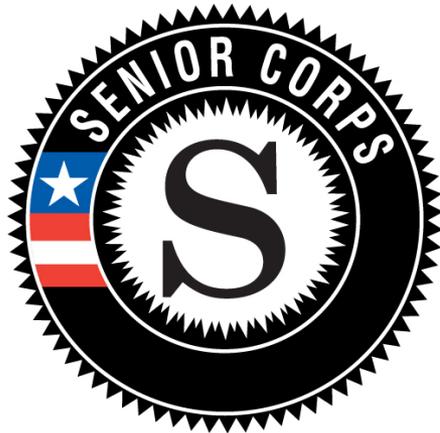


*Providing Independent
Living Support:
Effective and Respectful
Communication*



Trainer: _____

Date: _____

LEARNING OBJECTIVES

By the end of the session, participants will:

- Strengthen their understanding of how to be an “active listener” and why this is important.
- Learn strategies for communicating with clients in various challenging situations.

WARM UP CHALLENGE

Your client is hard of hearing but doesn't like to wear his hearing aid. You feel you are doing a lot of shouting and gesturing but communicating little.

What can you do?

TIPS FOR BETTER COMMUNICATION WITH HEARING-IMPAIRED CLIENTS

- Keep a notepad handy.
- Speak slowly, in a normal tone.
- Face the person directly, at eye level.
- Limit background noise interference.
- Give cues when changing the topic.
- Enunciate. Don't block your mouth with hands, or muffle words by chewing, smoking, or yawning.

TIPS FOR BETTER COMMUNICATION WITH HEARING-IMPAIRED CLIENTS

- Try paraphrasing instead of repeating.
- Find out if one ear is better than the other (the “good side”)
- Make sure the hearing aid fits properly and has batteries.

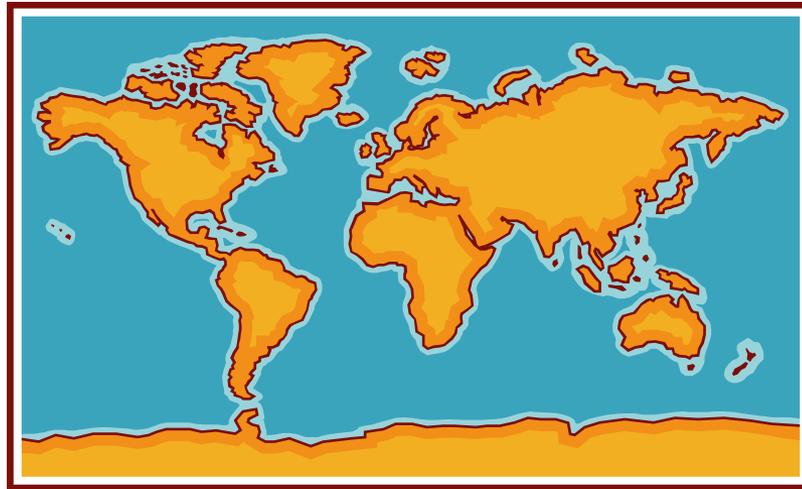


COMMON ISSUES THAT CAN EFFECT COMMUNICATION

- Hearing impairment
- Vision impairment
- Confusion or memory problems
- Anger, frustration
- Withdrawn, not communicating
- Anxiety, agitation
- Paranoia
- Repetition of speech or actions

COMMON ISSUES THAT CAN EFFECT COMMUNICATION

- Personality Differences
- Cultural Differences



ACTIVE LISTENING

- Restating
- Summarizing
- Minimal encouragers
- Reflecting
- Giving feedback
- Emotion labeling
- Probing
- Validation
- Effective Pause
- Silence
- “I” messages
- Redirecting
- Consequences

Source: “The Art of Active Listening.” National Aging Information & Referral Support Center. 2005.

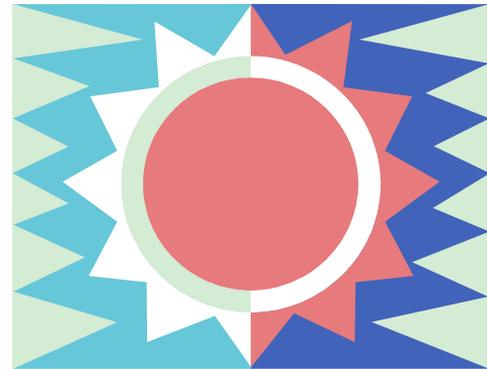
EXERCISE: ROLE PLAY

- 1. Split into pairs.** Determine which of you will be the Volunteer or Client. The trainer will assign you a situation number.
- 2. Clients:** Read the “client role”: What would this individual be thinking and experiencing?
- 3. Volunteers:** Read the “volunteer role”. How will you begin the conversation when you visit your client?
- 4. Role Play:** You will have 7 minutes to do the role play. Afterward, take a few minutes to talk and jot down your impressions.

REFLECTION: SETTING LIMITS

- Be clear about your limits.
- Offer choices within your limits.
- Make no excuses.

Source: The Caregiver Helpbook:
Powerful Tools for Caregivers.
Legacy Caregiver Services. 2006



LAST THOUGHTS...

“We are all very different in how we communicate, interpret and relate to one another. This means that we must sometimes set our pride aside, be patient, keep no record of wrong, have grace with one another, listen to one another, communicate our feelings and be careful of our approaches at all times. This is part of being a true servant for others. We must all be flexible enough to know that we always have something to learn.”

Nancy Grim, RSVP of Jefferson County, Ohio