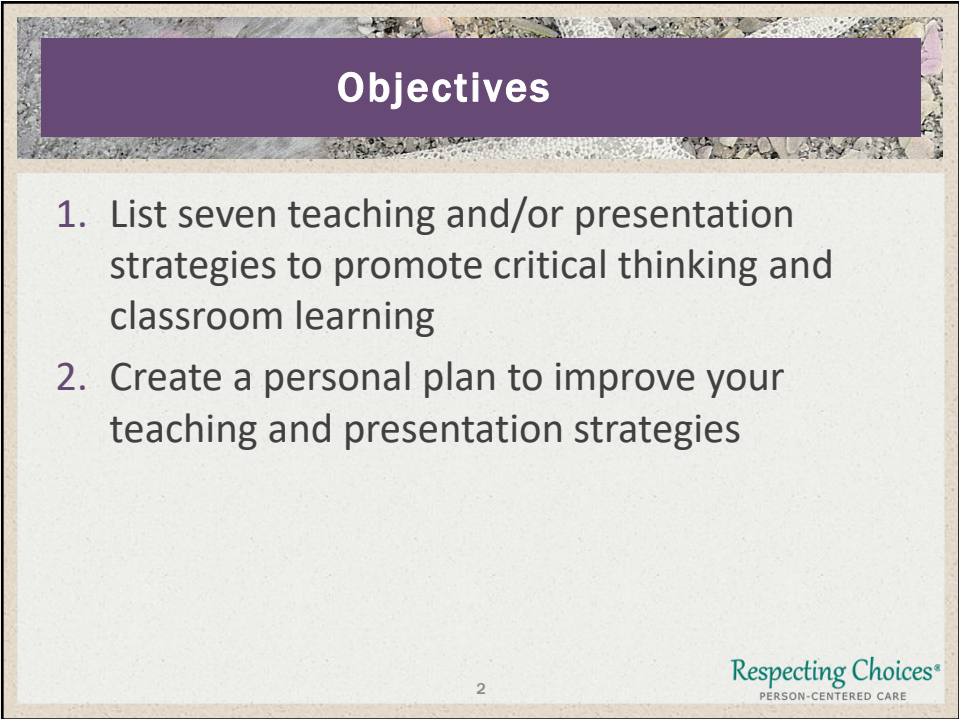


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Presentation Skills: Overview

- Communication Skills and Techniques Role Modeling
- Storytelling
- Critical Thinking
- Values Clarification
- Conflict Resolution
- Competency Assessment
- Team Teaching

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Communication Skills

- **Explore meaning of words/phrases**
“Thanks for your question. What do you mean, ‘CPR never works’?”
- **Paraphrase/clarify**
“You have been frustrated with these conversations; tell me more.”
- **Ask, “Anything else?”**
“What else did you learn by watching this video example?”
- **Listen for and summarize themes**
- **Affirm/reaffirm purpose of discussion**
- **Verbalize empathy**
“These conversations can be challenging.”

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Communication Techniques

- **Use the Ask-Teach-Ask/Teach-Back Strategy**
[Assess understanding of information before moving on.]
“These are new ideas for many people, so I want to make sure I was clear. Can you tell me what you now understand about _____?”
- **Remain value-neutral**
[Avoid words, phrases, or nonverbal expressions that may communicate personal biases or values.]
- **Pay attention to nonverbal communication**
[Facial expressions, body movements]

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Storytelling

A technique that

- Promotes learning from real-world experiences
- Develops reflection and new perspectives
- Describes thoughts and feelings
- Encourages critical thinking; considers multiple perspectives

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Strategies for Storytelling

- Select stories that relate to the agenda or theme of a discussion
- Be brief and succinct
- Prepare and practice stories
- Avoid verbal or non-verbal communication that may be value-laden
- Frame the story
- Summarize for group learning

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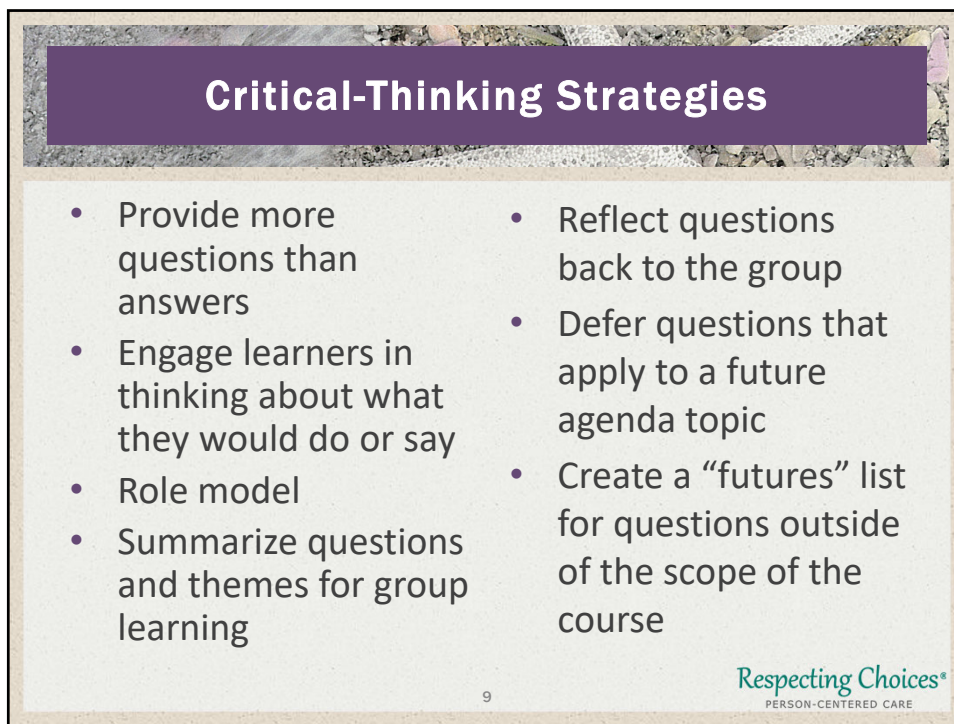
Critical Thinking

Critical-thinking strategies promote:

- Careful examination of ourselves and others
- Collective thinking
- A willingness to question ourselves and others
- An ability to challenge our assumptions
- Active listening skills

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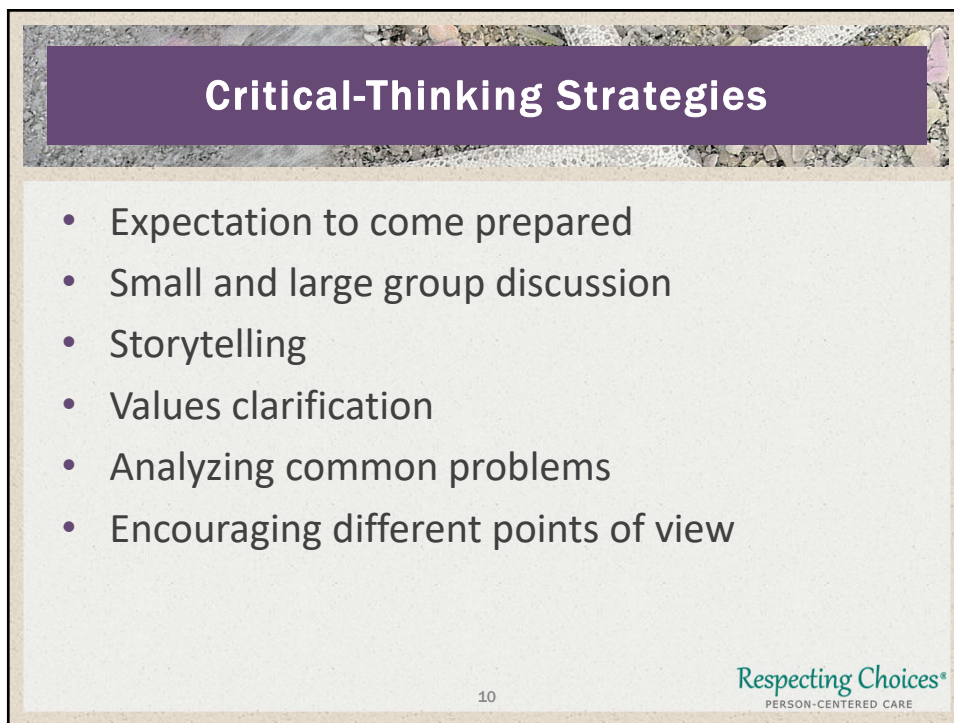
Critical-Thinking Strategies

- Provide more questions than answers
- Engage learners in thinking about what they would do or say
- Role model
- Summarize questions and themes for group learning
- Reflect questions back to the group
- Defer questions that apply to a future agenda topic
- Create a “futures” list for questions outside of the scope of the course

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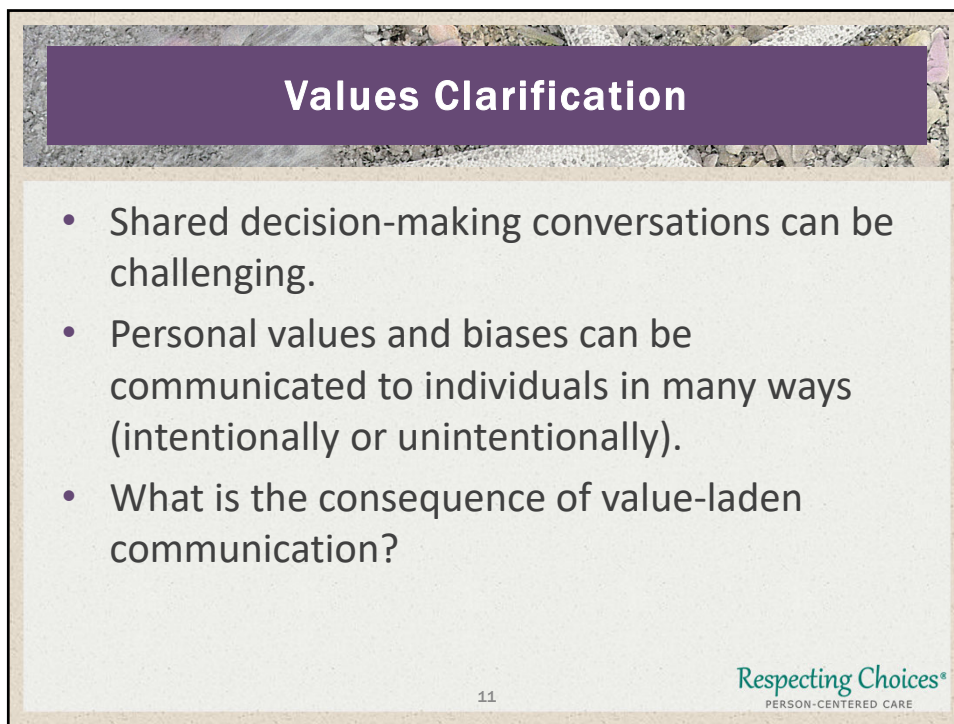
Critical-Thinking Strategies

- Expectation to come prepared
- Small and large group discussion
- Storytelling
- Values clarification
- Analyzing common problems
- Encouraging different points of view

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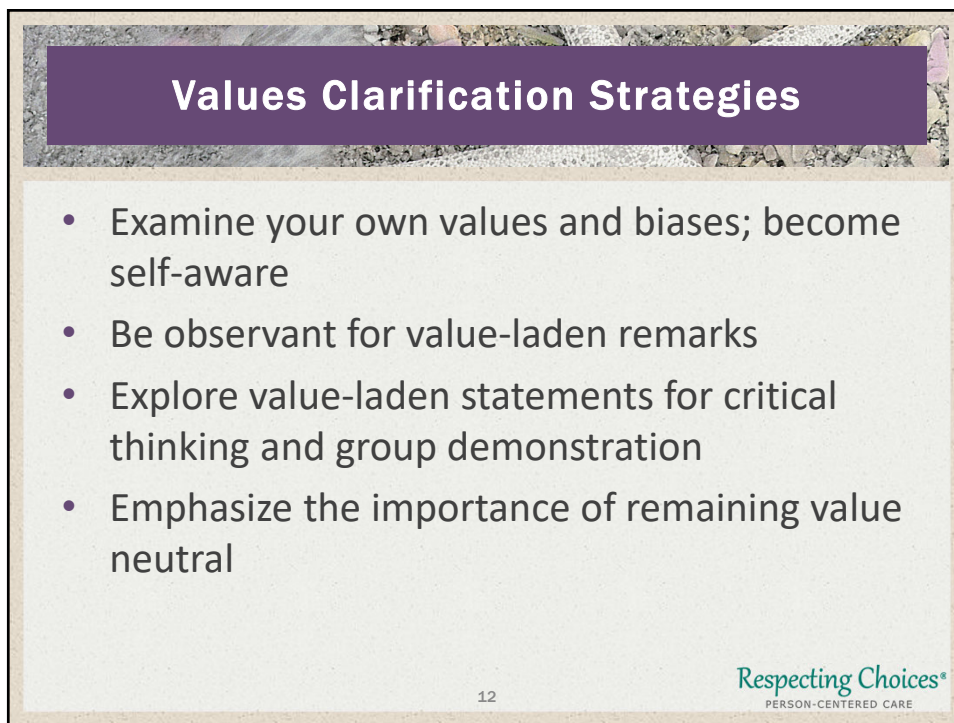
Values Clarification

- Shared decision-making conversations can be challenging.
- Personal values and biases can be communicated to individuals in many ways (intentionally or unintentionally).
- What is the consequence of value-laden communication?

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Values Clarification Strategies

- Examine your own values and biases; become self-aware
- Be observant for value-laden remarks
- Explore value-laden statements for critical thinking and group demonstration
- Emphasize the importance of remaining value neutral

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Conflict Resolution: Potential Issues

- Spiritual, cultural, or personal beliefs
- Demand for “futile” or non-beneficial treatment
- Informed consent
- Use of coercion or manipulation in soliciting treatment preferences
- Varying background, experience, and skill

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Conflict Resolution Strategies

- Maintain composure; role model
- Question; explore meaning
- Listen actively
- Promote healthy discussion
- Pay attention to non-verbal cues
- Invite rest of group to participate
- Decide when to “agree to disagree”

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Competency Assessment

- Competency is the ability to perform a set of skills within real-world situations.
- Competency requires the ability to define a set of skills and measurement strategies.
- Competency requires a varied set of skills and practice for skill acquisition.

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Competency Assessment Strategies

- Defines conversation skills
- Emphasizes knowledge and practice
- Provides opportunities to practice skills
- Provides “real-time” feedback on achievement of defined skills
 - Reviews Instructor Feedback Tip Guide
- Provides guidance for mentoring and mastery of skills

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The Value of Team Teaching

- Instructors bring a variety of experiences, perspectives, and knowledge for a robust learning environment
- Instructors can be assigned to agenda items that match their expertise
- Role-play observation and “real-time” feedback to participants
- Support in responding to questions; promoting critical thinking; addressing participant needs and concerns

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Team Teaching Strategies

- Negotiate agenda assignments to match skill and experience
- Review Instructor Guidelines (Guides to Agenda and PowerPoint Notes)
- Understand the course content so questions can be deferred as needed
- Adhere to agenda timeframes to respect other Instructor’s time
- Provide continuity of content; listen to themes and examples; add on content rather than repeat
- Check-in at breaks for concerns and/or questions

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