

MODULE 6

PAYING ATTENTION TO BODY LANGUAGE

Providing Independent Living Support:
Training for Senior Corps Volunteers

HANDOUT WORKSHEETS

Exercise Worksheet: Critique

Reflection: Using Increased
Awareness to Assist Clients

Training Feedback Survey

Exercise Worksheet: Critique

Instructions: Read the situation assigned to your group. Take about five minutes to discuss and answer questions 1 and 2.

Situation 1

Sally, the volunteer, is visiting her clients this week. One of her clients, Joaquin, uses a wheelchair. When Sally got to Joaquin's house, she greeted Joaquin and asked about his week. They chatted a bit and moved into the kitchen, where Joaquin had set out cookies and coffee for the two of them. Sally noticed the sugar on the shelf above Joaquin's head and reached over Joaquin to grab it before sitting down. Later, when Joaquin's niece Robin arrived, Sally stood and chatted with her for a few minutes. Sally asked Robin if Joaquin would like to sit outside, and Robin helped push Joaquin's wheelchair out to the porch as she and Sally continued to chat.



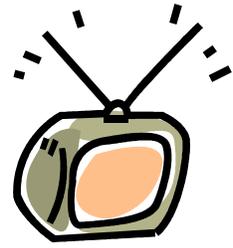
1. What message did Sally send with her body language?

2. What do you think Sally should have done to send a more positive message?

****Extra Credit**** Consider...Have you ever been in a similar situation (as the recipient) or know someone who has? What happened? What did you learn from the experience?

Situation 2

Matthew, the volunteer, visited his client, Frank, yesterday. Frank is hard of hearing in his left ear. When Matthew arrived at Frank's house, he greeted Frank at the door by waving and shouting, "How are you doing, Frank? Are you ready for your visit to the proctologist?" As he entered the house, Matthew noticed that the TV was on. He reached over to turn the TV off and then asked Frank if he wanted to have lunch before going to the doctor this afternoon. He then sat down on Frank's left side and asked him a series of quick questions. Frank looked at him quizzically and Matthew rolled his eyes, smiled, and said, "Never mind. Let's just watch some TV."



1. What message did Matthew send with his body language?

2. What do you think Matthew should have done to send a more positive message?

****Extra Credit**** Consider...Have you ever been in a similar situation (as the recipient) or know someone who has? What happened? What did you learn from the experience?

Situation 3

Maria, the volunteer, was visiting clients this week while trying to squeeze in a few errands. One of her clients, Ellen, had been waiting for her for 25 minutes. Ellen uses a walker to get around and her hearing is poor. Maria rang the doorbell three times quickly before Ellen answered. When she answered the door, Maria was standing on the doorstep with her arms crossed. She sighed and shrugged her shoulders before saying hello, then opened the screen door before Ellen, who was reaching for the door handle, could open the door.



1. What message did Maria send with her body language?

2. What do you think Maria should have done to send a more positive message?

****Extra Credit**** Consider...Have you ever been in a similar situation (as the recipient) or know someone who has? What happened? What did you learn from the experience?

Reflection: Using Increased Awareness to Assist Clients



Being aware of the signals we are sending through our body language and staying attentive to the nonverbal cues of others is not just for poker players! It can also help you improve communication with your clients.

Take a few minutes to think about what you learned today and jot down a few notes. If you care to, share your thoughts with a partner.

1. What are two things in nonverbal communication (signals you send or pick up) that you discovered you are doing well with your client, or if you don't have a client yet, a friend or relative? (e.g. "I'm careful to maintain good eye contact when ___ is telling me a story, even the long ones that I have heard before!")

1.)

2.)

2. What are two things in nonverbal communication (signals you send or pick up) that you would like to improve? (e.g. "I want to be more observant of signs that my client is tiring when we go to the senior center, such as slower movement and slouching posture, so I can suggest we leave early if need be.")

1.)

2.)

Training Feedback Survey

Please help us improve our training sessions by providing feedback on the training you attended. Thank you!

Training/Session Name: _____ Date: _____

Lead Facilitator: _____

Program you serve with: SCP RSVP Other: _____

Please rate this session using the following scale:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5
1. The subject matter was presented effectively.					
2. The facilitator was knowledgeable.					
3. The facilitator responded to questions.					
4. There were enough opportunities for discussion.					
5. The written materials are useful.					
6. The session met my expectations.					
7. As a result of this training, I gained new knowledge applicable to my volunteer assignment.					
8. I plan to apply what I learned at this session.					

9. What did you like best about this session?

10. What would have improved this session?

Thank You! Your feedback will help us to improve our training!