IDD Supportive Strategies
Training: Part 1

Building Healthy Relationships

Devised 07/11; Revised 11/02/12
• The goal of this training is for everyone to learn techniques for improving your personal and professional relationship skills.
OBJECTIVES

• Understand how to respect and uphold the dignity of others.
• Learn how to establish connections that matter.
• Learn how to establish healthy boundaries.
• Understand how effective verbal and non-verbal communication can enhance relationship building.
CLASSROOM GROUND RULES

• Focus your attention on the Issue, Situation, Or Behavior (Respect).
• Turn cell phones off or to vibrate
• Avoid side bar conversations
• Stay focused on the goal
• Participate & have fun
SECTIONS

1 - DEFINING RELATIONSHIP EXPECTATIONS

2 - DEFINING COMMUNICATIONS

3 - DEVELOPING LISTENING SKILLS
Building Healthy Relationships

SECTION 1 –
DEFINING RELATIONSHIP
EXPECTATIONS
The Basics Of Relationship Building What We Will Learn...

• Relationship building starts with you
• Recognizing your opportunity to help someone in a meaningful way
• Tips for interacting with people with disabilities
• Identifying communication styles
Why You Are Here...

NHS provides innovative solutions to support the unique needs of the individuals we serve by fostering a caring and responsive environment that promotes the highest standards of integrity and quality.
Relationship Building Group Activity

• Think About the number of “good” relationships you have in your life.
• How many of those relationships take effort?
• Which ones came easiest? Why?
• With whom would you say you have your closest relationship?
And The Answers Are...

**Possible Answers**
- Mother/Father/Grandmother etc
- Sister/Brother/Cousin
- Husband/Wife
- Best Friend
- Roommate
Relationship Building Group Activity

• If mother and/or father are within the top five answers for satisfying relationships...

• How many people here would love to live with their parent(s) again?

• Why or why not?
THE FIRST 7-SECONDS

1. CLEAN & WELL DRESSED
2. RELAXED
3. KNOWLEDGABLE
4. ATTRACTIVE
5. RESPONSIVE
6. LISTENER
7. RESPECTFUL
8. UNDERSTANDING
9. COURTEOUS
10. CONFIDENT
11. PROFESSIONAL
Rules To Live By:

NHS employees embrace the rich tapestry of diversity of the people we support.

We need each employee to recognize the following tips on building good relationships .. .
Tips For Interacting With People With Disabilities

1. Do not make assumptions about what the person can or cannot do based on the person’s appearance or reputation.

Assumptions are the Termites of relationships

The Fonz
Tips For Interacting With People With Disabilities

2. Timing is everything. Take the time to: talk, interact, be present, and build trust over time. Don’t give the impression that your time with them is just work.

Some challenges simply don’t have simple answers. Just being with the person can help.
Tips For Interacting With People With Disabilities

3. Be polite. Shake hands, provide simple touch. Give ample praise when it is due. Consider this, how important is touch and praise for you? Don’t assume that the people we serve don’t want the same things we want.
Tips For Interacting With People With Disabilities

4. Share with the person. Give of yourself. Contribute to common experiences, thoughts and tell stories that are relevant to the person’s interests and needs.
Tips for interacting with people with disabilities

5. Offer assistance to the person, but wait until your offer is accepted before you help.
Tips For Interacting With People With Disabilities

6a. It’s okay to feel nervous or uncomfortable around people with disabilities for the first time. Remember we are all more alike then different. It’s okay to admit it too. It’s human nature to feel that way at first. When you encounter these situation think “person” first instead of disability; eventually you will relax. Find a commonality!
6b. Don’t take the consumer’s behavior(s) personally. Try to understand them and get to the real issue. When you learn more about the person, you will find it easier to help him or her.
7. When meeting a person who is visually impaired, always identify yourself and others who may be with you. When conversing in a group, remember to identify the person to whom you are talking. If a person has a processing problem speak at a pace they will be able to comprehend and give time to react.
Tips For Interacting With People With Disabilities

8. Treat adults as adults.
   Use people’s first names only when you are allowed to do so by the individual. No nicknames unless the person wants to be called by another name.
Tips For Interacting With People With Disabilities

9. Don’t make the mistake and devalue a person. Wheelchairs are adaptive equipment - they do not signify incapacity.
Tips For Interacting With People With Disabilities

10. How would you like it if someone leaned on you? Don’t invade personal space. Watch your body language. Actions often speak louder than words (although words are important)

Don’t smother each other. No one can grow in the shade. Leo Buscaglia
**Tips For Interacting With People With Disabilities**

11. When speaking with a person in a wheelchair, in bed or on crutches, place yourself at eye level in front of the person to ease conversation.
Tips For Interacting With People With Disabilities

12. It's often okay to **politely** tap a hearing impaired person on the shoulder or wave your hand to get their attention.

Look at the person and speak clearly.

If the person reads lips. Talk in a lighted area and don’t block your face with food or other things.
13. Patience! Rome and relationships have one thing in common; neither was built in a day. Take your time and let them and you grow on each other.
Tips For Interacting With People With Disabilities

14. Be honest and sincere. Don’t ACT as if you’re best friends - people can tell the genuine behavior...

“You’re not my friend Dr. Lucy! You actually get paid to be my friend.”
Tips For Interacting With People With Disabilities

15. Listen to the person with your body, mind and spirit.
Group Question
What should you do if you don’t relate to the consumer? Or the consumer does not relate to you?
You don’t have to like everyone but, you must be...

Professional and Appropriate

AT ALL TIMES
Relationship Building Review
Creating A Supportive Environment

- Don’t make assumptions about people
- Use appropriate touch when accepted
- Encourage honest communication
- Listen with your mind and body
- Be present give, attention and praise
- Build trust over time
- Ignore inappropriateness to get to the core of the problem
- Time is your ally...
Group Activity

- List some common issues that can hamper communication.
What Is Effective Communication

According to the 2008 American Heritage Dictionary:

“Effective Communication is the art and technique of using words effectively to impart information or ideas.”
Effective Communications

What we will discuss:

- Understanding communication
- Verbal and non-verbal communication
- Communication barriers
- Active listening
- Tips to help people to understand
Group Question:

- What’s the biggest complaint women have about men and visa versa?
Possible Answers

- Men – DON’T LISTEN
- Women – TALK TOO MUCH
There Are Five Critical Elements For Effective Communications

1) The **Speaker**
2) The **Language**
3) The **Feedback**
4) The **Listener**
5) The **Environment**

1) launches the idea
2) should be clear & concise
3) should show understanding
4) interprets the info
5) should be free from distractions
Our Communication Model

SEND (MEDIUM) RECV

FEEDBACK

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Barriers To Effective Communication

- INABILITY TO RECEIVE THE MESSAGE
- FAILURE TO UNDERSTAND THE MESSAGE
- WORD SELECTION
- DIFFERENT PERCEPTIONS
- DISTRACTIONS
- PREOCCUPATION
Barriers To Effective Communication

- DISINTEREST
- POOR TIMING
- ANGER
- FUNCTIONING LEVEL
- COMPETING MESSAGES
- CULTURAL DIFFERENCES
- EMOTIONAL MIND READING
- NON-VERBAL – VERBAL CONFLICTS
- THREATS AND ULTIMATUMS
Experts say that communication is composed of different methods: words, voice, and tone and non-verbal cues. Of these, some are more effective in delivering a message than others. According to research, in a conversation or verbal exchange:

- WHAT YOU SAY IS **7**% EFFECTIVE
- HOW YOU SAY IT IS **38**% EFFECTIVE
- NON-VERBAL CUES ARE **55**% EFFECTIVE

Source: Anthony Robbins' “Sales Mastery Course”
<table>
<thead>
<tr>
<th>Verbal Elements Of Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Attitude</td>
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<tr>
<td>• Voice Quality</td>
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<tr>
<td>• Pitch</td>
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<td>• Tone</td>
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<td>• Clarity</td>
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<td>• Excitement</td>
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<td>• Energy</td>
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</tbody>
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Non-verbal Elements Of Communication

- Attitude
- Eye contact
  - Staring
  - Wandering
- Facial expressions

- Body language
  - Arms crossed
  - Fidgeting
  - Slouched
  - Relaxed
  - Tense
## Interpreting Body Language

### DOMINANCE, POWER
- Feet on desk
- Piercing eye contact
- Hands behind head or on hips
- Palm-down handshake
- Standing while other is seated

### SUBMISSION, NERVOUSNESS
- Fidgeting
- Minimum eye contact
- Hands to face, hair, etc.
- Palm-up handshake
- Crossing arms or legs

### DISAGREEMENT, ANGER, SKEPTICISM
- Red skin
- Finger pointing
- Squinting eyes
- Throat clearing
- Turning away

### BOREDOM, LACK OF INTEREST
- Avoiding eye contact
- Playing with objects on desk
- Staring blankly
- Drumming on table
- Picking at clothes
- Looking at watch, door, etc.

### UNCERTAINTY, INDECISION
- Cleaning glasses
- Looking puzzled
- Putting fingers to mouth
- Biting lip
- Pacing back and forth
- Tilting head

### SUSPICION, DISHONESTY
- Touching nose while speaking
- Covering mouth
- Avoiding eye contact
- Moving away
- Crossing arms or legs

### EVALUATION
- Nodding
- Squinting
- Putting index finger to lips
- Tilting head slightly
- Stroking chin

### CONFIDENCE, COOPERATION, HONESTY
- Leaning forward
- Opening arms and palms
- Maintaining great eye contact
- Keeping feet flat on floor
- Smiling
- Moving with counterpart’s rhythm

[www.everyonenegociates.com](http://www.everyonenegociates.com)
Other Elements To Consider

- Appearance, dress & clothing
- Purpose
- Setting
- Time of day
- Location
- Visual aids
- Use of silence

- Self-confidence
- Rhythm and pacing
- Establishing a rapport
- Agenda
- Honesty
- Know your audience
Group Activity

Understanding and Supporting Emotions
Communication Require The Speaker To...

- Be assertive
- Listen to what is being said
- Proper use of body language
- Conflict management and resolution

What’s wrong in these pictures?
Ten Ways To Improve Communication

- Be sincerely interested in what the sender has to say
- Judge content, not delivery
- Be patient - hold your fire
- Listen for the real message
- Be flexible
Ten Sure-fire Ways To Improve Communication

• Work at being a good listener
• Resist distractions
• Exercise your mind never let it wander
• Keep an open mind
• Capitalize on your thinking speed, experience and intuition
Building Healthy Relationships

SECTION 3 – DEVELOPING LISTENING SKILLS
Whajasay?
Some Interesting Statistics

• 85% of what we know we have learned by listening. (Shorpe)
• Amount of the time we are distracted, preoccupied or forgetful? 75% (Hunsaker)
• We usually recall 50% of what was said immediately after we listen to someone speak? (Robinson)
• We spend 45% of our time listening? (Robinson)
• We remember 20% of what we hear? (Shorpe)
• Amount of us who have had formal educational experience with listening? less than 2% (Gregg)
And Other Numbers

- We listen at **125-250** words per minute, but think at **1000-3000** words per minute. (HighGain, Inc.)
- Number of business studies that indicate that listening is a top skill needed for success in business? more than 35 (HighGain, Inc.)
Effective Listening

The process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages.

(www.listen.org)
10 Ways To Improve Your Listening Skills

- Don’t prejudge
- Be attentive
- Maintain eye contact
- Maintain good body posture
- Paraphrase from time to time
- Ask questions
- Don’t interrupt
- Take notes (ask first)
- Use positive verbal and non-verbal cues
- Give feedback
Active Listening

1) Let the PERSON take the lead
2) Listen
3) Lean forward
4) Establish eye contact
5) Repeat important phases with the proper emotions
6) Summarize what was said and ask questions accordingly
Active Listening Techniques

Non-Verbal Interest
- Silence
- Facial Expression
- Eye Contact
- Nods

Questions
- Closed
- Open
- Why

Reflective Responses
- “It seems that you’re really angry with your staff.”
- “I am hearing you say that you are worried about this change.”
- “From what you’re saying, it appears that you felt embarrassed when…”

Door Openers
- “Would you like to talk?”
- “I’d like to hear more about that.”
- “Help me understand…”

Minimal Encouragement
- “Uh-huh”
- “Go on”
- “I see”

Summarization
- “Here is what I hear you saying…”
- “Let me see if I have this right…”
- “Tell me if I’m getting all this…”
Final Tips For Interacting With People With Disabilities

When speaking with a person with a disability, talk directly to that person, not through his/her staff.

Use communications familiar to the person

Choose the right time and place

Be respectful
Final Tip for interacting with people with disabilities

If the person has a speech impairment take the time to ask him/her to repeat rather than pretend you understand. The former is respectful and leads to effective conversation that says you want to listen. The latter is belittling and leads to misunderstandings and mistrust.
Summary: What We Have Discussed

• Relationship Building

• Establishing Connections That Matter

• Understanding Verbal And Non-verbal Communication.

• Active Listening
THANK YOU