

Having Difficult Conversations with Families



MA Act Early Fall Summit
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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?

Learning Objectives

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.

AGENDA

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?

Before you engage in a 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 IF????

- ▶ 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

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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

http://www.naeyc.org/yc/files/yc/file/201303/Rocking_and_Rolling_0313.pdf

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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