Psychological aspects of training of digital curators for working with older people

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The rapid development of digital technologies has put the problems associated with the need to involve people of different ages and professions in the digital environment. Russia has adopted a new professional standard – a digital curator. A significant part of clients with whom digital curators will work are older people, whose proportion is increasing every year in many countries of the world. However, the problem of psychological readiness of curators to work with older people is new.

The aim of the study is to select the content of the psychological component of digital curators` training. The construct that includes information about the specifics of interaction with older people (cognitive component), formation of a positive attitude to them (motivational component), training in special methods of communication (behavioral component) is proposed.

Sample: 68 older respondents of four age subgroups (age from 58 to 91 years) and 163 young people (age from 15 to 19 years).

Methods: semi-structured interviews, questionnaires, analysis of results of the training programs developed by authors for older and young people for cooperation in the field of digital technologies.

The results of the study showed that the cognitive component of training of curators, in addition to well-known data on typical difficulties and cognitive decline in older people, should include data on the

nature of using the Internet in different age subgroups: information search, communication, entertainment, choice of services, display of creative activity (Table 1). Of particular interest for the study was the question of how older people assessed their potential in the development of digital technologies. The question *Could you make more use of the modern possibilities of the digital space, if someone helped you in its developing?*, was answered affirmatively by the majority of the respondents (67.7%). About 8.8% of respondents found it difficult to answer. Thus, older people estimate their potential opportunities in the digital world quite optimistically.

The results of diagnosing the difficulties of introducing older people to the digital space made it possible to develop a program of tools to overcome these difficulties (Table 2). The table shows the most appropriate methods for each age group, but does not exclude their various combinations and variations.

Conclusion. The results of training sessions for different generations showed the possibility of convergence of their attitudes and identified the most successful ways of learning (discussions, enacting problem situations), which can be used for motivational and behavioral training of digital curators.

References.

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Table 1. RESULTS. Use of possibilities of computer technology and the Internet by respondents of different age groups (%)

mm	In total sample	Age groups (years)			
		58-64	65-69	70-79	80 +
Do you use computer/ laptop/ tablet?	48.5	54.5	55.9	35.7	33.3
What do you use computer for?					
• Information and news seeking	32.4	36.4	41.2	21.4	11.1
• Skype и other programs of communication	27.9	45.5	26.5	14.3	33.3
• Viewing photos and video (without Internet)	20.6	27.3	20.6	21.4	11.1
• Entertainment in Internet	20.6	27.3	20.6	28.6	-
• E-mailing	13.2	27.3	14.7	-	11.1
• Government services, payments	10.3	18.2	8.8	7.1	11.1
• Communicating in social networks	7.4	18.2	8.8	-	-
• Self-education	7.05	18.2	2.9	7.1	-
• Feel myself independent	4.4	9.1	6.9	7.1	-
• Discussions, forums	1.5	-	2.9	-	-
Are you involved in any social networks/yes	54.4	80.0	58.8	21.4	55.6

Table 2. Tools for overcoming the difficulties of involving older people in the digital environment

Age group	Cognitive component	Emotional component	Motivational component	Operational component
58-64 years old	Training programs, projects, courses, etc	Training workshops	Advanced training, compiling a plan for development as a PC user	Testing, preparing presentations, etc.
65-69 years old	Training programs, projects, courses, etc	Projects, communication practices	Possession of skills in information retrieval, communication, etc.	Assistance in training other elderly people
70-79 years old	Intergenerational practices of training	Workshops, training programs	Motivational videos, interviews with peers who have skills in digital technologies	Confident use of gadgets
Over 80 years old	Tutorial support, intergenerational practices	Conversation, psychological support	Expansion of living space	PC user skills as a self-development result