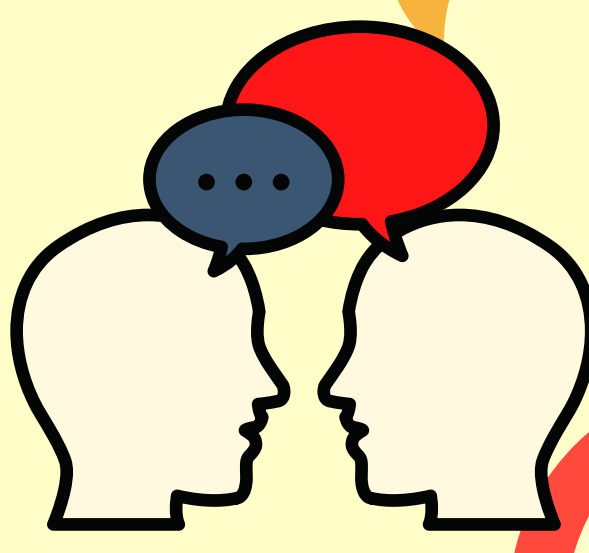




## FOSTERING RELATIONSHIPS WITHIN THE TRIAD CAREGIVER - CARED-FOR - NURSING STAFF

**JOIN  
EVERYONE'S NEEDS  
TO BETTER  
UNDERSTAND**



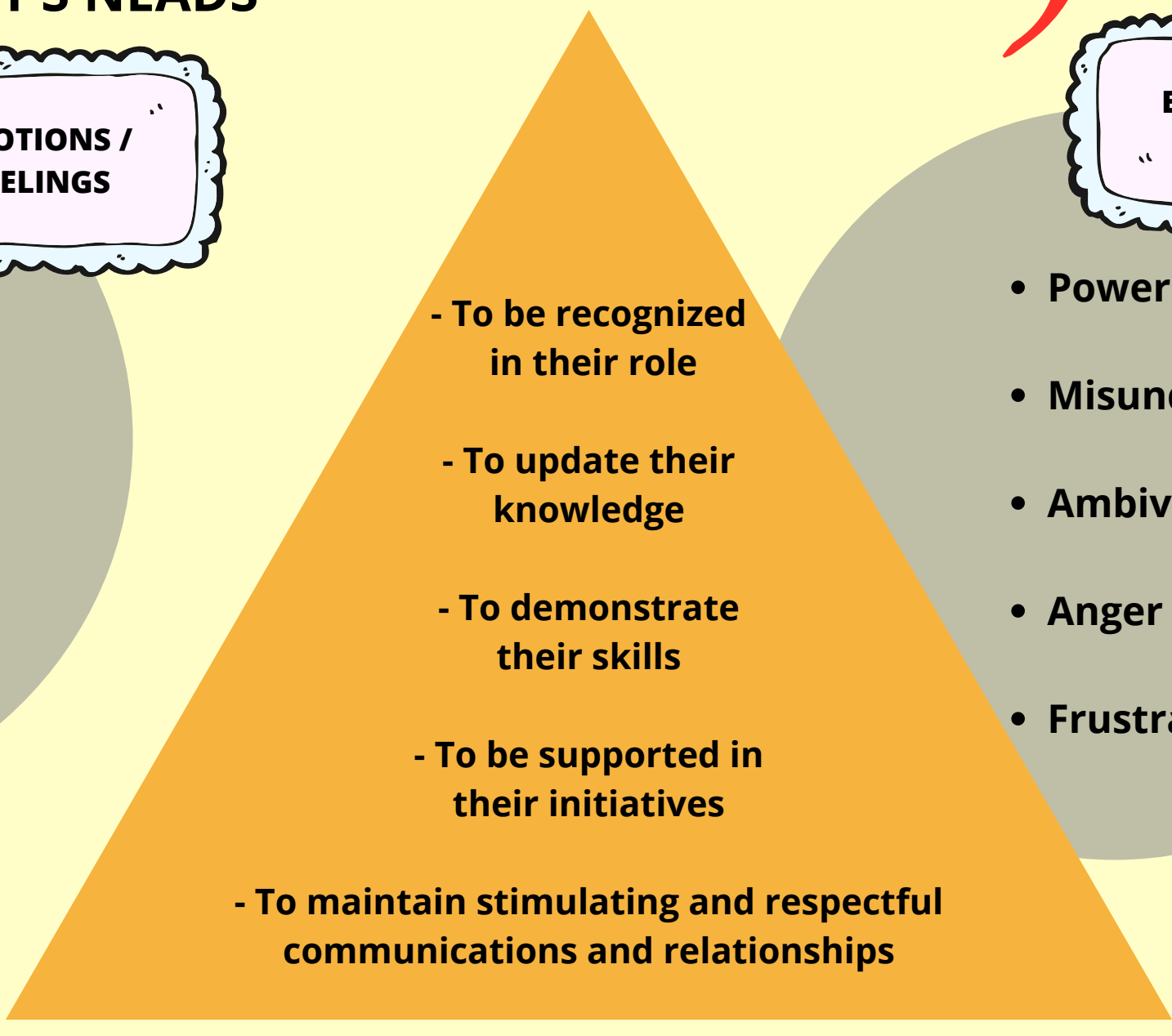
- Anger
- Anxiety
- Sadness
- Misunderstanding
- Self-esteem diminished

**EMOTIONS / FEELINGS**

### RESIDENT'S NEEDS

**EMOTIONS / FEELINGS**

- Anger
- Powerlessness
- Guilt
- Misunderstanding
- Sadness/Chronic grief



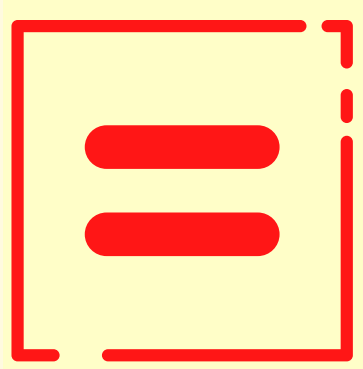
**EMOTIONS / FEELINGS**

- Powerlessness
- Misunderstanding
- Ambivalence
- Anger
- Frustration

### CARE PERSONNEL NEEDS



**Relationships within the triad of carer - cared for - caregiver take us out of our comfort zone.**



### The comfort zone under the microscope

**SITUATION:**

- That I know
- Where I'm in control
- That keeps me off the emotional roller coaster

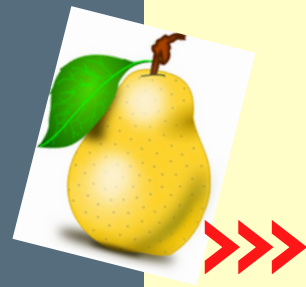
**SENSATION :**

- That saves me energy and avoids doubts
- That reassures me
- That makes me feel less emotional



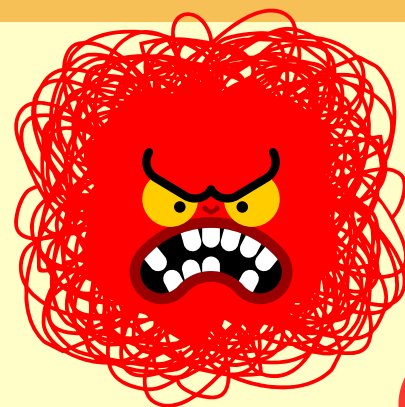
## Three-beat waltz

Getting out of my  
comfort zone  
I do P-E-A-R



I may experience these 4  
basic emotions

Sadness      Fear  
Anger      Joy



### Anger: its causes

**Not having your needs met**

**Not being able to make choices**

**Not understanding, not being understood**

### A partnership to be strengthened

#### STRATEGIES FOR NURTURING A DAY-TO-DAY ALLIANCE

- 1- Giving and taking back **POWER**  
(making choices and having choices made)
- 2- Foster a **SENSE OF BELONGING** (we want the same things / we're in the same boat! )
- 3- Offer **ACKNOWLEDGEMENT** ( highlight all the successes)

"Truths that differ in appearance  
are like innumerable leaves that  
appear to be different but are on  
the same tree"

GANDHI

#### STRATEGIES FOR FOSTERING THE CAREGIVER-ASSISTED-NURSING STAFF ALLIANCE

- Acknowledging the emotion within us
- Talking a deep breath and a step back
- Choosing the right person (attendant, nurse, social worker, etc.) for the situation
- Choosing the right time
- Choosing the right place
- Remembering that the person in front is a human being with needs and emotions
- Speaking to the I without judgment or reproach
- Sending a message that is simple (the essentials), credible (preceded by a covenant) and concrete (supporting examples).
- Talking about one subject at a time
- Describing not interpreting
- Emphasizing the good and the beautiful
- Naming what hurts
- Asking the listener what he or she understood about our message

#### AVOID

- BUT
- DO NOT
- THE LABEL : ALWAYS OR NEVER
- GENERALIZATION
- TOO MANY OR NOT CONCERNED WITNESSES