

Project Connect

4-028

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1. Abstract

Project Connect is a Resource Development Project aimed at improving the relationship between students and elderly through interactive resources. The project recognises that elderlies and youths face difficulties in communicating with each other due to many reasons such as age gaps or language barriers. Project Connect aims to find solutions to these problems through the creation of different resources.

2. Introduction

2.1. Rationale

Elderlies in Singapore face various problems when it comes to interacting with the younger generation. Most of the time, elderlies do not understand the younger generation, which results in awkward interactions. Or even in some cases, the younger generations are not showing respect to the elderlies.

2.2. Objective

The objectives of Project Connect are as follows:

- Create resources to educate our target audience
- Create additional resources to help them improve on how they can communicate better with others
- In conclusion, Project Connection aims to improve the relationship between elderlies and students through different resources and methods
- E.g. website and social media platform (Instagram)

2.3. Target Audience

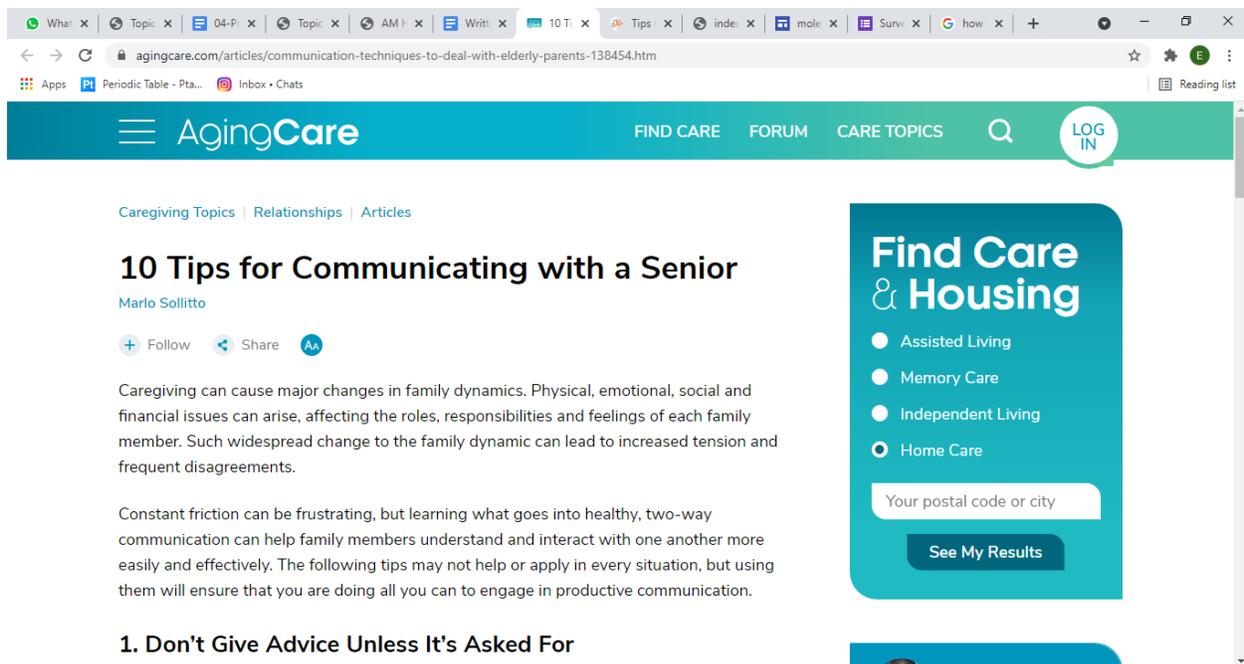
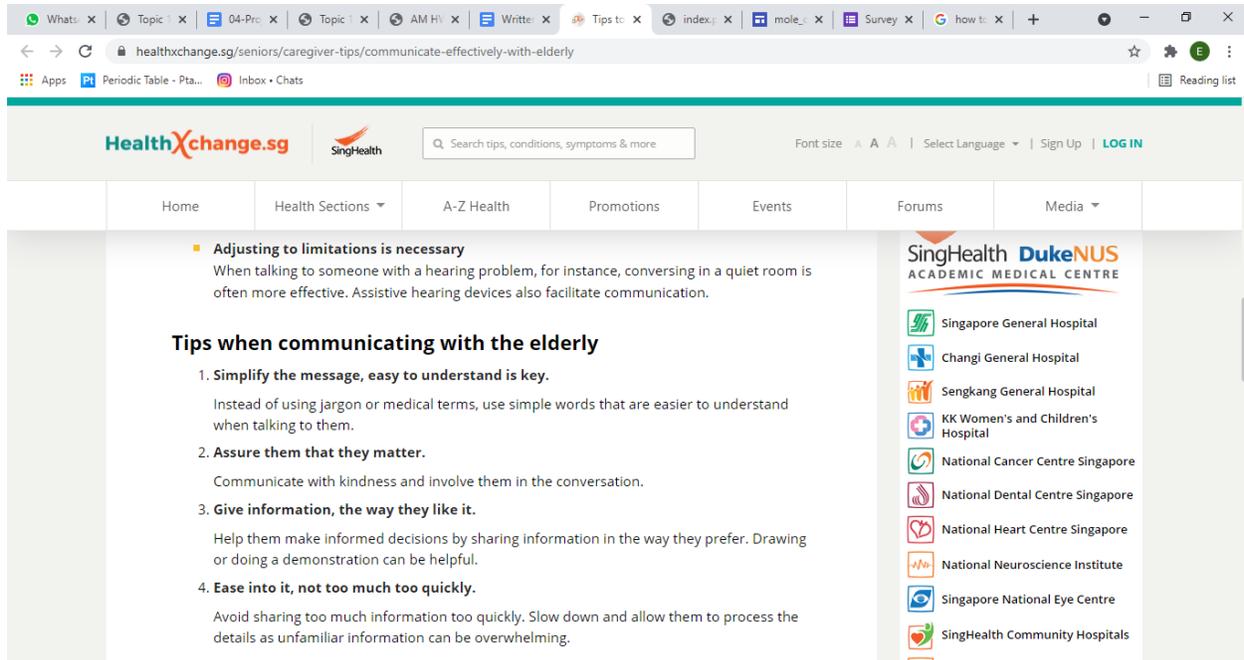
The target audience were Singaporean youths at the age of 7-18 and elderlies aged 65 and above, that face difficulties when communicating with youths as people in these age ranges typically face difficulties in communicating with each other. Based on our needs analysis, there are still some youths who feel like they do not get along well with elderlies, as they are unable to communicate well with each other.

2.4. Resources

Resources created for this project were an Instagram Page consisting of various posts, website and a set of posters.

3. Literature Review

So we did research on our topic and we have found that many websites give steps and tips on how to communicate with elders. Some examples are HealthXchange and Aging care. Even with such websites, many people still do not know how to communicate with elders and thus our need for this project.



As can be seen from these screenshots, the website provides tips and skills to better communicate and form a good relationship with elderlies in our homes or in public.

4. Methodology

4.1. Needs Analysis

We have carried out a survey to cover a broader range of people, whose ages range from below 18 to above 55. Most of the responses are from youths between the ages of 7 to 18 and elderlies aged 55 and above, who are our primary target audience.

4.2. Survey Results

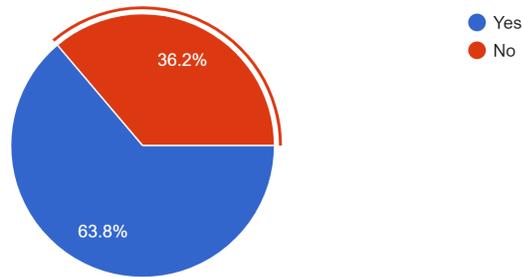
A survey was conducted to find out more about the relationship between students and elderly.

Although out of 105 students from different levels polled in the survey, 63.8% of the students said that they were able to get along well with elderlies well, there are only 59% of students who are able to communicate with the elderlies well.

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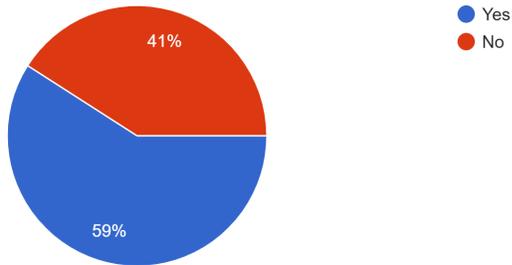
Do you get along well with elderly be it in public or at home?

105 responses



Can you communicate well with them?

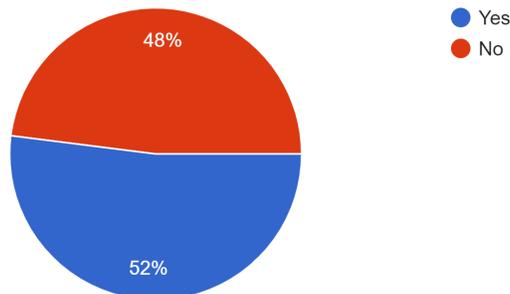
105 responses



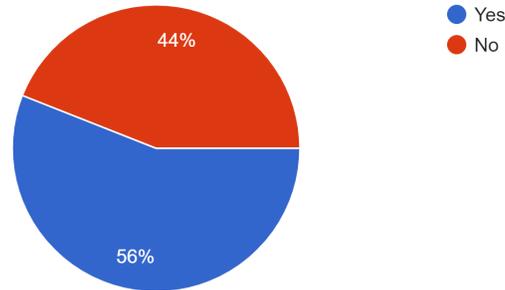
Out of 25 elderlies, 48% of them believe that they are unable to get along well with the younger generations. And 56% of the elderlies said that the younger generations do not respect them.

Do you get along with children or teenagers?

25 responses



Do you think they show you respect?
25 responses



4.3. Focus Group

We assembled a focus group consisting of a few of our friends and classmates who may have different views on the difficulties that they face when trying to communicate with the elderlies. On the other hand, we have also assembled a few of our relatives who fall in our age range along with a few members of the public. This allows us to obtain varied and diverse responses.

To maintain confidentiality, we have kept them anonymous when comparing their responses to our questions.

Question asked:

1)How often do you initiate a conversation with elderlies in your house or in public?

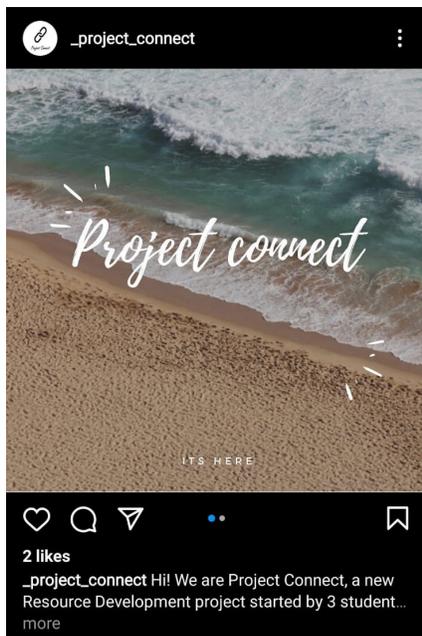
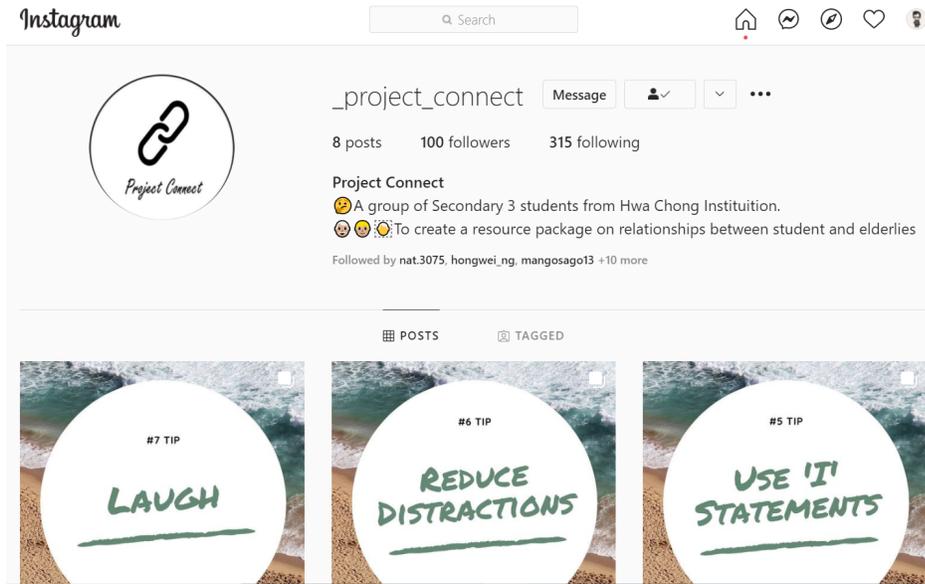
2)What kind of topic do you usually talk about when speaking with an elderly?

3)Would you rather spend time surfing the internet or talking to an elderly?

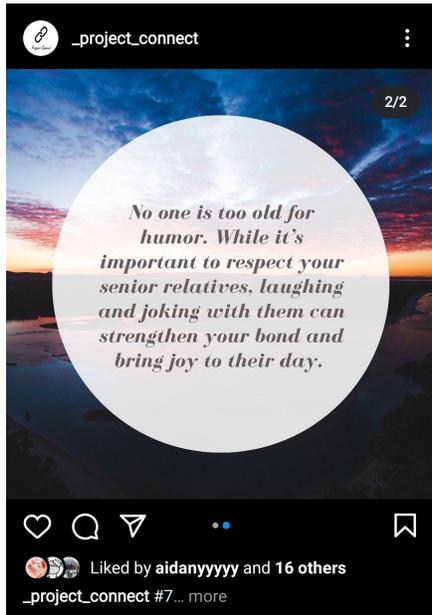
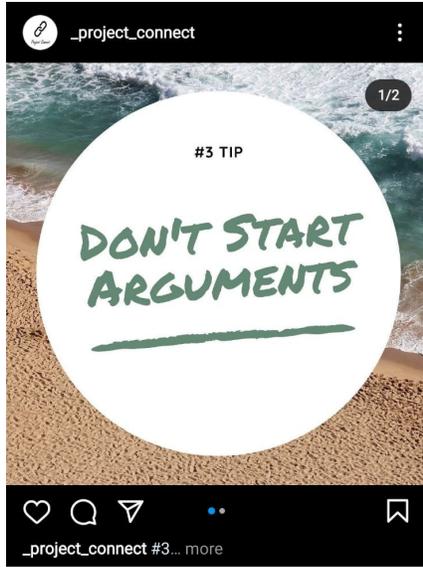
4.4. Development of Resources

4.4.1. Instagram page

We created an Instagram account as a platform for us to spread awareness on how to improve the relationship between students and elderlies.

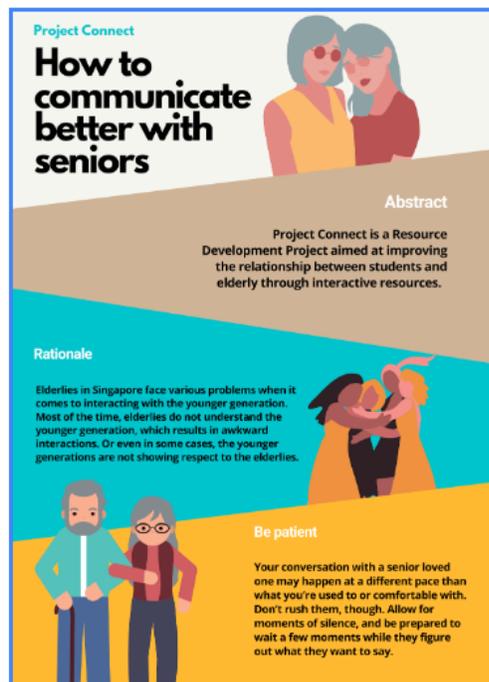


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4.4.2. Website

We created a website as a platform for us to collate all resources and information for easy access as well as to understand more about the students and elderlies. It is also a platform for us to present our product and is a place where others could have a deeper understanding about our project. It also allows us to provide information and suggestions on how to improve the relationship between students and elderlies. The website would include detailed information about our project as well as easy access to all our resources. Some posters on tips to communicate with elderlies can also be found on our website.



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How to communicate better with seniors



Ask questions

Asking an elderly adult questions is one of the most valuable ways to connect with them. Don't make assumptions about what your senior loved one wants or needs.



Don't start arguments

If you and the senior are from different generations, you may not see eye-to-eye on everything. People who grew up in different eras tend to have different opinions on politics, social issues, and lifestyle choices.



Don't condescend

Some people have a bad habit of talking down to seniors. It can be helpful to slow down your speech, talk in a deeper tone, and increase your volume if your loved one has trouble hearing or processing language. Be careful not to patronize them, though.

Project Connect

How to communicate better with seniors



Use I statements

To maintain a healthy relationship while conveying the same message, try to change "you" statements to "I" statements. For example, you could say, "I think it's important to get to bed early tonight," or, "I'll help you remember to schedule your appointments."

Reduce distractions

Seniors tend to be more sensitive to sounds than younger adults, so background noise can make communicating with aging adults difficult. If your elder loved one has trouble hearing, extra noise can make it even harder for them to understand your words.



Laugh

No one is too old for humor. While it's important to respect your senior relatives, laughing and joking with them can strengthen your bond and bring joy to their day.



Website link:

<https://sites.google.com/student.hci.edu.sg/project-connect/home?authuser=1>

Project Connect Home About us **Problems & Solutions** Sources

Problems & Solutions



Problems between elders and teenagers

©

Ask Question

Asking an elderly adult questions is one of the most valuable ways to connect with them. Don't make assumptions about what your senior loved one wants or needs. It's essential that seniors maintain a sense of autonomy and independence. Unfortunately, many older adults lose this as others start to make decisions for them. Even if your loved one is facing physical health issues or cognitive decline, give them as many opportunities as possible to speak for themselves.



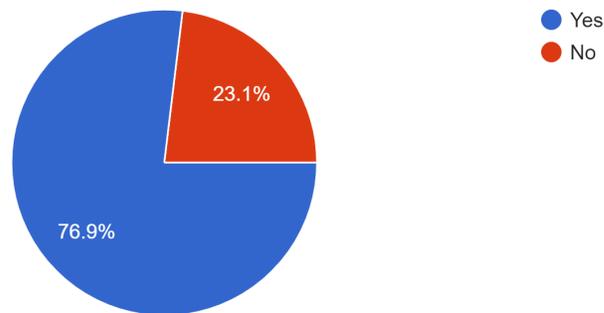
Don't Start Argument

Students and elderlyes may not see eye-to-eye on everything. People who grew up in different eras tend to have different opinions on politics, social issues, and lifestyle choices. Even if you and your loved one disagree, try to choose your battles. You probably won't change their lifelong opinion by arguing with them, and starting conflict can make them feel anxious or isolated.

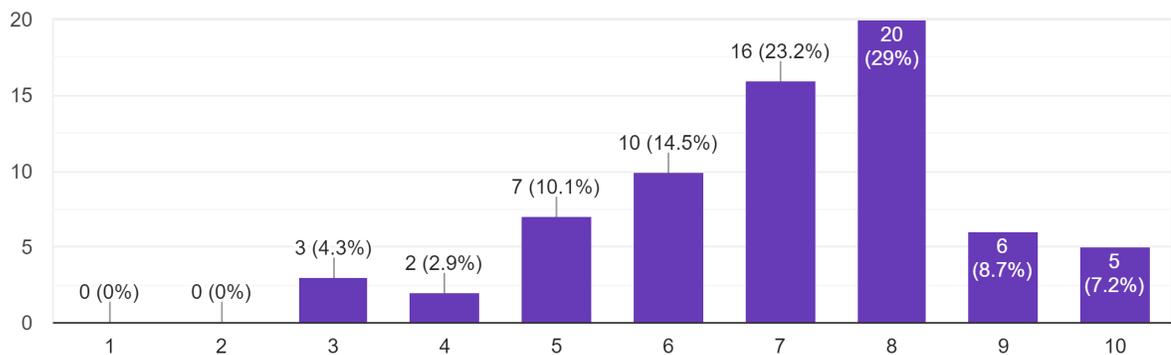
4.5. Pilot Test

We created a survey to obtain feedback on each of our products. The results show that a vast majority of the people who completed the survey felt that our resources were appealing and satisfactory with almost all responses being above 7/10 for all our products.

Were surprised of how many people students actually face difficulties with elderlies?
52 responses



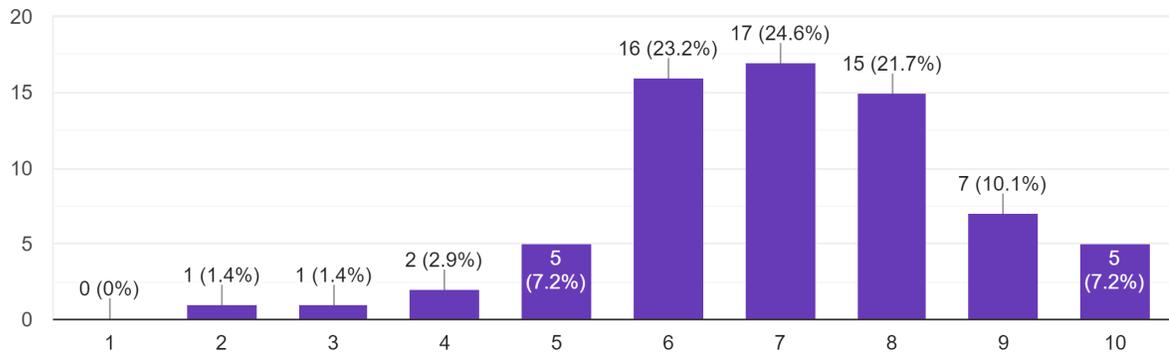
On a scale of 1 to 10, how useful was our Instagram page?
69 responses



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On a scale of 1 to 10, how useful was our Website?

69 responses



5. Outcomes and Discussion

5.1. Final Outcomes

After reviewing the survey, we concluded that all the resources created have been useful and effective, based on the good feedback they have received. Through the pilot test, the resources were able to help improve the relationship between elderlies and youths through the education of

5.2. Limitations

Due to the COVID-19 pandemic, Project Connect were unable to organise activities that they have planned. Even though Project Connect planned to host more activities and interactions between seniors and students to better understand them, this was unable to materialise due to COVID-19 and the safe-distancing measures put in place. Despite all these difficulties and challenges, our group has managed to think of more creative and innovative ways to face these problems.

5.3. Possible Further Work

In the future, students who are interested in continuing this project could make use of the resources we currently have to reach a wider audience and raise awareness among more youths. These resources would also be an excellent introduction to Project Connect as it provides details about it.

6. Conclusion

Project Connect was not an easy project as improving others communication skills with the elderly was very difficult. Hence, only through in-depth research and interviews with our batchmates and relatives were we able to gather detailed information and set off to create resources to change the communication between students and elders. From then on, we had to be creative in order to convey our information and message as well as captivate attention and interest from students, spreading our message through various different platforms and styles. In the end, seeing that we were able to create something to improve the communication of our peers around us and achieved the aim of our project we set for ourselves when we began.

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