

IMPROVING YOUR COMMUNICATION

Gord Unsworth
Providence Care
March 29th, 2023

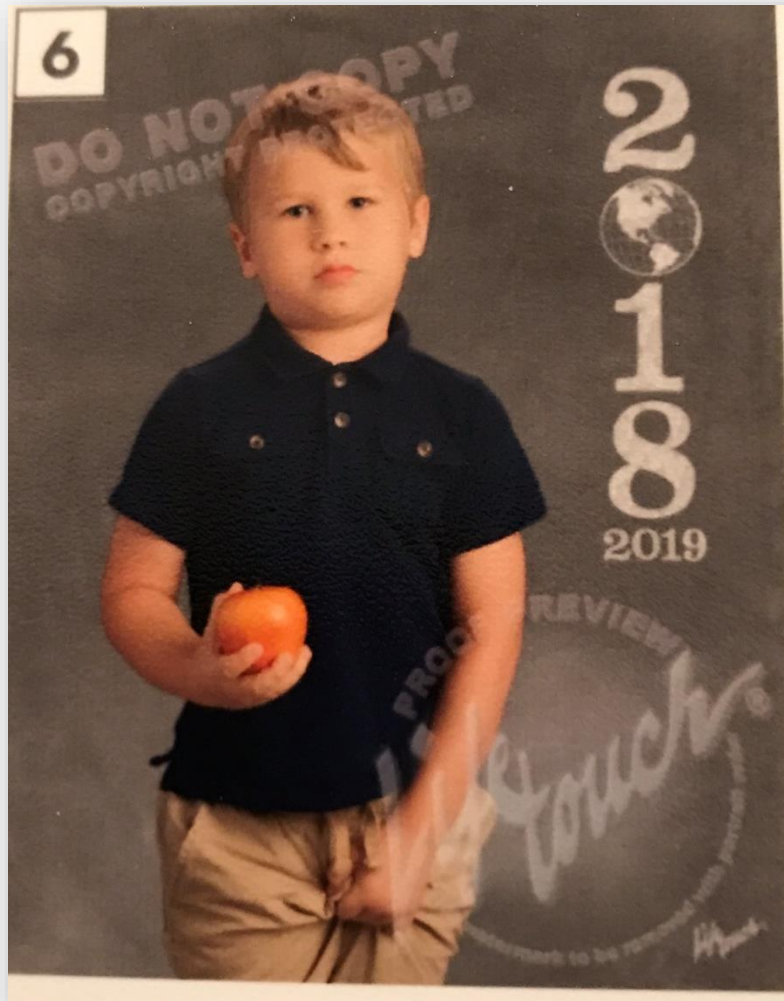
AIMS FOR OUR SESSION

- Interactive
- Informative
- Impactful
- Inspiring



AIMS FOR OUR SESSION

- 10 % - Signing up / blocking off time (thank you!)
- 30% - In session participation (thank you!)
- 60% - The work after the session (reading my article, discussions with colleagues/family/friends, taking more training, setting goals) (thank you!)



STORY

- Peter's story
- Please take notes about what strategies I used to communicate effectively with him

IN THE CHAT:

- Type out (capture) effective communication strategies I used with him
- Share other insights you have from the story (personal / professional implications)

APPROACHES TO COMMUNICATION WITH INDIVIDUALS WITH ID/DD

- -be concise with your words
- -give time for the person to respond
- -speak directly to the client
- -ask the family what is the best way to interact with the person
- -Play music
- -Listen/observe

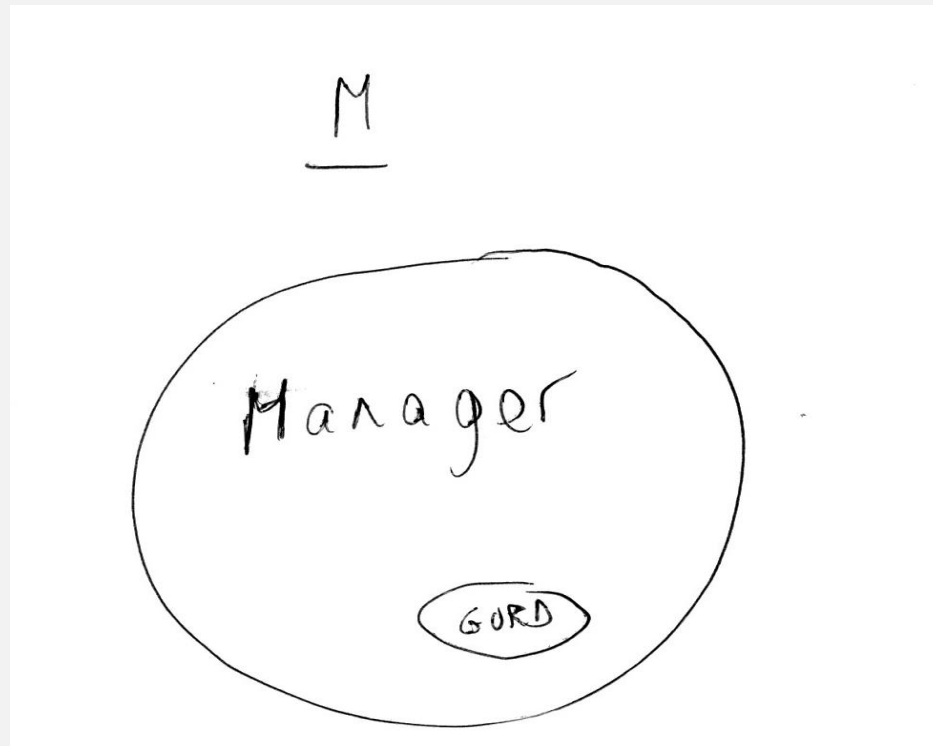
POLL: FROM MY LIST PICK YOUR TOP 2

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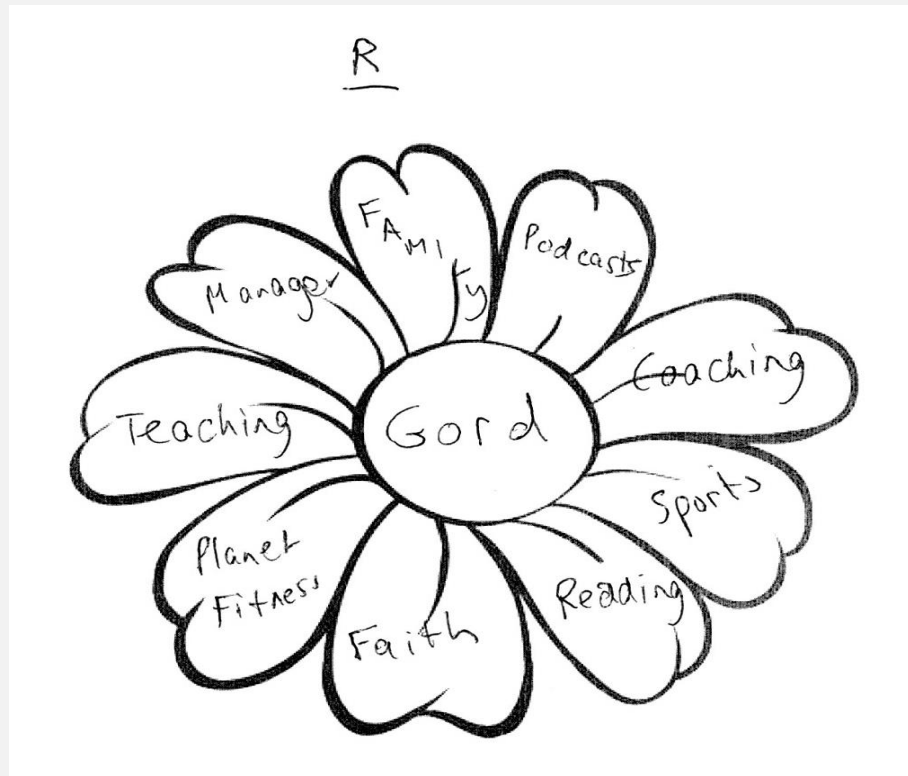
IN THE CHAT:

- -What other strategies do you use, be specific!

MEDICAL MODEL



RECOVERY MODEL



IN THE CHAT:

- What is one value or interest you want to live out more?

A NEW WAY TO COMMUNICATE?

Acknowledge

Explore

Support

ACKNOWLEDGE

- Make neutral or positive statements to bring the person into your interaction.

“It is nice to see you”

“Thanks for sharing”

“You seem different today”

EXPLORE

- Better understand individuals and make less assumptions by asking questions. We focus on our own narratives and need to understand other's perspectives more
- “Tell me more”
- “What’s on your mind?”
“What do you need right now?”

SUPPORT

After we acknowledge and explore we can then support. We are more likely to co-create and have positive outcomes.

- “let’s go for a walk”
- “let’s talk about this again the next time I see you; I want to learn more from you!”
- ”your mom needs to hear about this, will you let her know?”

POLL:

- What type of communication are you most comfortable with:
- -Acknowledge
- -Explore
- -Support

POLL:

- Which area do you want to improve and/or pay more attention to?
- -Acknowledge
- -Explore
- -Support



MCMMASTER STUDENT

LESSONS FROM THIS STUDENT

- The approach of the student: to be there (present) for the person on the bus. Didn't have knowledge or the answer but simply embraced the situation.
- What would happen if we as leaders/physicians/community members took on this approach?



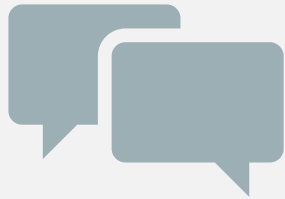
FROM TODAY:

What is one thing you plan to change/implement in your life?

IN THE CHAT:

- -List what you plan to do differently and/or state what 'matters the most' to you
- -Feel free to share how you plan to make this happen (accountability)
- -share other feedback or what is on your heart/mind

QUESTIONS?



Want to keep the conversation going?



Please email me at unswortg@providencecare.ca !