

What's new? Independent Living Curriculum

Urgency of Now!

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LEARNING OBJECTIVES

By the end of the session, participants will:

- Review the key components of the Providing Independent Living Support Curriculum and Facilitator's Guide
- Participate in a demonstration of one segment
- Consider how to use the materials

BACKGROUND

- Why
- Who
- When



WHAT ARE THE MODULE TOPICS?

- 1. Types of Independent Living Services**
- 2. Becoming an Effective Care Partner**
- 3. Understanding the Physical, Emotional, and Social Challenges**
- 4. Effective and Respectful Communications**
- 5. Understanding Dementia**
- 6. Paying Attention to Body Language**
- 7. Home Safety**
- 8. Helping Clients Improve Quality of Life.**

WHAT ARE THE FACILITATOR'S GUIDE TOPICS?

- **Ch. 1: Logistics.**
- **Ch. 2: Learning Models, Training Techniques and Application.**
- **Ch. 3: Group Management.**
- **Ch. 4: Training Feedback & Facilitator Self-Assessment.**

Training for Independent Living Services

Effective and Respectful Communication



Trainer: _____

Date: _____

LEARNING OBJECTIVES

By the end of the session, participants will:

- Strengthen understanding of how to be an “active listener” and why this is important.
- Learn strategies for communication with clients in various challenging situations.

WARM UP CHALLENGE

Your client is hard of hearing but doesn't like to wear his hearing aid. You feel you are doing a lot of shouting and gesturing but communicating little.

What can you do?

TIPS FOR BETTER COMMUNICATION WITH HEARING-IMPAIRED

- Keep a notepad handy.
- Speak slowly, in a normal tone.
- Face the person directly, at eye level.
- Limit background noise interference.
- Give cues when changing the topic.
- Enunciate clearly. Don't block your mouth with hands, or muffle words by chewing, smoking, or yawning.

TIPS FOR BETTER COMMUNICATION WITH HEARING-IMPAIRED

- Try paraphrasing instead of repeating.
- Find out if one ear is better than the other (the “good side”)
- Make sure the hearing aid fits properly and has batteries.



COMMON ISSUES THAT CAN EFFECT COMMUNICATION

- Hearing impairment
- Vision impairment
- Confusion or memory problems
- Anger, frustration
- Withdrawn, not communicating
- Anxiety, agitation
- Paranoia
- Repetition of speech or actions

COMMON ISSUES THAT CAN EFFECT COMMUNICATION

- Personality Differences
- Cultural Differences



ACTIVE LISTENING

- Restating
- Summarizing
- Minimal encouragers
- Reflecting
- Giving feedback
- Emotion labeling
- Probing
- Validation
- Effective Pause
- Silence
- “I” messages
- Redirecting
- Consequences

Source: “The Art of Active Listening.” National Aging Information & Referral Support Center. 2005.

EXERCISE INSTRUCTIONS:

- 1. Split into pairs.** Determine which of you will play which part – Volunteer or Client. The trainer will assign you a situation (“client role”).
- 2. Clients:** Read the client role: What would this individual be thinking and experiencing?
- 3. Volunteers:** You have just arrived to visit with your client in their home. Begin a conversation.
- 4. Role Play:** You will have 7 minutes to do the role play. After, you will have a few minutes to talk and jot down your impressions.

TAKING IT HOME



What would you do given the culture and context of your volunteers?

WHAT DO THE WORKSHOP MODULES INCLUDE?

- There are eight, 60-75 minute modules
- Warm-up activity
- Key content information
- Exercise for skill development
- Worksheet for reflection
- Facilitator tips
- Feedback survey.



WHAT DO THE FACILITATOR'S GUIDE CHAPTERS INCLUDE?

- Frequently Asked Questions. Arranged to help you quickly find answers.
- Includes tips, strategies, and ways to work with a variety of different types of group participants.
- Geared toward the needs of new facilitators.



TAKE A CLOSER LOOK

- Option 1: Scavenger Hunt
- Option 2: Orientation