

Module 4A

Communication Skills: Creating a Positive Social Environment



alzheimer's  association®

Person-Centered Care

Care providers understand the individual's personal experience and seek to know them as a unique person living with a disease. This knowledge is continuously assimilated through the interpersonal, therapeutic relationship between the individual and the care providers.

Is There Communication Going on Here?



How can we tell?

Who Is Communicating in This Picture?



How can we tell?

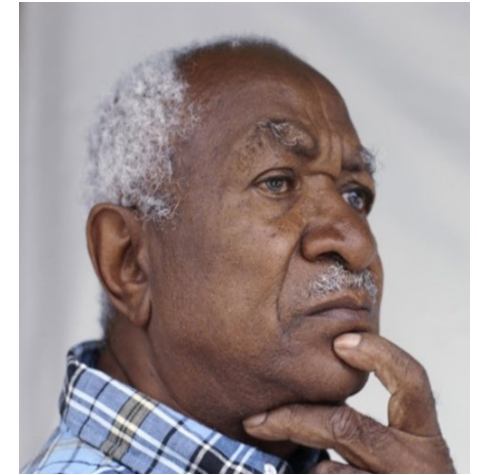
What You'll Learn

- Recognize two examples of non-verbal communication
- List three rules of good communication
- Recognize two ways we can help someone communicate



What Is Non-Verbal Communication?

- **Body language**
 - Posture
- **Facial Expression**
 - Eye movements
- **Gestures**
- **Tone of Voice**
 - Loudness
 - Urgency of tone
 - Quickness

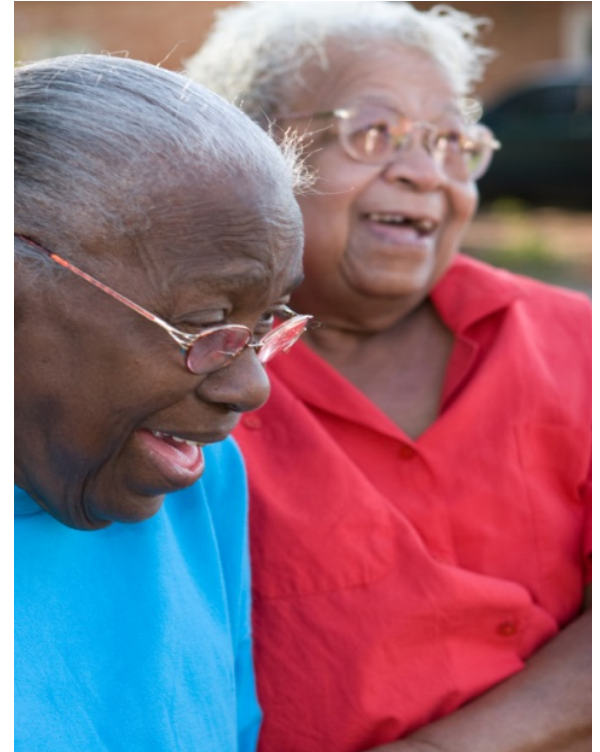


Dementia-Related Changes with Communication

- Word Finding
 - Replacing words
 - Repetition
 - Losing train of thought
- Reading and Writing
 - Not understanding what is being said
 - Eventually unable to verbally communicate

We Can Help:

- Limit distractions
- Show interest and be supportive
- Understand behavior is a form of communication
- Be patient
- Give time to respond
- Validate the person's reality



Rules of Good Communication



- Approach from the front
- Make eye contact
- Call the person by name
- Tell them who you are

More Rules of Good Communication

- Use gestures/hand motions
- Speak slowly
- Speak in short phrases
- Rephrase sentences to avoid the use of “no” and negative words
- Provide emotional validation and redirection

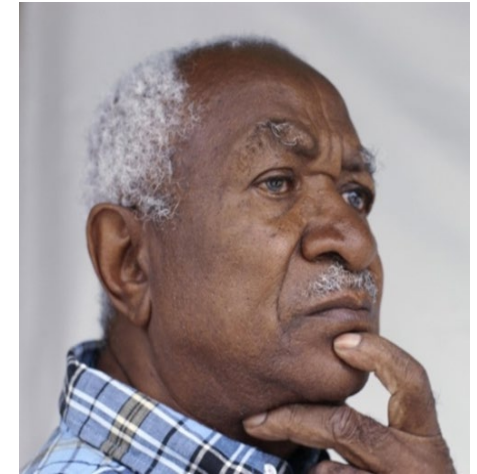


What Did We Talk About Today?

Let's Review...

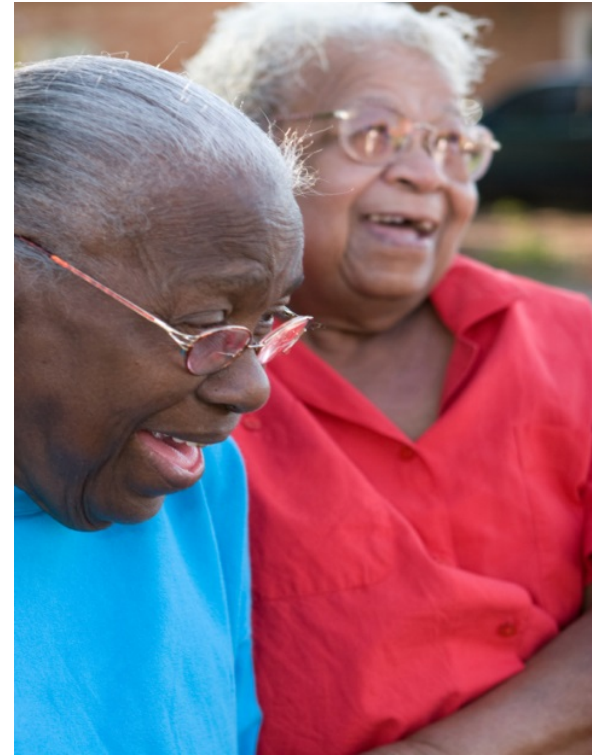
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Let's See What You've Learned

**Test 4A: Communication Skills:
Creating a Positive Social Environment**