



360 Lexington Ave, New York, NY
CARINGKINDNYC.ORG
646-744-2900



Understanding Emotional Connection & Communication

*Stephani Shivers, MEd, OTR/L
Chief Innovation Officer
CaringKind*

*Pamela Edgar, MA, LCAT, RDT
Director of Education
CaringKind*



Our Speakers

- *Chief Innovation Officer & VP Program Development at CaringKind*
- *18+ years working with individuals and families impacted by Alzheimer's and other forms of dementia*
- *Occupational therapist specializing in cognitive function*
- *30 years leadership experience in not-for-profit organizations*



*Stephani Shivers, MEd, OTR/L
Chief Innovation Officer, CaringKind*

Our Speakers

- *Director of Education and Senior Therapeutic Specialist at CaringKind*
- *15+ years working with individuals and families impacted by Alzheimer's and other forms of dementia*
- *Licensed Creative Arts Therapist specializing in emotional expression, advance care planning, grief and bereavement*



Pamela Edgar, LCAT, RDT
Director of Education, CaringKind

Why talk about emotions?

- What are common emotions? How do they impact our interactions?
- Why empathy?
- What's validation?
- Communication tips and tricks



What do people living with dementia feel?

14

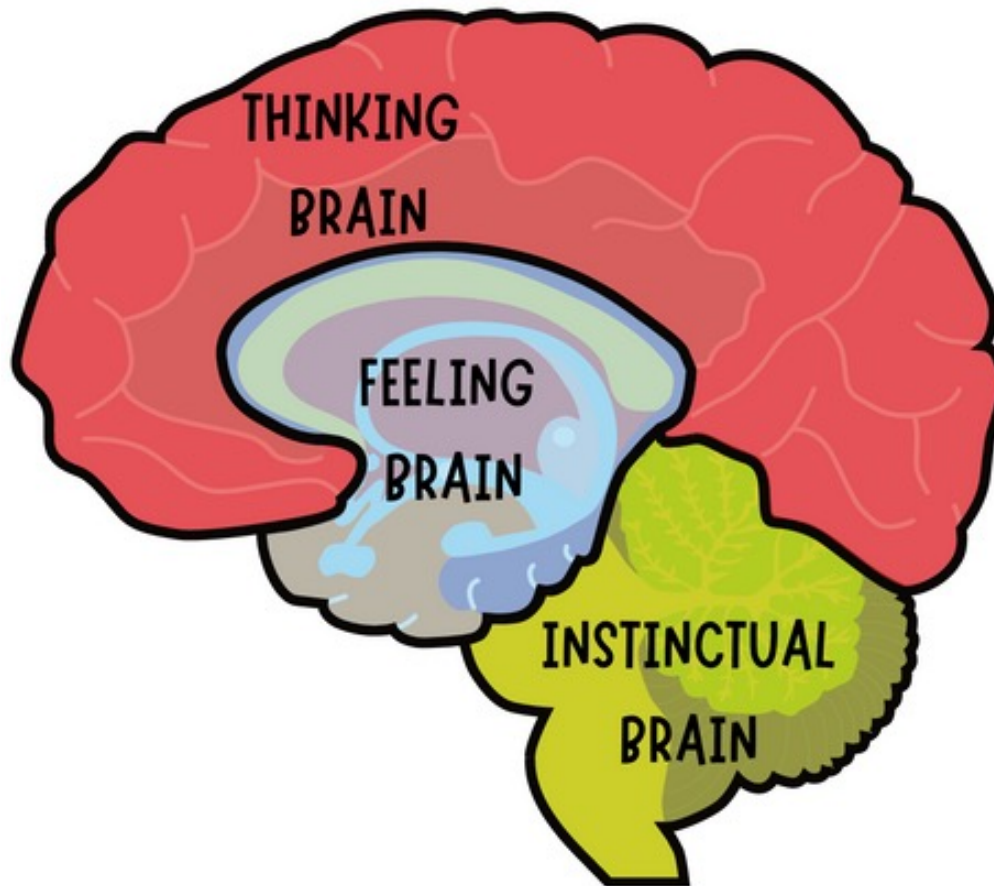


How Are You Feeling Today?

Happy 	Content 	Excited 	Hungry 
Tired 	Angry 	Overwhelmed 	Sad 
Anxious 	Embarrassed 	Disappointed 	Afraid 

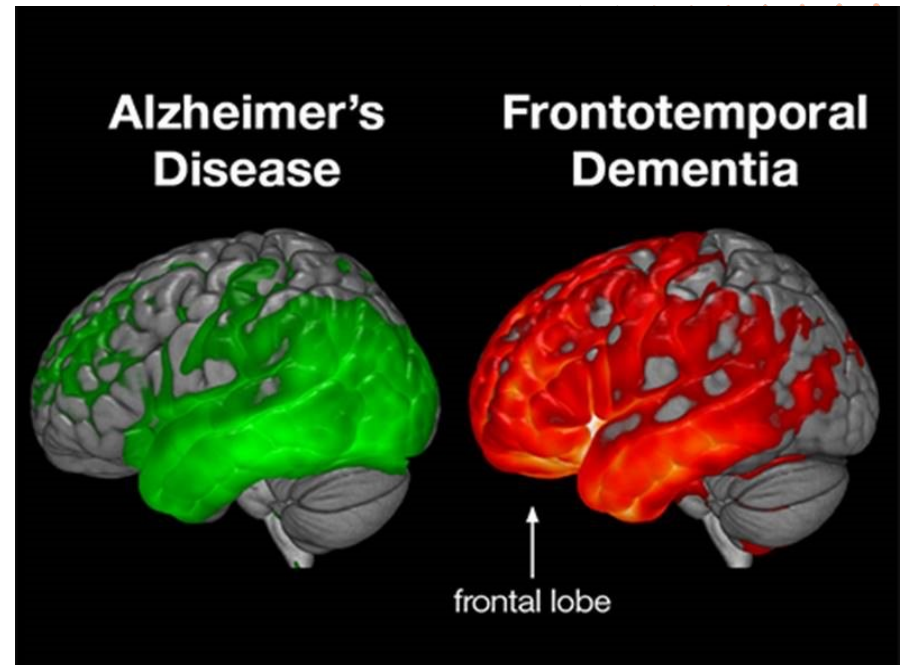
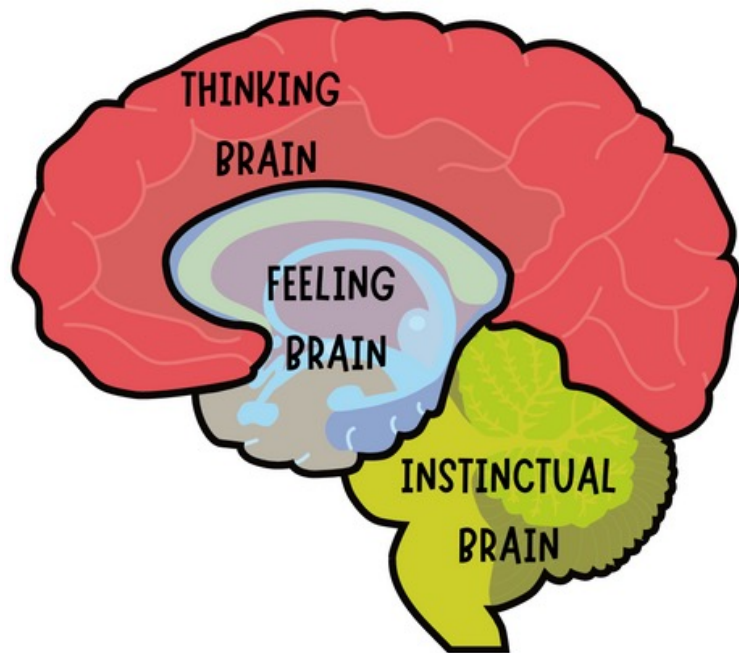
Emotions and The Brain

16



Emotions and The Brain

17



Activity – What's Happening Inside?

18

*What do you
think
they feel?*



*What else might
they be feeling?*



Activity – What's Happening Inside?

19

*What do you
think
they feel?*

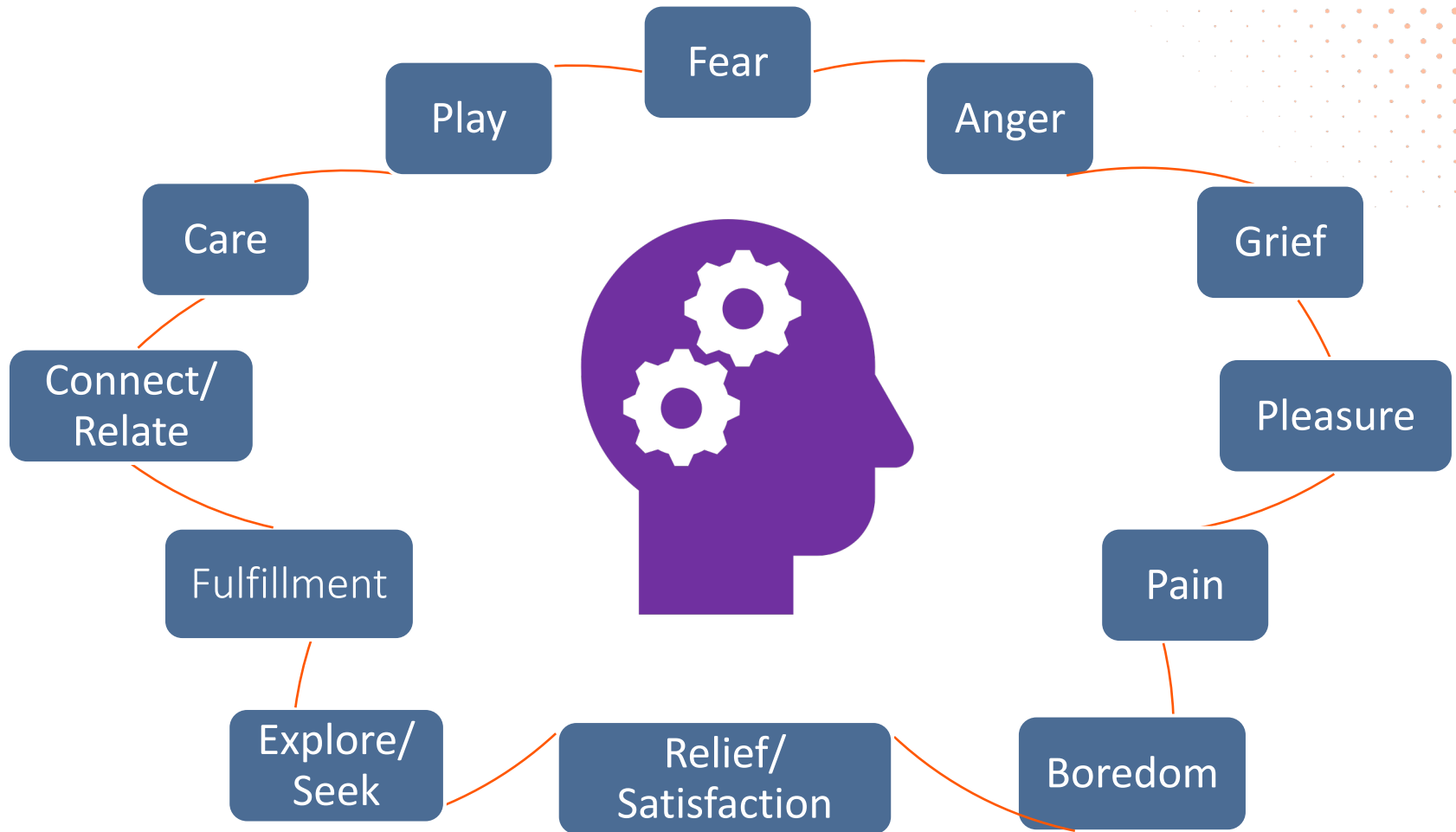


*What else
might they be
feeling?*

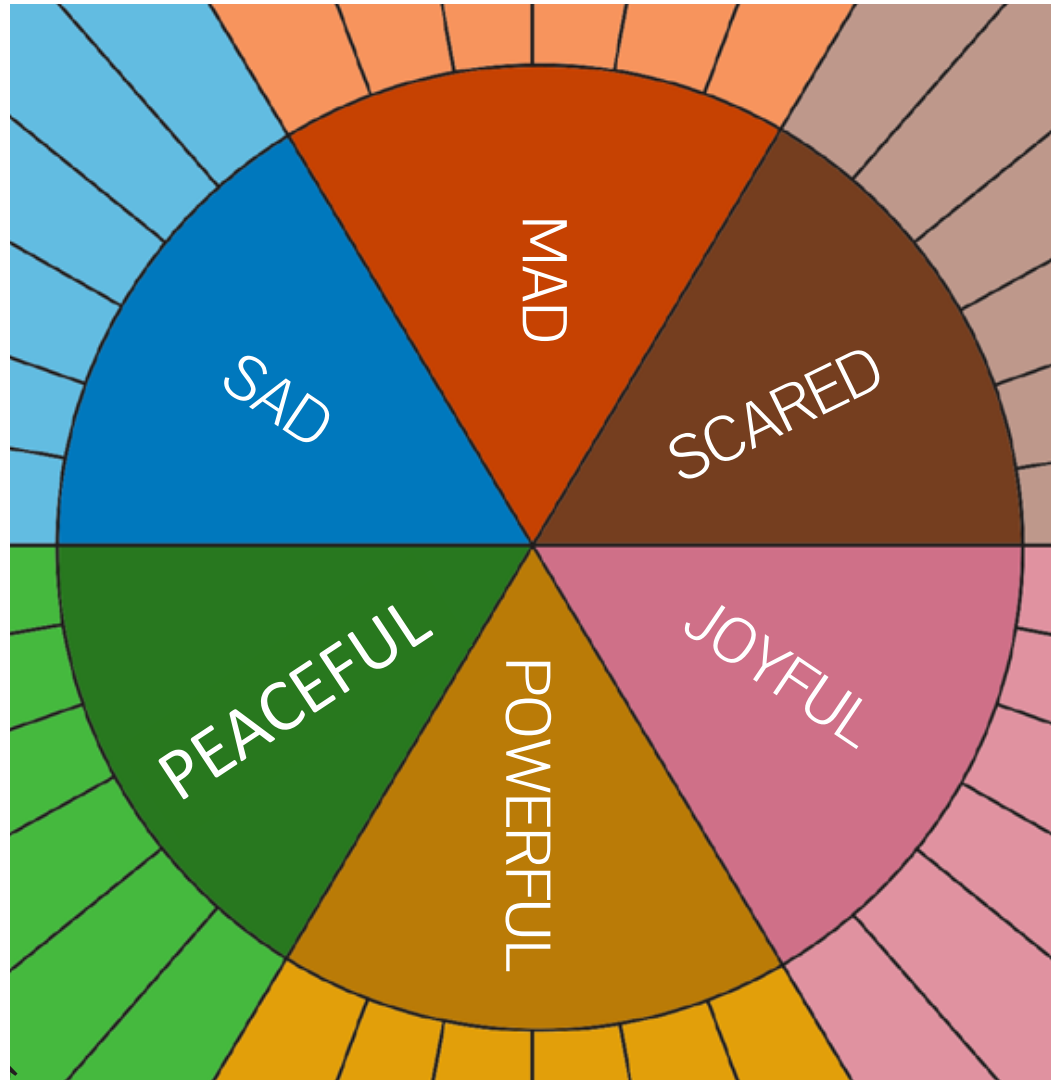


What is happening INSIDE?

20



Feelings Wheel - Primary Feelings

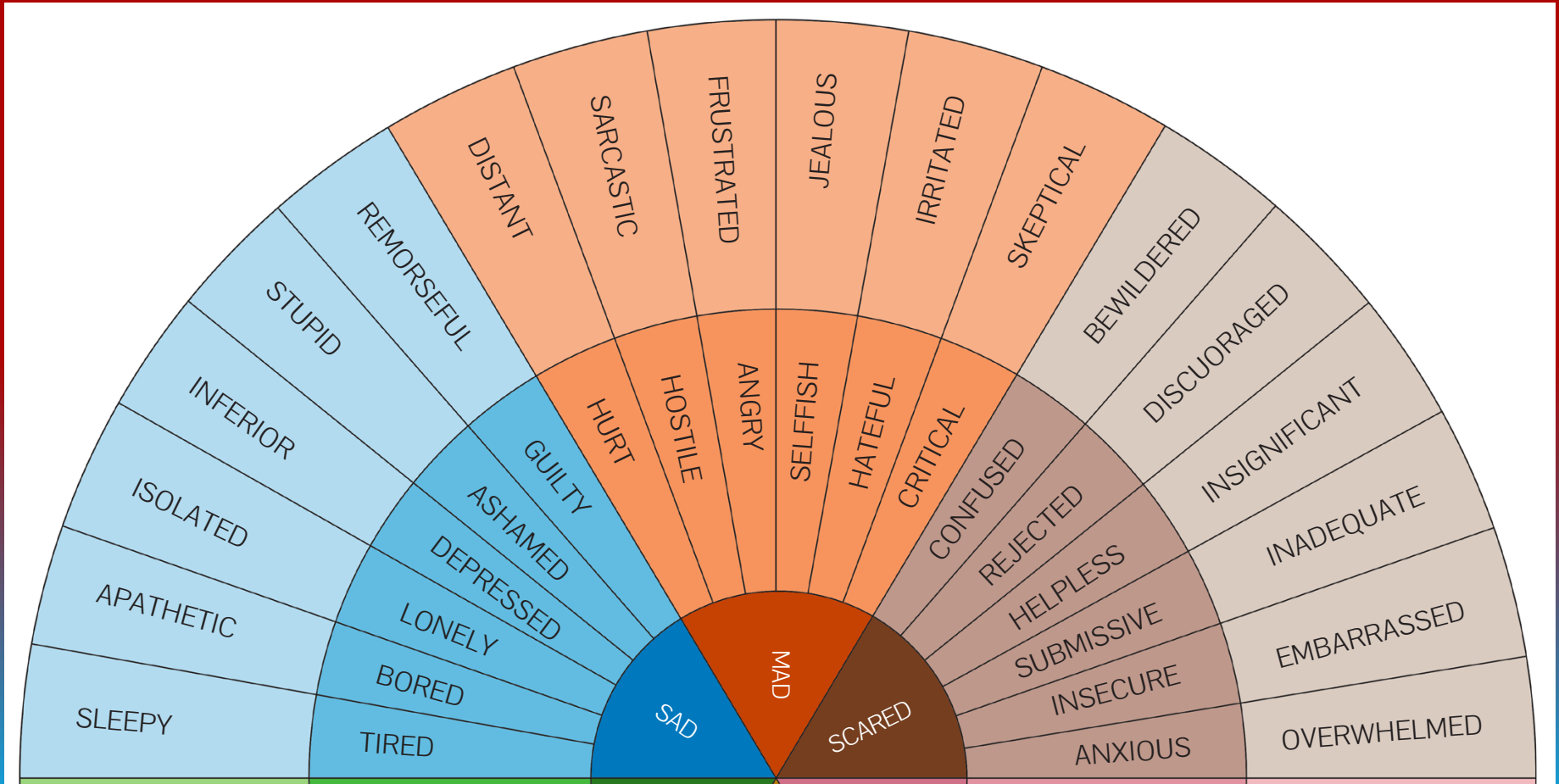


Feelings Wheel – Secondary Feelings

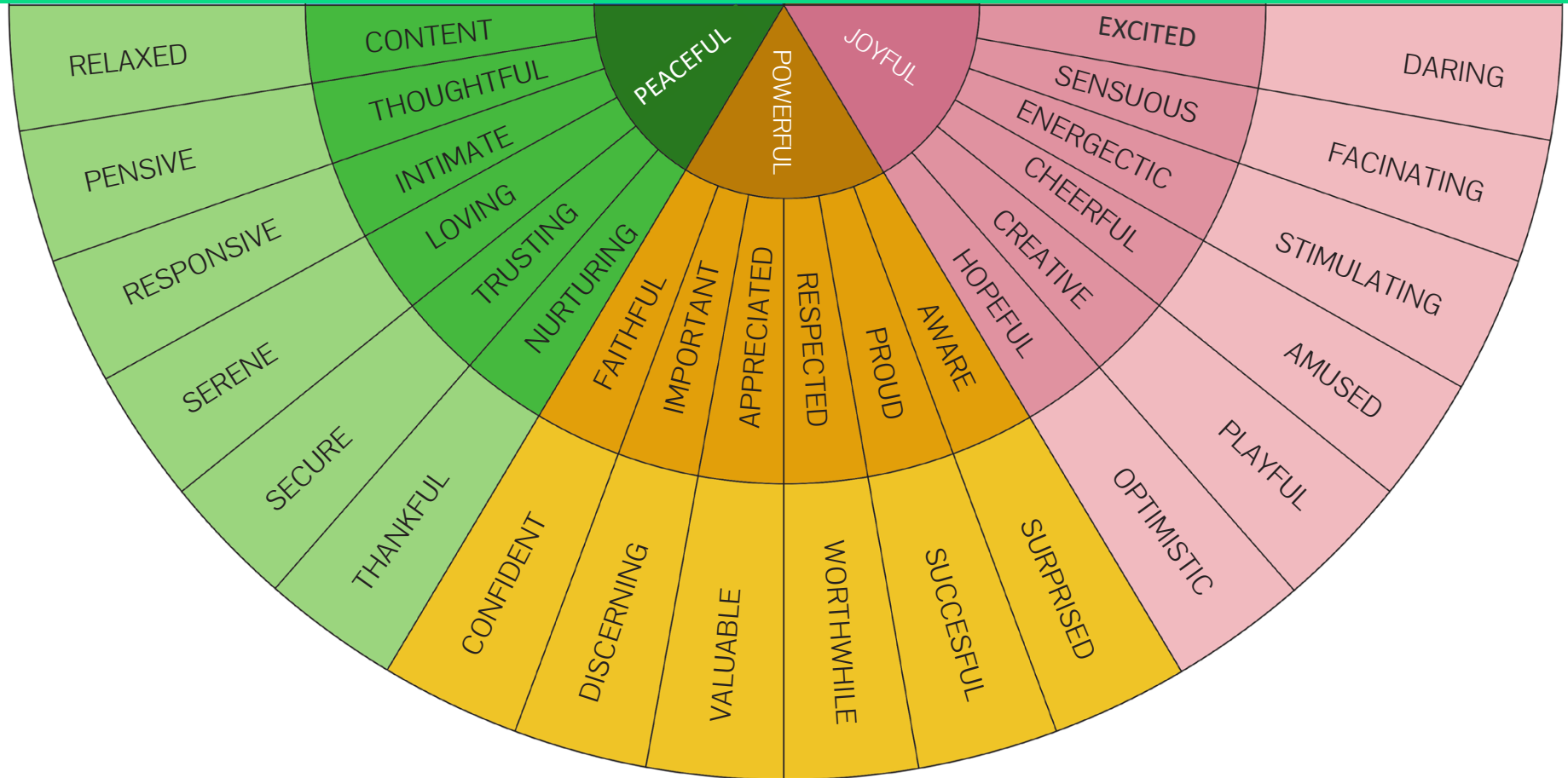


Source: Willcox, G. (1982). *The Feeling Wheel A Tool for Expanding Awareness of Emotions and Increasing Spontaneity and Intimacy*. Transactional Analysis Journal, 12(4), 274-276.

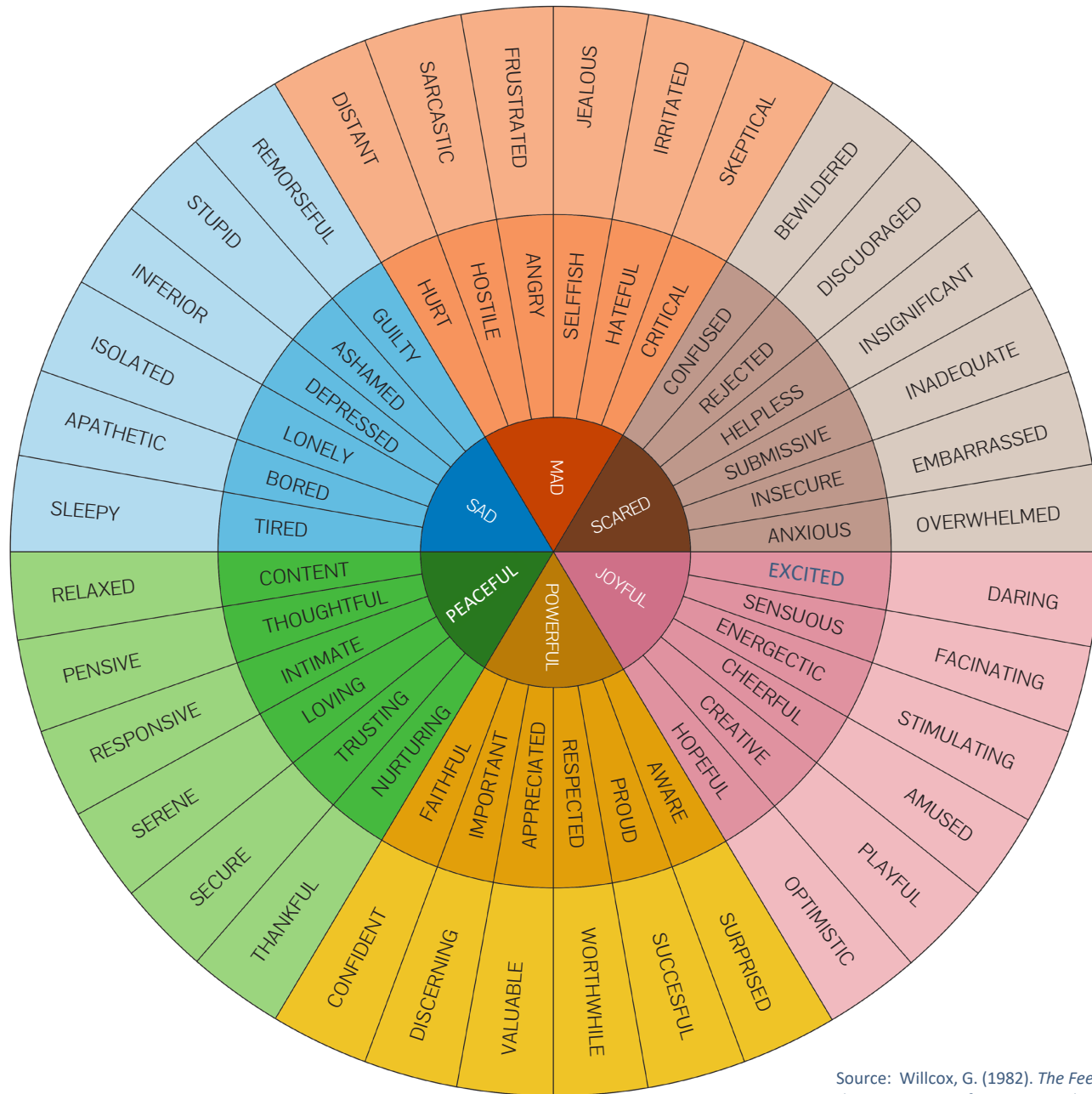
Distressing / Disempowering Feelings



Comforting / Empowering Feelings



Feelings Wheel



Source: Willcox, G. (1982). *The Feeling Wheel A Tool for Expanding Awareness of Emotions and Increasing Spontaneity and Intimacy*. Transactional Analysis Journal, 12(4), 274-276.

Actions, Reactions, Expressions

Action

Something we do
(out of need or desire)



Actions, Reactions, Expressions

Response to something
or someone

Reaction



Actions, Reactions, Expressions

How I express myself

Expression



Actions, Reactions, Expressions

Action

Reaction

Expression

Outward
responses based
in our experience
with the world

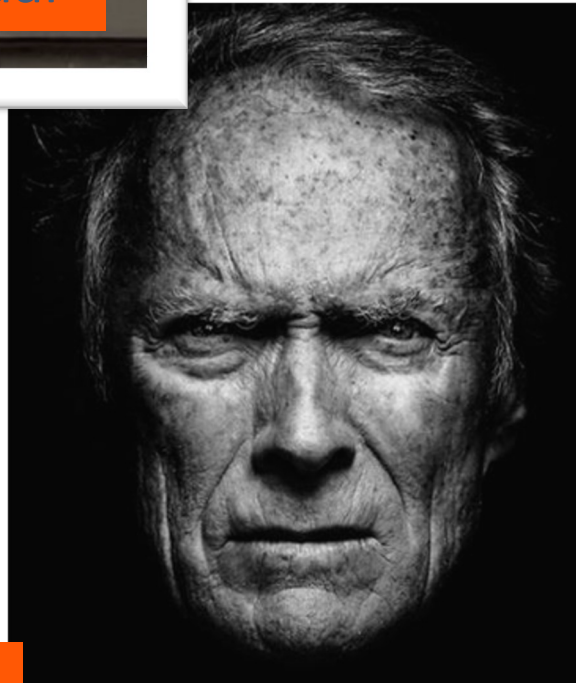
Ways we
communicate and
interact with the
world



Hyper-sexual



Aggressive



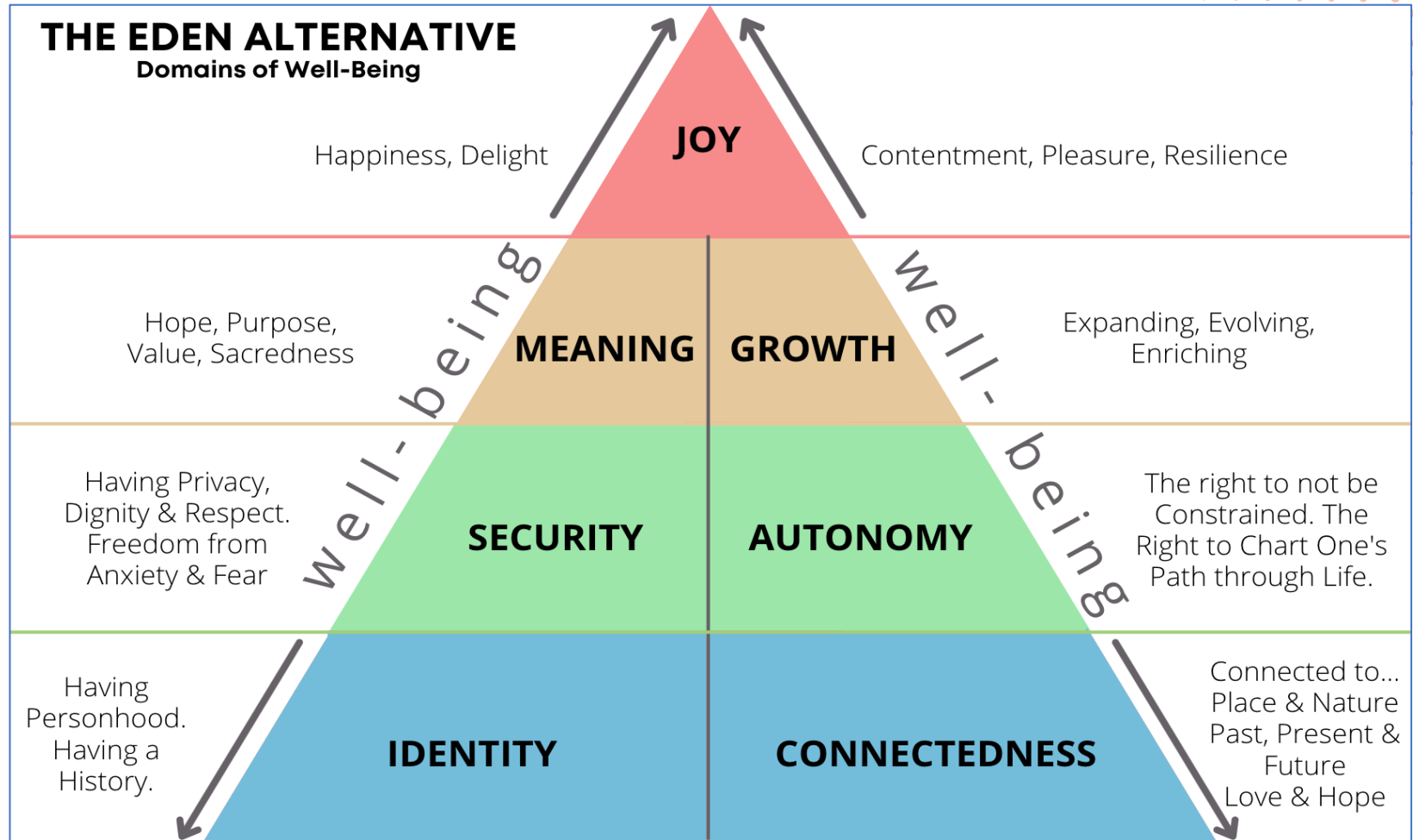
Agitated



Exit-seeking

Eden Alternative Domains of Well-Being

31



Graphic summary created by: <https://abeautifulvoice.org/>

Empathy

32

Empathy: the ability to understand and share the feelings of another



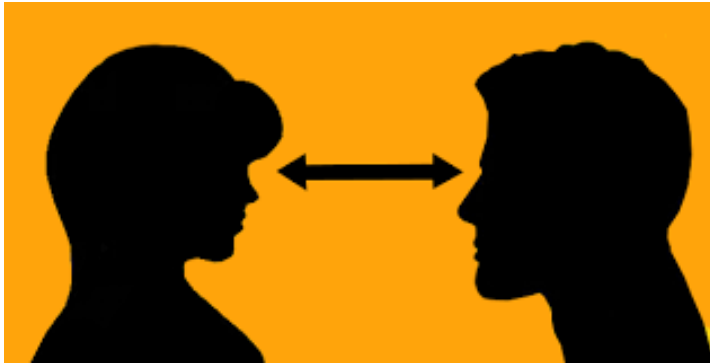
Validation

33

Validation: recognition or affirmation that a person, or their feelings or opinions are valid and worthwhile.

Validation IS...	Validation IS NOT...
Being present	Trying to fix or problem solve
Acceptance and respect	Agreement
Normalizing	Minimizing
Seeking to understand	Guessing and moving on
Listening for the underlying need	Giving advice

Signs a person feels validated:



Validation in Practice

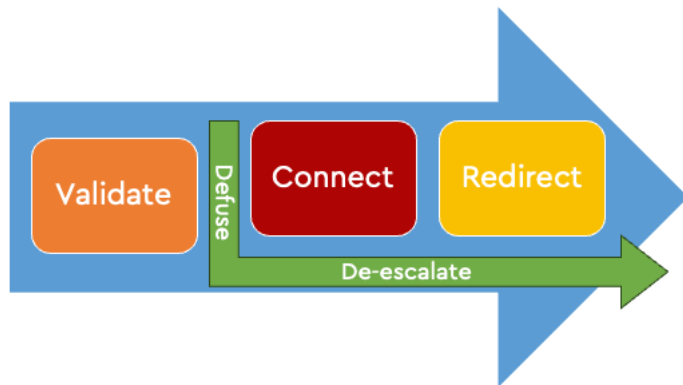
35



Validate the Feeling / Emotion

36

Identify the emotion and confirm.
Show understanding for the emotion.



Examples

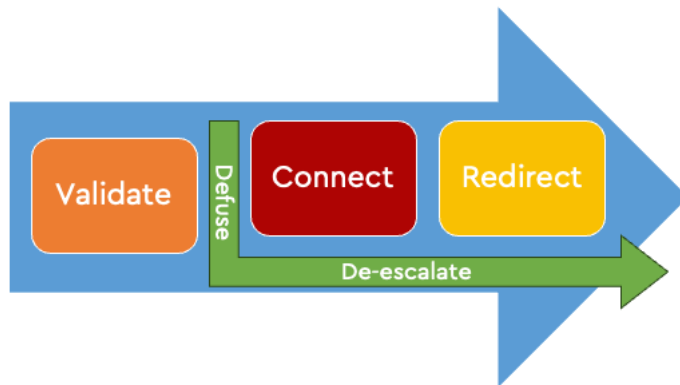
- *It sounds to me like you're feeling.... Is that right?*
- *I can understand why you're feeling...*
- *It makes sense that you feel...*
- *It makes sense that you think...*
- *You are having a sad/ tough/ yucky day.*

Validate the emotion... *ignoring emotion is neglectful*

Validate the Feeling / Emotion

37

Identify the emotion and confirm.
Show understanding for the emotion.

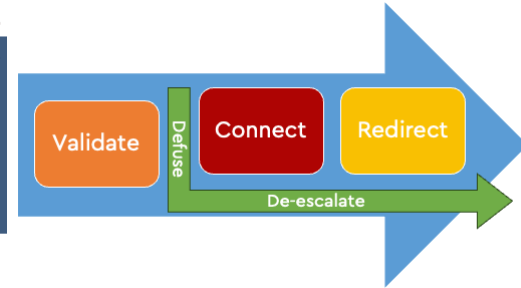


Examples

- *___ must be difficult for you*
- *You have every right to feel that way*
- *I would feel that way too ...*
- *I can only imagine how ___ that must be*
- *It's completely normal to feel ___*

Validate the emotion... *ignoring emotion is neglectful*

Defuse & De-escalate



Think opposite core emotions...
Want to take power out of situation



- Take the blame....
- Apologize
 - *Will you forgive me for...*
- Don't argue
 - *You are right.*
- Go with the flow...
 - (Sing "Let it Go" to yourself)

Simplify Communication

39



Give the person
your full attention
making eye
contact.



Talk slowly.



Simple
sentences.



Pause and wait
for response.



Give plenty of
time



Acknowledge
what the person
is saying.



Go along with
the person's
beliefs.



Use words of
encouragement

Simplify Communication – Nonverbal

40



Strategies for Caring Family & Friends

- Speak directly to me. Do not talk to me as though you are speaking to a child.
- Ask me what I am experiencing, how I am feeling, and validate what I am saying.
- Treat me in the same way you would want to be treated in the same situation.
- Acknowledge that you do not totally understand but that you are trying.
- Pay attention to non-verbal cues and body language, such as eyes and hands.



A BY US FOR US GUIDE

Enhancing Communication

An inspirational guide
for people living with dementia

SERIES 1

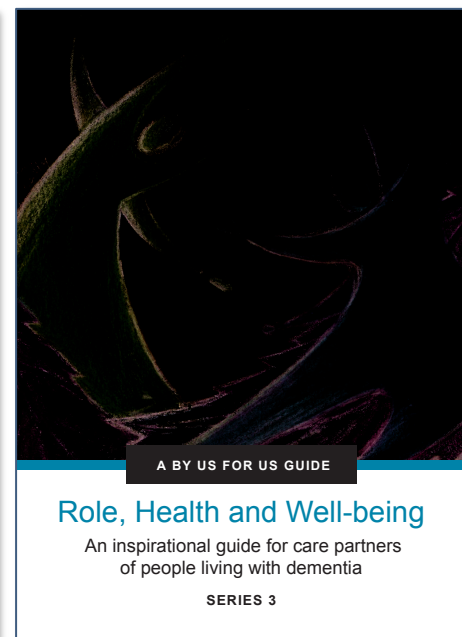
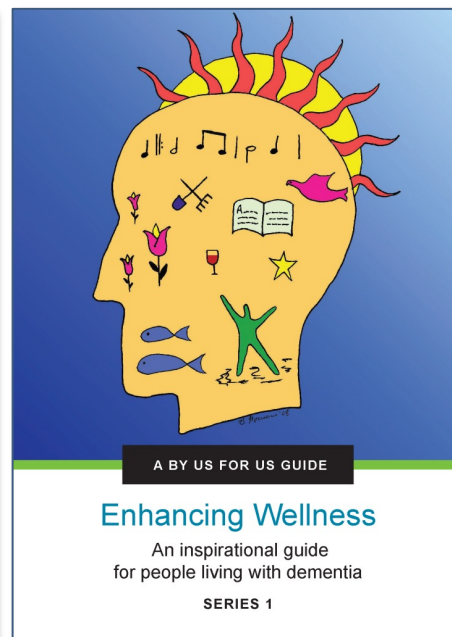
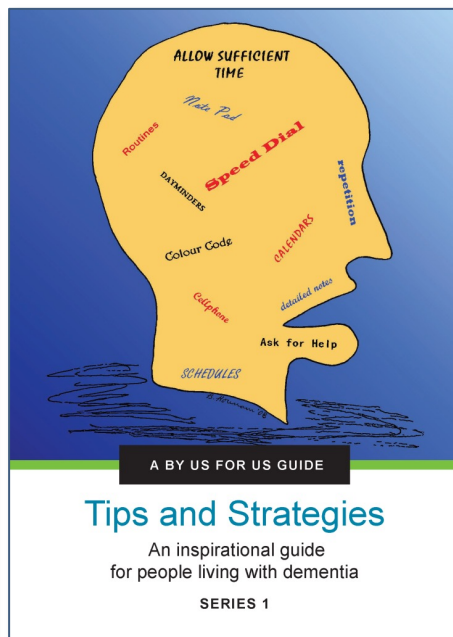
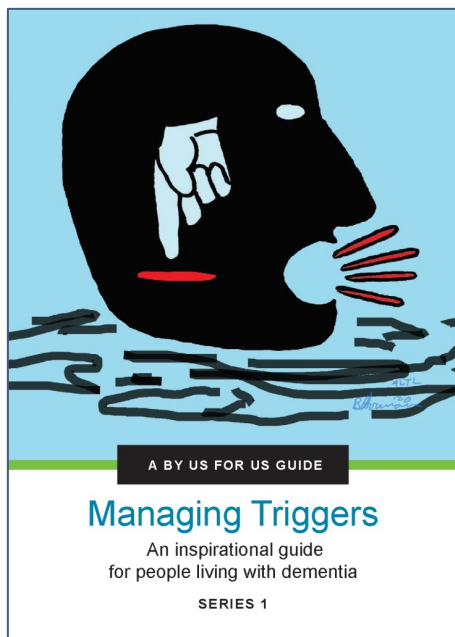
By Us For Us Guides



<https://the-ria.ca/resources/by-us-for-us-guides/>

Download Guides for Free

Click on the document title to download the guide for free.



*People will forget what
you said, people will
forget what you did, but
people will never forget
how you made them feel.*

- Maya Angelou





Talk to a
Navigator

646-744-2900



www.caringkindnyc.org

Questions



caringkind

360 Lexington Ave, New York, NY

CARINGKINDNYC.ORG

Helpline: 646-744-2900

@caringkindnyc