

COMMUNICATION TECHNIQUES IN A CPCC MODEL

Module 2. Communication techniques in a ACP model

KEY ELEMENTS AND RULES OF THE COMMUNICATION PROCESS

Communication has its own rules and principles and it is fundamental to master all the different aspect of the communication process and to be aware of the importance of each of them.



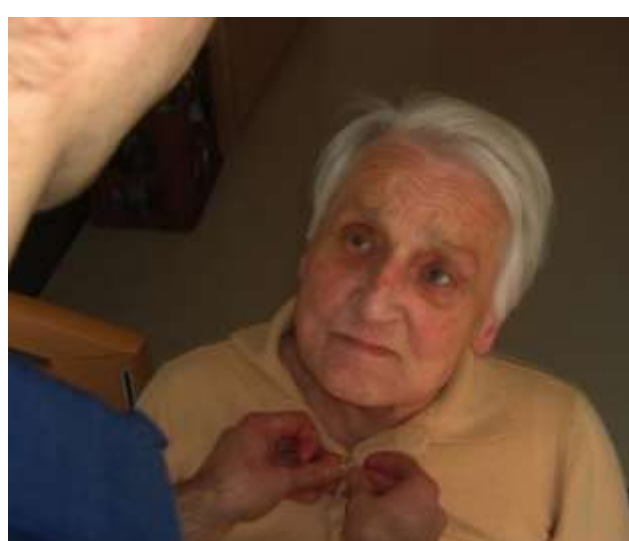
HOW COMMUNICATION MAY AFFECT THE CARE PROCESS



Concerning communication, user satisfaction increased when members of the healthcare team took the problem seriously, explained information clearly, and tried to understand the user's experience, and provided viable options.

COMMUNICATING WITH SOMEONE WITH DEMENTIA

Specific communication issue arise when working with users with dementia, and therefore specific solution must be implemented: Speak at a slightly slower page, Avoid speaking sharply or raising your voice, Don't talk as if the person isn't there, Using humour can sometimes ease a situation.



INNOVATIVE COMMUNICATION IN ELDERLY CARE



A life story is the essence of what has happened to a person. Life story work" is not just about gathering information about a person's life. **It includes the important events, experiences, and feelings** of a lifetime. It can be a very helpful tool for dementia care.

Four indicators for a conversation with a user with dementia

Acknowledging the person's emotions and values demonstrates that you recognize their individuality. For indicators are important:

- **Recognition** involves acknowledging a resident as a person.
- **Negotiation** involves being consulted about one's preferences, desires, and needs.
- **Facilitation** enables a person to do what s/he would not be able to do by providing the missing parts of the action.
- **Validation** involves acknowledging the reality of a person's emotions or feelings.

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