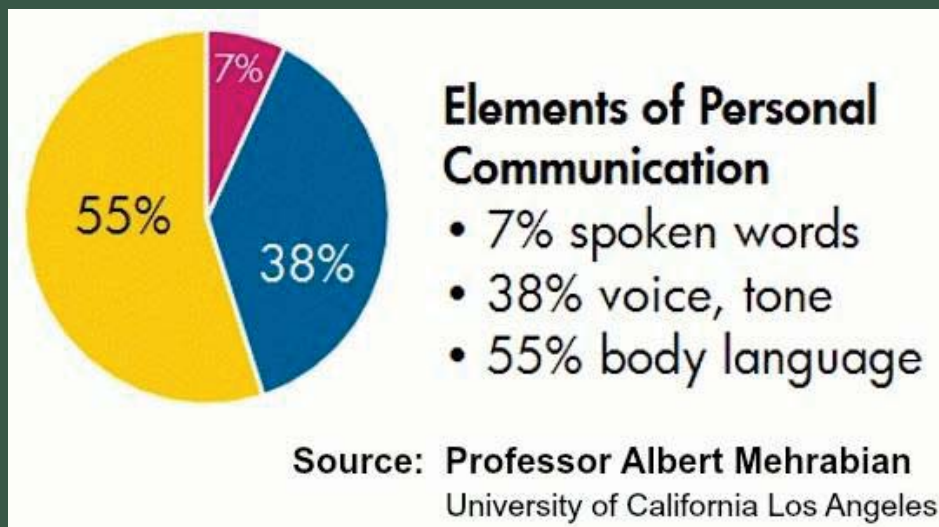


# COMMUNICATION & BEHAVIOR

Shelly Edwards

## Communication Skills



# Conflict

Disagreeing with someone on an idea, decision, or belief.

Conflict comes about because of individual differences.



# Conflict

## •NEGATIVES

- Interferes with important activities
- Gets in the way of communication
- May lead to a challenging behavior

## •POSITIVES

1.
2.
3.
4.
5.
6.

# Communication Tool Box

- Conflict Management or Resolution
- Listening
- Body Language
- Assertiveness

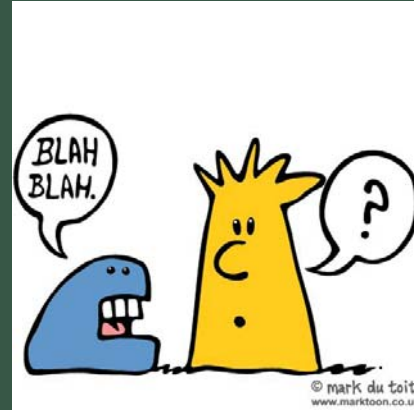
Caregiver Skills

# Ways We Handle Conflict

- Ignore it
- Strive to improve the relationship so we can resolve conflict
- End the relationship

# Active Listening Skills

- Personal bias
- Environmental factors
- Rehearsing a response
- Short attention span
- Daydreaming
- Filtering



# How Do We Communicate?

## • EXPLICIT

- Say exactly what we mean
  - Verbal, written
- Little room for interpretation
- Intentional



## • IMPLICIT

- IMPLY what we mean
  - Body language, actions
- Must put the pieces together to understand
- May or may not be intentional

# Practicing Assertive Communication



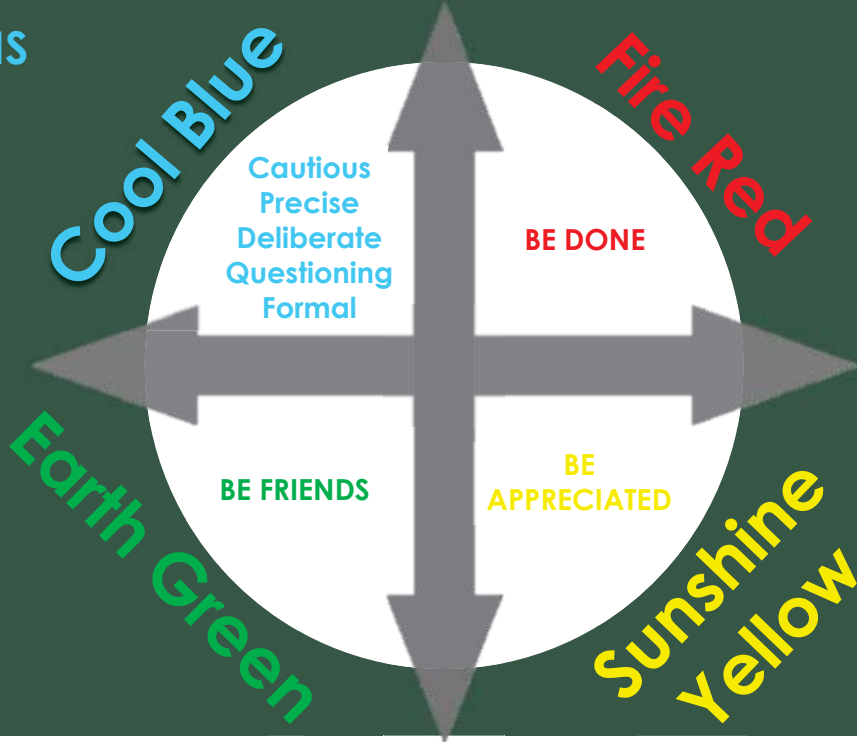
## How to Be Assertive

- Focus on the behavior, not the person
- Use “I” terms
- Keep your responses short
- Watch your non-verbal messages
- Listen

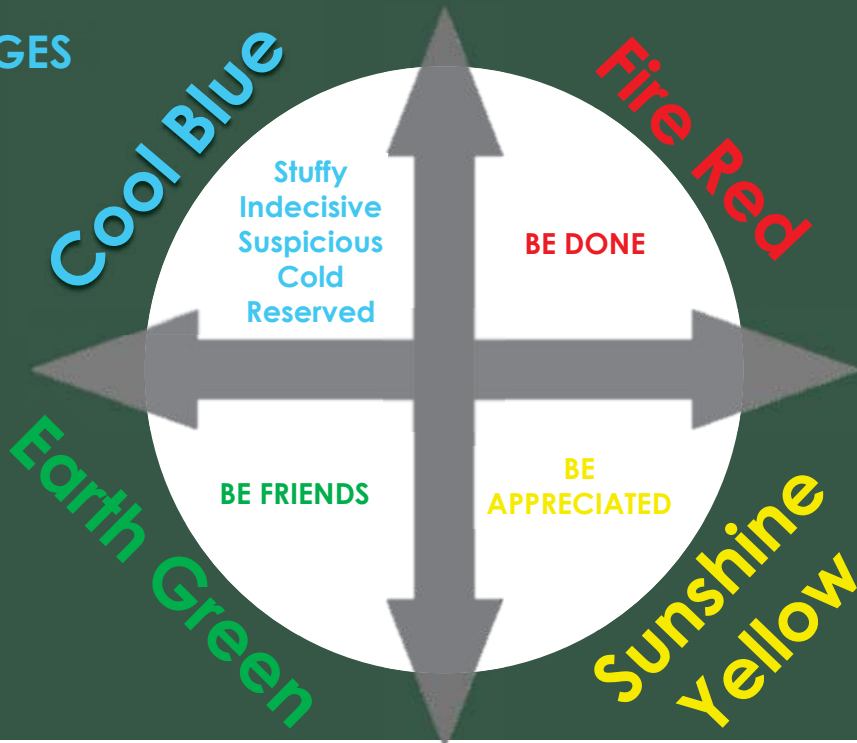


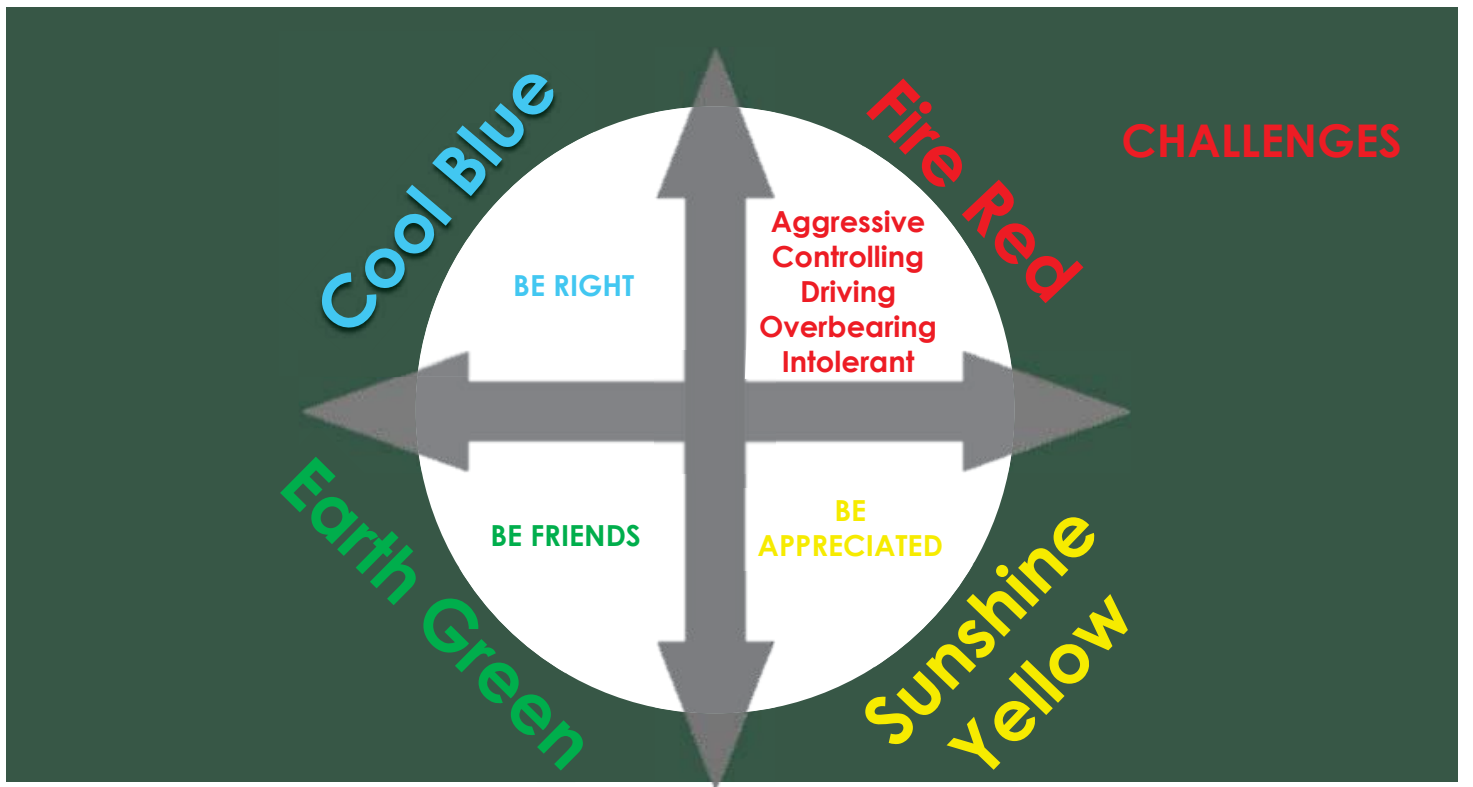
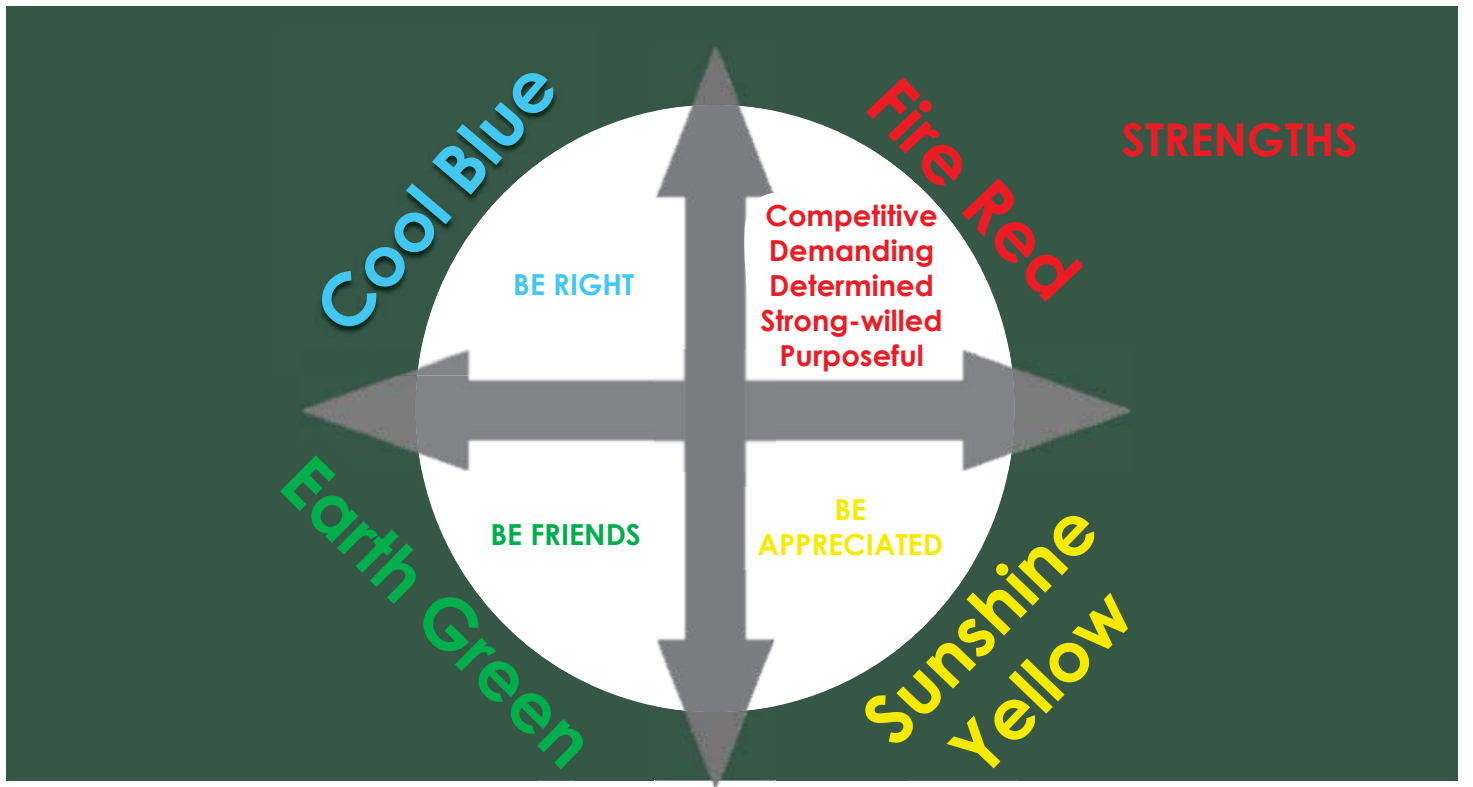


**STRENGTHS**

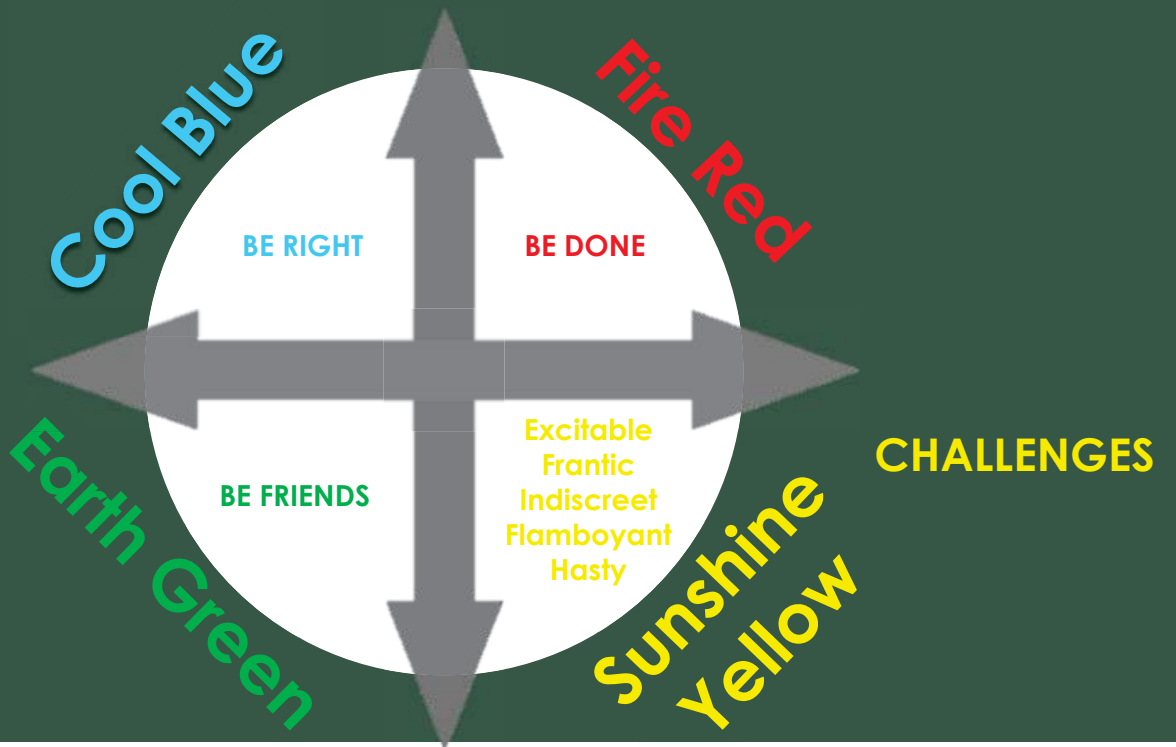
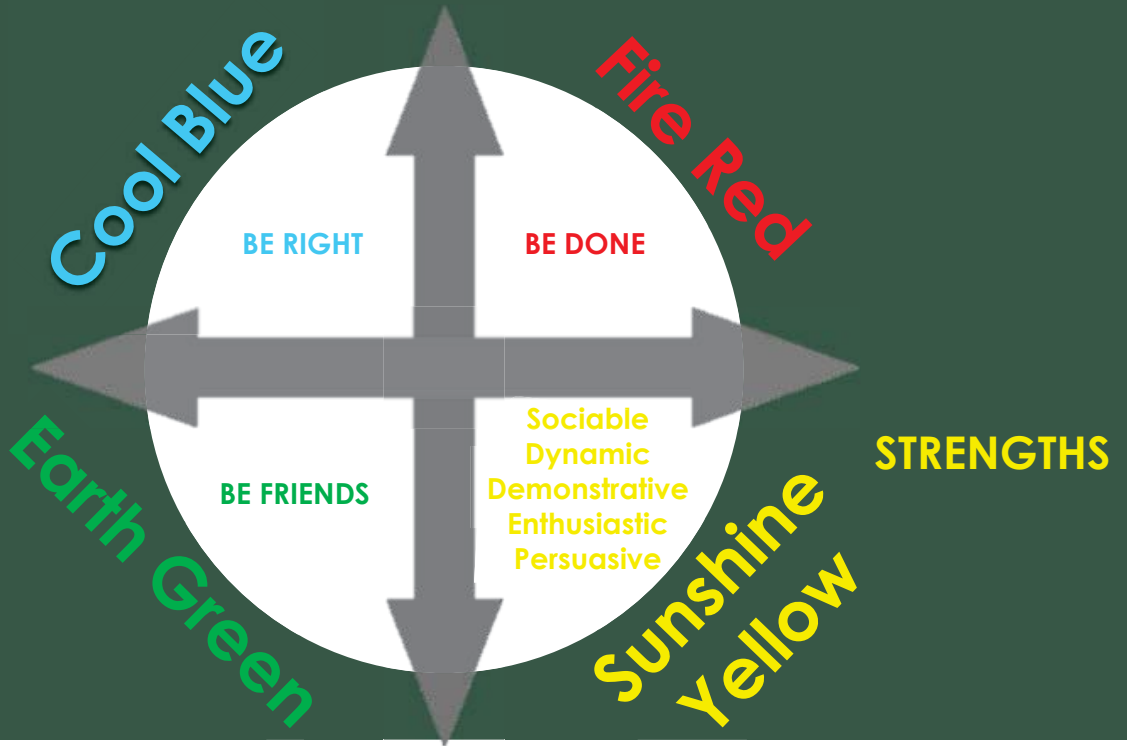


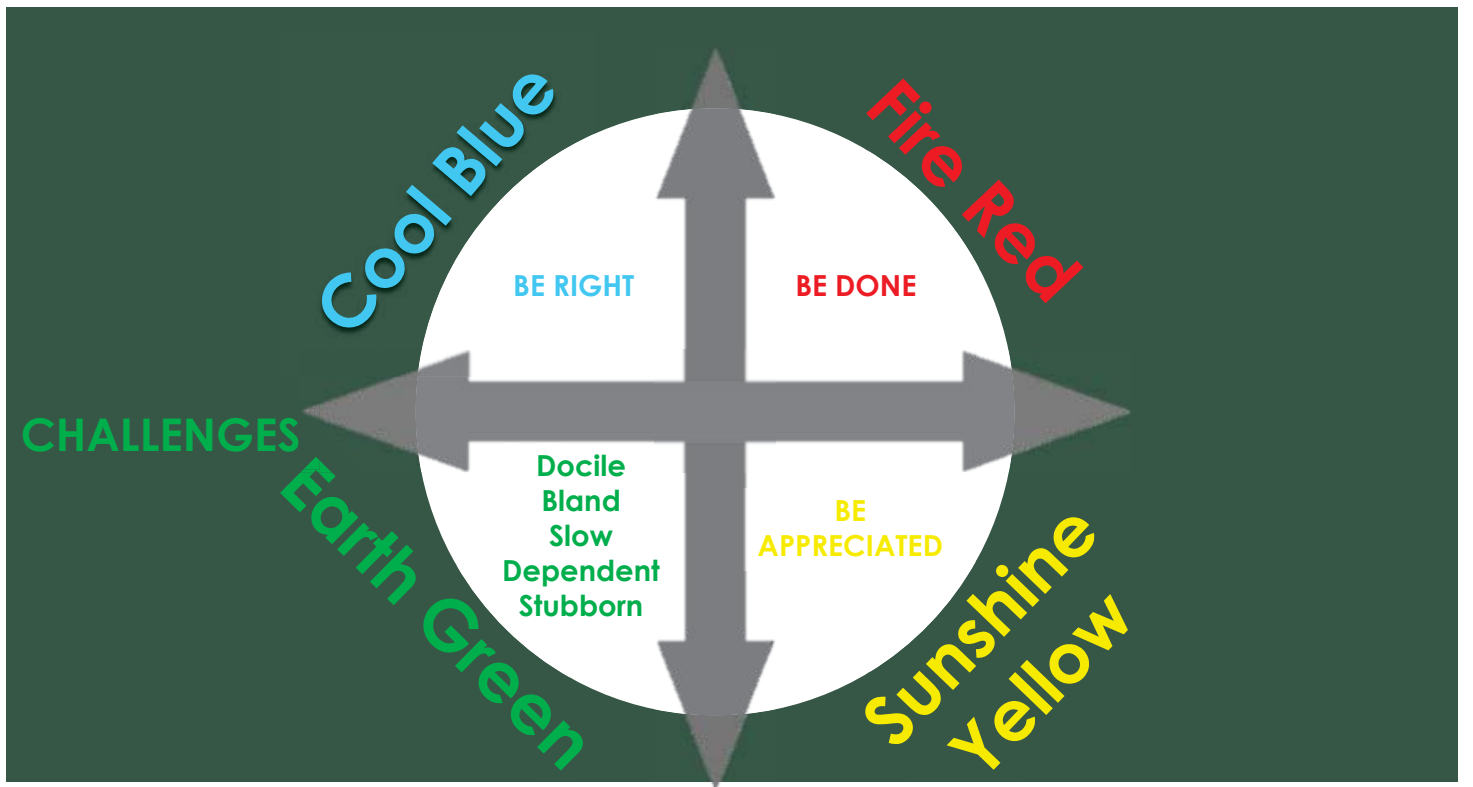
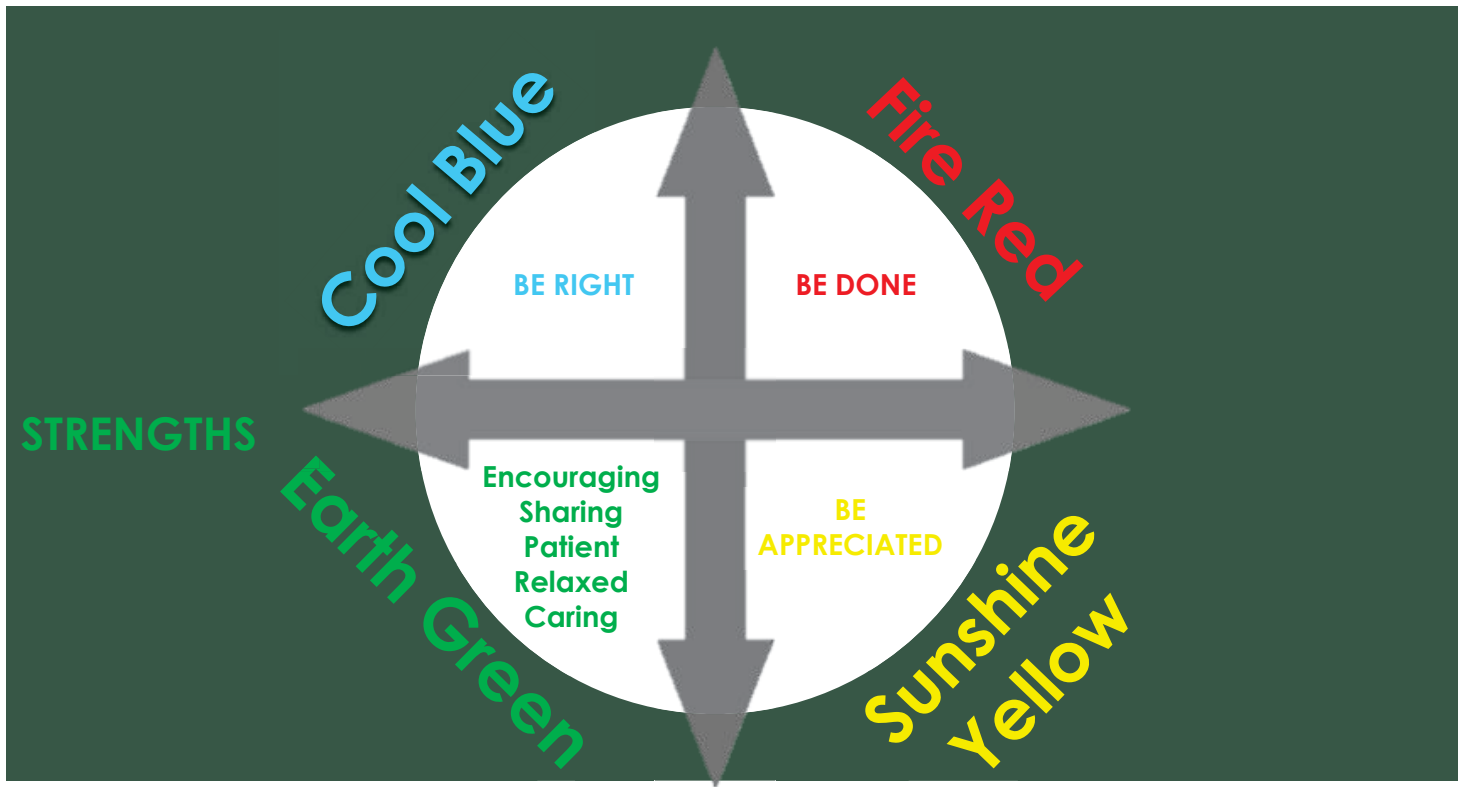
**CHALLENGES**











### COOL BLUE

- Be prepared – have all the facts & figures
- Go slow...allow time to hear your ideas
- Provide details
- Ask open-ended, specific questions

### FIRE RED

- Be efficient and business-like
- Get to the point
- Talk in terms of results, not methods
- Skip the small talk

# Communicating with:

### EARTH GREEN

- Be casual, sincere
- Be respectful
- Don't come on too strong
- Make a personal connection
- Don't ask for big decisions right away
- Build them up

### SUNSHINE YELLOW

- Be flexible and enthusiastic
- Allow plenty of time for small talk/social
- Open up discussions about their life, family, etc. & be prepared to talk about yours
- Talk in terms of people and stories
- Use lots of examples

## Definitions

Personal Beliefs,  
Biases  
&  
Opinions...

# Personal Beliefs

- Ideas you believe to hold true.
- Developed through culture, faith, education, and experience



# Bias



- Prejudice for or against one person, thing, or group compared to another
- One-sided; lacking a neutral viewpoint

# Opinion

A view or judgment formed about something or someone; not necessarily based on fact or knowledge



# Thoughts

- What are some things I feel strongly about?
- How did I form these feelings?

# How the Brain Works



# Unconscious Bias

# Behaviors

- What is a behavior?
- What is a challenging behavior?

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# Behaviors: Causes

## INTERNAL TRIGGERS

- Medication side effects
- Emotions, thoughts (anxiety, worry, sadness, fear)
- Physical illness
- Mental illness
- Pain
- Personal loss
- Lifelong coping strategies

## EXTERNAL TRIGGERS

- Boredom
- Unpleasant events
- Lack of control over day to day events
- **Another person's actions**
- Changes in routine/norm
- Environmental changes, including too warm/cold, too dark/light, too noisy/quiet

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# Stopping What You Are Doing



Customer service goes a long way in any profession, and with every customer. How would this make YOU feel?

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# Listening to Respond

- Oftentimes listeners forget details of the conversation because:
  - They are nervous
  - Their mind is elsewhere
  - They are uncomfortable
  - They wish they were somewhere else
  - They were trying to think of something to say when it was their turn to talk

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# Intuitive Listening



“Reading between the lines” involves figuring out what the person IS NOT saying. Body language speaks loud and clear! What is she SAYING to you, but not saying anything at all?

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# Seeking Clarification

- Repeat back what the person said
- Summarize what you heard
- Ask for clarification

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# Being Supportive

- Setting aside dedicated time to listen
- Being on the same level as the person
- Not telling the person what to do or how to feel
- Avoid talking about yourself
- Telling the person that you care about him/her
- Helping the person problem solve

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# Communicating Without Asking

- Change the question to a comment or suggestion:

“Would you like to come to the kitchen for a snack?”

“Can I help you clean your room?”

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# Communicating Without Asking

- Limit choices:

“When would you like to take a shower?”

“What would you like to drink with breakfast?”

# Similarities & Differences

- What are some characteristics you share?
- What makes you different?
- What makes you similar?

Find out what is important, and  
acknowledge that importance.



## The Platinum Rule

Treat others  
the way



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want to be treated.

## The Platinum Rule



Treat others  
the way

**THEY**

want to be treated.

## Adjusting You're Approach

- STAY
- ACCEPT THE BEHAVIOR – DON'T JUDGE
- CHANGE YOUR OWN ATTITUDE AND BEHAVIOR

# Tomorrow is Another Day

No matter what has happened in the past, let's move forward with kindness and assumption of positive intent.

