The Learning Community
for person centered practices

Day 2
Build your Person Centered Description

Today

Purpose of the day

Learn how to:
1. Gather information that leads to a deeper understanding of the people we support
2. Organize and use that information to help people get the lives they value

How the day works

You will be asked to use discovery skills and share what you have written with a learning partner.
Don't use these methods on another until you have tried them on yourself.

Learn how to gather information using:

|	
Relationship Map	2-Minute Drill
Routines and Rituals	Communication Chart
Good Day/Bad Day	·Reputation Exercise

Then organize that information to keep the person at the center of everyday support and planning.

Today you will not be asked to explore " important for" .   To ensure you are comfortable learning and have positive control; we will not ask you to share your own issues of health and safety

Only share what you are comfortable sharing

Learning about Support

Power Over
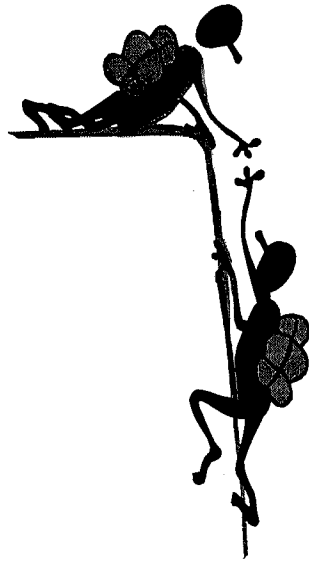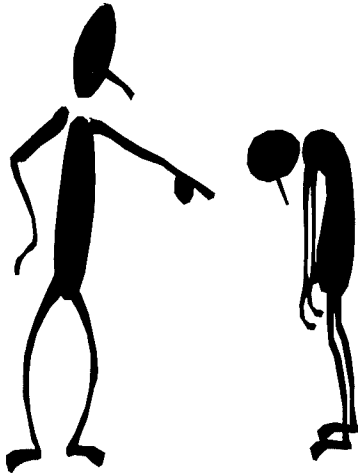
Power With

Questions That Help You Get to Support Rather Than Fixing

•What can other people do to help you be successful with what is important to or important for you?

•When things were not working for you, did anyone ever do something that helped you to cope?

•What did they say or do?

•When you were having a bad day did anyone do something that made the day a bit better?

•When you were having a good day did anyone do something that made the good day even better?

•What support would you like?

Fixing vs. Supporting

41

7 Questions you should be able to Answer for each Person you Support

1. What is important to the person?

2. What is important for the person?

3. Is the connection between important to and for addressed?

4. Is there a "good" balance between important to and important for?

5. What does the person want to learn, what do we need to learn?

If the person is to get the balance described and we are to learn:

6. What needs to stay the same (be maintained or enhanced)?

7. What needs to change?

> **Help people get <u>better</u> <u>lives</u>...**
>
> *Not Just Better Paper*

Uses for a Person Centered Description

- To create a positive picture of who the person is and how to best support (including any challenges).
- To create a shared understanding of good support between person, family and providers.
- To inform action planning
- To recruit and select providers/staff who are well matched
- A person centered description may be several pages long

A Description Requires Experts

- The person who knows how to develop a description is a **Process Expert**
- The person(s) with the information that goes into the description are **Content Experts** ~ *Know the Person*

For Today's Training:
✓ The trainer is the Process Expert
✓ You are the Content Experts

Focus before using skills.
Answer these questions first.

- What is the purpose?
- How will it be used?

> *A great description that is not used is worse than a mediocre one that is*

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43
Person Centered Description pg 2

Facilitation Skills are Used by Process Experts to:

✓ **Have meaningful <u>conversations</u>** – *not an interview or an interrogation*

    For example here are some questions facilitators/process experts use to learn more of what we need to know:

- So tell me more about that...
- What do you like about...
- What is it about this....
- What is happening for you then?
- Are some mornings better than others...
- What do you take in your coffee...

✓ **Ensure that the person we are thinking with remains in charge as we learn.**

    Today we will practice with our partners (content experts) a particular conversational style that helps us learn while respecting that the person is in charge. In order to do so -

Our Mantra for the exercises is:

Guess: Look at what is written and <u>guess in your head</u>

Ask: <u>Ask</u> your partner if your guess is correct, <u>have a conversation</u>

Write: <u>Write down what you learn</u>

Organizing Discovery Information Into Important TO and Support

Morning Ritual

- Get up two hours before leaving
- Morning coffee alone
- Talk with kids over breakfast

Important To

Not being rushed.
Having time to focus on myself and my family before I start work

To organize my work before starting my work

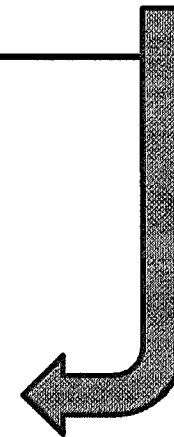| Good Day	Bad Day
15 minutes alone before first meeting	Demands for consultation NOW

Learning about support FROM Important TO

What others need to know to best support me

1. Don't rush me, don't ask me to move faster
2. Give me time to myself when I 'm organizing my work

2 Minute Drill-

Imagine that...

- You have just been hired by a company that prides itself in supporting its employees.
- They want to know what are the key things that you find helpful in having a good day and being a good employee
- You want to give them an overview, a summary in 2 minutes of what they need to know to support you successfully.
- What would you say?

2 Minute Drill-

Imagine ...

- You know the person best and you have a 24 hour flu. You have to have someone else provide support for 1 day.
- It is someone you trust but who doesn't know the person.
- You want to give them an overview, a summary in 2 minutes of what they need to know to support the person successfully.
- What would you say?

Communication Chart

- Listening to Behavior
- Recording Communication

The Communication Chart <u>supports</u> <u>discovery</u> and <u>informs action</u>.

When we listen...

- Communication becomes more complex
- People become more interested in other ways of communicating
- A few people who didn't use words begin to do so

Communication Chart

When this is happens	I do this	It usually means	And I want you to
#2	#1	#3	#4
In the environment What's just gone on The "trigger"	The action What others notice Can be seen, heard, and felt by others	Meaning of the the action What the emotions and feelings are What's going on inside	What other people should do or say in response Or not do or say.....

53

3 Steps to Learn From and Address Negatives

Arrange your papers like this

Positive Reputation

1st Step

Is there something about the negative that is actually a positive?

Desc.pg 4

3 Mild Negatives

List of 3 mild negatives

Think thru one negative at a time

Important TO me   Description pg 5

2nd Step

Is there something about the negative that tells us something about what is important to your partner?
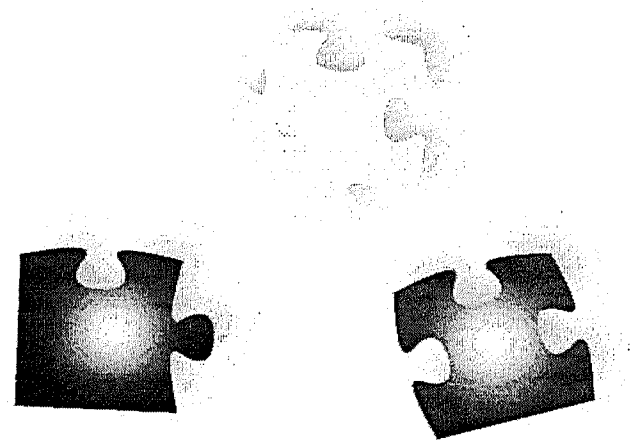
How to best Support Me

3rd Step

If a negative is actually a negative at times: ask what do others need to know or do to support your partner at this time?

57

Management skills

- ## Donut
✓ ## Matching

A way to organize important "people characteristics" and the persons interests as well as what skills/supports make for good matches.

Remember we practiced the Donut on Day 1

Characteristics of people I like to work with	Characteristics of people I like to hang out with
– Collaberative – Asks Questions	– Active – Sense of humor
Characteristics of people I don't like to work with	**Characteristics of people I don't like to hang out with**
– Know it all – Condecending	– boring – Unproductive

Wkbk pg 63

61

Supports Needed	Skills Required
▪What supports do you need? ▪What do you need others to do for you while you are recovering?	▪What skills must the person we recruit have if the support desired is to be provided? ▪Include those skills that must be taught and the recruit/s must agree to learn. *Patience is a personality characteristic (not a skill)*

These two columns are related.

⬅➡

MATCHING

PERSONALITY CHARACTERISTICS

What are the characteristics of the people in the your life who currently have the best relationship with you?

What other characteristics do you think will best match you and the purpose this person will serve in your recovery?

What characteristics should be absent?

Hint-check the characteristics of those you like to work/hang with and those you don't.

NICE TO HAVE (SHARED INTERESTS)

•What interests do you want the person we recruit to share (have in common with you)?

* Think about things you enjoy that if better supported could help you have a better life or make your recovery easier to bear.

Learning Personality 'Characteristics' that need to be Present or Absent in Supports

To learn the characteristics that need to be <u>present</u>, ask:	To learn the characteristics that need to be <u>absent</u>, ask:
• Who is closest to the person? • Who enjoys spending time with the person? • Who helps make good days happen for the person? • What characteristics do these people have in common?	• Who does the person avoid? • Who dislikes spending time with the person? • Who helps the person have bad days? • What characteristics to these people have in common?

One Page Descriptions

A One (1) page description can be used:

- To share key information about someone in a specific situation for a specific purpose. For example: new situations - like a new job, meeting new people. Can be used at the front of the persons records.
- An at a glance positive way to share key information
- As the beginning of a more detailed person-centered description. NOTE: a one page description does not substitute for the more detailed (in depth) person centered description.

How to Develop a Your Own One Page Description

- Put your Name on Your <u>One Page</u> Description

- Purpose:
  - The Purpose of Your <u>One Page</u> Description is to introduce yourself to your co-workers and share the support you appreciate at work.

- Using your Person Centered Description write <u>KEY</u> information you would like <u>co-workers</u> to know about what
  - Others like and admire about you
  - What is Important TO you at work
  - What support you appreciate at work

All One Page Descriptions contain these 3 sections of information.

_____'s One Page Description

What People Like and Admire about __ _____

Insert
Photo
Here

What is Important to _____

Supports _____ Needs To Stay Happy, Healthy & Safe

Characteristics of people who best support _____

_____'s One Page Description

What People Like and Admire about __ _____

Insert
Photo
Here

**What is Important to _____**

Supports _____ Needs To Stay Happy, Healthy & Safe

Characteristics of people who best support _____

67

Next Steps

What Would You Like To Do?	Who will do it and who can help?	By when?

Resources

- **The Learning Community for Person Centered Practices** - website
  http://www.learningcommunity.us/

- **Importance of the Environment** – Article discussing toxic to healing
  http://sdaus.com/final/wp-content/uploads/importance-of-the-environment-v9.pdf

- **Guidelines for using 1st Person** - Article about when to use 1st person
  http://www.learningcommunity.us/documents/Guidelinesforusing1stpersoninplanning.pdf

- **One Page Profiles Descriptions** - Examples and discussion
  http://www.learningcommunity.us/onepageprofiles.htm
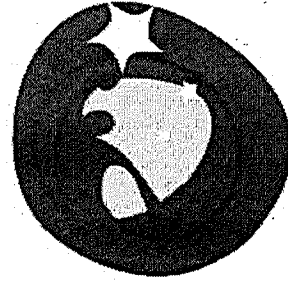
The Learning Community
for person centered practices

   The Learning Community for Person Centered Practices envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability. We foster a global learning community that shares knowledge for that purpose. All are welcome to share and learn.