

July 15th SCSCC Meeting

The meeting started at 11:35. The treasurer report and secretary report were approved. Chris announced speakers going forward. Rick will send out an email about topics. Venue committee will meet regarding places to have our meetings in person.

Dr. Lydia Manning spoke about “Managing Tough Conversations”. Inventory on tough conversations:

Do your clients trust you?

Do you have a strategy?

Unique aspects of working with older adults. Importance of recognizing them and managing based on value, validate and venerate.

Develop a connection. Make time spent on quality. Create opportunities for empathy. Build rapport. Intentional listening and undivided attention. Communicate effectively. Be clear about commitments.

Collaboration-Encourage your clients to be part of your team

Trust- Have a plan-plan the conversation, ask permission to have a conversation.

Clarity and Understanding

Reframe for the positive. Internal mode of operation. Choice in expressing our words to frame the conversation. Response vs. react. More collaborative and productive. Help with a positive conversation. Use affirmative listening statements. Avoid hijacking the story, Avoid play one-upmanship, avoid minimizing the differences and Avoid getting defensive.

Manage your judgements, show you are interested. Demonstrate caring, Tips for tough conversations related to aging. Set the right tone. Put yourself in their shoes, Take it slow. Help maintain independence and maximize independence. Don't ignore your instincts or professional judgement. Employ a person centered strategy. What tough conversations are we having?

Chris introduced the book “Ask” by Daniel Solin.

Steve Stadero will speak on August 19th.

Nancy Roach Wider substituted today.

The meeting was adjourned.