



## Good Practice Example

<b>Country</b>	<b>Spain</b>
1.	<b>Title</b> Messaging applications: WhatsApp
2.	<b>Type of the practice</b> – workshop
3.	<b>Objectives of the training</b> The main objective of this workshop is to bring new technologies to the elderly and their use: WhatsApp messaging application.
4.	<p><b>Description of the practice</b></p> <p><b>The City Council of Barcelona offers this basic course</b> What is an instant messaging application? Learn about the apps everyone is talking about, save on SMS costs, and learn how to send messages, photos, audios, and the most common file types used by your contacts. Want to talk to someone who lives far away? It also learns to make calls and video calls over the internet and saves on the costs of international calls.</p> <p><b>Specific objectives</b></p> <ul style="list-style-type: none"> <li>- Understand what individual and group chats are.</li> <li>- Make phone calls and video calls.</li> <li>- Send and receive photos, videos and audios.</li> </ul> <p><b>Complete agenda</b></p> <ul style="list-style-type: none"> <li>- What is a chat? Differences with SMS: advantages and disadvantages</li> <li>- Add and manage contacts</li> <li>- Explanation of the usual elements of the screen</li> <li>- Settings: account, privacy, profile, notifications</li> <li>- Data consumption</li> <li>- Manage multimedia content (videos, photos, gifts) to free up space</li> <li>- Attached to chat: photos, contacts, location, ¿</li> <li>- Calls and video calls</li> </ul> <p><b>Methodology</b></p> <ul style="list-style-type: none"> <li>- Autonomous, group learning and receiving support from the training centre</li> <li>- Practical approach</li> </ul>
5.	<b>Target group addressed</b> Who is it for? Citizens over 55 years



6.	<b>Course duration &amp; follow-up activities, if any</b> Duration 4 Hours
7.	<b>Necessary materials/resources</b> The training centre facilitates during the course: - Meeting and work space - Technical equipment: the own mobile
8.	<b>Impact of the practice</b> The aim of the workshop is to learn WhatsApp tricks and tools that will allow you to get the most out of this instant messaging app for your communications.  Today, the WhatsApp application has become one of the most used tools for communication in the field of instant messaging, both personally and corporate, as a communication channel for companies. In this activity, participants will discover tools and tricks of WhatsApp unknown to most users, as well as applications that allow us to get the most out of the application.  Interacting with other people through WhatsApp (chat, calls, video calls) and understanding this digital media has become a necessity today. Sharing data, information and digital content with others through this application allows users to gain freedom and autonomy. Increasing knowledge about this application and other complementary ones to improve the performance and use we make of it is a key aspect in the technological world in which we live.
9.	<b>Name of the initiator / trainer</b> Organization: City Council of Barcelona
10	<b>Website link:</b> <a href="https://ajuntament.barcelona.cat/personesgrans/es/noticia/whatsapp-y-otros-apps-en-tu-movil_747809">https://ajuntament.barcelona.cat/personesgrans/es/noticia/whatsapp-y-otros-apps-en-tu-movil_747809</a>
11.	<b>Social media links:</b>

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