

Don't Stop Me If You've Heard This One: Communicating with Persons with Diminished Capacity

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Objectives

- Review the impact of the symptoms of dementia upon **communication** and behavior
- Describe the techniques of **active listening** and **validation**, and how they apply to personal and professional communications
- Understand how **improvisation techniques** may enhance connection and communication with a person with dementia



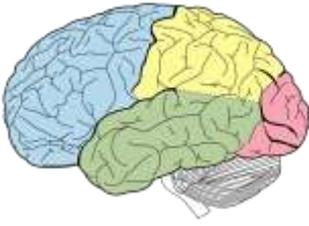
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"A little nonsense,
now and then,
is relished by
the wisest men."

Rosald Dahl,
Charlie and the Chocolate Factory



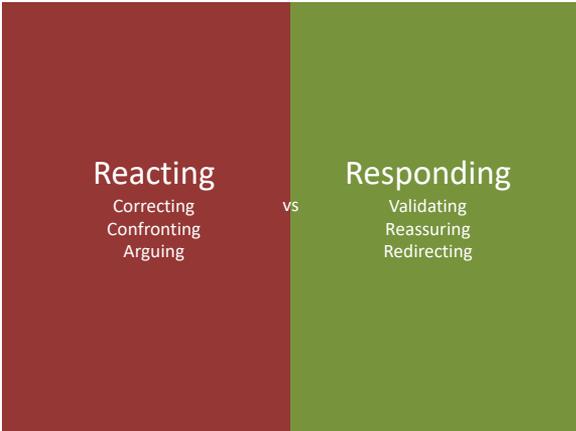
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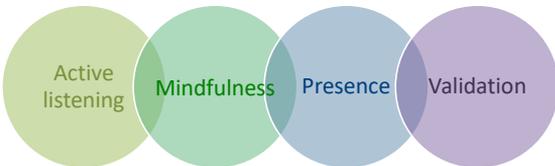
DEMENTIA AND ITS IMPACT:

- Memory
- Orientation
- Attention
- Sensory processing
- Communication
 - Language
 - Repetition
- Behavior
 - Withdrawal
 - Agitation

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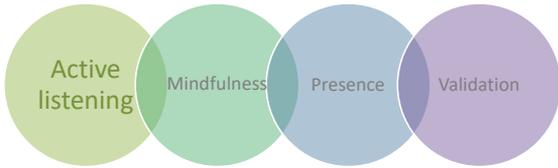


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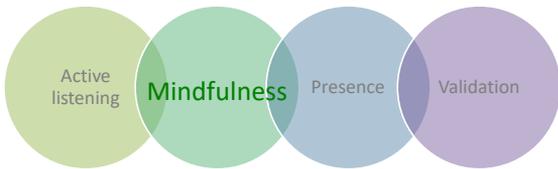


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Making a conscious effort to not only hear the words being spoken, but the complete message being sent. Requires the listener to concentrate and comprehend before formulating a response.



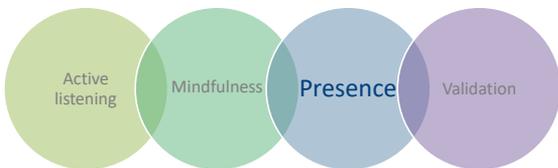
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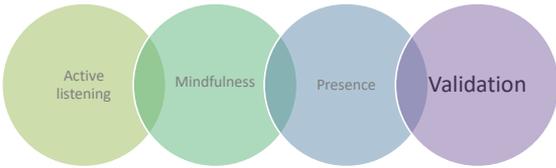
The quality or state of being conscious or aware of something, by focusing one's awareness on the present moment, and paying attention to thoughts and feelings without judging them.

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The degree to which one is able to maintain mindful awareness. Often described in contrast to the "monkey mind," which jumps from thought to thought.



9



A method for connecting and communicating with persons with dementia by accepting their belief and current reality, and responding to the emotion that is being communicated, rather than to the facts of what is being said.

10

IMPROVISATION. *The art or act of responding to or developing a solution to a situation without preparation. Applicable to arts, science, business, and interpersonal communications.*

“Yes, and ...”

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|---|----|--|
| <p>Denying <i>Reacting</i></p> | vs | <p>“Yes, and ...” <i>Responding</i></p> |
|---|----|--|

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| | |
|---|--|
| <i>"I'm late for work. I've got to catch my bus!"</i> | |
| <p>Denying <i>Reacting</i></p> <p><i>"There's nowhere you need to be, Bill. You're retired, remember?"</i></p> | <p>"Yes, and ..." <i>Responding</i></p> <p><i>"I can give you a ride, and we've got plenty of time! Let's have a cup of coffee before we head out."</i></p> |

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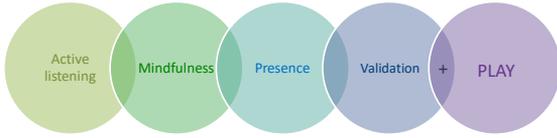
| | |
|--|--|
| <i>"I want to go home."</i> | |
| <p>Denying <i>Reacting</i></p> <p><i>"This is your home. You moved into this apartment two months ago."</i></p> | <p>"Yes, and ..." <i>Responding</i></p> <p><i>"I know, this place doesn't feel quite right. Just a little while longer until your place is fixed up. Let's pick out something new for the walls."</i></p> |

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| | |
|--|---|
| <i>"They're trying to poison me!"</i> | |
| <p>Denying <i>Reacting</i></p> <p><i>"Of course they're not! They take wonderful care of you here."</i></p> | <p>"Yes, and ..." <i>Responding</i></p> <p><i>"That's a really scary thought. I'll make sure that nothing happens to you."</i></p> |

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*To engage in activity for enjoyment and recreation,
rather than for a serious or practical purpose.
Helps humans of all ages with problem-solving,
creativity, relationship-building, and learning.*



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LET'S PLAY!

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THANK YOU!

We are here to help!

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