	\$12
3	Communicating Effectively to Better Connect as a Volunteer	3.5 hours over 1 session	<b>Course Outline:</b> <ul style="list-style-type: none"> <li>- What is communication?</li> <li>- Barriers to effective communication</li> <li>- The 3Vs of communication</li> <li>- Apply R.E.S.P.E.C.T</li> </ul> <b>Learning Outcomes:</b> <ul style="list-style-type: none"> <li>- Identify the 3 elements of effective communication</li> <li>- Describe the barriers to effective communication</li> <li>- Use the appropriate verbal and non- verbal skills to connect as volunteer</li> <li>- Apply the principles of R.E.S.P.E.C.T</li> </ul>	\$60	\$12
4	Developing Emotional Intelligence for Volunteerism	3.5 hours over 1 session	<b>Course Outline:</b> <ul style="list-style-type: none"> <li>- What is required of Befrienders</li> <li>- Understand and handle communication effectively with the specific groups we want to serve</li> <li>- Understanding and managing conflicts and Stress</li> </ul> <b>Learning Outcomes:</b> <ul style="list-style-type: none"> <li>- Understand what is Emotional Intelligence (EI)</li> <li>- Differentiate Emotional Competency from Emotional Intelligence</li> <li>- Learn some keys to EI strategies</li> <li>- Develop an Action Plan</li> </ul>	\$60	\$12

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5	Developing Servant Leadership for Volunteerism	3.5 hours over 1 session	<b>Course Outline:</b> <ul style="list-style-type: none"> <li>- What is Servant-Leadership? Understand the concept and application of servant-leadership</li> <li>- Characteristics of a Servant-Leader What are the attributes of a Servant-Leader</li> <li>- Case Study &amp; Development of Action Plans</li> </ul> <b>Learning Outcomes:</b> <ul style="list-style-type: none"> <li>- Understand the philosophy of Servant-Leadership</li> <li>- Learn the application of servant-leadership in the work environment, how to empower the people they lead</li> <li>- Enable the growth of other Servant-Leaders amongst peers</li> </ul>	\$60	\$12
6	Engaging Seniors as a Volunteer	3.5 hours over 1 session	<b>Course Outline:</b> <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> <b>Learning outcomes:</b> <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>	\$60	\$12

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7	Enhancing your Capacity as an Empathetic Listener	3.5 hours over 1 session	<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>	\$60	\$12
8	Gaining Appreciation for Counselling Older Adults	3.5 hours over 1 session	<p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>- Common life-stage concerns and counselling issues of older adults</li> <li>- The Six E's principles</li> <li>- Counselling process and skills</li> <li>- Community resources for older adults</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>- Enhance participant's understanding about common life-stage and counselling issues of older adults</li> <li>- Equip participant with the basic competencies to assess and counsel older adults and make appropriate referrals</li> </ul>	\$60	\$12
9	Growing Together as a Team for Service	3.5 hours over 1 session	<p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>- Elements of an effective team</li> <li>- Interpersonal relationships</li> <li>- Sharing information to develop the team</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>- Understand what is needed for a team to succeed</li> <li>- Grow team by sharing and receiving information in honest, open and respectful ways</li> </ul>	\$60	\$12

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10	Handling Awkward Situations when serving as a Volunteer	3.5 hours over 1 session	<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>	\$60	\$12
11	Managing Interpersonal Conflicts in Volunteerism	3.5 hours over 1 session	<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>	\$60	\$12

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12	Providing Customer Service as a Volunteer	3.5 hours over 1 session	<p><b>Course Outline:</b></p> <ul style="list-style-type: none"> <li>- Why do you choose to be a senior guide? What do customers want/need Customer Relationship</li> <li>- What is Customer Service?</li> </ul> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>- Understand the concept of customer service</li> <li>- Gain confidence in delivering service excellence</li> <li>- Develop a sense of pride and belonging as a senior guide</li> <li>- Learn people skills in communication and managing challenges</li> </ul>	\$60	\$12