

Person-Centered Thinking and Practices

11 Further Exploration of the Remaining Skills and Tools of Person-Centered Thinking



Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit nwd.acl.gov or contact NoWrongDoor@acl.hhs.gov.

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Welcome! (1/2)

Being able to discover what is important to and for a person and their correct balance is a central role for a Person-Centered Counseling (PCC) professional. Being able to use that information to provide meaningful decision support is also a role. Often that work is done informally and quickly. A PCC professional may only have one interaction with a person. However, in other situations there may be ongoing work to help a person engage support in a meaningful way. The tools in this lesson are more helpful in situations where a lengthier discovery process is needed and roles and expectations must be clarified.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will be able to describe the donut sort, matching profile, and one-page description and how they may be valuable in assisting people to define and obtain person-centered support.

The Donut Sort

Here the donut sort has been used to identify some core responsibilities, opportunities, and boundaries in the roles of Person-Centered Counseling (PCC) professionals.

Matching Profile (1/4)

A good match between people and those that help them is a component of care that can really make a difference. Many people who arrange support are not used to considering these aspects. However, we often engage this matching informally in our own lives. When we talk about a doctor with a good “bed side manner,” we are saying that they are a good match for us. When we identify a therapist we feel we can work with, it probably has more to do with the match than specific credentials.

Matching Profile (2/4)

A professional who is able to communicate and act in a way that works for us is often priceless. Sometimes, in a crisis, we will see a professional that we don't like. But as soon as the crisis has passed, we will either stop services altogether or find a better match.

Matching Profile (3/4)

People with long-term services and supports needs often have many professionals and paid caregivers in their lives. As a result they spend much more time having to adjust to others and learn about others in order to get their needs met. Part of being person-centered is considering how to minimize this impact. Having a formal person-centered plan that lists the characteristics of the people who support the individual best can be helpful. The matching profile can help clarify and organize this information as needed.

Matching Profile (4/4)

Currently, there is a shortage of direct support professionals in many communities. As a result, providers, families, and people who hire directly may be reluctant to consider all four aspects of a match. They may feel that there are too few choices to be selective. However, a good match works both ways. Paid caregivers are also more satisfied with a good match. They enjoy their work more. That means that once found, they are more likely to stay.

One-Page Descriptions

One-page descriptions are a surprisingly simple but powerful way to convey the most important information about a person. They quickly help people know what others like and admire about the person. They hone in on what's most important to the person based on the defined purpose of discovery. They clearly identify how to support the person best and who would be a good match as far as support. One-page descriptions can help others know right away how to be person-centered. They also help ensure that the important information learned is not lost. They help carry the person's positive reputation forward.

Learning to Complete the One-Page Descriptions (1/2)

As part of your in-person training you will get a chance to use a variety of the discovery approaches. You will use these to create your own one-page description. It will clarify your strengths, what's important to you, and how best to support you in your role as a Person-Centered Counseling (PCC) professional.

The items listed on the description can be useful to you in understanding your role and what you are especially good at. They can help your coworkers in working with you. They will understand more about what drives you in your role. They will understand what strengths you bring. They will know more about how to support you in being maximally effective.

Learning to Complete the One-Page Descriptions (2/2)

Many people use one-page descriptions without goals or actions steps, but they are always built around a purpose. These quickly provide important information that makes it easier to work with others, such as new clinicians or direct support professionals.

Remember, you never develop a one-page description or a matching profile for someone. You can do it with someone if they are interested. You also never place anything on the description that isn't approved by the person and in words that are meaningful to them. (Remember: Use the guess/ask/write approach.)

Conclusion and Lesson Review (1/3)

- The donut sort is helpful when roles and boundaries are not clear in a given situation. It can prevent the professional from “over-doing” for a person. It can also ensure the professional is not under-performing. Clarity around expectations encourages creativity and judgment around the areas of responsibility.
- A good match between a person and someone who provides support is an important part of satisfaction with life.

Conclusion and Lesson Review (2/3)

- The matching profile helps clarify supports and skill needed. It also helps clarify characteristics and shared interests that support a good working relationship.
- The one-page description can organize discovery. It quickly provides a positive introduction and a snapshot of the most critical aspects of important to and best support. The one-page description tool is a personal document. It should only be initiated if a person sees value in it. Nothing should appear on it that isn't approved by the person and written from their view.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to describe the donut sort, matching profile, and one-page description and how they may be valuable in assisting people to define and obtain person-centered support.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?