

SilverTech Society Certificate Program

Program Summary

The **SilverTech Certificate** prepares university students to serve as **Digital Support Concierges** for older adults while building real-world tech fluency, teaching skills, and professional experience. The program bridges generations by strengthening empathy, communication, and hands-on digital literacy instruction. Students complete guided modules in technical skills, client service, and ethical awareness, culminating in a practical capstone project.

Program Objectives

Students will learn to:

- Develop digital fluency in everyday technologies (smartphones, apps, online security, etc.)
- Gain effective teaching and communication skills in intergenerational settings
- Learn to troubleshoot common tech issues and empower non-digital users
- Practice ethical tech support with emphasis on privacy, accessibility, and discretion
- Build adaptability, empathy, and professionalism through real-world scenarios

Curriculum Overview

Soft Skills & Client Interaction Modules

Module	Duration	What Students Learn	Professional Benefit
Welcome to SilverTech	30 min	Program mission, expectations, and concierge role	Purpose-driven professionalism
How to Show Up for Our Clients	25 min	Client-centered communication + service ethics	Customer service readiness
Researching Tech Answers	45 min	Using search tools (Google/AI) to solve tech issues	Independent problem-solving
Intro to Soft Skills	45 min	Empathy, clear communication, teaching patience	Leadership + interpersonal skills
Elderly Health & Sensitivity	90 min	Awareness of age-related conditions and needs	Inclusive service delivery
Trust and Discretion	30 min	Privacy, confidentiality, and ethical judgment	Professional responsibility
Interpersonal Relations & Semi-Structured Phrases	45 min	De-escalation scripts + handling frustration	Conflict management + emotional intelligence

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Contact Tiffany Hall at tiffany@silvertechsociety.com or **256-407-4477** to partner with us today!

Hard Skills: Technology Training & Practical Support

Module	Duration	What Students Learn	Professional Benefit
Device Navigation	45 min	Smartphone/tablet/laptop basics and navigation	Practical tech fluency
Communication Tools	45 min	Phone, email, video calling apps	Digital communication confidence
Social Media & Entertainment Apps	45 min	Common platforms (e.g., Facebook/Instagram/Audible)	Supporting digital inclusion
Passwords & Online Security	30 min	Safe logins, privacy settings, fraud prevention	Cybersecurity literacy (end-user)
Mobile Banking & Safety	45 min	Banking tools + fraud awareness	Fintech safety + client guidance
Telehealth & Health Apps	30 min	Appointments, health tools, tracking basics	Healthcare-access support
Online Safety & Digital Literacy	45 min	Safe browsing and online decision-making	Digital advocacy + protection

Practical Experience

Students gain practical experience by working with older adults as a Tech Concierge in a dedicated capacity. A sample of roles the student may take on:

- **Tech Concierge:** On the spot tech assistance and troubleshooting with older adults
- **Community Engagement Manager:** Managing a group of peers and club experience
- **Trainer/Presenter:** Presentation skills, command of presence, and room management

Learning Outcomes

By the end of the program, students will be able to:

- Communicate clearly and empathetically across age groups
- Deliver respectful and professional customer service
- Solve problems using critical thinking and adaptability
- Collaborate effectively as part of a team
- Demonstrate ethical and responsible tech support
- Work patiently with diverse individuals
- Take initiative and learn independently
- Accept feedback and improve performance
- Build rapport and trust with clients

Professional Impact

Graduates enter the workforce with demonstrable skills in tech support, cross-generational communication, digital literacy education, and ethical client care—transferable to roles in professional environments, including but not limited to: technology, management, analyst, client services, teaching/training, social work, psychology, HR, and public service.