

LEARNING TO LISTEN & BEING HELPFUL: TAKING RESPONSIBILITY FOR THE CHOICES I AM MAKING

Making The Invisible Visible



WHAT IF IN THE MOMENT...

- I looked at all “challenging behaviors” first and foremost as *feedback*, as a *gift* offered to **ME** by the person I am trying to help and support
- I chose to be present, to slow down and hear what is conveyed to **ME** loudly and directly.... To see what probably has been invisible but is right there in front of **ME**:
 - That no matter what **MY** intent or where **MY** heart might be at that moment, I am simply not helpful with the person ...
 - That the “challenging behavior” is simply a strategy the person is desperately using with **ME** to try to get their needs for understanding, empathy, compassion, respect and cooperation met...
 - That the person is ALWAYS requesting for **ME** to STOP doing or saying what is not helpful...
- I realized that the “challenging behavior” gives **ME** a choice:
 1. Make a judgment about this feedback; Dismiss it; Continue what I am doing; Then unintentionally invalidate and oppress the person
 - OR
 2. Honor the feedback and provide **emergency empathy** so I can reconnect with the person I am trying to support or help



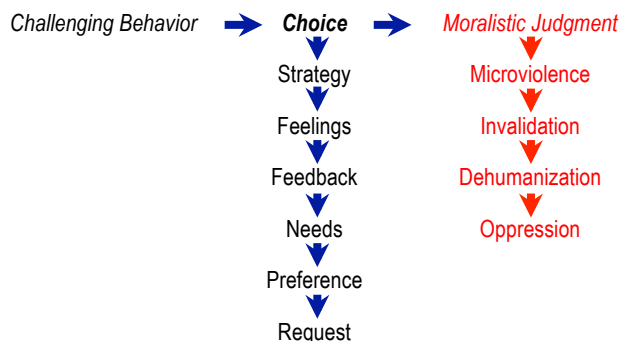
Developing Three (3) New Helpful Habits



1 – Listening & Connecting Empathically

2 – Partnering & Being Person Directed

3 – Seeking Feedback & Learning



Safeguard: The two (2) most powerful predictors of a positive outcome according to the *Heart & Soul of Change* (1999 and 2010) are:

1. The person is experiencing and rating the quality of the helping relationship with **ME** positively.
2. The person is enthusiastically embracing what we are doing together.

Eliminating Microviolence From Everyday Lives

Safeguard: Feedback is a gift!

Systematically seeking AND looking for feedback:

Relational Support – Process: How you are experiencing what I do...

- So I can understand how I need to change, shift and adjust how I do what I do in order for you to experience **ME** as truly helpful

Progress & Outcome: If what we do is working and helping...

- So I can understand how I need to change, shift and adjust what I do in order to support you in creating the change you want



Person Driven Clinical Solutions