

10

STEPS FOR ENGAGING ADULTS

50+

**A RESOURCE OF THE
GEN2GEN LEARNING HUB**

Developed by

Encore.org's Gen2Gen campaign

and

The Alliance for Strong Families
and Communities' Second Acts Initiative

**STEP 7:
ONBOARDING &
TRAINING**



STEP 7

ONBOARDING & TRAINING

Adults 50+ walk in the door with skills, approaches, networks and a variety of personal and professional experiences we have accumulated over several decades. That may affect how you design training in a few different ways.

Training should be designed to acknowledge and leverage what new team members already know, in order to build a foundation for new skills and knowledge. Many adults 50+ learn best by associating new material to what we already know. This can mean taking time to make those connections and asking questions to clarify what we are understanding. Some adults 50+ learn best by doing rather than reading or listening, so offer opportunities for hands-on practice. We also benefit by working in groups, which allows us to compare notes and learn from each other's experience.

Adults 50+ may also be impatient to get to the heart of the matter fast. Often, we want to get directly to core skills and job-related knowledge. On the other hand, we may not want to sit through lengthy sessions. Where younger adults may be comfortable with a packed weekend of non-stop training, most adults 50+ would prefer the material spread over more than one session. This allows time for processing the information in different ways, as noted above.

It's important for adults 50+ to build camaraderie with team members. The on-boarding and training period is a good time to begin that process. Building social networks can benefit your program, encourage peers to support one another, and help keep adults 50+ healthy and feeling connected to the organization.

Retention begins on the first day.



STEP 7

Onboarding &
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(continued)

TAKING ACTION

This checklist will help you adapt your training materials and sessions to the needs and preferences of adults 50+.

TRAINING CHECKLIST

PRE-TRAINING COMMUNICATION

- Adults 50+ know when and where training and onboarding events will be held.

MATERIALS

- Adults 50+ receive copies of materials and information they are expected to read before training begins.
- Materials (print and online) are printed in at least 12-point type and there is good contrast between type color and background color (lighter type is harder to read).

CONTENT DELIVERY AND FACILITATION

- Training is spread over several sessions rather than scheduled on a single day or weekend.
- Content relies on a mix of small-group discussions as well as direct instruction to allow for reflecting on content as it relates to previous work and life experience.
- New adults 50+ are able to meet and connect with others they will interact with in their new roles (this might include effective use of video conferencing).
- The schedule allows for frequent short breaks – about every 90 minutes.
- Online training provides robust support/tutorials on how to use the technology the role requires.

ACCESSIBILITY

- The program and space are suited for participants with a range of physical ability and mobility issues, including those with low vision, hearing loss, or using mobility assists like a wheelchair.
- The training room is set up in a way that respects participants' need to move around, see one another, access restrooms and shift into discussion groups.
- Adequate amplification is provided for audio in large groups or big rooms.



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MORE INFORMATION

- **Encore Talent Works Toolkit** (bit.ly/gen2gentoolkit)
 - Tap Volunteers: **Onboard** (bit.ly/gen2genonboard) and **Engage** (bit.ly/gen2genengage)
 - Hire Encore: **Onboard** (bit.ly/gen2genonboard2) and **Engage** (bit.ly/gen2genengage2)

