

## Local Transferring Workshop in Italy Report

### Social Agents Training

June 27<sup>th</sup>-28<sup>th</sup> 2014

Two days of intensive training were held on June 27<sup>th</sup> and 28<sup>th</sup> at the FMD premises in Via del Quadraro in Rome. The ACTing training was focused on the role of social agents for active ageing in different contexts. These vary from day care centres for fragile elders to specific associations operating in this sector. The training course was held by Cecilia Stajano, national referent for the ACTing Project, supported by Barbara Quarta, project manager at FMD. Invitation to the workshop was published on the FMD website and newsletter and also sent to over 50 trainers, facilitators in ICT and also trainers working with elders, community centers, elders centers, NGOs targeting at elders: 11 social agents participated in the workshop. The training lasted 2 days (27, 28 June 2014) and took place in Rome, at FMD premises. Link to the FMD website – news about the event and invitation to the workshop: <http://www.mondodigitale.org/news/2014/05/agenti-sociali-con-acting>

Link to the FMD website - news released after the event and **photo-gallery of the event**: <http://www.mondodigitale.org/news/2014/07/verso-l-autonomia>



The social agents in training with the methodology devised by the ACTing project have very different profiles and professional experiences, but they all have the right attitude to facilitate the use of new technologies. Indeed, they often are special agents unbeknownst to themselves, but thanks to this project they will be able to hone their competences and strategies. Some stories:

- Goffredo (64) is a retired electronic engineer who has volunteered his skills and competences for the “Pro Olgiata” local association and teaches elders to use a computer in their own homes. He believes that Internet is a strategic resource for the elderly and is planning courses to teach senior citizens how to use the web.
- Floriana is an English teacher at the *Liceo Democrito* in Rome. She has decided to dedicate her free time to promote the digital literacy of elders as a Knowledge Volunteer. Another knowledge volunteer is Anna Maria, a peer tutor at the elderly centre on Via Marvasi, who is also a testimonial in the ad: [Knowledge is Wealth. Share it!](#)
- Silvia and Jessica, both under 30, help fragile elders at the Alberto Sordi Association. Francesco, born in 1947, continues to teach computer science at the *CTP Nelson Mandela* to Italian and foreign students aged 16-80. Giulia and Claudio, who are both above 60, represent two different experiences of associations for the elderly: [Spi-Cgil](#) and [Auser](#).
- Francesca Squarcialupi, a social assistant in Rome’s 9<sup>th</sup> District, has a vast experience in house care.
- Gabriella, a mathematician born in 1942, is President of the [Federazione italiana laureate diplomate istituti superiori](#) (Fildis) that is a member of the International Federation of University Women.
- Marcello, born in 1950, who is an ICT Security expert, brings another precious series of competences to the group.

## The Programme

The programme comprised of ice breaking games in order for people to introduce and know themselves, presentations and also practical group activities. In both days, coffee break (including water, soft drinks, coffee, tea and biscuits) and lunch (pies, pizza and sandwiches) was offered by FMD to the participants.

The first day - Friday June 27 - started with an overall presentation of the ACTing project by Barbara Quarta focusing on the importance and role of social agents. Afterwards, three different practical activities were organized by Cecilia Stajano to introduce all the participants and engage them in the training. The discussion was around elders and their behavior towards the use of ICT and digital devices. The focus was on active aging and the activities done by the elders once they are not involved longer in the work field. Barbara Quarta and Cecilia Stajano presented to the participants the methodology used within the ACTing project and all the steps that the social agents must take, and the online platform. Some participants are familiar with moodle platform making easy to understand how they can navigate the platform.

After lunch, focus was also given to teamwork and collaboration among team members in view of finding unique digital initiatives, which would appeal to the target group. Each group presented their singular initiative idea and the day was concluded with a productive discussion.

The second day – Friday June 28<sup>th</sup>- Cecilia Stajano and Barbara Quarta presented in detail the ACTing methodology, roles, next steps and work plan. An overview of technologies, tools, media needed to develop singular initiatives was done and discussion about which are the most appropriate ones taking into consideration the needs of the target groups. After brainstorming about singular initiative and which would play an important role and have significant impact on the target groups, ways of communicating and disseminating through social media was also discussed. Most of the day was given to preparing social agents to the development and implementation of their singular initiatives. The training ended with role-playing and feedback to the facilitator.



## Findings

The participants were very enthusiastic to take part in the training about the ACTing methodology and to start working on the singular initiatives idea. They participated actively and spontaneously formed work groups to implement the singular activities throughout the project duration. They exchanged their ideas and experiences mentioning that the cooperation among them will be a key element to engage in

the project and also make the target groups more active and involved in the activities. The participants were happy with the training and felt that all the information given was clear and easy to understand. They also enjoyed the breaks as moments to know better each other. Finally, they really enjoyed the hospitality and the food and drinks offered by FMD during the 2-day training.

## Annexes

**Annex 1:** Invitation sent to the social agents

**Annex 2:** Agenda of the workshop

**Annex 3:** Participants signatures

