



# Supporting Caregiver Resilience and Needs

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## Webinar Part 4: Effective Communication



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# Agenda

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Background

Goals of the Workshop

Review

Addressing Needs

Summary

# Four most commonly stated needs:

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- Managing emotional and/or physical stress
- Overall self-care
- Coping with time, energy, and financial demands
- Communicating more effectively with the recipient.

# Goals for Today

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1. Increase your self-efficacy and resilience as a caregiver.
2. Learn how to effectively communicate with others.
3. Increase your sense of support.

# Review of Parts 1-3: Stress & Burnout, Self-Care, and Managing Demands

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- Burnout vs Stress
- Importance of Long-Term Self-Care
- Effective Management of Time, Energy and Financial Demands
  - What changes have you noticed since last week?
  - What tip(s) or worksheets did you find the most helpful?

# Effective Communication



# Why is effective communication important?

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- Can help with managing stress and responsibilities
- Demonstrates awareness and respect for your rights and the rights of others
- Improving self-confidence
- Understanding and recognizing your own feelings
- Creates open, honest relationships



# Assertiveness Assessment

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- Think about difficulties you've encountered in relationships.
- Do communication difficulties play a role?
- In what situations is communication difficult?
- What thoughts, feelings, or physical symptoms do you notice?



# Types of Ineffective Communication

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- **Passive Communication**
  - Disregarding your own needs, failing to express honest thoughts, feelings, beliefs
  - Overly apologetic or silence
- **Aggressive Communication**
  - Disregarding others' needs, opinions, or feelings
  - Demanding, hostile, abrasive
- **Passive Aggressive Communication**
  - Expressing aggressive feelings in an indirect way rather than confronting the issue

# What is Assertive Communication?

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Based on mutual respect for everyone's thoughts, feelings, ideas, beliefs



# Assertiveness Intervention: H.A.R.D

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Simple but “HARD”

## NonAssertive

(Passive)



**H**onest



**A**ppropriate



**R**espectful



**D**irect



## Assertive

(Tactful)

**H**onest

**A**ppropriate

**R**espectful

**D**irect

## Aggressive

(Rude)



**H**onest



**A**ppropriate



**R**espectful



**D**irect

# Burn's 5 Secrets of Effective Communication

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- **Disarming Technique:** Finding/acknowledging truth in what the other person says
  - “You’re right, I didn’t do the dishes like you asked me to”
- **Thought and Feeling Empathy:** Summarizing/acknowledging what the other person might be feeling based on what they said
  - “You’re feeling pretty angry that I left the dishes in the sink”
- **Gentle Inquiry:** Gentle questions to learn about what the other person is thinking/feeling
  - “Help me understand the impact of what I did”
- **“I feel” statements:** Starting sentence with “I feel” rather than “You...”
  - “I feel disrespected when you don’t clean up the dishes”
- **Affirmation:** Conveying warmth / respect
  - “I appreciate that you’re open with me about how you’re feeling”

# XYZ\* Formula

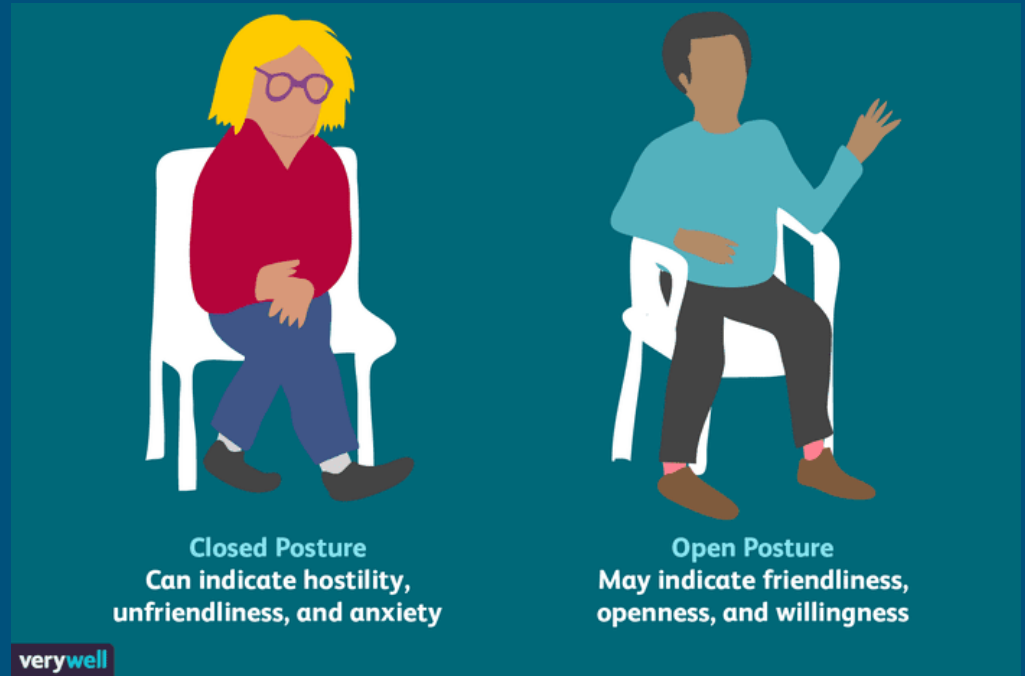
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- I feel X when you do Y in situation Z and I would like \*
- Example:
  - I feel unappreciated when you don't say thank you when I clean the house and I would like you to acknowledge my efforts

# Body Language

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- Eye contact
- Open posture
- Uncrossed arms
- Distance
- “Leaning in”



# Communication Plan Activity

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Situation	Old Response	New Response
<i>My partner did not say thank you after I cooked dinner for him</i>	<i>“You never appreciate anything I do around here”</i>	<i>“It would feel so good if we expressed gratitude to each other by saying thank you when we do things around the house”</i>

# Barriers to Effective Communication

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- Fearing repercussions
- Feeling insecure
- Low self-worth, not feeling worthy of respect



# Overcoming Barriers to Effective Communication

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- Practice!
- Remind yourself that you are worthy of setting limits and boundaries
- Start in low risk situations



# Communication Log

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Date	Situation	How You Responded	Outcome of Situation	Thoughts about Situation
February 1 <sup>st</sup>	The person I care for asked me to come over and take down their holiday decorations when I already had plans.	"I'm sorry, but that time doesn't work for me. I wonder if we can find another time that works for both of us. How about Saturday instead?"	We were able to find a time that worked for both of us and I was able to spend quality time with them without feeling resentful.	I am in control of my time. I am able to stand up for myself and prioritize my time.

# Quick Takeaways for Assertive and Effective Communication

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- Use “I” and “me” statements
- Confident body language
- Practice saying no
- Keep emotions in check



# Part 3 Summary and Final Thoughts

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- Any questions or comments before we end for the day?

See Reference  
Handout for  
Sources of  
Information in the  
Presentation