

HOW TO EFFECTIVELY COMMUNICATE WITH OLDER ADULTS

Participating in Little Brothers Friends of the Elderly Digital Dividends Program (enabling low-income older adults to get rid of digital divide under COVID-19), I realized that communication played an important role while assisting the elders to learn to use technologies. I will share some tips based on research and my service learning experience.

4 TIPS TO MAKE CONVERSATIONS GO WELL:

✦ Exercise patience and compassion

Put ourselves into the elder's shoes, and think from their perspectives. Consider their physical challenges or forgetfulness.

✦ Ask instead of order

By asking, the elders would feel respected and regarded. Also, this shows that they are part of the decision-making process.

✦ Use "I" instead of "You"

Elders don't feel like responding to bossed statements. Also, the bossy orders are likely to lead to arguments and fights. By using I, We, Let's, the elders will be more open to respond.

✦ Offer choices if possible

Having choices, the elders would be able to maintain control of their lives. Plus, this gives the elders confidence, esteem, and independence.

