

Key Starting Points when initially helping your learner

- Many users are afraid that they will break the device. **Reassure them that they cannot break the device simply by using it**, any troubles can be undone.
- If you encounter some reluctance initially, remember **they requested this device BECAUSE they have an interest in learning**. Reluctance on their part MAY BE intimidation. Intimidation can show up in many ways, such as annoyance, frustration or even self-doubt talk.
- **They (and you) might be nervous**; the key is to show respect, warmth, and kindness. If possible, spend a few minutes getting to know each other before diving right into the device, this will help as you move forward with TEACHING.
- **If you are meeting at the learner's home – enter with respect. Try to start some small talk - you could comment positively on something in the home.** “Oh I love the color of your walls.” “I like how bright it is in here.” Anything to start a conversation flowing and break the ice. DRAWING OUT INTERESTS OR HOBBIES WILL HELP AS YOU TEACH SEARCHING.
- **It is OK for you *not to know something***. It is better to say that you do not know and that you will get back to them with an answer than to give an incorrect or unclear answer.
- **New users often have LOTS of questions**, which can sometimes feel overwhelming to the Tech Coach.
 - Tackle one question at a time.
 - If you are working on teaching them “X” and plan to cover their question later, explain to them that you will be covering their *important question* (it is important to them because they asked about it!) a little later. If what you are currently teaching is a building block to what they asked about, share that with the learner.
- **Try to have some fun**, this makes this experience better for both of you!
- **Listen to what they share and try incorporate that into the learning**. This type of behavior shows you are paying attention, that they matter, and that you care. Triple win!

- Did they mention their children a lot? Use that – for example when you start to introduce video-calling you could say: “I know you have mentioned your children. Would you believe video-calling allows you to see and speak with your children, no matter where they live, right from the comfort of your favorite chair? *AND it’s free*” (Make sure they are on WiFi or have unlimited data)
- Perhaps they told you that they miss an old TV show? When teaching YouTube you can share that users often find favorite old TV shows online. (Make sure they are on WiFi or have unlimited data) This may spark their interest to learn!
- **Remember THAT tech things *you take for granted* might be pure “MAGIC” in the eyes of a new learner**
 - Things such as tapping, using Zoom, YouTube, searching can all seem magical to a user. Getting to experience these “magical moments” while coaching is part the rewarding experience! You are making a difference in the life of your learner.
- **Have “homework” ideas ready to close the session.**
 - Say you are planning to return to this learner next week and start on email. You could ask them to get one or two email addresses to which they would like to send a brief note. Keep in mind, some folks have no family, so explain this could include a newspaper reporter they like to read, their local councilperson (If they have already learned searching you can tell them they can often find online the email address for any politician by searching for “email for _____”), a friend, relative, church member/leader...
 - Covering searching next visit? Ask the learner to think of something they would like to know research – give some examples to get them thinking.
- **Be prepared.**
 - Let’s say you are going to be covering searching the internet, during your next session, but you did not have a chance to give “homework” to your learner. Try to have some search questions ready that might be of interest, otherwise a learner may spend *way too long* just trying to think of a topic on which search! Let’s say they have they mentioned they are a huge Phillies Fan, you could think of a famous

Philly player and consider some unique/interesting stat about that player. During the searching session, you can ask that question of the learner, who in turn can search using Google, and you both can enjoy the answer!