

BUILDING A PERSON DIRECTED CULTURE ONE CONVERSATION AT A TIME



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About PHI

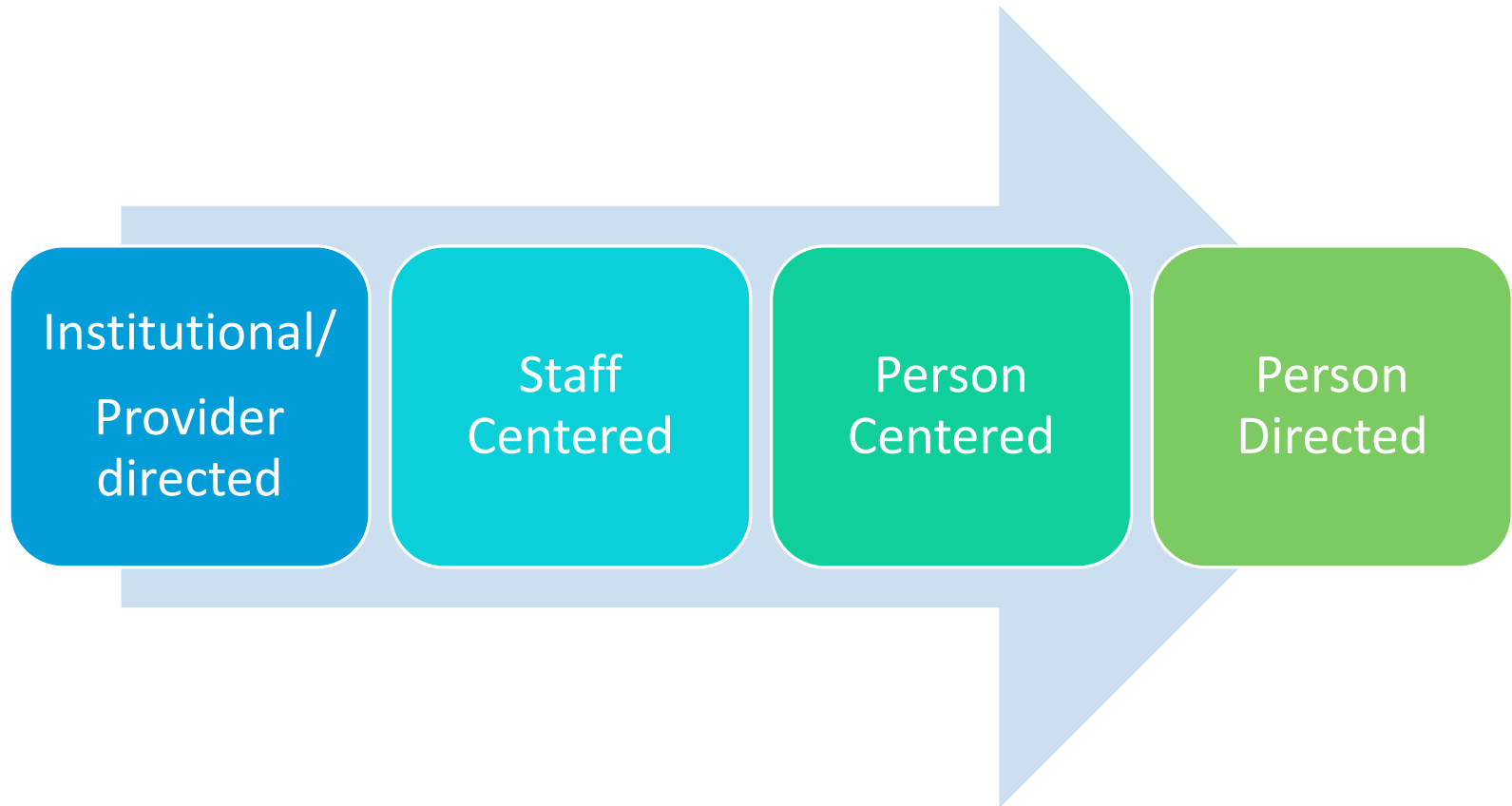
- 25 year old non-profit
- National residential care and home and community based clients
- Learning organization
 - Demonstration projects
 - Consultation/Education
- Field tested interventions with demonstrated outcomes

Today's Agenda

- Elements of a Person Directed Culture
- Role of Relationships
- Blocks to Listening
- Relational Skills at the Core of Person Directedness
 - Active Listening
 - Paraphrase
 - Open Questions
- Impact/Outcomes

Polling Question

At the Heart of Culture Change



Person Directed Living

- Self determination
- Choice and Control
- Being Known
- Being Understood



Communication Norms

INSTITUTIONAL

Talk *about* Elder



Conversations focus on illness



Tell Elder what s/he can and can't do



Role of Elder is to listen to health care professional and comply



PERSON CENTERED/DIRECTED

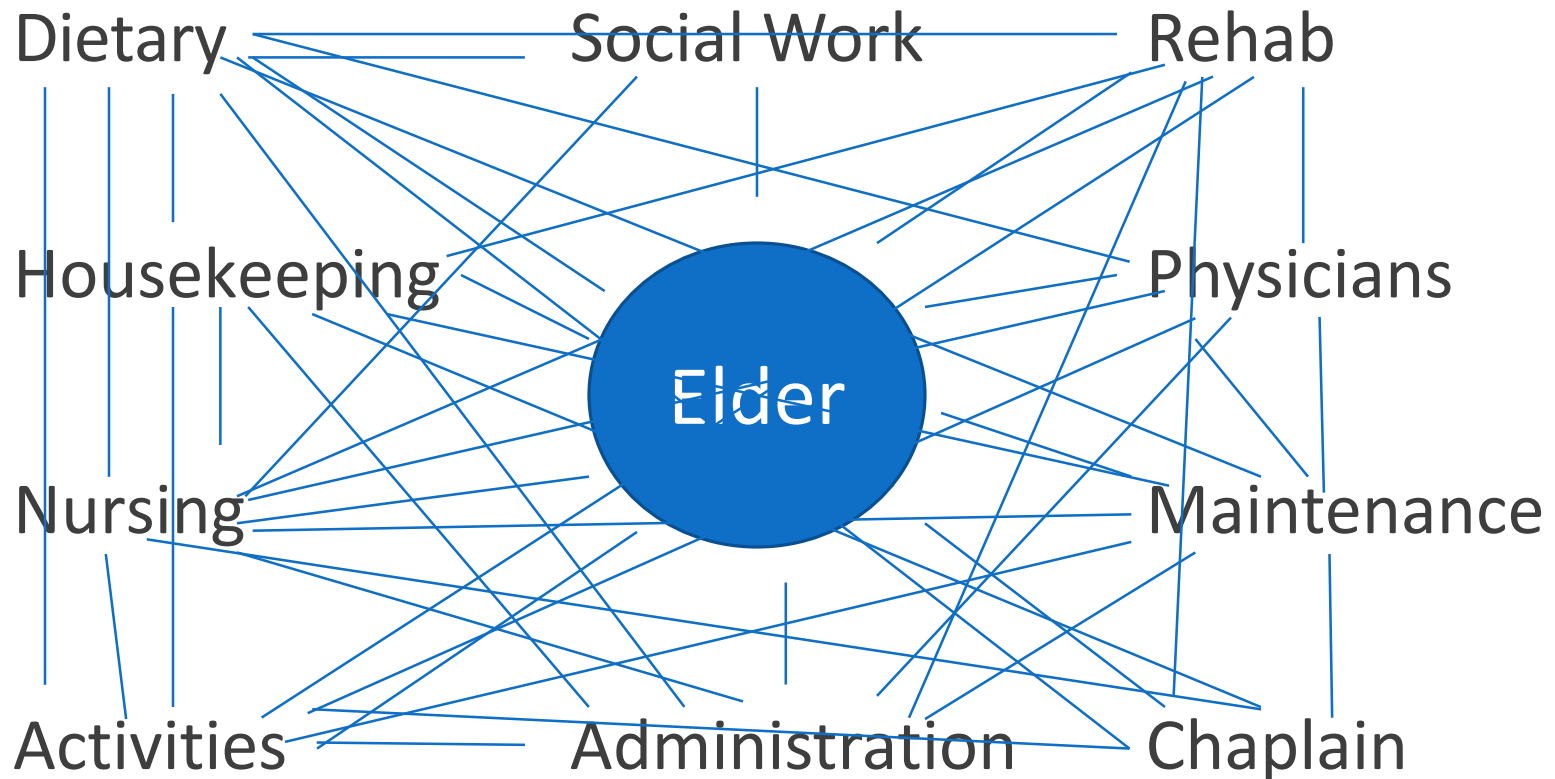
Talk *with* Elder

Conversations focus on what's important to Elder

Ask Elder what s/he would like to do

Role of staff is to listen to Elder and follow through

Relationships Matter!



How are You Doing?

How would you describe relationships:

- Between supervisors and employees
- Between shifts
- Between departments
- Between staff and residents
- Between staff and families



Communication Gone Bad!



Polling Question

The PHI Coaching Approach®

➤ **Active Listening**

➤ **Self Awareness/Self Management**

➤ **Feedback, Without Blame or Judgment**

When Listening is Blocked

We can't fully take in what the other person is saying

Our attention is focused—at least in part—on ourselves and meeting our own need in that moment

Blocks in Action

What does it
sound like?

What does it
feel like?

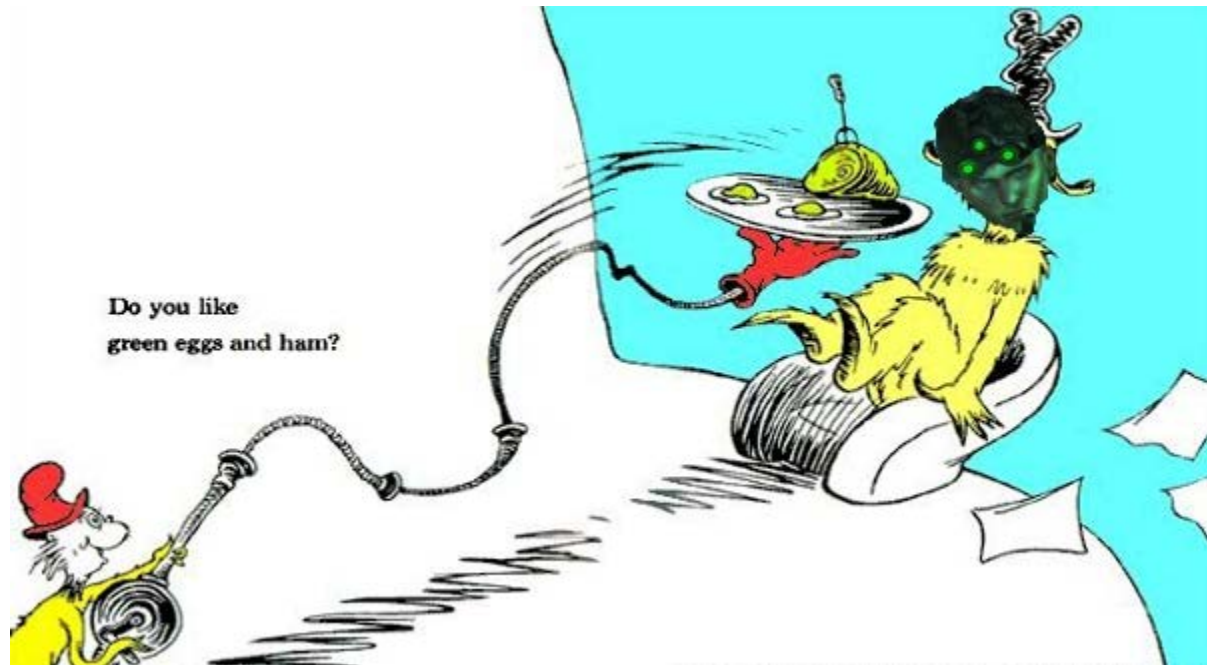
What's the
impact on the
person?



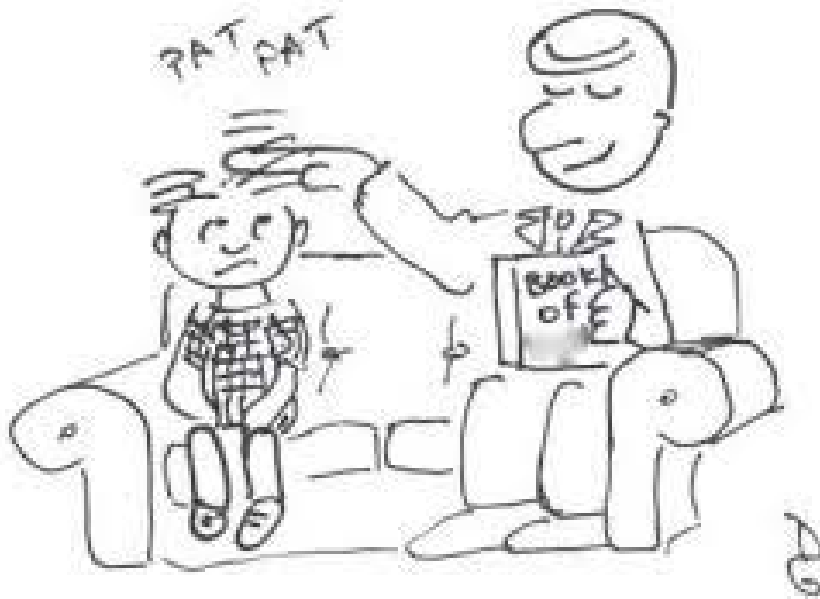
"You weren't listening.
I said, 'DON'T fall.'"

Advising....

Before people get to what's really troubling them, you jump in with suggestions for how to solve the problem. Before they are finished talking, you are thinking about what to do.



Placating



You are pleasant and supportive without really taking in what the other person is saying. In this mode, you may also be patronizing. This listening block is often used with children and older people.

Paraphrase

Putting into your own words what you think someone else just said

- Keeps you focused on what the other person is saying
- Provides an opportunity to check your understanding and clear up misunderstandings on the spot
- Lets the other person know you are listening
- Helps the other person think through their ideas

Open Questions

Open questions help you **learn the other person's perspective**, they lead to discussion and keep a conversation going.

“What are your preferences around bathing?”

“What’s important to you for your bathing experience here to be enjoyable?”

Closed Questions

Closed Questions can be answered with a simple yes or no and tend to end a conversation.

“Do you prefer a bath or shower?” 

“Would you like to have your hair washed today?” 

Why Ask Questions!

Learn what's important
to the resident

Learn their “simple
pleasures”

Develop relationship

Understand their
perspective



Knowing a Person

- How did you hear us using paraphrase and open questions?
- Where was the power/control in this conversation?



“There are few presumptions in human relationships more dangerous than the idea that one knows what another human being needs better than they do themselves.”

Michael Ignatieff

Polling Question

When we Don't Listen

- Residents may become upset, anxious, or agitated
- Residents may “give up” on trying to assert their own control.
Residents who give up tend to disengage and withdraw
- Staff may think the resident is difficult
- Staff may feel caught in the middle between facility expectations and resident preferences

Why Teach Communication Skills

- Improved satisfaction
- Improved Employee Retention
- Time saved managing complaints
- Improved relationships
- Improved critical thinking and problem solving skills
- Improved teamwork
- Improved clinical outcomes
- PERSON CENTERED/PERSON DIRECTION!

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