

Module 4B

Communication Skills: Creating a Positive Social Environment



What You'll Learn

- Identify two things we can learn from non-verbal communication
- Identify what it means to “join the person in their reality”
- Recognize what it means to “focus on the feelings, not the words”
- Recognize an example of the “connect, then redirect” strategy



Non-Verbal Communication

The person's body language tells us

- How the person is feeling physically & emotionally
- The best way for us to respond

Our body language tells the person

- If we are being supportive
- If we are trustworthy



We Have to Change Our Communication and Expectations



- “Wait right here.”
- “That’s not your room. Don’t go in there!”
- “Stay in the tub. I’m going to get a towel.”

Join The Person in Their Reality

This means:

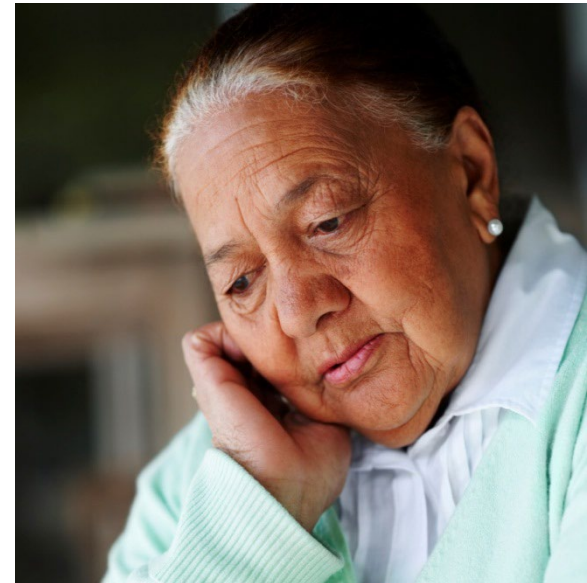
- We don't try to bring the person into the present day
- We validate and enter the world of the person



Focus on the Feelings, Not the Words

This means:

- We don't react or respond to the words
- We focus on what the person is feeling:
 - "It sounds like you are very angry."
 - "You look tired or in pain. Does something hurt?"
 - "You look so upset. Let me help you find your necklace."



Connect, then Redirect

When we use this strategy, we:

- Connect with the person and what they are feeling
- Then we redirect them to another activity



Putting It All Together: Using the Strategies



What Did We Talk About Today?

Let's Review...

Strategies We Talked About

- What can **non-verbal communication** tell us?
- What does “**join the person in their reality**” mean?
- What does “**focus on the feelings, not the words**” mean?
- How do we “**connect, then redirect?**”

Let's See What You've Learned

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