Having Difficult Conversations with Families

MA Act Early Fall Summit
October 5, 2018
Springfield, MA

Joan Kelly Rafferty, OTR/L
Welcome and Introductions

- Joan Kelly Rafferty, OTR/L
- Participants
Ground Rules

- Cell Phones Silenced
- One person speaks at a time
- Environment for learning – sharing to learn from each other
- Confidentiality
- Anything Else?
The participant will:

- Reflect on the importance of relationships within the context of having difficult discussions.
- Learn two new strategies to consider when preparing for a difficult conversation.
- Identify at least one barrier that makes difficult conversations more challenging and discuss ways to address it.
Welcome and Introductions
Lecture
  • Before You Engage in a Difficult Conversation...
  • It’s All About the Relationships!
  • Tips and Strategies
Video Clip – Watch Me Module 4
Large Group Discussion
  • Video Critique
  • What If??? – Barriers that Make Difficult Conversations Challenging
Small Group Discussion/Large Group Shareback
  • Choose a Barrier – Brainstorm Solutions
Resources
Wrap-Up
Before you engage in a difficult conversation....

Self-Reflection

- Where do I see my skills in facilitating a difficult conversation with a family?
- What prior experiences with difficult conversations have I had?
Before you engage in a difficult conversation....

Self-Reflection

- What do I need to think about in preparing to have a difficult conversation with a family?
- How am I feeling about having this difficult conversation?
Your Role

- What is your professional expertise that you can lend to this conversation?
- Are there supports within your program that can assist you during this conversation?
- Does your program have protocols for who delivers information and how it is delivered?
It’s All About the Relationship!!!

- Is this a one time meeting? How long have you known the family? Will you continue to be involved with the family? For the short term or long term?
- Who might be the best person to have a difficult conversation with the family?
Tips and Strategies

Preparation is Key

- Have information available and organized – records – Explain how it relates to their child.
- How might the parent receive the information you are sharing with them?
Tips and Strategies

- Practice the conversation
- Have an agenda, share with parents, allow adequate time for conversation
- Be welcoming, start with positives
- Ask the parent what they heard
- Summarize, discuss next steps, conclude with positives
Watch Me! Celebrating Milestones and Sharing Concerns

Module 4
How to Talk to Parents About Their Child’s Development

https://www.cdc.gov/ncbddd/watchmetraining/module4.html
Video Critique

- What went well?

- What would you do differently?
What are some barriers you have experienced in your practice that make difficult discussions challenging?
Brainstorming Solutions!

- Choose a barrier that makes difficult conversations more challenging
- Brainstorm possible solutions with your group
- Share solutions with large group
The participant will:

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Resources

We Have to Talk: A Step–By–Step Checklist for Difficult Conversations ~ Judy Ringer
http://www.mediate.com/articles/ringerj1.cfm

Difficult Parent Conversations: A Guide For Success ~ Tony Kline, PhD
http://www.changekidslives.org/words–7/

Connecting with Families
Tips for Those Difficult Conversations ~ Jodi Whiteman, Med

SPIKES—A Six–Step Protocol for Delivering Bad News: Application to the Patient with Cancer
http://theoncologist.alphamedpress.org/content/5/4/302.full.pdf
Wrap Up

T – Chart

Thank you!!

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