



Good Practice Example

Country	Latvia
1.	<p>Title Communication is key</p>
2.	<p>Type of the practice – Workshop</p>
3.	<p>Objectives of the training</p> <ul style="list-style-type: none"> - Introduce participants to various communication platforms - Encourage seniors to use information and communications technologies in their daily lives - Simplify ordinary tasks, for example – receiving invoices via e-mail, not by post - Give participants a hands-on experience in using communication platforms
4.	<p>Description of the practice Participants are introduced to various communication platforms, like Skype, e-mail, social media platforms Facebook and draugiem.lv (Latvian social media). Participants are encouraged to try using all of the platforms, but can choose ones that best suit their individual needs.</p> <p>Exercises Participants create their e-mail addresses, if they don’t have any. Participants try using different options on the e-mail platform – sending and receiving messages from each other, sending attachments. Participants try using social media in a simple way – first creating an account, finding their family members and friends, share posts. Trainers discuss basic internet safety guidelines with participants. Participants use communication platforms, creating an account, learning basics and trying hands-on experience – for example, using Skype or Whatsapp to call each other.</p> <p>Methodology Ice breaking activities Theory and bullet points supplied by the trainers Practical group work and individual work</p>
5.	<p>Target group addressed Seniors</p>
6.	<p>Course duration & follow-up activities, if any Course duration The needs of the target audience are taken into account, with 1 lesson per topic Follow-up activities Individual consultations as needed, more in-depth lessons using Latvian e-Government portal to serve e-services to citizens and e-signature.</p>
7.	<p>Necessary materials/resources Computers, phones and tablets with internet connection Projector</p>



“Digital inclusion of adults - let’s learn from examples of good practices”

8.	Impact of the practice Seniors are introduced to information and communication technologies and platforms in a simple and fun way. Participants understand which platforms will be most useful in their everyday lives. Participants are comfortable using an e-mail, making their everyday tasks easier. Participants learn basics of internet and social media safety. Participants can easily and more frequently connect to their families and friends abroad without any additional costs. Seniors are more confident and are able to look for a job.
9.	Name of the initiator / trainer Organization: Association “”KāpNes”” Trainers: Anete Ziepniece, Iveta Ziepniece
C	Website link:
11.	Social media links:

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