

IDD Supportive Strategies Training: Part 1

Building Healthy Relationships

Devised 07/11; Revised 11/02/12

GOAL

- 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...

We provide 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?

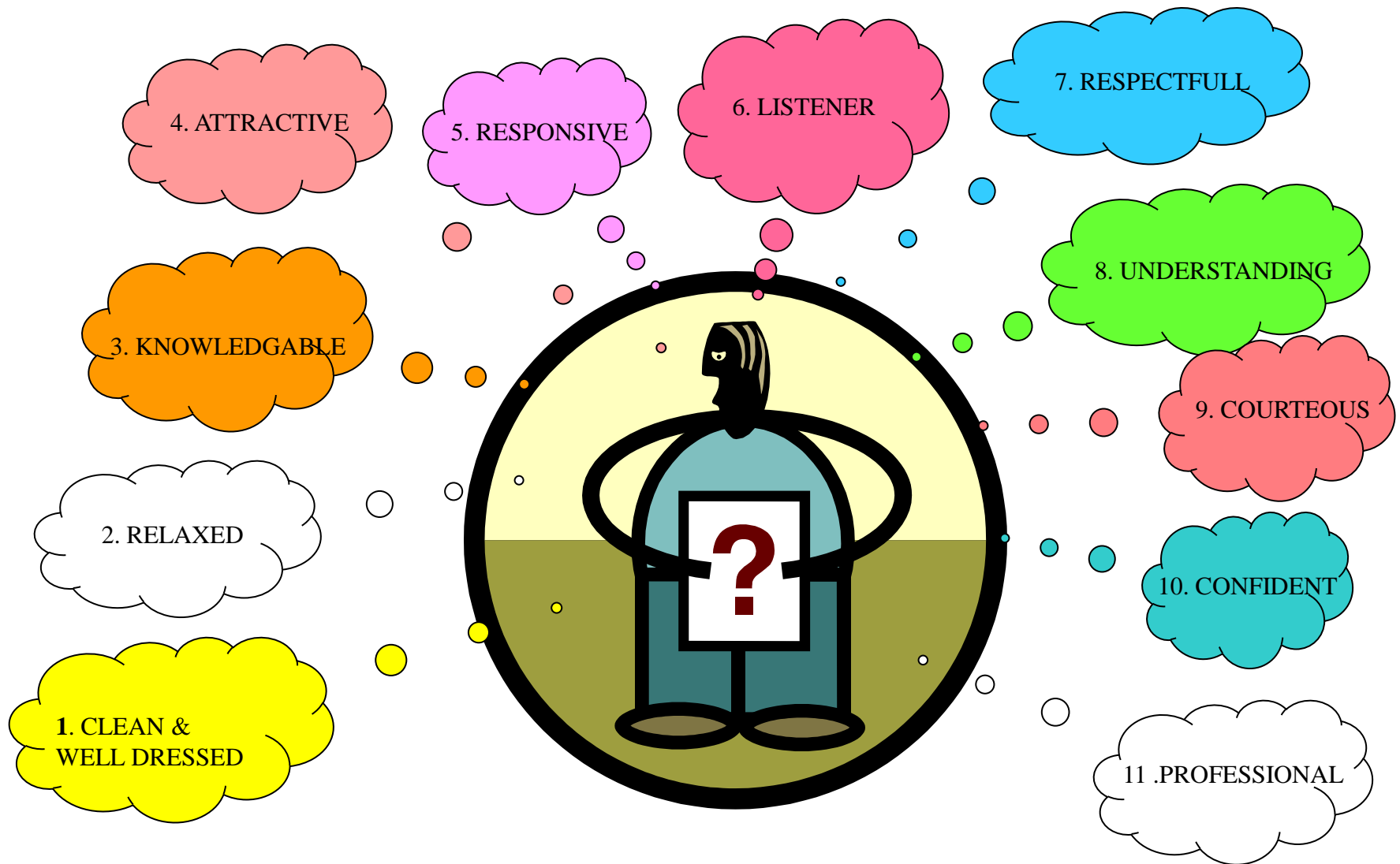
And The Answers Are...

- 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



Rules To Live By:

We 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.



Depression era picture of poor lady with 3 children

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.



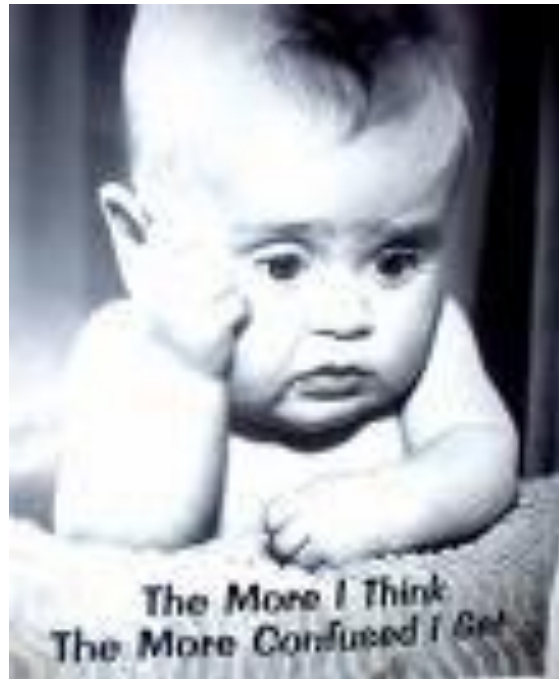
Tips For Interacting With People With Disabilities

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.



When You Do For Someone, They Tend To Let You.

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 than different.

Its 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!.



Tips For Interacting With People With Disabilities

- 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.



Tips For Interacting With People With Disabilities

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)



I hate close talkers

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. Its 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 you face with food or other things.



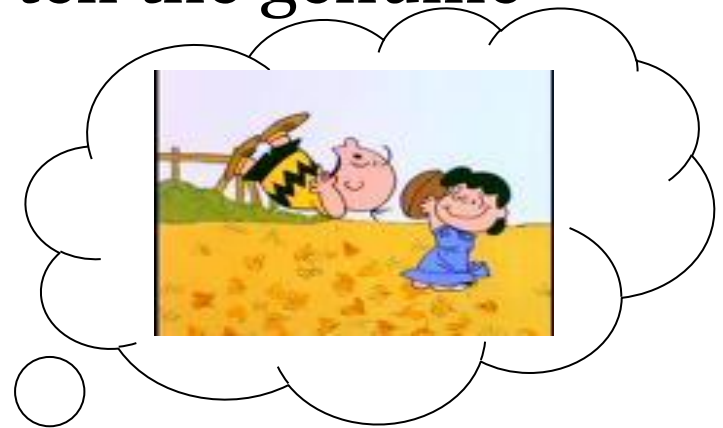
Tips For Interacting With People With Disabilities

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...

Building Healthy Relationships

SECTION 2 – DEFINING COMMUNICATIONS

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.”

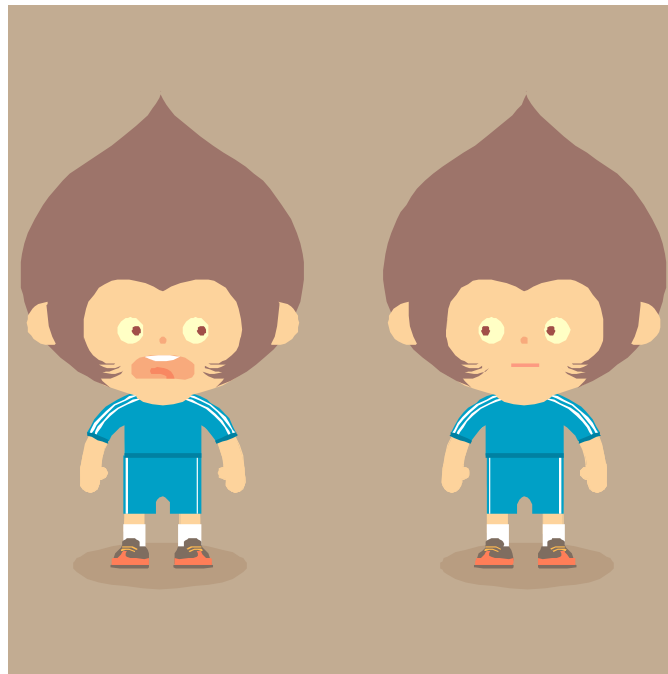
Effective Communications

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

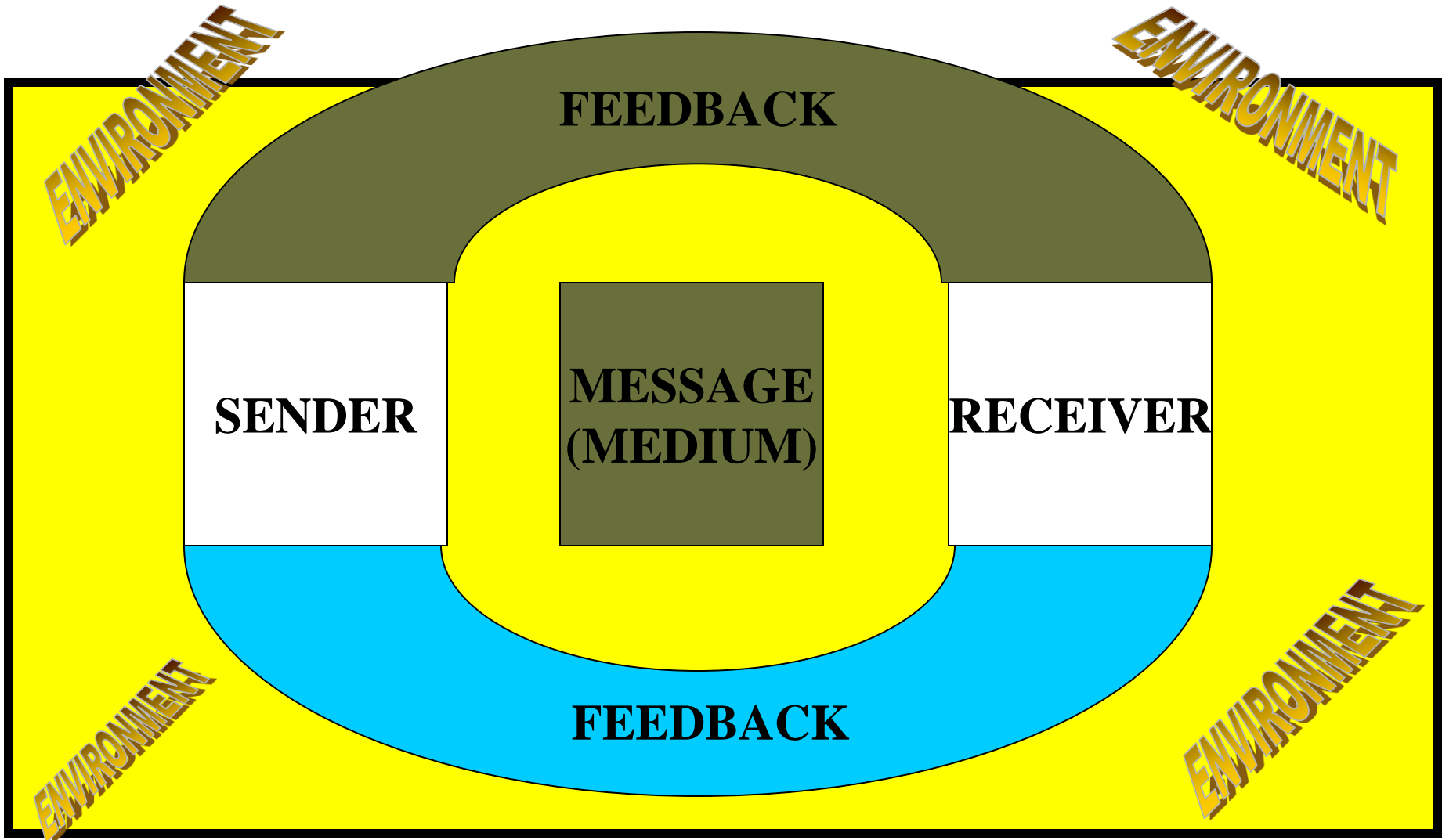
- Men – DON'T LISTEN
- Women – TALK TOO MUCH



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



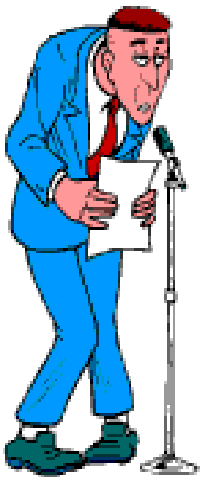
Barriers To Effective Communication

- **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

Elements Of Communication



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

Verbal Elements Of Communication

- Attitude
- Voice Quality
- Pitch
- Tone
- Clarity
- Sincerity
- Enthusiasm
- Sensitivity
- Confidence
- Friendliness
- Excitement
- Energy

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	SUBMISSION, NERVOUSNESS		DISAGREEMENT, ANGER, SKEPTICISM	BOREDOM, LACK OF INTEREST
Feet on desk	Fidgeting		Red skin	Avoiding eye contact
Piercing eye contact	Minimum eye contact		Finger pointing	Playing with objects on desk
Hands behind head or on hips	Hands to face, hair, etc.		Squinting eyes	Staring blankly
Palm-down handshake	Palm-up handshake		Frowning	Drumming on table
Steepling” of the fingers	Throat clearing		Turning away	Picking at clothes
Standing while other is seated			Crossing arms or legs	Looking at watch, door, etc

UNCERTAINTY, INDECISION	SUSPICION, DISHONESTY		EVALUATION	CONFIDENCE, COOPERATION, HONESTY
Cleaning glasses	Touching nose while speaking		Nodding	Leaning forward
Looking puzzled	Covering mouth		Squinting	Opening arms and palms
Putting fingers to mouth	Avoiding eye contact		Putting index finger to lips	Maintaining great eye contact
Biting lip	Moving away		Tilting head slightly	Keeping feet flat on floor
Pacing back and forth	Crossing arms or legs		Stroking chin	Smiling
Tilting head				Moving with counterpart’s rhythm

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?



LISTENING SKILLS



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 phrases 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

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”

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...”

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



Vielen
Dank

СПАСИБО



תודה

Tesekkürler



Dziękuję

Köszönettel

Grazie

THANK

Hvala

Díky

Gracias

Merci

ขอบคุณ

YOU

Ευχαριστώ

Bedankt



Obrigado!

شكراً