

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

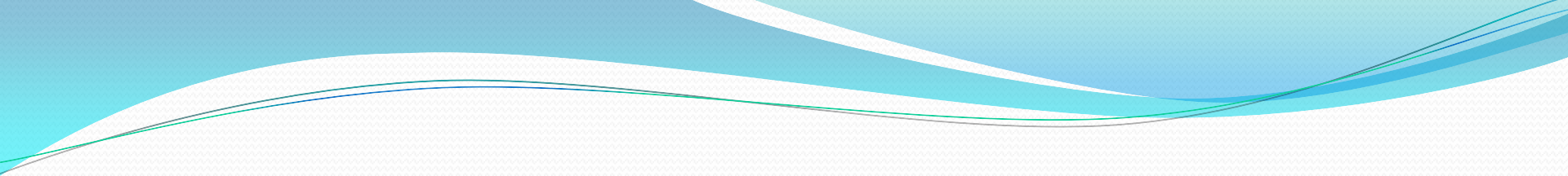
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- Some Reasons why challenging conversations are uncomfortable:

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

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- 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!!!