

Having better and more effective conversations



Presenters



Jill Croskell
Locality Manager
South West Region



Kerry Cleary
Associate Skills for Care



Welcome

- This webinar is being recorded for others to watch.
- Attendees are on mute.
- Please do chat, comment and ask questions via the 'questions' function. This is monitored by the facilitators.
- There may be questions that come up during the session which we'll answer if we can or will respond after the webinar.
- This webinar will last no longer than 60 minutes.



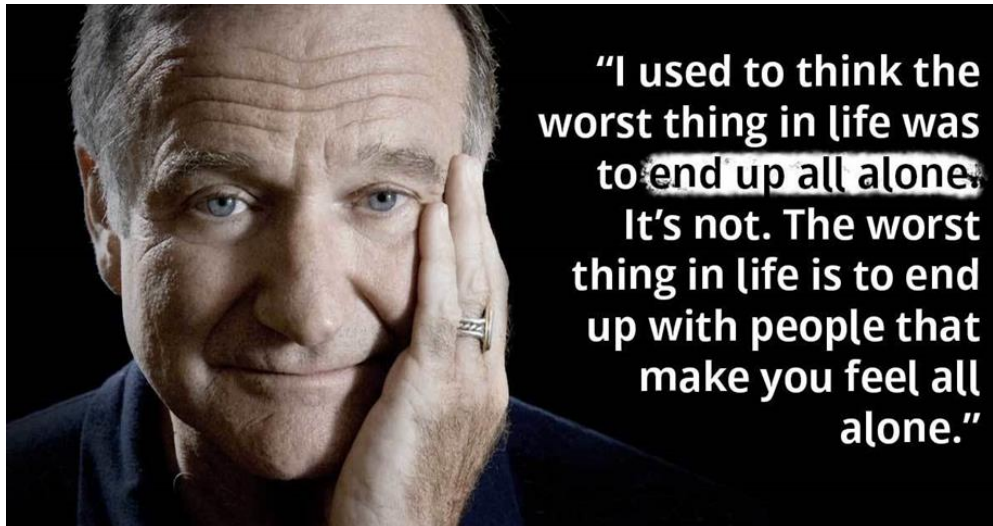
What we will be covering

- Things to consider about having better, more effective conversations.
- Things to do - ideas to support you in having conversations that matter to you and others.
- Things to help - practical ideas and tools to use.



**What is the one thing
you would change to have
better conversations?**

Why effective conversations matter



- What is the difference between care and caring?
- How can we make people feel valued and care for their wellbeing through the conversations we have?



Individual employer

Personal assistant

Around
70,000
direct payment recipients were
employing their own staff



PAs held, an average,
1.34 PA jobs each



Individual employers,
on average, **employed**
1.93 PAs each.

Vacancy rate for
PAs
compared to **9.1%**
vacancy rate for care workers



There were an estimated
135,000 PA jobs
for direct payment
recipients



16.7% turnover rate for PAs,
reported by individual
employers,
compared to **40.6%**
turnover rate for care workers



The principles of person centred care



Person Centred Values

- Individuality
- Rights
- Choice
- Privacy
- Independence
- Dignity
- Respect
- Partnership

Lived experiences

Examples of lived experience



'...I use Personal Assistants 24 hours a day, seven days a week. This enables me to live independently and have choice and control. Having a direct payment has given me that. It is essential to listen, and to hear, and to understand what is important to me and for me. People should listen to me about my everyday life and what I require to live it. This supports person-centred approaches for me. It's often the simple things like ensuring I can wash my hair, put on my make up and be the glamorous me I want to be. My appearance is extremely important to me, I like to be glamorous. PA's know it's a bonus if they are handy with straighteners and a make-up brush...'

'...I use my PA to support me in my activities at work for 28 hours per week, covering between 3 and 4 days throughout the working week. In addition to work activities, my PA covers elements of my personal care tasks whilst at work. It's really important to me, and for me, that my PA knows he is working towards the outcomes I want and need to achieve, not the outcomes set for him. However, to ensure my outcomes are met, I also need to put my PA in the centre and have a person-centred approach for them. This approach helps people to learn and understand so much more about the social model of disability and what being a disabled person means in the world at large...'





Challenging conversations

What challenging conversations do you have to have?

Who do you have to have challenging conversations with?

- Personal Assistant with Employer
- Employer with Personal Assistant
- Family members
- Other professionals



 I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. 

Maya Angelou



Trust and openness

Active Listening

Positive non verbal communication

Jargon free

Message

Sender

Receiver

Empathy

Response

Right time, place and message

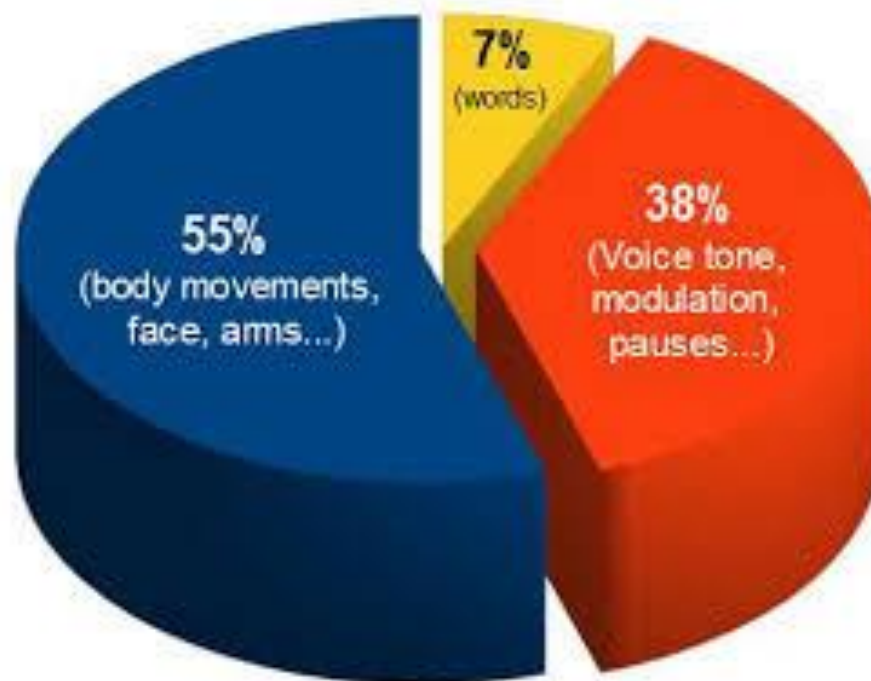
Tone and pace of speech

Clarifying messages



Mehrabian Communication

The power of non verbal communication

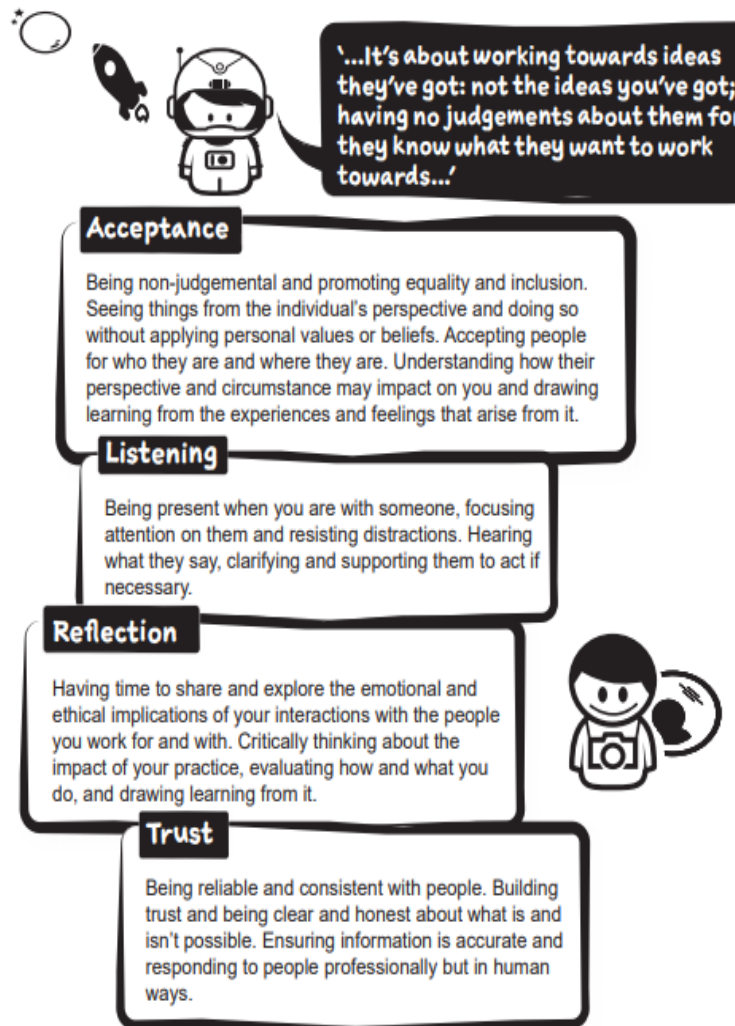


Better conversations employment model



Inducting and setting expectations

A two-way person centred conversation, based on listening to each others needs and getting to know each others values, motivations and strengths and finding the most beneficial way for everyone to work together.



Supervision

Supervision is about giving advice and support to an employee so they can do their job well. Its about getting the job done but it's most effective when it empowers employees.

Disability Sheffield

Supervision check- list for individual Employers



Ensure you discuss supervision and appraisals at the recruitment stage.



Is supervision included in the job description, Employee contract and policy and procedures handbook?



Have you arranged supervision in the probationary period when your Personal Assistant is new to the job?



Are the costs of supervision covered by your social or health care budget? Personal Assistants should be paid for their time engaged in supervision and appraisal.



Make sure your sessions are regular, open, focussed and flexible.



Provide an agenda with regular discussions but with the opportunity to discuss other points, keep a record of them, using a format like that of below and refer back to them in future sessions.



Check your employment liability insurance policy to see if you have cover for employment issues.

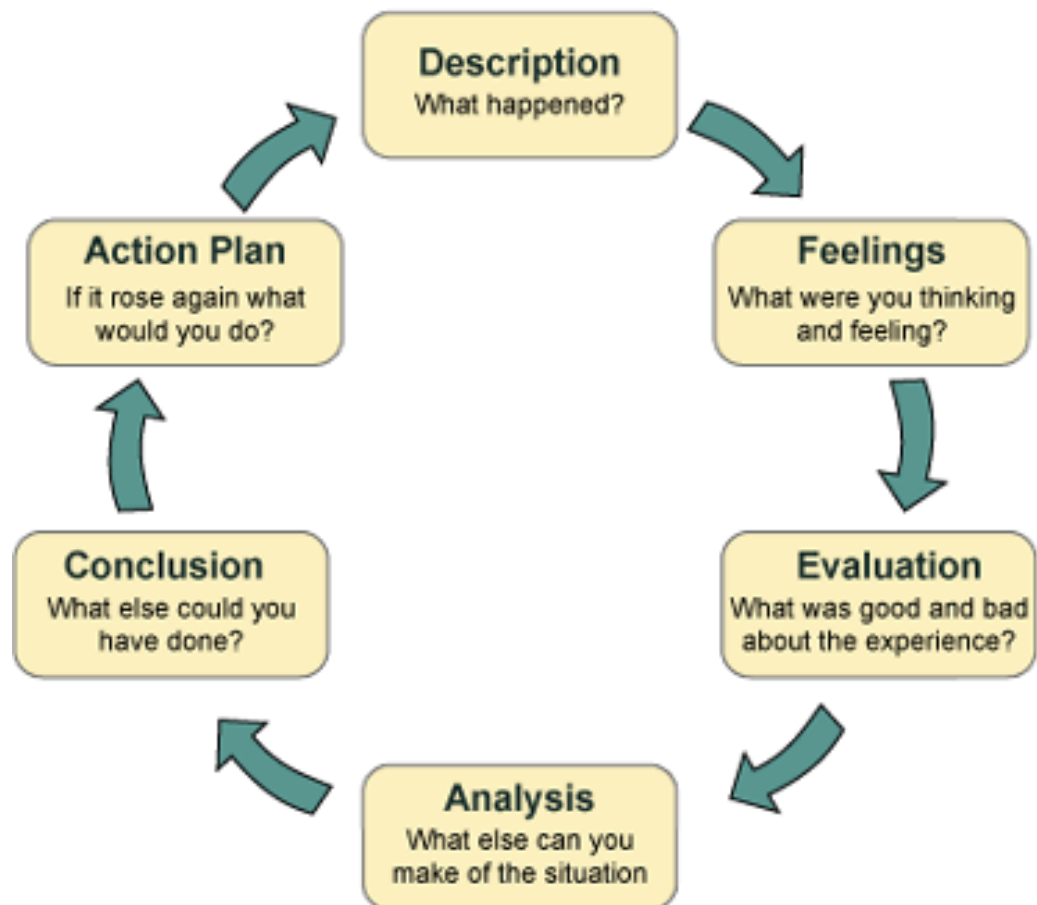


Supervision questions

Opening questions

- How are you?
- What is on your mind at the moment?
- What would be most helpful for you to talk about today?
- What has been your greatest success over the last few weeks?
- What has been your greatest challenge?

Gibbs Reflective Cycle





The LACE model of feedback

LISTEN

- Timings and location.
- Listen to understand the perspective on the situation.

ACTIONS/ BEHAVIOURS

- Actions and behaviours not opinion or judgement.
- Own the feedback.
- Think about the language and impact vs intent.

CONSEQUENCES

- Ask about impact on others.
- Reinforce or explain impact on others.

EXPLAIN/ ENCOURAGE

- Explain what needs to change.
- Ask how they can make change happen.
- Discuss and agree next steps.
- Offer support and help

Appraisal



- Tend to happen annually.
- More formal than supervision, links to job role, performance and development.
- No surprises, should bring supervision discussions together.
- Person Centered Appraisals – listen, learn, implement.
- Looking back – learning and celebration.
- Looking forward – development, expectations, opportunities for change.





Understanding emotional responses

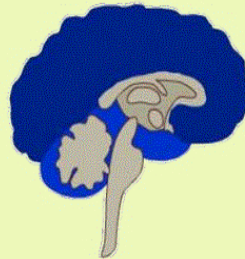
The Three-Parted Brain



Lizard Brain
(Brain stem and cerebellum)
Autopilot
Fight & Flight

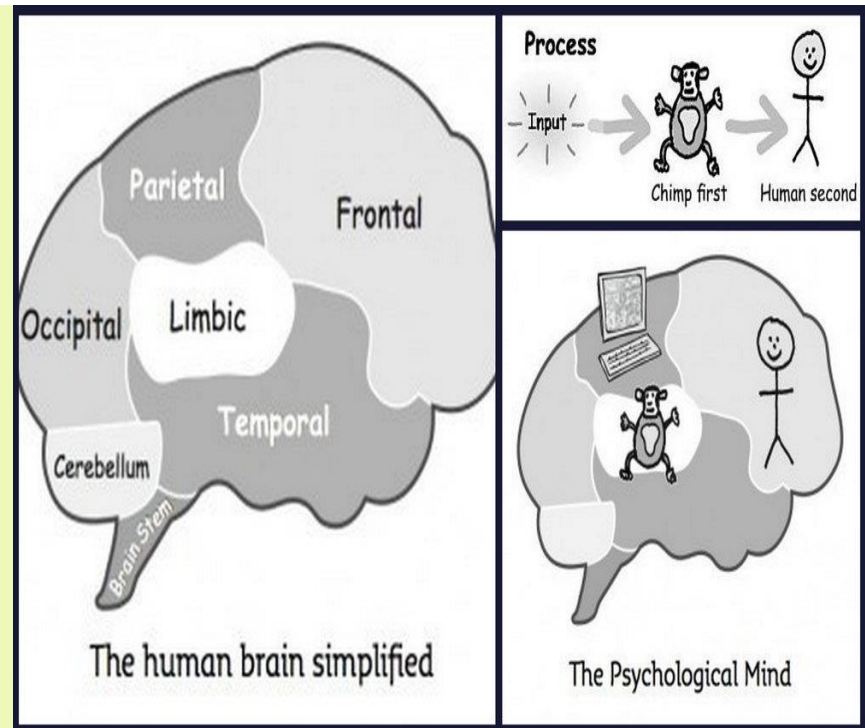


Mammal Brain
(Limbic System)
Emotions
Memories
Habits
Attachments



Human Brain
(Neo-Cortex)
Language, abstract thought, imagination, consciousness, reasoning, rationalising

(From Paul D. MacLean's model of the "Triune Brain")



Managing emotional responses

PERSON: to help manage your own emotions

CARE: de-escalating in challenging situations



A **PERSON** can choose how they respond and react:



- P**ause
- E**scape
- R**eject
- S**ense check
- O**ppportunity for change
- N**ext steps



In a challenging situation, take **CARE** using this de-escalation technique:



- C**hoose to listen before responding
- A**cknowledge their concern, don't judge
- R**eject back to check your understanding
- E**xplain what you will do next and thank them

Questions and answers



If you have other questions, please e-mail information.team@skillsforcare.org.uk

Contributors

- Disability Sheffield
- Alison Stammers
- Kerry Cleary
- Individual Employers
- Personal Assistants
- South West Direct Payment Forum





Thank you for attending/watching this webinar

Please visit the Skills for Care website for further COVID-19 support:

www.skillsforcare.org.uk

