

Changing Resistance to Participation:

How to Help Better & Get Better
Outcomes...

How you say what you say matters!

How you do what you do matters!

Learn to do WITH not TO or FOR!

Three Reasons We Try to Interact

- Get something DONE
- Have a conversation
- Help with distress

Trying to Get Someone to Do
Something

Trying to Do Something for
Someone

You want to Interact!

Person trying to help

- Try to talk with this person for ONE minute
- Use whatever you can to try and get them to respond to you
- When I say LOOK!
 - Look up at the screen and then try to get the person to do what it says to do

Person with advanced loss

- THREE WORDS
 - “YEAH”
 - “OK”
 - “UN HUN”
- Do what you FEEL not what you SHOULD

Most Common Interaction – Getting the person to DO Something

Form a relationship FIRST
Then Work on Task Attempt

Connect

- 1st – Visually
- 2nd – Verbally
- 3rd – Physically

- 4th – Emotionally
- 5th – Individually - Spiritually

How you help...



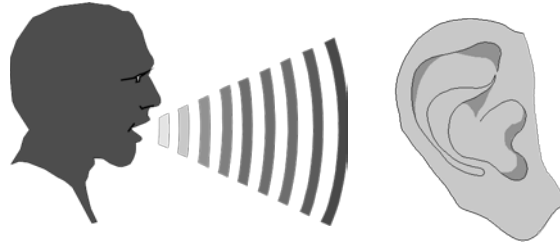
- **Sight or Visual cues**



- **Verbal or Auditory cues**



- **Touch or Tactile cues**



To Connect

Use the Positive Physical
Approach

Your Approach



- Use a consistent positive physical approach
 - pause at edge of public space
 - gesture & greet by name
 - offer your hand & make eye contact
 - approach slowly within visual range
 - shake hands & maintain hand-under-hand
 - move to the side
 - get to eye level & respect intimate space
 - wait for acknowledgement

Hand-Under-Hand Position



Connect Emotionally

- If looking positive –
 - Smile & look friendly
 - Make a friendly comment - something
- If NOT looking happy
 - Reflect the facial expression you see them showing
 - Make an emotionally reflective comment
 - Ask a question with your face and body “OK?”

THEN – Connect Individually

- Make a connection
 - Offer your name – “I’m (NAME) and you are...”
 - Offer a shared background – “I’m from (place) and you’re from...”
 - Offer a positive personal comment – “You look great in that” or “I love that color on you...”

THEN – Get it GOING!

- Give SIMPLE & Short Info
- Offer concrete CHOICES
- Ask for HELP
- Ask the person to TRY
- Break the TASK DOWN to single steps at a time

Give SIMPLE INFO

- USE VISUAL combined VERBAL (gesture/point)
 - “It’s about time for... “
 - “Let’s go this way...”
 - “Here are your socks...”
- DON’T ask questions you DON’T want to hear the answer to...
- Acknowledge the response/reaction to your info...
- LIMIT your words – Keep it SIMPLE
- WAIT!!!!

If the person NEEDS Stronger Cues

- Visual – Gesture or demonstrate
- Verbal – limit words – simplify
- Touch – USE hand under hand guidance or assist

Just Having a Conversation

Connect

The more you KNOW, the better it will GO

Take it slow

Go with the Flow

To Connect...

- Use the PPA to get started
- Make a VISUAL connection
 - Look interested
- Make a VERBAL connection
 - Sound enthusiastic, keep responses short
- Make a PHYSICAL connection
 - Hold hand-under-hand, use flat open hand on forearm or knee

Connect

- ID common interest
- Say something nice about the person or their place
- Share something about yourself and encourage the person to share back
- Follow their lead – listen actively
- Use some of their words to keep the flow going
- Remember its the FIRST TIME! – expect repeats
- Use the phrase “Tell me ABOUT ...”

CONNECT

- Make an Emotional Connection
 - Later in the disease
 - Use props or objects
 - Consider PARALLEL engagement at first
 - Look at the ‘thing’, be interested, share it over....
 - Talk less, wait longer, take turns , COVER don’t confront when you aren’t getting the words, enjoy the exchange
 - Use automatic speech and social patterns to start interactions
 - Keep it short – Emphasize the VISUAL

Do's

- Go with the FLOW
- Use SUPPORTIVE communication techniques
 - Use objects and the environment
 - Give examples
 - Use gestures and pointing
 - Acknowledge & accept emotions
 - Use empathy & Validation
 - Use familiar phrases or known interests
 - Respect 'values' and 'beliefs' – avoid the negative

DON'Ts

- Try to CONTROL the FLOW
 - Give up reality orientation and BIG lies
 - Do not correct errors
 - Offer info if asked, monitoring the emotional state
- Try to STOP the FLOW
 - Don't reject topics
 - Don't try to distract UNTIL you are well connected
 - Keep VISUAL cues positive

To Communicate... When DISTRESSED

First - CONNECT

Then - Use Supportive Communication

Finally – Move together to NEW

To Communicate...

Be a Detective

- Try to figure out WHAT is being communicated
 - Words
 - Thoughts
 - Actions
 - Needs
 - Beliefs

NOT

a Judge

- DON'T assume or presume
- DON'T discount me because of HOW I deliver the message

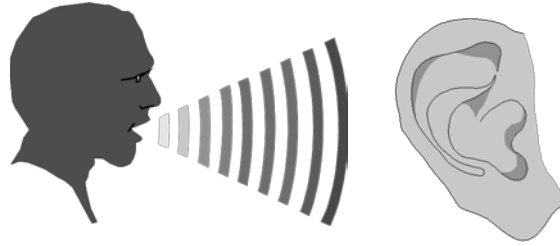
To Communicate & Figure It Out...

- **CONNECT**
 - Visually
 - Verbally
 - Physically
 - Emotionally
 - Spiritually
- **HOW?**
 - PPA
 - Supportive Communication
- **Supportive Communication**
 - Empathy
 - Validation
 - Exploration
 - Acknowledgement
- **Move Forward**
 - New words
 - New place
 - New Activity/Focus

Connect

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So... NOW

- You are connected
 - VISUALLY
 - VERBALLY
 - TACTILELY
- NEXT
 - Connect EMOTIONALLY
 - Go with THEIR FLOW
 - Don't BLOCK - RO
 - Don't DIRECT - Lie

To Connect EMOTIONALLY:

- SEND visual signal of connection
 - LOOK CONCERNED
- SEND a verbal signal of connection
 - USE the RIGHT TONE OF VOICE
- SEND a physical signal of connection
 - Give a light SQUEEZE or SANDWICH the hand
 - Offer a OPEN PALM on Shoulder or Back
 - Offer a HUG – IF the person is Seeking more contact

Top TEN!

Unmet Physical Needs

- Hungry or Thirsty
- Tired or Over-energized
- Elimination – need to/did
- Temperature – too hot/cold
- IN PAIN!!!
 - Mouth
 - Joints - skeleton
 - Insides – gut/heart/bowels
 - Creases or folds

Unmet Emotional Needs

- Angry
- Sad
- Lonely
- Scared
- BORED

Use Supportive Communication

- Repeat a few of their WORDS with a ? at the end
- LISTEN...
- Then –
 - Offer EMPATHY
 - “Sounds like...
 - “Seems like...
 - “Looks like...
- LISTEN...
- AVOID Confrontational QUESTIONS...
- Use just a FEW words
- Go SLOW
- Use EXAMPLES...
- Fill in the BLANK...
- LISTEN!!!

More Supportive Communication...

- Validate emotions
 - EARLY – “It’s really (label emotion) to have this happen” or “I’m sorry this is happening to you”
 - MIDWAY – repeat their words (with emotion)
 - LISTEN for added INFO, IDEAS, THOUGHTS
 - EXPLORE the new info BY WATCHING & LISTENING
 - LATE – CHECK OUT the WHOLE Body –
 - Face, posture, movement, gestures, touching, looking
 - Look for NEED under the words or actions

Once Connected & Communicating...

- Move FORWARD
 - ADD New Words...
 - Move to a New Place – Location
 - Add a NEW Activity
- EARLY – Redirection
 - Same subject
 - Different focus
- LATER – Distraction
 - Different subject
 - Unrelated BUT enjoyed

For ALL Communication

- If what you are trying is NOT working...
- STOP
- Back off
- THINK IT THROUGH... THEN
- Re-approach –
- Try something slightly different