

# MAINTAINING GOOD RELATIONSHIPS WHILE MEETING CORE RESPONSIBILITIES

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# Our Core Responsibilities

- Assess
- Plan development/revision
- Monitor
- Information and referral

Our core responsibilities requires an exchange of critical information among the client, their support network and ourselves. We need to understand an individual's specific support needs and the roles of those who support them; both of which are dynamic and often complex. We need to be able to convey our service system in a way that people understand. Our service system is also ever changing with multiple interconnected parts.

# “Living Room Language”

The terminology we use.	How to describe it to someone else that makes sense.
LOC	
FNA	
ISP	
Fiscal Intermediary	
Protective services	
FA/BSP	
K Plan	

# Building Rapport by Matching Communication

- “Matching someone’s body language makes them feel accepted and creates a bond. Being familiar with someone triggers a sense of recognition and understanding; it’s a brilliant way to build rapport and trust.
- To make it work, you need to pay attention to:
  - how the person uses their body
  - the persons tone of voice
  - the persons attitude.
- When you subtly mirror these communication cues from others, it will make you familiar to them in a natural way.”  
(Graham Andrewartha, 01/29/2015)  
<http://www.mcpheeandrewartha.com.au/strong-leadership-communication/>

# Maintaining Good Relationships: Telephone

- Use the same body language that you would use during an in person conversation. Smile. Match communication.
- Pay full attention to the caller.
- Summarize the phone call and clearly state what you will follow up on, if needed. Agree to the next steps. And, if not otherwise, make the call a qualified encounter.

# Maintaining Good Relationships Email

- First, is this really a telephone or in-person conversation?
- Is it best to reply now or wait until tomorrow?
- When is it okay to include other people in the email chain?
- You never know where your email will land.

## The Difficult Conversation

“We Have to Talk: A Step-By-Step Checklist for Difficult Conversations”, By Judy Ringer (copies available)

### 4 Steps to a Successful Outcome

- Step #1: Inquiry (learning step)
- Step #2: Acknowledgement  
(acknowledgment is not agreement)
- Step #3: Advocacy
- Step #4: Problem Solving

# Examples of Difficult Conversations

- Dissatisfaction with the amount of monthly attendant care hours.
- You have to offer protective services to a client/support network you have known for years.
- A timesheet was misplaced and the PSW will not get paid on time.

# Preserving Self Esteem/Respect for All

- **Avoid the “Amygdala Hijack”**: instantaneous, emotional overreaction, that you will regret later. Daniel Goleman, “Emotional Intelligence”.
- **Emotional memories can poison relationships.**
- **Not only do we want to avoid our overreactions but we want to prevent our clients/support system from getting to that point as well.**
- **It is extremely hard to recover from a poisoned relationship. When is it appropriate to switch SC/PA’s?**

# Enjoy Your Conversations

- “People rarely succeed unless they have fun in what they are doing.”  
— [Dale Carnegie](#)