



Communication

In Challenging Situations

COMMUNICATION

For those with Memory Loss/Confusion

- ◆ Slow Down
- ◆ Use Short and Simple Words and Sentences
- ◆ Use Repetition - Use Exact Words
- ◆ Request only one Task or Step at a Time
- ◆ Don't Use Questions Requiring Memory
- ◆ If Difficult to Understand:
 - Repeat Back What You Think You Heard
 - Respond to the Emotional Tone
- ◆ Be Aware of Your Body language





Management Concepts For Those with Dementia

- ◆ Maintain consistent, regular routines
- ◆ Give direction slowly - step by step (task breakdown)
- ◆ Make eye contact - speak slow & simple
- ◆ Use a slow and calm approach
- ◆ Use verbal, visual & environmental cues
- ◆ Compensate for sensory loss
- ◆ Use of touch & humor when appropriate

NOTE: Everything is trial and error and should constantly be re-evaluated.

What Is Resistance?

Physics

- ◆ For every action there is an opposite and equal reaction

Medicine

- ◆ The ability to resist / fight off diseases, toxic agents

Psychology

- ◆ Freud - Energy keeping something from awareness
- ◆ Horney - Something which occurs when the person feels hurt, frightened, or angry
- ◆ Rank - Sign of progress in therapy, individual manifesting will power





Resistance

Manifestations

Hostility

Arguing

Helplessness

Grumbling

Withdrawal

Attacking

Becoming dependent

Passivity

Crying

Projection


Intellectual battling

Increased or decreased talking

Difficulty understanding

Becoming agreeable

Factors Leading To Resistance

- 
- ◆ Fear
 - ◆ Stress
 - ◆ High levels of change
 - ◆ When attitudes, opinions, beliefs that consistently guide behavior are threatened
 - ◆ Change that is seen as a threat to independence & freedom
 - ◆ Change makes the person deviant from the group norm
 - ◆ Feedback is unsolicited
 - ◆ Feedback that is provided by the “wrong” person
 - ◆ Excessive pressure
 - ◆ No input
 - ◆ Anxiety related to change is not handled

Dealing with Resistance



- **Best approach is prevention:**
 - **Develop/maintain relationship**
 - **Listen**
- **Recognize the value of resistance - keeps anxiety under control**
- **Do not identify as opposition, but as a concern to be resolved**
- **Do not personalize it**
- **Avoid being defensive**
- **Avoid premature persuasion, threatening, or controlling**
- **Investigate and examine causes of resistance**



Characteristics of Resiliency

- ◆ Be Positive
- ◆ Be Focused
- ◆ Be Flexible
- ◆ Be Organized
- ◆ Be Proactive