

## **PRESS RELEASE**

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**27 August 2016**

**EMBARGOED UNTIL 27 AUGUST 2016, 12:00PM**

### **VWO LAUNCHES FIRST E-LEARNING PROGRAMME CREATED BY SENIOR VOLUNTEERS**

1. A Voluntary Welfare Organisation (VWO) has collaborated with its volunteers to develop the first e-learning programme to promote and encourage active volunteerism among seniors in Singapore.
2. This e-learning programme, titled "RSVP E-Learn", encourages seniors to take ownership of their learning while embracing the use of technology. The pilot e-learning module under the programme, "Be an Effective Volunteer", is based on content already developed by RSVP Singapore.
3. "We customised the content for an e-learning platform so as to encourage seniors to take initiative to learn at their own time and pace, and to enjoy the experience of learning through a different medium," said Ms Josephine Ho, 56, a volunteer from RSVP Singapore.
4. Mr Ong Han Min, 61, another volunteer added, "I oversaw the technical aspect of customising the content. To me, it was important that the content was presented in an engaging manner and seniors who are not confident in using technology find it easy to navigate the platform."
5. Details of the e-learning programme will be unveiled during the Opening Ceremony of the National Senior Volunteer Month (NSVM) on 27 August 2016 at Yio Chu Kang Community Club, which will be graced by Dr Koh Poh Koon, Minister of State for Ministry of National Development & Ministry of Trade and Industry and MP for Ang Mo Kio GRC.
6. The e-learning programme is also a recent product of the continuous effort between RSVP Singapore and its senior volunteers since the launch of its Senior Volunteer Training Centre in 2012 by Mr Gan Kim Yong, Minister for Health.
7. Also unveiled will be RSVP Singapore's plan to develop its senior volunteers through 3 R's – Relearn, Renew and Recharge – to empower them in maintaining a sustainable learning journey through volunteering and training.
8. President of RSVP Singapore, Mr Koh Juay Meng, said, "We want to enable Singaporeans to grow older with confidence. Singapore has a rapidly ageing population hence it becomes more and more important for us to promote active and successful ageing among our seniors. We

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have leveraged technology for “RSVP E-learn” and developed a structure to recruit and retain our senior volunteers through the 3 R’s. In time, we hope to work towards a national movement to promote active ageing and senior volunteerism.”

9. Volunteers who are keen to register for the e-learning programme may do so through RSVP Singapore’s hotline at 6259 0802.

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## MEDIA FACTSHEET ON RSVP AND INITIATIVES

### ABOUT RSVP SINGAPORE

RSVP Singapore - The Organisation of Senior Volunteers is a non-profit organisation and an Institution of Public Character as defined under the Charity Act. The Organisation was started in 1998 and launched by then-Prime Minister Mr Goh Chok Tong. RSVP Singapore is a registered society under the Societies Act and a member of the National Council of Social Service (NCSS).

Since its inception, RSVP has grown into one of the leading volunteer organisations in Singapore, in particular paving the trend of senior volunteerism. RSVP senior volunteers can be found all over Singapore- in hospitals, primary schools and at Changi Airport- serving the varied needs of their beneficiaries. With over 1,000 members, RSVP Singapore serves more than 150,000 beneficiaries each year, including the mentally disadvantaged, at-risk children from low income families, as well as needy seniors through its community service programmes.

### RSVP SINGAPORE'S "RSVP E-LEARN" PROGRAMME

The "RSVP E-learn" programme is the combined effort of RSVP Singapore's senior volunteers and staff. It is in the first of its kind as an e-learning experience for senior volunteers by senior volunteers. The aim of the programme is to encourage seniors to take ownership of their learning while embracing the use of technology.

The pilot e-learning module under "RSVP E-Learn", titled "Be an Effective Volunteer", helps volunteers understand the importance and purpose of volunteering. The module is customised on an e-learning platform and spans 20 minutes. The e-learning module is also a call-to-action for volunteers to progress in their learning and register for other current modules offered by RSVP Singapore.

### RSVP SINGAPORE'S 3R'S

RSVP Singapore also hopes to invigorate its senior volunteers through 3R's:

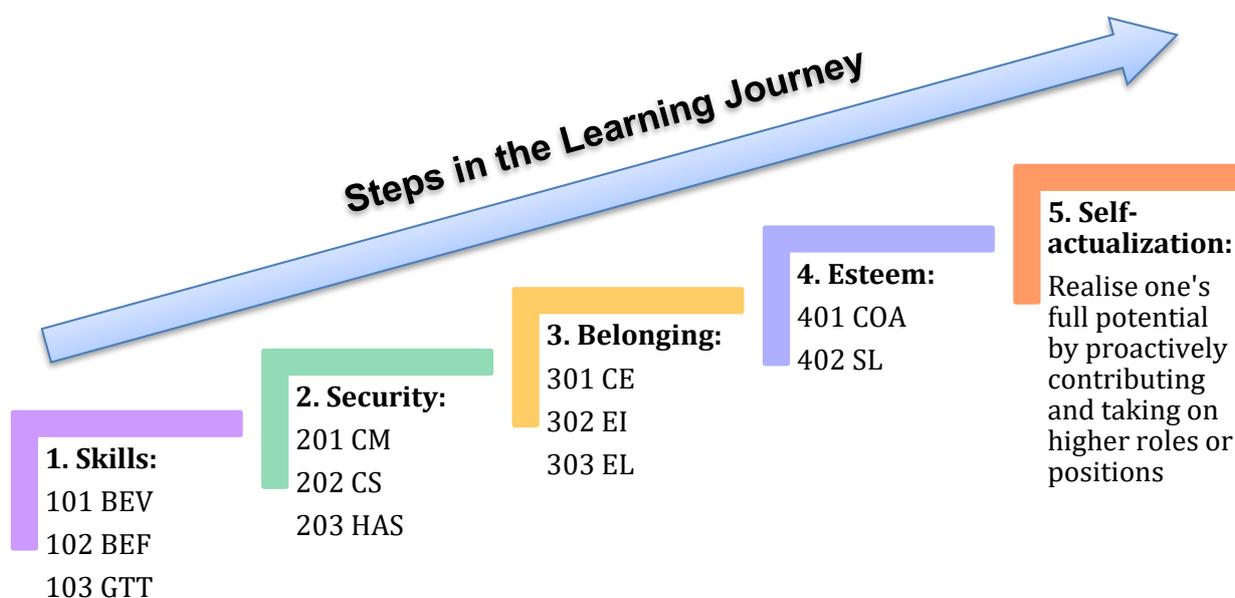
- **Relearn**: Senior volunteers are educated on how to train other seniors. They **relearn** the best way to reach out to others. This addresses preconceived notions volunteers may have regarding training others. This 'R' targets volunteers who have just started volunteering.
- **Renew**: As volunteers, the duration and period they serve are dependent on their availability. RSVP Singapore hopes to **renew** the passion of volunteers who were previously engaged in other commitments and are returning to volunteer again through this 'R'.
- **Recharge**: It is always important to rejuvenate volunteers who have served for a long term as they may feel fatigue. The last 'R' aims to provide a platform for long-term senior volunteers to **recharge** and network with likeminded individuals.

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## MEDIA FACTSHEET ON “VOLUNTEER LEARNING JOURNEY”

RSVP’s “Volunteer Learning Journey” draws on the five levels of Maslow’s Hierarchy of Needs (Physiological, Safety, Belonging, Esteem and Self-Actualization) to encourage volunteers to embrace a mindset of continuous learning. The Volunteer Learning Journey is conducted by RSVP’s Senior Volunteer Training Centre (SVTC). Organisations which are interested to train their volunteers may contact RSVP for details.



### Step 1

- 101 BEV: Be an Effective Volunteer
- 102 BEF: Befriending
- 103 GTT: Growing Together as a Team

Volunteers begin their learning journey with SVTC in step 1. Through these workshops, volunteers develop the fundamental skills of volunteering, gain a clearer understanding of their purpose and become better prepared for their roles.

### Step 2

- 201 CM: Conflict Management
- 202 CS: Customer Service
- 203 HAS: Handling Awkward Situations

These workshops train volunteers on how to handle various challenges and overcome their insecurities with confidence.

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### **Step 3**

- 301 CE: Communicating Effectively to Better Connect as a Volunteer
- 302 EI: Emotional Intelligence
- 303 EL: Enhancing Your Capacity as an Empathetic Listener

As their sense of affirmation and belonging increases, volunteers are trained to forge strong relations with others and find greater emotional support through volunteering for a social cause.

### **Step 4**

- 401 CA: Counselling Older Adults
- 402 SL: Servant Leadership

As volunteers grow in confidence, they are trained in counselling and leadership. This would help them gain a greater appreciation of volunteer work.

### **Step 5**

When volunteers realise their full potential in volunteerism (e.g. by leading a committee or becoming a Board Member), they achieve self-actualisation by proactively contributing to the organisation they serve.

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**MEDIA FACTSHEET ON SYNOPSIS OF NEW WORKSHOPS AND “RSVP E-LEARN”**

<b>New Volunteer Workshops (1/2-day)</b>	
<b>1</b>	<p><b>103 GTT - Growing Together as a Team</b></p> <p>Course Outline:            Part 1: Elements of an Effective Team (1)            Part 2: Elements of an Effective Team (2)            Part 3: Sharing Information to Grow Together</p> <p>Learning Outcomes:</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>
<b>2</b>	<p><b>203 HAS - Handling Awkward Situations</b></p> <p>Course Outline:            Part 1: Awkwardness, Definitions and Triggers            Part 2: Stress Solutions, Tools            Part 3: Self-Care in Awkward Situations</p> <p>Learning Outcomes:</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>
<b>3</b>	<p><b>301 CE - Communicate Effectively to Better Connect as a Volunteer</b></p> <p>Course Outline:            Part 1: What is Communication?            Part 2: Barriers to Effective Communication            Part 3: The 3Vs of Communication            Part 4: Apply R.E.S.P.E.C.T.</p> <p>Learning Outcomes:</p> <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>

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4	<p><b>303 EL - Enhancing Your Capacity as an Empathetic Listener</b></p> <p>Course Outline:  Part 1: What is Empathetic Listening  Part 2: Listening with the Heart and Ears ~ 4Ps  Part 3: Empathetic Listening in Action</p> <p>Learning Outcomes:  <ul style="list-style-type: none"> <li>- Define what empathetic listening is</li> <li>- Recognise the benefits of empathetic listening</li> <li>- Describe the 4P's to becoming an empathetic listener</li> <li>- Demonstrate empathetic listening in action</li> </ul> </p>
5	<p><b>401 COA - Counselling Older Adults</b></p> <p>Course Outline:  Part 1: Common life-stage concerns and counselling issues of older adults  Part 2: Counselling older adults: Six E's principles  Part 3: Counselling older adults: Process and skills  Part 4: Community resources for older adults</p> <p>Learning Objectives:  <ul style="list-style-type: none"> <li>- Enhance participants' understanding about the common life-stage and counselling issues of older adults</li> <li>- Equip participants with the basic competencies to assess and counsel older adults and make appropriate referrals</li> </ul> </p>
<b>RSVP E-Learn (15-20 mins)</b>	
6 *	<p><b>101 BEV/E - Be an Effective Volunteer</b></p> <p>This e-learning module is a condensed version of the classroom-based workshop of <i>Be an Effective Volunteer</i>.</p>

\* The RSVP E-Learn programme is recommended for blended learning.

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