

Workshop Materials

Family Caregiver Wellness Initiative



NorQuest College

Course Name: Effective Communication: Guidance for Caregivers

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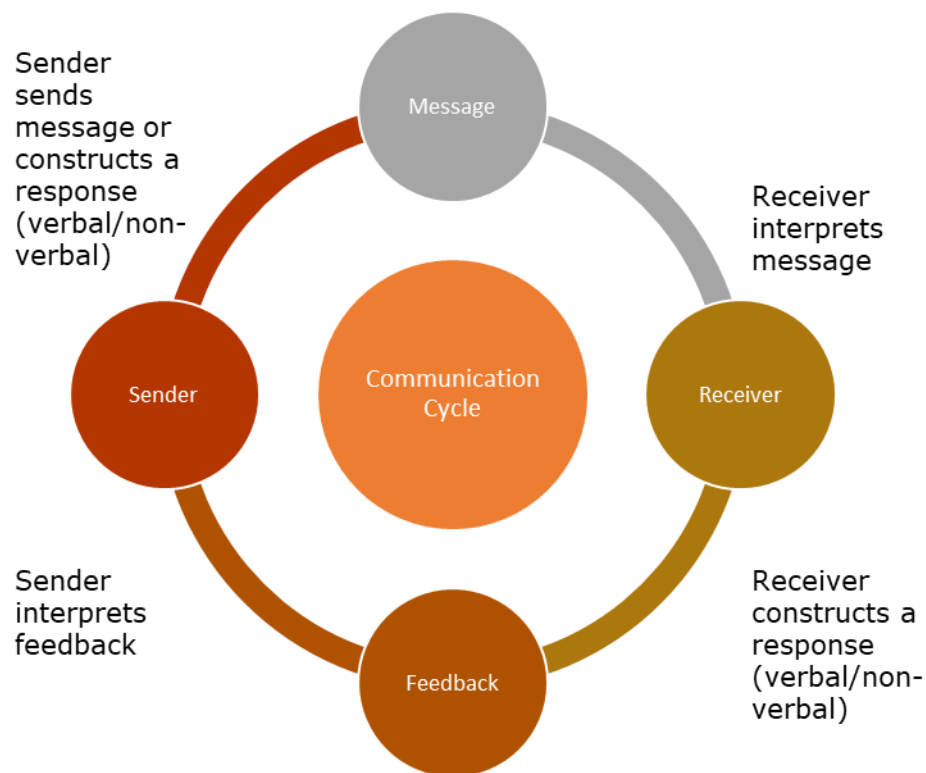
Learning Outcomes

1. Explore barriers to effective communication and methods used to avoid them.
2. Discuss techniques that promote effective communication.
3. Discuss causes of conflicts and how to them.
4. Apply information and communication strategies to own caregiving situation.
5. Discuss Trauma-Informed Communication

What is Communication?

- Communication is the exchange of information between a sender and a receiver.
- The act of giving information is only one aspect of communication. For communication to be complete, it must be received. It is not enough to simply receive the information, one must also understand it.
- Communication can be verbal and nonverbal.
 - Verbal=spoken, written, or sign language
 - Nonverbal=subtle cues, through the use of facial expressions, gestures, body language, and tone of voice.

The Communication Cycle



Effective Communication Skills

(adapted from habits for wellbeing <https://www.habitsforwellbeing.com/9-effective-communication-skills/>.)

Barriers to Effective Communication

- Judging the others
- Not paying attention to the person you are talking to
- Using technical language
- Giving solutions or unwanted advice
- Avoiding the concerns of others Effective Communication
- Active listening
 - Listen twice as much as you speak
 - Listen with whole body and refrain from interrupting
- Non-verbal communication
 - Gestures & body language need to match our verbal communication
 - E.g., eye contact, facial expression, arm postures
- Asking questions
 - Ask questions that show you are interested in them
 - Open ended: such as what and how questions
- Being clear and succinct
 - Be clear, articulate and concise
- Clarifying and summarizing
 - To ensure you are hearing correcting reflect back and summarize what you have heard from the other person
- Being empathetic
 - Ability to understand and share the feelings of others
- Providing feedback
 - Whether giving or receiving feedback, the process creates vulnerability
- Developing trust and rapport
- Being present

Violent and Non-Violent Communication

Violent Communication

Violent Communication is defined as communication that limits or denies recognition of the needs and worth of a person. It is a type of communication that blocks compassion; prevents a conversation from moving forward. It often uses manipulative or coercive language that causes a person to have feelings of fear, guilt, shame, blame, and obligation.

Examples of violent communication:

- My kids are lazy
- Mary understood the instructions why can't you
- I wish you people were more like my other clients
- I hate failing students, but that's what teachers sometimes have to do
- If you don't turn in the forms on time you will not get an appointment
- How long have you been sick? Did you go to the doctor? When will you be able to come for your appointment?
- Don't worry, you'll get the information along the way

If we use "violent" communication people may do what we want but it is done out of fear, guilt, shame, praise, blame, duty, obligation or punishment. It is a way for us to control others, but what happens to our relationships and is this type of cooperation worth it.

Adapted from Heartland Community College, What is Violent Communication?

[https://www.heartland.edu/documents/idc/What%20is%20violent%20comm%20and%20nvc%20\(Winter%202019\).pdf](https://www.heartland.edu/documents/idc/What%20is%20violent%20comm%20and%20nvc%20(Winter%202019).pdf)

Non-Violent Communication

Non-violent communication (NVC) is often referred to as compassionate communication.

- It is a type of communication that enhances how we understand the relationship between feelings and needs
- Promotes equality and creates compassion.
- Using NVC promotes the likelihood of a mutual giving and receiving because it helps us to foster joy in ourselves and others

Underlying premise of NVC is that our feelings result from our basic human needs being met or unmet.

- When are needs are met we feel positive
- When are needs are unmet we have negative emotions such as annoyance or tension Essential to NVC is expressing the link between a person's feelings and needs. For example,

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Are you feeling _____ because you need _____? I am feeling _____ because I need _____.

Once needs are identified then problem solving can begin which can result in a win-win interaction. The following pages identify examples of feelings (met and unmet) and needs.

Feelings when your needs are being met

<p>AFFECTIONATE Compassionate Friendly Loving Open hearted Sympathetic Tender Warm</p>	<p>CONFIDENT Empowered Open Proud Safe Secure</p>	<p>GRATEFUL Appreciative Moved Thankful Touched</p>	<p>PEACEFUL Calm Clear headed Comfortable Centred Content Fulfilled Mellow Quiet Relaxed Relieved Satisfied Serene Still Tranquil Trusting</p>
<p>ENGAGED Absorbed Alert Curious Engrossed Enchanted Entranced Fascinated Interested Intrigued Involved Spellbound Stimulated</p>	<p>EXCITED Amazed Animated Ardent Aroused Astonished Dazzled Eager Energetic Enthusiastic Giddy Invigorated Lively Passionate Surprised Vibrant</p>	<p>INSPIRED Amazed Awed Wonder</p>	<p>JOYFUL Amused Delighted Glad Happy Jubilant Pleased Tickled</p>
<p>HOPEFUL Expectant Encouraged Optimistic</p>	<p>EXHILARATED Blissful Ecstatic Elated Enthralled Exuberant Radiant Rapturous Thrilled</p>	<p>REFRESHED Enlivened Rejuvenated Renewed Rested Restored Revived</p>	

Feelings when your needs are not being met

<p>AFRAID Apprehensive Dread Frightened Mistrustful Panicked Petrified Scared Suspicious Terrified Wary Worried</p>	<p>CONFUSED Ambivalent Baffled Bewildered Dazed Hesitant Lost Mystified Perplexed Puzzled Torn</p>	<p>EMBARRASED Ashamed Flustered Guilty Mortified Self-conscious</p>	<p>TENSE Anxious Cranky Distressed Distraught Edgy Fidgety Frazzled Irritable Jittery Nervous Overwhelmed Restless Stressed out</p>
<p>ANNOYED Aggravated Dismayed Disgruntled Displeased Exasperated Frustrated Impatient Irritated</p>	<p>DISCONNECTED Alienated Aloof Apathetic Bored Cold Detached Distant Distracted Indifferent Numb Removed Uninterested Withdrawn</p>	<p>FATIGUE Beat Burnt out Depleted Exhausted Lethargic Listless Sleepy Tired Weary Worn out</p>	<p>VULNERABLE Fragile Guarded Helpless Insecure Leery Reserved Sensitive Shaky</p>
<p>ANGRY Enraged Furious Incensed Indignant Irate Livid Outraged Resentful</p> <p>YEARNING Envious Jealous Longing Nostalgic Pining Wistful</p>	<p>DISQUIET Agitated Alarmed Disconcerted Disturbed Perturbed Rattled Restless Shocked Startled Surprised Troubled Turbulent Turmoil Uncomfortable Uneasy Unsettled Upset</p>	<p>PAIN Agony Anguished Bereaved Devastated Grief Heartbroken Hurt Lonely Miserable Regretful Remorseful</p>	<p>SAD Depressed Dejected Despair Despondent Disappointed Discouraged Disheartened Forlorn Gloomy Heavy hearted Hopeless Melancholy Unhappy Wretched</p>

List of Needs

<p>CONNECTION Acceptance Affection Appreciation Belonging Cooperation Communication Closeness Community Companionship Compassion Consideration Consistency Empathy Inclusion Intimacy Love Mutuality Nurturing Respect Self-respect Safety Security Stability Support To know and be known To see and be seen To understand and be understood Trust Warmth</p>	<p>HONESTY Authenticity Integrity Presence</p> <p>PLAY Joy Humor</p> <p>PEACE Beauty Communion Ease Equality Harmony Inspiration Order</p> <p>AUTONOMY Choice Freedom Independence Spontaneity Space</p>																										
<p>PHYSICAL WELL-BEING Air Food Movement/exercise Rest/sleep Sexual expression Safety Shelter Touch Water</p>	<p>MEANING</p> <table border="0"> <tr> <td>Awareness</td> <td>Purpose</td> </tr> <tr> <td>Celebration of life</td> <td>Self-expression</td> </tr> <tr> <td>Challenge</td> <td>Stimulation</td> </tr> <tr> <td>Clarity</td> <td>To matter</td> </tr> <tr> <td>Competence</td> <td>Understanding</td> </tr> <tr> <td>Consciousness</td> <td></td> </tr> <tr> <td>Contribution Creativity</td> <td>Discovery</td> </tr> <tr> <td>Effectiveness</td> <td></td> </tr> <tr> <td>Growth</td> <td></td> </tr> <tr> <td>Hope</td> <td></td> </tr> <tr> <td>Learning</td> <td></td> </tr> <tr> <td>Mourning</td> <td></td> </tr> <tr> <td>Participation</td> <td></td> </tr> </table>	Awareness	Purpose	Celebration of life	Self-expression	Challenge	Stimulation	Clarity	To matter	Competence	Understanding	Consciousness		Contribution Creativity	Discovery	Effectiveness		Growth		Hope		Learning		Mourning		Participation	
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There are 4 components to the NVC model (adapted from The Centre for Nonviolent Communication <https://www.cnvc.org/learn/what-is-nvc>)

- Observation:
 - Observation without evaluation consists of noticing concrete things and actions
 - Distinguishing between judgement and what we observe
- Feeling:
 - The need to distinguish feelings from thoughts in essential
 - Understanding what you feel in order to share the feeling
- Needs:
 - When needs are met we have good feelings and when they are not we have uncomfortable feelings.
 - Want to state our needs without judging it
- Request:
 - Making our requests clear is crucial to NVC.
 - We must not make demands

The model allows for enriching communication that is effective in solving conflict When

I see that _____

I feel _____

Because my need for _____ is/is not met. Would you be willing to _____?

As with all models, the language that is used is not the most important aspect, but rather ensuring the 4 components are present is what is important.

Easy NVC Steps (from NVC Informational Handouts

<https://nvcnextgen.org/aboutnvc/nvc-handouts/>)

You are triggered.

You observe yourself using this phrase: I feel _____ because I need _____

This is honest self-empathy. Once you understand your need that is not being met then consider the other person.

You feel _____ because you need _____

This is empathy for the other person. The next step is a choice to speak empathy for others, or honesty about self.

Add a request: Would you be willing to_ (e.g., would be willing to tell me what you heard was important to me?)

Trauma-Informed Communication

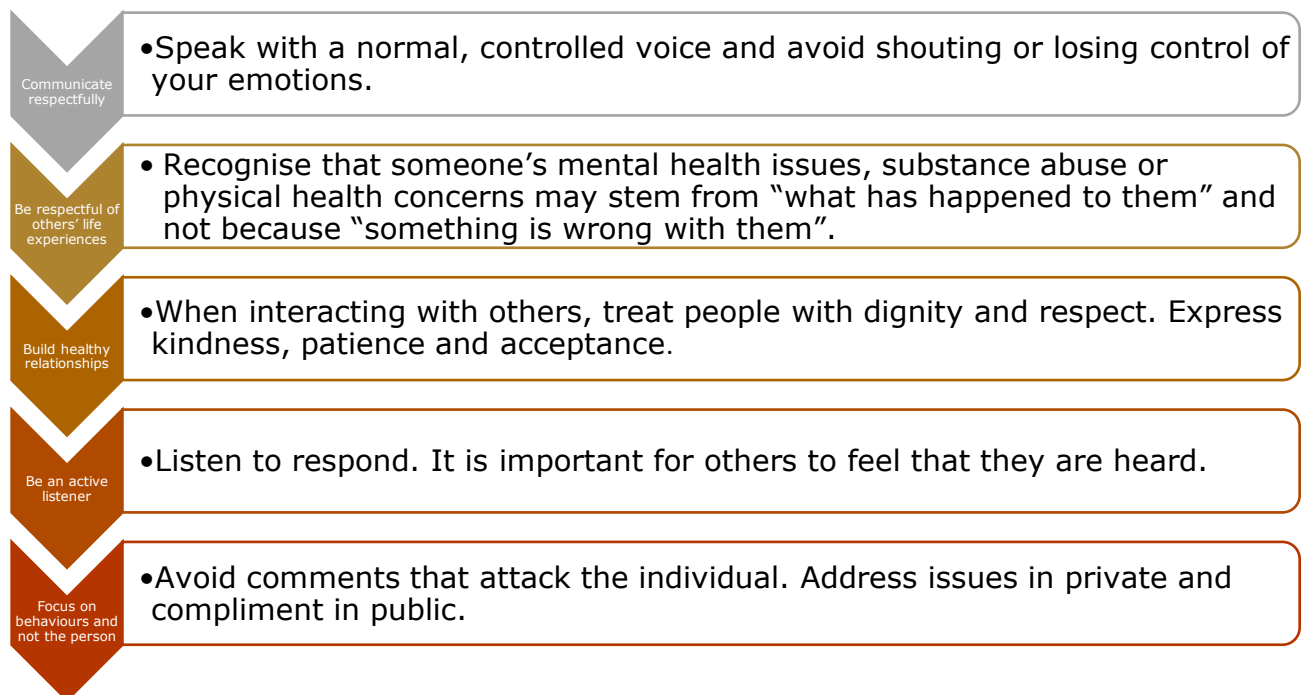
- The term “trauma” refers to a variety of experiences that cause intense physical and psychological stress reactions. This can be a single event or multiple events or circumstances that are physically or emotionally harmful and leave lasting adverse effects on an individual’s physical, social, emotional or spiritual well-being.
- Communication and trauma are tied together because trauma affects our brain and communication is a brain-based activity. Trauma-informed communication is vital to improving a person’s physical, mental and emotional well-being.

Types of Trauma

There are different types of trauma:

1. **Acute trauma** results from a single incident, such as an accident, natural disaster or act of violence.
2. **Chronic trauma** is repeated and prolonged, resulting from situations such as domestic violence or abuse.
3. **Complex trauma** is exposure to varied and multiple traumatic events, often of an invasive, interpersonal nature. These events are severe and pervasive, such as abuse or profound neglect, and often occur with a caregiver.
4. **Historical trauma** is multigenerational and experienced by a specific cultural, racial or ethnic group, often related to major events that oppressed a group of people, such as slavery, the Holocaust, forced migration or violent colonisation.

Trauma Informed Communication Techniques



Resources:

<https://www.albertahealthservices.ca/info/page15526.aspx>

<https://www.health.harvard.edu/blog/trauma-informed-care-what-it-is-and-why-its-important-2018101613562>

Sources:

<http://www.imedpub.com/scholarly/chronic-trauma-journals-articles-ppts-list.php>

<https://www.nctsn.org/what-is-child-trauma/trauma-types/complex-trauma>

<https://www.samhsa.gov/trauma-violence>

Improving your Health Literacy

Health care can be confusing, stressful and time-consuming. It is hard to navigate the healthcare system when you are not sure how to communicate within the system to ensure that your needs and your loved ones needs are met.

Below are some easy ways to build your health literacy that will allow you to have effective communication with healthcare providers and advocate for yourself and your loved one. The following adapted from Improve your Health Literacy with these Steps <https://www.healthywomen.org/content/article/improve-your-health-literacy-these-steps>

- Ask questions
 - Get answers to your questions
 - If you don't understand something ask for more information
 - E.g., why are you ordering this test? Why are you prescribing this medication? What side effects can it cause?
 - Write down questions or issues ahead of time
 - Be prepared for a diagnostic visit and come with detailed description of your symptoms
 - Bring a list of medications and dosages
 - Ask for support materials-e.g., pamphlets etc
 - Don't be afraid to ask questions or seek clarification
 - If you are waiting for results-ask ahead of your appointment if your doctor has your test results/reports from other care providers
 - Be concise-you don't get a lot of time with your healthcare provider so you need to provide concise, relevant information
- Don't walk away being in the dark
 - With doctors' visits, being short and potentially stressful can result in you not knowing what is going to happen
 - If you receive instruction repeat these in your own words to seek clarification
- Be your own pharmacist
 - Bring all your medications or a list of your medications with you to your medical appointments
 - Review all over-the-counter, supplements, vitamin, and herbal medicines with your healthcare provider as well
 - This will ensure that your healthcare providers are aware of everything you taken and can prevent problems such as 2 drugs that should not be taken together
 - Make sure you understand how to take your medications
- Tell the truth
 - You need to provide accurate information so that the right decisions can be made
- Bring someone with you
 - Having another person you trust with you during your appoint is helpful so that they can take notes and help you remember what was

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said during the appointment

- Know your medical history
 - Your healthcare provider will know your medical records but they may not be complete especially if you see multiple providers.
 - Keep your own records such as surgeries, procedures, medications, health conditions; this info will help you participate fully in your health care
- Tell the doctor's office if you need an interpreter
 - You have a right to have an interpreter so let your healthcare provider know