

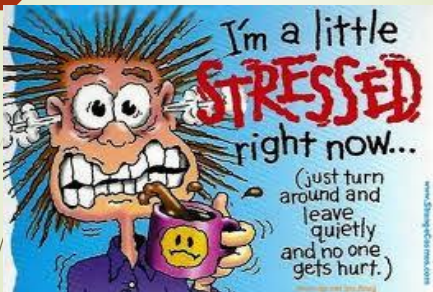
Coaching Strategies for Care Partners

How to Talk about the 'Hard Stuff'- Communication Coaching for Care Partners

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Developmental Stages

- 2 year old
 - Me, me
- Teen
 - Me, me and NOT YOU (tattoo)
- Adult
 - Doing, building, fixing
- Retiree
 - Finding self
 - Giving back
 - Looking forward and back
 - Seeking resolution (or not)
- Sage or Poor Health
 - Holding on
 - Letting go



TOP 5 TIPS...

1. Slow down, get curious
2. What would be helpful?
3. Validate
4. Remind them of your role, ie, to fulfill their intention to the best of your ability.
5. Take care of yourself.

Slow down and get curious

- Start with curiosity
 - What is your ultimate goal?
 - What's their ultimate goal?
- Dig deeper...Find out what the truth is

What would be helpful?

- ▀ Repeat their statement
 - ▀ "So, what you're saying is..."
 - ▀ "I hear you saying you want to stay home"
- ▀ Can I tell you what I'm seeing?

Validate

- ▀ Understand their anger, fear, resentment, anxiety
- ▀ I can see how that would be difficult...
- ▀ I would probably feel the same way...
- ▀ Yes, I hear what you are saying and its complicated..

Remind them what your role is

- ▀ How can I be of most help to you?
- ▀ These are the things I can help with.
- ▀ I owe you an apology..I've rushed into solving this without asking you

Taking Care of Yourself

- ▀ Breathe
- ▀ Talk and Connect
- ▀ Practice gratitude
- ▀ Ask for help

Relaxation breath exercise

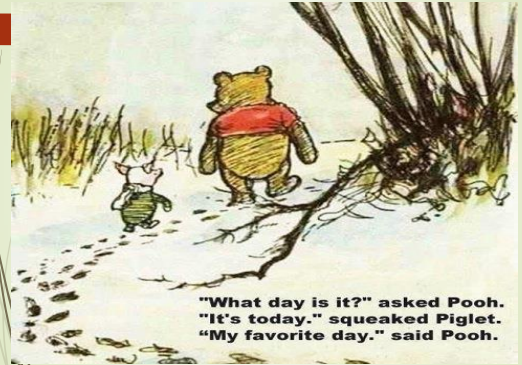
- ▀ Breathe in (through your nose) for the count of 3, deeply, expanding your belly
- ▀ Pause
- ▀ Blow out (like blowing out a candle) for the count of 4
- ▀ Repeat 4 times

Talk to others, connect with resources

- ▀ Importance of staying connected
- ▀ Understand their condition
 - ▀ Medical
 - ▀ Emotional
 - ▀ Financial
- ▀ Learn which resources would support their intention
- ▀ Give and get support

Practice Gratitude

- ▶ 3 /day
- ▶ Recognize then thank those for their help
- ▶ "fill up with gratitude" when breathing

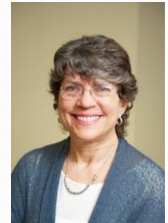


Ask for help

- ▶ Most can't do it alone
- ▶ Get your family on the same page
- ▶ Know the resources

they may
forget what
you said
But they will not
forget how
you made
them feel

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