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Facilitating Difficult Conversations – Getting Through the Barriers

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Why Don't People Follow Our Instructions and Advice?

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What is the Underlying Issue?

- **Position vs. Interests**
 - **Position** is what the person says he/she wants
 - **Interest** is what the person really wants

- When you discover what X really represents to the person, you will have a better chance of finding a solution which will meet this underlying interest.

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Reasons for Non-Compliance

- Grief
- Denial
- Fear and frustration
- Pain and fatigue
- Lack decisional capacity
- Irresponsible
- Substance Abuse
- Financial pressures
- Different cultural values
- Asked to do more than they are capable of
- Illiteracy
- Learning, hearing, visual disabilities
- Not enough time spent educating person

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Seven Learning Styles – Gardner's Theory of Multiple Intelligences

- **Visual:** images, diagrams, colors, mind maps
- **Physical:** by doing, drawing diagrams, role playing
- **Aural:** sound, music, recordings, clever rhymes
- **Verbal:** word based techniques, scripting, speech/writing, reading content aloud
- **Logical:** logic, reasoning, systems to understand concepts
- **Social:** learn in groups, work with others
- **Solitary:** learn alone and through self-study

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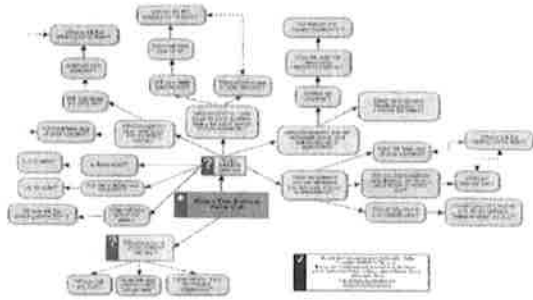
Explain Back/Teach Back Method

- Don't ask, "Do you understand?" or "Do you have any questions?"
- Use phrases such as:
 - *"It's my job to explain things clearly. To make sure I did this..."*
 - *"When you get home, what will you tell your family about what we have discussed?"*

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When Bottom Falls Out - Mind Map



Caregiver Mind Maps - David Solte, MS, PA
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Draw a Picture with Your Words

- Make it personal and meaningful: *“What will it feel like and be like to experience _____?”*
 - What are the benefits, risks and burdens?
 - What will it **feel like** for the client if he **follows** the plan? (good and bad)
 - What will it **feel like** for the client if he **doesn't follow** the plan? (good and bad)

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Whichever Box Wins, That's What Person Will Choose

Pleasure/Positives if I choose ____?	Pain/Negatives if I choose ____?
Pleasure/Positives if I don't choose ____?	Pain/Negatives if I don't choose ____?

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Checking In Questions

- *"What do you think are your biggest obstacles to following through with this?"*
- *"Would you like some more time to think about this?"*
- *"I know it might be hard to do ____, let's talk about what problems it might create and try to solve them together."*
- *"This is the ideal plan; now let's talk about your plan."*
- **"Would you be willing to ...?"** (mediation technique) **Find out what person is willing to do? Then recreate plan**

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Action Plan – Follow Up

- Write out instructions for them
- Record it on their phone
- Give them a calendar with action items
- Send reminders by preferred communication style:
Week 1 Find ____, Week 2: Think about ____, Etc.
- Offer help – Normalize: *"Lots of our clients have questions after they leave the office. If you are having trouble compiling the info, call us and we will talk/walk you through it."*

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**Mom, we've
decided that it's
time for you to
move!**

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Understanding Normal Aging

- Two developmental stages or tasks of seniors:
Control and Legacy
- **Control:** Loss of control over the changes that are happening to their body, mind and life
- **Legacy:** End-of-life work which processes questions such as, “Did I matter?” “Will anyone remember me?” “What is the legacy I am leaving to my family and to this world?”

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Continued...

- Slowing down when aging is normal – not always a sign of physical or mental decline
- Seniors – goal is to “**ponder and process**”
- Middle-aged – driving force is to get things done quickly
- Creates conflicts regarding speed and timing
- Solution: There is power in backing off and allowing the senior some space and time
- *Be aware of our professional speed and pace*

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Frame as Short-term Control vs. Long-Term Control

- *“In the short term, of course you can choose to not use your walker, It does worry me (It concerns me) that in the long term, you may be **sacrificing long-term control** if you break your hip and can't live at home anymore. Then you wouldn't have any control over where you live, what you eat, how you structure your day, etc.”*
- **“But of course, it is your decision.”**

David Solie: [How to Say it To Seniors](#)

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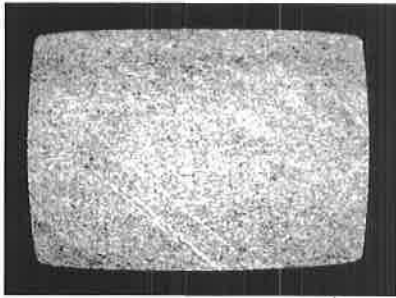
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Separating The Person From The Problem

- Creates a shared decision-making partnership
- *"How are you and I going to solve the _____ problem."*
- The person stops being the problem when you create a third presence in the room called, *"The Problem."*
- Allows people to work together to brainstorm possible solutions

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Getting Through the White Noise of Emotion

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5-Step Process to Help the Person/Family Get Out of Denial

You may need to stop/slow down and allow the person to process what you have said.

- **Step 1:** Normalize:
- *"So many of the people I work with struggle to take in all the information that is coming their way. It can be really overwhelming."*
- **Step 2:** Introduce denial gently:
- *"Especially when it is a topic that isn't easy to talk about. Sometimes people would rather not talk about _____."*

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- **Step 3:** Introduce the idea of denial being both good and bad:
 - *“This wishing we didn’t have to talk about it can be both good and bad. In the short term, not talking about it can protect the person from having to deal with _____/ bad news. (It keeps the person’s brain from exploding.)”*
 - *“But in the long term, not talking about it can be dangerous because it can keep the person from...”*
 - *Getting things taken care of before there is a problem.*
 - *Asking for help from family, friends, faith community and professionals*
 - *Getting the documents created so you are protected*
- **Step 4:** If the person hasn’t shut down and is still listening, you can try option A or B

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- **Option A:** Introduce the concept of **disbelief** by asking an “if” question:
 - *“If _____, (then offer two choices), would you want _____ or _____?”*
 - Alternate: *“Does it ever cross your mind that _____?”*
- **Option B:** *“I wonder if you would be willing to talk about _____ for 15 minutes. Then you can not think about _____ for the rest of the day.”*
- **Step 5:** To move into decision making: Ask a second “if” question but be careful because coming out of denial is painful and the person may be emotionally fragile: *“If _____ would you like _____ now or _____ later on?”*

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Cultural Barriers - More Than Race or Religion

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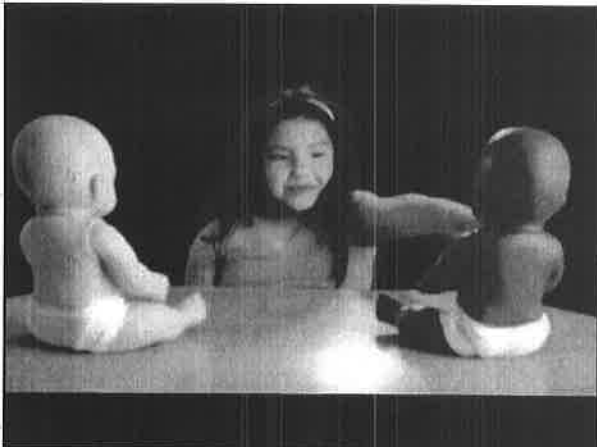
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We Learn Before We Understand

- 1947: Original research – Racial Identification and Preference in Negro Children (Clark and Clark, 1947: 169.)
- 2008: USA <https://youtu.be/tkpUyB2xgTM>
- 2016: Italy www.youtube.com/watch?v=QRZPw-9sJtQ

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Check Your Assumptions “Implicit Bias”

Harvard Implicit Association Test

<https://implicit.harvard.edu/implicit>

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Gratitude



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Some of Viki's Favorite Resources

- [They're My Parents Too](#) by Francine Russo
- [Caregiver Mind Maps](#) and [How To Say It To Seniors – Closing the communication gap with our elders](#) by David Solie, MS, PA
- [Culture and Nursing Care – A pocket guide](#) by Juliene G. Lipson et al.
- [Baby Boomers – Sandwiched between retirement and caregiving](#) by Sandra W. Haymon Ph.D. (Great red flags checklist regarding safety)
- [The Boomer Burden – Dealing with your parent's lifetime accumulation of stuff](#) by Julie Hall
- [Transitioning Your Aging Parent – A 5 step guide through crisis and change](#) by Dale Carter

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- [The Lost Art of Listening – How learning to listen can improve relationships](#) by Michael P. Nichols Ph.D.
- [Appreciative Inquiry: Stories and Practices for Living and Working Appreciatively](#) by Edward A. Jacobson
- [The Five Languages of Love](#) by Gary D. Chapman
- [Getting to Yes: Negotiating Agreement Without Giving In](#) by Roger Fisher and William Ury
- Well Spouse Association: A wonderful website, chat room, and support system for spouses, partners and significant others. www.wellspouse.org
- Kindness Reminders: Free weekly ideas to help people show love and support to a loved one. Sign up in the box in the upper right hand corner of KindEthics.com
- [The Caregiver's Path to Compassionate Decision Making: Making Choices for Those Who Can't](#) by Viki Kind
- [The Caregiver's Path Resource Workbook – Articles, Worksheets and a Visual Conversation Toolkit](#) by Viki Kind

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