

Healthy Start Screening Tools



**CONNECTING
THROUGH
COMMUNICATION**

Connecting Through Communication



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OBJECTIVES



- Define and understand communication and the communication process to effectively administer screening tools
- Understand why relationships and connections are key to effective communication
- Identify ways to successfully connect and identify with clients to help collect the most accurate self-reported data
- To communicate in clear, respectful, and non-judgmental ways
- Describe effective strategies for approaching sensitive issues

Healthy Start Screening Tools



The Screening Tool Interview is likely one of the first opportunities to start building a working relationship with clients.

Healthy Start Screening Tools



- **What are they:**
 - A universal process with universal questions and answers
 - Identify client issues
 - Uses a standardized instrument
 - Identifies if intervention is needed
- **Staff Concerns:**
 - Very lengthy, attention and time of client required
 - Not relational. Screening tools don't facilitate relationships
 - Not conversational
 - Not an assessment, which is a deeper, more thorough process
 - Sensitive topics are asked in screening tool method

Healthy Start Screening Tools



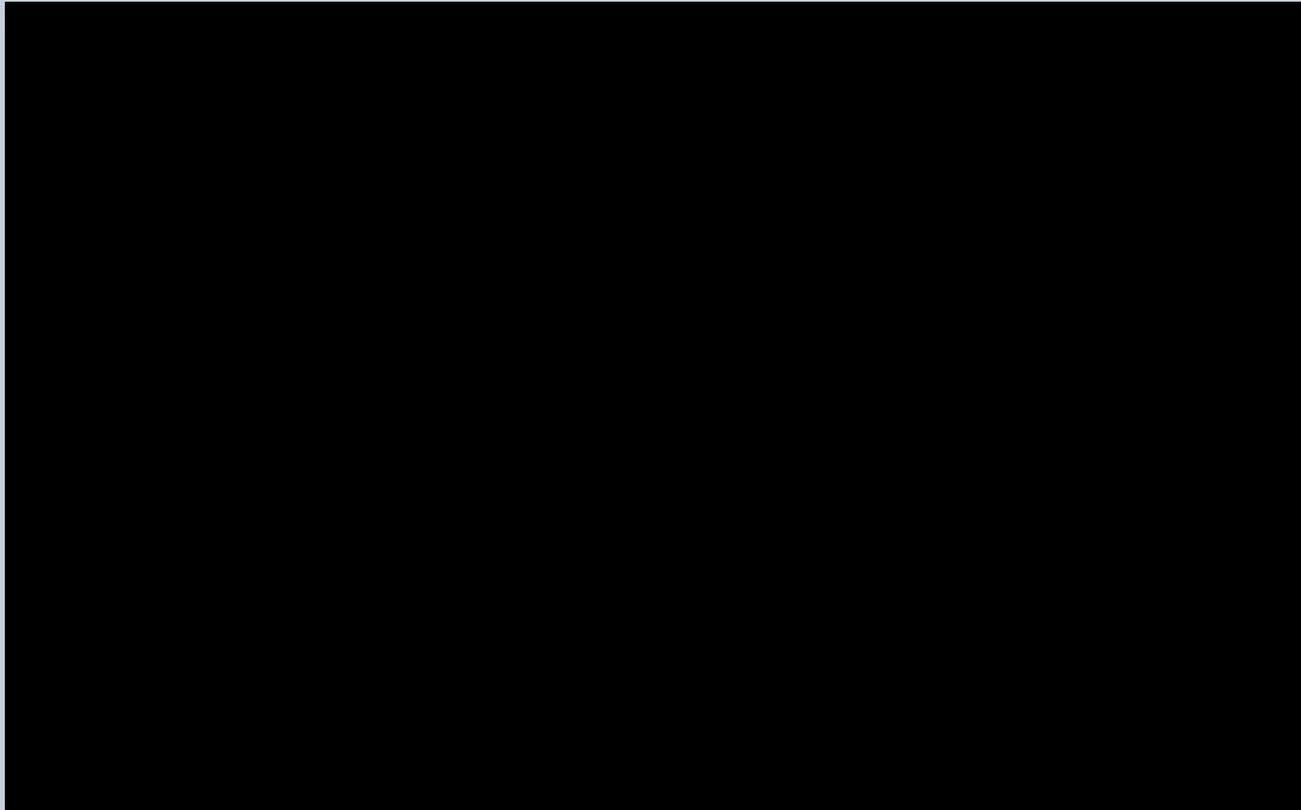
- Screening involves some form of study in which the worker involved gains a picture of the client, the situation, the current problems/issues they are facing and any relevant environmental factors.
- Purpose-To obtain information, to gain knowledge and understanding of the person so you can assist them and guide possible intervention.

Healthy Start Screening Tools



Screening Tools sometimes tend to draw attention away from building a helping relationship.

Worst Screening Ever



The Importance of Relationship



Skills Needed to be Effective



- **Supportive Skills**
 - Social Support
 - Emotional Support
 - Empathy
 - Main Goal is to help clients build their own support systems in order to help the client have better and longer lasting outcomes.

Skills Needed to be Effective



- **Empathy Skills**

- Validating client's feelings
- Accepting and understanding client's feelings to help become better equipped to help them help themselves.

Skills Needed to be Effective



- **Neutrality Skills**
 - Non-judgemental of client's circumstances
 - Always trust your professional code of ethics to guide judgment

Skills Needed to be Effective



- **Rapport Building Skills**
 - Building a trusting relationship
 - Help clients identify other support systems, accurately assess needs

Effective Communication



- **RELATIONSHIP**

- The emotional interaction between people-the emotional bond.
 - Relationships never end, they just change
 - Relationships are always in the process of change.
 - Relationships are based on feelings and emotional investment with another person.

This is What Healthy Start Does



Positive Characteristics of a Client-Worker Relationship



- **Client-Centered**

- constantly adapting to ensure information presented is relevant and valued by client.

- **Relational**

- the relationship between worker and client is the primary tool used for learning and growth.

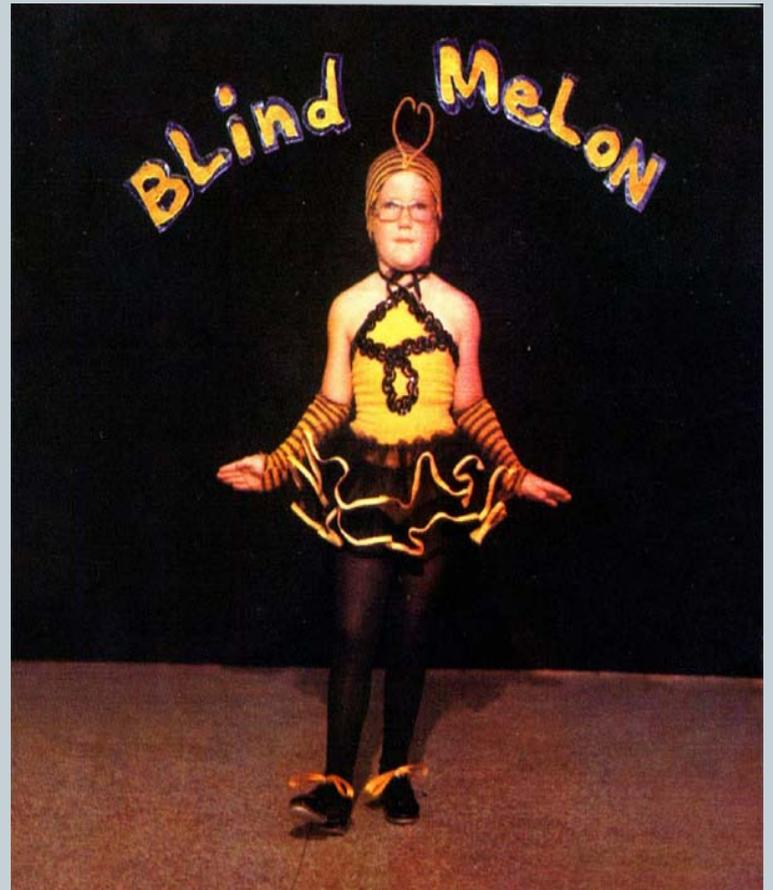
- **Strengths-Based**

- intervention is based on solid learning and behavior change theory. Change is successful when based on client's own knowledge and strengths.

Components of Positive Relationships



- Genuineness and Authenticity
 - Be Real
 - Be Human
 - Be Honest



Components of a Positive Client-Worker Relationship



- **Personality**
 - Clients indicated the following as the top four personality characteristics important to them in a worker.
 - UNDERSTANDING
 - EMPATHETIC
 - PLEASANT
 - ABILITY TO PUT ONE AT EASE

Other Important Characteristics



- Warmth
- Acceptance
- Interest in Client- Reflecting client's feelings
- Responsive, Polite, Friendly, Considerate

CONNECTION

At the heart of any good relationship

CONNECTION



The Importance of Connection



Connecting is the ability to identify with people and relate to them in a way that increases your influence with them

Still Face Experiment



Still Face Experiment



<https://www.bing.com/videos/search?q=still+face+video&view=detail&mid=6E971D60A22761B62BFF6E971D60A22761B62BFF&FORM=VIRE>

Communication and Connection



What is Communication?

- The Art of transmitting information, ideas and attitudes from one person to another. Communication is the process of meaningful interaction among human beings.
- It is a social and emotional process
- Expression of thoughts and emotions through words and actions
- Tools for controlling and motivating people
- Means to influence others

Everyone Communicates, Few Connect



- **Positive Connection**

- Unguarded Openness- they demonstrate trust
- Increased Communication-they express themselves more readily
- Emotional Boundedness-they display a connection, on an emotional level
- Positive Energy-their emotional “batteries” are charged by being together
- Growing Synergy-their effectiveness is greater than the sum of the contributions
- Unconditional Love-they are accepting without reservation

Connecting Increases Your Influence



- We are bombarded with 35,000 messages a day. Everywhere we go someone is trying to get our attention.
- On average, most people speak about 16,000 words per day. If transcribed, they'd fill a 300 page book every week.

Connecting is Key



- The question is , how can you make your words count?

Connecting is the ability to identify with people and relate to them in a way that increases your influence with them

The Four Components of Connection



Success in connecting with others, goes beyond words.

- We do that by connecting on four levels:
 - Visually
 - Intellectually
 - Emotionally
 - Verbally

What People See



Connecting Visually

- Sight is the more important and powerful sense when it comes to communication
- We remember 85-90% of what we see but less than 15% of what we hear
- 77% of Americans get 90% of news from television
- Children log about 22,000 hours watching television by age 19, more than twice the time spent in school

What People See



- You have 7 seconds to make the right first impression - Verbal and non-verbal signals that determine how other see you.
- Engage clients in a pleasant and accepting manner communicating warmth and genuineness.
- Expand your range of expression-smile and be expressive, express empathy and concern. Smiling lets people know that you are happy to be communicating with them.
- Maintain an open posture-physical barriers are often some of the greatest hindrances to connection. Walk around the desk, sit side by side.

What People Hear-Connect Verbally



- Choose words that convey confidence in the client, even in a difficult situation
- Tone, inflection, timing, volume, pacing-everything you do with your voice communicates something and has potential to help you connect to or disconnect from others when you speak

Connecting Non-verbally



People overlook the importance of non-verbal aspects of communication when trying to connect with another person.

- Connect intellectually by asking questions, listening carefully, and also paying attention to what isn't being said.
- Connect emotionally through touch – being careful to honor boundaries and remain appropriate.

Connecting Always Requires Energy



- To connect with others, you must be intentional. It always requires energy
- Make others feel comfortable.
- Show interest in clients-maintain eye contact and actively listen.
- Extend themselves to clients-lean into a greeting.
- Convey respect and genuine like for clients.

Connecting On All Levels



- **7% WORDS**
 - Words are only labels and the listeners put their own interpretation on speaker's words.
- **38% PARALINGUISTIC**
 - The way in which something is said - accent, tone, and voice modulation is important to the listener.
- **55% BODY LANGUAGE**
 - Non-verbal cues while delivering a message affects the listener's understanding most.

Barriers in Communication



Communicator

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice Quality
- Lack of Self Awareness
- Disagreement between non-verbal and verbal messages
- Lack of Motivation and Training

Barriers in Communication



Receiver - Client

- **Selective Perception**
- **Unwillingness to Change**
- **Lack of Interest in the Topic**
- **Prejudice & Belief System**
- **Rebuttal Instincts**
- **Personal Value System**

External Barriers in Communication



- **Others in the Room**
- **Time**
- **Environment**
 - Venue
 - Effect of Noise
 - Temperature in room

Addressing Sensitive Issues



Screening Tool Examples

Addressing Sensitive Issues



- Many of the most significant risks in the perinatal period involve sensitive issues: drug and alcohol use, intimate partner violence, sexually transmitted diseases, etc.
- Obtaining information about these issues are essential to providing optimal care.
- Inform the client that these questions are asked of everyone.
- Assure client concerning confidentiality practices

How Does It Feel???





<https://www.bing.com/videos/search?q=Funny+Examples+of+Bad+Interviews&&view=detail&mid=85C1AD36FA14B6350E6B85C1AD36FA14B6350E6B&FORM=VRDGAR>

Addressing Sensitive Issues



- **Cultural Sensitivity**

- Ask questions in a culturally appropriate way
- Be aware that certain subjects are not discussed in other cultures and you may be given the answers that a client believes is “the right answer”.

- **Respect**

- If an answer is declined, recognize there is a reason
- Don't insist on an answer. Work to maintain rapport, and approach at a later date.

Addressing Sensitive Issues



- The majority of the work in any difficult conversation is work you do on yourself. Stay aware of yourself, your purpose and your emotional energy,
- Breathe, center and continue to notice when you become off-center.
- Adjust your attitude for maximum effectiveness. If you think it is going to be horribly difficult, it probably will.

Steps to a Successful Outcome



- **Inquiry - Cultivate an attitude of discovery and curiosity.**
- **Acknowledgement – Show you've heard and understand.**
- **Advocacy**
- **Problem Solving**

Strengths Based Approach to Asking Difficult Questions



CANDID Approach

- **Compartmentalize the message to create a neutral opening**
- **Ask questions based on the other person's response**
- **Normalize the situation**
- **Discuss the details—factually and neutrally**
- **Incentivize the outcome**
- **Disengage from the discussion**

Helps motivate and influence the client to discuss

Compartmentalize



- **Use neutral opening statements**
 - Have the client describe what happened
 - Ask how they are doing, especially when you notice a change in behavior
 - Make a neutral observation
 - Use the “I” technique, where you relate things to your own behavior or observations (“I have seen this too”, or “I have seen others do this”, particularly when someone has made a mistake.

Ask Questions



-Now that you have successfully started a feedback dialogue, acknowledge the other person's response and keep asking questions, based on client's response.

-The goal is to be curious. Good questions show interest in the client and provide a safe way for the client to acknowledge own information.

Normalize



- The most effective way to get a client to talk about a difficult subject is to normalize it.
- Letting a client know that a behavior happens to others moves them closer to a solution.
- Normalizing means that the topic is understood and that it is safe to discuss.

Discuss



- Discuss the issue as neutrally and factually as possible.
- Keep the client at the center of the process of solving or handling the issue.

Incentivize



- The most important part of the process
- Critical step that determines how successful you will be in reaching the goals of the discussion.
- Remember, no one changes behavior unless it benefits them in some tangible way

Disengage



- Reinforce a positive working relationship by disengaging from the discussion and shifting back into another topic
- Simply, changing the subject toward other areas- client's strengths

What does this approach help accomplish?



- Turn difficult conversations into a painless process that is more comfortable for you to deliver.
- You ensure the relationship with client is positive and constructive.
- Most importantly, you help empower clients to create real change.

When to Self Disclose



- Emotions are natural
- Sharing feelings in a thoughtful, purposeful and deliberate way can deepen relationship
- Not sharing any feelings can create more distance than is necessary

When to Self Disclose



Clients may ask about feelings worker is having, but unless it is clear that sharing feelings will be helpful, it is better not to self disclose.

It is best to share a feeling if:

- A client asks you to directly, and you feel comfortable sharing
- The client would benefit from knowing it
- The client would otherwise feel that you are withholding it unnecessarily

Healthy Professional Relationships



CREATING HEALTHY

BOUNDARIES



Why Set Boundaries ?



Boundaries have several functions:

- **Help protect us**
- **Preserve our spiritual and emotional energy**
- **Clarify what is and what is not our responsibility**
- **Help us have healthy relationships**

- **Practice Self-Care**

Remember



You are responsible to your clients (to provide the program), but you are not responsible for them, or for their results

Connection is Key: Self-Care



Self-care is never a selfish act- it is simply good stewardship of the only gift I have, the gift I was put on earth to offer others. Anytime we can listen to true self and give the care it requires, we do it not only for ourselves, but for the many others whose lives we touch.

Parker Palmer, Let Your Life Speak: Listening for the Voice of Vocation