Honor in Conversation

Honoring those we work with during times of challenging conversation
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HONORING THOSE WE WORK WITH

No Matter What the Topic of Conversation Is:

- Positive Communication can support a respectful and safe environment for collaboration and expressions of different opinions during conversation.
- An environment of mutual respect and teamwork can serve as a great support for a number of conversations.
- We all feel honored when we are acknowledged and responded to during conversations.
Positive Comfortable Conversations can:

- Foster an environment for creativity;
- Create an opportunity for increased understanding;
- Provide different perspectives and possibilities;
- Assist us all in feeling validated;
- Unify and strengthen relationships.
Challenging conversation has the potential to:

- Reduce creativity;
- Reduce understanding;
- Limit perspectives and possibilities;
- Promote lack of validation/hurt feelings;
- Divide and weaken relationships.
Challenging Conversation potentially can:

- Foster an environment for creativity;
- Create an opportunity for increased understanding;
- Provide for different perspectives and possibilities;
- Assist us all in feeling we have been heard;
- Unify and strengthen relationships.
Why are they considered “challenging” conversations?

- Is the issue,
  - Challenging to our comfort level,
  - Challenging to our values/judgments,
  - Challenging to our belief system.

- Does the issue,
  - Challenge our ability to be creative,
  - Challenge our ability to be responsive
  - Challenge our ability to be open.
If an issue is important to an individual, think about how our role can work to support self-advocacy.

Are you up for the challenge?
FEAR NOT!!

When working with Interdisciplinary Teams, what happens when the topic turns to............

- SEX
- DRINKING
- SMOKING
- DATING
- DRIVING
- REFUSAL OF MEDICATIONS
- REFUSAL OF MEDICAL TREATMENT
- REFUSAL OF ASPIRATION SUPPORTS
- EMPLOYMENT ISSUES
Some Reasons why challenging conversations are uncomfortable:

Fear:
- Something bad could happen!
- The conversation could expose differences of opinions to and that may lead to conflict!
- We are uncomfortable!
Team Dynamics:
- Rocking the Boat or “I’m not going to bring it up!”

Personality clashes:
- Passive-one way, yes person, “whatever”- “The Agreeable”
- Aggressive-bully, bossy, abrupt, NO- “The Bulldozer”
- Assertive-certain, confident, flexible, teamwork, plan and document- “The Team Player”

Relationships might be challenged/Taking things personally
Laws, Standards, Regulations, Licensure, and Administrative Oversight:

- Some things are non-negotiable and that can make a conversation challenging.
Helpful Hints:

Overcoming Fear:

- Set the Tone for the Conversation:
  - Safe Environment, Ground Rules, Respect, Honor and Acknowledgement
- Be Clear about the Issue
- Be Clear about the Fear
- Information Exchange/Ask for clarity
- Options and Research
- To Do List (Responsibilities)
- Follow up
Helpful Hints:

Team Dynamics:

- Consider we are honoring the Individual as they express desires/wishes - Person Centered Planning
  - Assist the person in taking charge of his/her own life
  - Transparency
- Encourage Team support and collaboration
- Re-focus on strengthening relationships among team members
- Re-focus on your relationship with the Individual
Helpful Hints:

- Laws, Standards, Regulations, Licensure and Administrative Oversight:
  - Always helpful to have a working knowledge of these parameters for further support.
  - Use them as a guide for conversation
ARE YOU A POSITIVE ROLE MODEL?

- We need to be........
  - In charge of our emotions, our role and expertise in conversations;
  - Assured that we are the team member to provide the support or to seek the best person to provide the support during the conversation;
  - Open to the perspectives of others;
  - Able to share knowledge, information and gather additional information if needed;
  - Prepared to have the conversation;
  - The one to encourage positive communication.
Preparing for a Challenging Conversation

- Know the purpose of the conversation,
- Schedule a meeting,
- Bring information, records, documentation relevant to the topic,
- Present information related to an individual’s learning style (visual aids, augmentative devices),
- Consider ideas to present: The pros and cons of taking action on recommendation, partial action, or no action,
- Consider additional support (ie, DOH, Continuum of Care, other medical professionals),
- Prepare and Document your efforts with the conversation. (Note, for some if it is not documented, it didn’t happen)
Have the Conversation

- Clarify the role of various Team Members and responsibilities;
- Understand who is legally authorized to make decisions;
- Remain open minded to endorse a variety of solutions to best support the situation;
- Assist individual to advocate for themselves;
- Research resources/information to support the conversation
- Share your perspective
• **Document the conversation:**

  • Materials (ie...visual aids, articles, meeting minutes) may assist with the conversation;
  
  • Preparation to be clear on points to make;
  
  • Team Consultation Form (non-medical)
  
  • Team Justification Form (medical)
  
  • Meeting Minutes (who, what, when, where, how and Plan B)
Points to Remember:

- Positive Communication can support all perspectives and minimize challenges;

- Conversation starts the information exchange- “How can I help?”;

- Treat others with respect and integrity can go a long way;

- Prepare to provide the best support;

- Documentation supports the conversation.
Resources

- DDSD Training Unit “Promoting Effective Teamwork”
  www.trainnewmexico.com
  - Northeast: Theresa Tomashot, Taos, NM
    575-758-5934
  - Northwest: Michelle Groblebe, Farmington, NM
    505-326-2265
  - Metro: Juan Carlos Martinez, Albuquerque, NM
    505-841-5504
  - Southeast: Cindy Hoefs, Roswell, NM
    505-624-6100
  - Southwest: Amy Fox, Las Cruces, NM
    575-528-5198
• DDSD/Clinical Services Division
  • Betsy Finley
    505-841-2907

• UNM Continuum of Care
  505-925-2530

• DDSD/Individual Assistance and Advocacy Unit (Mediation/DRP)
  • Christine Wester
    505-841-5529
Questions?

Thank you for your time and for all the work you do!!!