# Communicate Effectively with Seniors

**Duration:** 2 days / 14 hours (inclusive assessment)  
**Venue:** Social Service Institute

## Overview

Communication with seniors can be challenging for some. There are techniques and skills you can use to help facilitate communication with seniors. The two-day workshop aims to equip participants with the skills and knowledge to effectively communicate with seniors by applying communication skills and use of communication techniques in their place of work within the eldercare setting.

## Learning Outcomes

By the end of the course, participants will be able to:

1. Interpret issues and situations relevant to communicating with seniors  
2. Relate stages of the conflict cycle to communicating with seniors  
3. Apply holistic communications skills to engage seniors.  
4. Apply communication skills and process in relating to seniors with disabilities  
5. Apply techniques to address sentiments of seniors

## Target Audience / Pre-requisites

Target audience includes a broad range of social work practitioners. This may include social workers, social work assistants, social work aids, therapy assistants, counsellors, welfare officers, medical professionals etc.

The skills and knowledge for this course, which the learner is assumed to possess, are as follows:

- Be able to listen and speak English at a proficiency level equivalent to the Employability Skills System Workplace Literacy (WPL) Level 6  
- Be able to read and write English at a proficiency level equivalent to the Employability Skills System Workplace Literacy (WPL) Level 6  
- Be able to use numeracy skills equivalent to the Employability Skills System Workplace Numeracy (WPN) Level 6

## Assessment Requirements

Learners will be assessed by written questions in a summative assessment at the end of training.

## Course Agenda

- The impact of ageing process on communication  
- Expectations and issues in building relationships with seniors  
- Hidden communication agenda  
- Communication in the context of helping relationship  
- Effective communication strategies
Course Fees

Full fees: $749 inclusive of GST

Nett Fees^: $74.90 inclusive of GST (after WDA subsidy of 90%)

^Funding is applicable to Singaporeans and Singapore PRs only.

Trainers’ Profile

Ms Lee Mei Ping has over 15 years of experience in learning and development and consulting. Mei Ping holds an MBA, Graduate Diploma in Training and Development, and a Cambridge International Diploma for Teachers and Trainers. As an Advanced Certificate in Training and Assessment (ACTA) certified trainer she has developed and conducted several training programmes for healthcare professionals, and the public on issues related to eldercare and well elderly programs. Mei Ping is experienced in providing consultancy services in skills development and improving productivity for various public organisations including nursing home, mental health service providers, and community hospitals. Mei Ping currently leads the Person-Centred Communities of Practice with a team of 15 practitioners from various eldercare service providers.

Ms Lim Hwee Er holds a Masters of Health Service Management (University of Sydney) and a Bachelor of Health Sciences (Hons) (OT) (University of Teesside, UK). As an occupational therapist, her years of clinical experience working with older persons of various geriatric/psychogeriatric conditions spans from hospitals to community services including nursing homes, day centers and home-based services. She has vast experience providing consultancy services in planning and implementing specialized services and introduction of innovative tools to improve eldercare services. As an Advanced Certificate in Training and Assessment (ACTA) certified trainer, she is involved in development and implementation of WSQ certified and regular trainings and workshops for professionals, family caregivers and the public in collaboration with various organizations such as Tsao Foundation, Alzheimer’s Disease Association Singapore (ADA), Health Promotion Board Singapore (HPB), Social Services Training Institute (SSTI), National Kidney Foundation (NKF) and Women’s Initiatives for Ageing Successfully (WINGS) on issues related to eldercare and well elderly programs. Motivated and passionate about changing the culture of care for older persons in healthcare and community care settings, Hwee Er sits on various committees including ADA Steering Committee for Person Centered Care, The Adult Protection Team (MCYS), Dementia Taskforce and National Dementia Network Dementia Homecare Subgroup to pursue this cause. Hwee Er is currently the Director and Senior Occupational Therapist Consultant with Goshen Consultancy Services Pte Ltd.