

# C2S WITH THE RIGHT SUPPORT

SKILL BUILDING: COMMUNICATION,  
APPROACH, DO WITH ME NOT TO ME



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Please Sign In



Pre-Survey



Presentation

# GETTING STARTED

- Sign In / Pre-Survey Completed
- Pen / Blank Paper
- Please take care of your needs
  - Drink/Stand Up/ Restroom/ Other



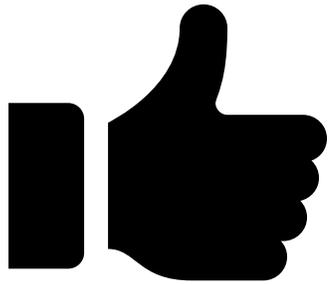
# AGENDA

Skill Building:  
Communication, Approach,  
Do With Me Not To Me



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# COMMUNICATION CHALLENGE



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What  
difference  
are you  
making?



What have  
you  
implemented  
from your  
empowerment  
opportunities?



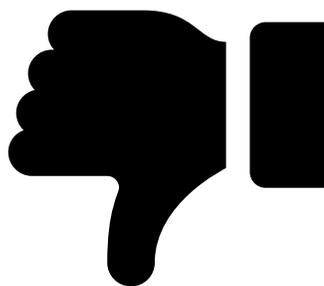
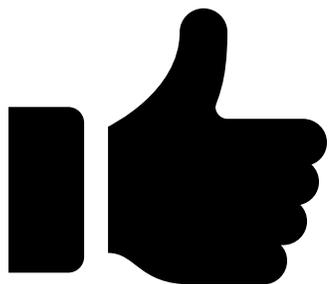
# DEMENTIA EXPERIENCE

# SKILL BUILDING



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# COMMUNICATION CHALLENGE



# WHAT IS IN YOUR TOOLBOX: SHARPENING OLD TOOLS AND ADDING NEW ONES

Communication

Approach

Do With Me, Not To Me



# COMMUNICATION



# COMMUNICATION

“The ability to communicate is the ability to connect, and that’s what building relationships are all about.”

~ Tony Robbins



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# LANGUAGE

## Vocabulary

- How One Uses Words

## Speech Production

- How One Verbally Uses the Word Out Loud

## Comprehension

- How One Understands What is Being Communicated

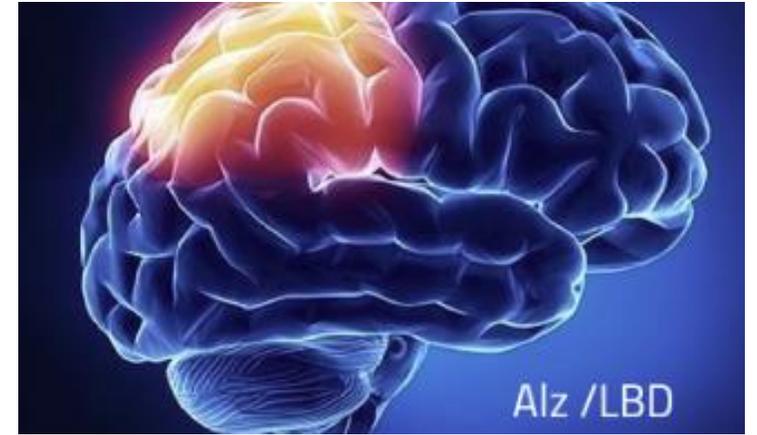
# BRAIN



Word Finding  
Speech Sounds



Word Understanding  
Word Analysis  
Sound - Symbol Connection  
Letter/Word Recognition



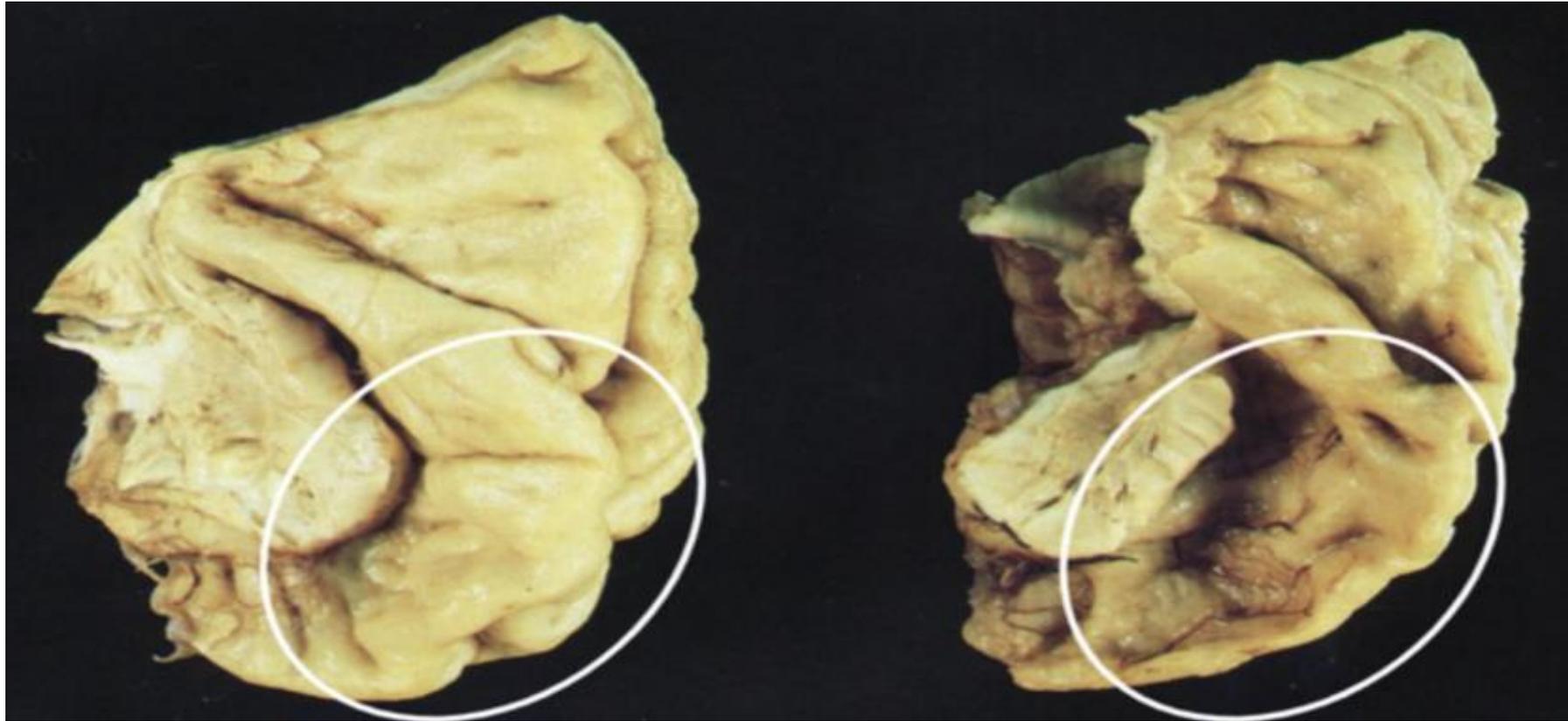
Sensory Information  
Word Analysis  
Sound - Symbol Connection

Letter / Word Recognition



# COMPREHENSION:

## UNDERSTANDING WHAT IS BEING COMMUNICATED



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I did then I knew how do.  
Now that I better, I better.

I did then I knew how do.  
Now that I better, I better.



ALL BEHAVIOR  
*is a form of*  
COMMUNICATION



# Communication



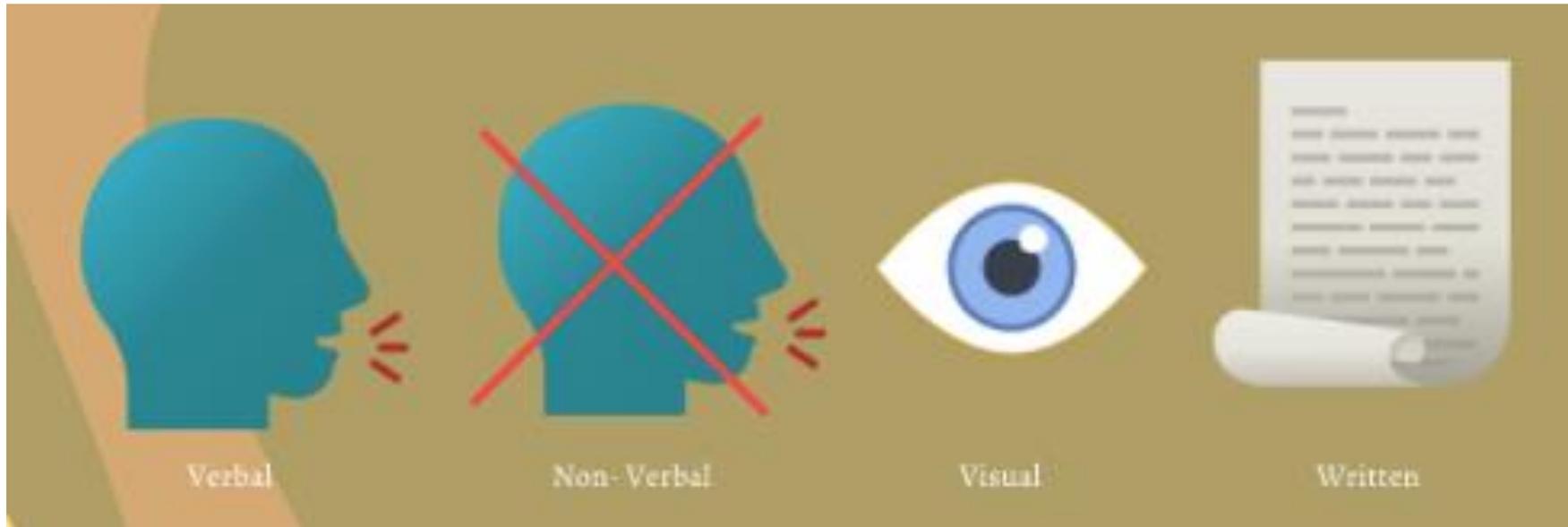
**Words**



**Tone**

**Body Language**

# FORMS OF COMMUNICATION



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# FINAL COMMUNICATION CHALLENGE

## Instructions

Communicators: Please communication section  
C with a form of communication  
other than verbal.

# REMEMBER

- Match Their Emotion
- I'm Sorry
- Active Empathetic Listener
- Less Words
- Go At Their Pace



# Communication

## Skill Building

- Body Positioning
- Getting Started
  - Your Name / Their Name
  - Make Connection
  - Compliment
  - I Have/ You Have
- If they are asking you a question
  - Reflect on what they said
  - Sounds like you are...
- Positive Action Starters
  - "It's time to"
  - "Come with me"
  - "Would you help me"
- Remember
  - Single Step Instructions
  - Go Slow
  - Take a Pause
  - This or That

LET'S  
PRACTICE

- Think
  - What is your intent?
  - Conversation or Interaction
- Line of Vision
  - Start at 6 feet
- Supportive Stance
  - Smile
    - Still Open Hand Aside of Face
    - Physical Connection
    - Slowly Extend Hand
- Eye Level or Below
  - Don't Lean In
- Personal Connection
- Initiate Positive Action

# APPROACH MATTERS



# TEEPA SNOW - APPROACH

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# REVIEW WHAT YOU JUST SAW

How was she positioned?

"Handsome fella, sort of like you" (Compliment)

"Hey Gordon... they have a movie out here." Then talked about Glen Ford (Creating personal connection.)

"Let's go out here (pointed).  
Come with me?"

How many steps to have Gordon stand up?

- 1) Push Chair Back
- 2) Pull Feet Back
- 3) Time to Stand Up
- 4) 1...2...3...
- 5) Hold on here
- 6) Stand Tall
- 7) Rubbed Back
- 8) Stand Real Tall
- 9) Shoulders Back
- 10) She gets walker
- 11) Hold On
- 12) Get a hold of it
- 13) Take breaks off
- 14) Let's go that way (Points)

- Think
  - What is your intent?
  - Conversation or Interaction
- Line of Vision
  - Start at 6 feet
- Supportive Stance
  - Smile
    - Still Open Hand Aside of Face
    - Physical Connection
    - Slowly Extend Hand
- Eye Level or Below
  - Don't Lean In
- Personal Connection
- Initiate Positive Action

# APPROACH MATTERS



## What If The Person is ...

- Standing Up
- Entering the Room
- Approaches You
- At a Table
- Asleep
- Tells You To Stay Away

# WITH NOT TO SUPPORTIVE HAND TECHNIQUE



# WITH ME - NOT TO ME

- ADLs
  - Eating
  - Buttons
  - Walking
  - Brushing Teeth
- IADLs
  - Folding Clothes
- Comfort
- Protection



# SKILL BUILDING DEBRIEF

# THANK YOU

For More  
Information  
Melody Karick  
CDP, CMDCP, PCHA, PAC  
Dementia Consultant,  
Educator, Certified  
Cognitive Screener,  
Creator of C2S Dementia  
Experience and Education



Please Sign Out



Certificate



Post Survey



Must Complete  
Sign In, Sign Out,  
Pre Survey, Post  
Survey, AND  
Certificate