Person-Centered Thinking and Practices

12 Integrating the Tools and Skills in the No Wrong Door Person-Centered Counseling Role

ACL
Administration for Community Living

NO WRONG DOOR

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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)

Person-Centered Counseling (PCC) professionals have a challenging but exciting job. They are at the forefront of new attitudes and approaches in long-term services and supports. However, there are many competing demands and expectations. In addition, the role is evolving in the current environment. Incorporating different practices on top of many job duties can feel intimidating.

This lesson will provide information about the importance of integrating person-centered thinking (PCT) skills. It will provide support for approaches that make it possible.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will be able to use strategies for maintaining person-centered approaches in daily practice.

The No Wrong Door Workplace Today (1/2)

As we have moved from the practice of care in larger facilities to support for life in the community, service options and approaches have become more fragmented. There are more options than ever before. However, understanding how to access them and decide if they are appropriate can be very challenging to people and their families.

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The No Wrong Door Workplace Today (2/2)

The Person-Centered Counseling (PCC) professional can ease this process.

- They can set a person-centered tone to the process that will increase satisfaction and decrease stress.

- They can support the person in clarifying their needs, sorting through options, and identifying helpful actions.

- They can offer ongoing support, follow-up, and a consistent place where people can return over time if needed.

In order to do this well, PCC professionals must develop their individual skills. They must also work as parts of teams and systems.

Integrating the Approaches and Developing Your Skills (1/2)

It's important to remember that you already have many strengths and skills in Person-Centered Counseling (PCC). The approaches in this course are unlikely to be completely new to you. They are meant to enhance your skills and offer you new tools to try. For example, you may have already felt comfortable working with individuals. However, when there was disagreement between a person and a caregiver or another professional, you may not have had the skills to manage that. You may know how to engage person-centered discovery, but not have thought about how to help someone carry that learning forward.

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Integrating the Approaches and Developing Your Skills (2/2)

This course provided a variety of tools and strategies for defining roles and expectations, problem-solving, and negotiating. The person-centered thinking tools and concepts are meant to solidify your understanding and ability to keep your focus on the person receiving support. They are also designed to ensure that your focus is balanced and starts with what is important to the person.

Finding realistic ways to build your skill while completing your duties takes a little thought. It's important to make it manageable.

Using Skills and Tools to Reduce Stress and Burnout (1/2)

One of the keys to providing person-centered services is to apply these practices to ourselves and our interactions with coworkers. It's hard to be person-centered towards people seeking support if you feel disconnected at work. Common sources of stress include:

- Not getting along with coworkers or supervisors

- Feeling like you do not know how to correctly prioritize your work

- Not having the resources you need to do your job

- Feeling the policies and practices are out of sync with expectations

Using Skills and Tools to Reduce Stress and Burnout (2/2)

All of these things may have many solutions. However, you need a process to discover them. Also, keep in mind, a basic tenant of handling stress and burnout is rigorous self-care. Make sure you are finding ways to take care of yourself along the way. You can also consider how these tools can help you clarify expectations, solve problems, and negotiate agreements.

Maintaining Your Person-Centered Approach (1/4)

Start your interactions with people in a person-centered way. It's important to know what's important to them. This will help the process of eligibility or other types of screening to go better. By the time a program is being considered, you and the individual should have a pretty good idea that this option is one that they are interested in. They should also already have a sense of the processes, including what type of personal information must be shared and in what format. However, during the process, you can assess for discomfort or confusion. A person always has a right to stop the process and look at other options. Make sure to use your diversity awareness to find the right way to approach this process with them.

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Maintaining Your Person-Centered Approach (2/4)

Be sensitive to people's feeling about being labeled or listing their deficits. Some people might designate a proxy, such as a family caregiver or paid supporter, for this if it distresses them. While we want people engaged in all aspects of making decisions, one decision they may make is to not listen to people discussing their bowl habits or other private issues if their presence is not needed and they do not want to be there. Avoid and explain jargon in these processes. Pace them and schedule them in times, places, and ways that work for the person and their important others. Make sure you never unnecessarily use documentation that is labeling or judging. Whenever possible be descriptive and objective and include the person's own words in context.

Maintaining Your Person-Centered Approach (3/4)

If you struggle with time management consider the following tips and tricks:

- Be realistic about how much time things take. When deciding how much time you have to accomplish tasks make sure you include time to wrap-up one thing before moving on to the next. Schedule time to organize and plan. Make sure basics like lunch and reasonable breaks are built in. Leave some time for unexpected things in your schedule each day.

- Consider a time study or methods to analyze how you spend your time and what might make you more efficient. Find the coworker who does it well and ask them to share their secrets.

Maintaining Your Person-Centered Approach (4/4)

- Organize your day for efficiency. Many people find it helps to set aside specific times in the day to check email or voice mail. Checking these communications only 2-3 times a day lowers distractions. Encourage all "emergencies" to come through text or a beeper if needed, so you don't have to stay connected all the time.

- Use the donut sort, what's working/not working, and 4 + 1 questions to define expectations and priorities and organize what you like or don't like about the things you have done to improve your time management.

We are All Part of the Answer (1/2)

The many pressures on the system to become more person-centered are a call to action for all of us. This is an unprecedented time to rethink systems and look at what is really working for people. Being willing to participate in this growth in our own communities and nationally is critical if changes are going to be positive.

We are All Part of the Answer (2/2)

The Person-Centered Counseling (PCC) professional can help by recording and organizing thoughts in ways that are helpful to local and national decision-makers. They can help by getting involved in committees and other methods of guiding change. They can also include information for people and their families about how to get involved in their resources. Hearing directly from users of these services will ultimately help us all know if we are doing what we intended.

Conclusion and Lesson Review (1/3)

- Changes in the system mean more ways for people to be supported. However, it also means many more things to explore and decision to be made. The No Wrong Door (NWD) system is designed to make this process easier. Person-centered counseling skills help make sure it's a person-centered process.

- Starting right away and taking small but regular chances to practice the skills will help your growth and confidence with the approaches. Connecting with like-minded peers, attending conferences, and continuing with the blended learning model will help you take your skills further. You already have strengths, try to build on them.

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Conclusion and Lesson Review (2/3)

- A challenge will be to look at each aspect of your work and ensure the person-centered thinking approaches are part of it. These tools work for human interactions. They can support your ability to work with individuals. However, they can also help with stimulating person-centered growth in your organizations and communities.

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Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will be able to use strategies for maintaining person-centered approaches in daily practice.

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?