Slide 1  
Strengthening Resident and Family Councils  
**Maximizing Resident Engagement  
Part I - Appreciation**

Slide 2  
**Introduction**

Goals

* Engage residents and families
* Partner with nursing homes on improvement
* Improve quality of life for residents

Slide 3

**Maximizing Engagement through Appreciation**  
  
Kate Waldo, CTRS, ACC  
National Director of Recreation and Guest Services

Slide 4

**Objectives**

Introduce the three elements of an engagement process.

Review the importance of appreciation and active listening as skills for increasing engagement.

Slide 5

**The Story of Madame President**

Resident Council Presidential Inauguration image

Slide 6

**Elements of Engagement Process**

Cyclical image of Hearing Concerns and Preferences – Listening Deeply to Understand – Engaging Others in Improvement

Slide 7

**Engaging Others in Improvement**

Image of Idea Generation – Mutual Agreement on Next Steps – Testing Changes funneling to result in Obtain the Positive Image of the Future

Slide 8

**What is Appreciation?**

Why is it important?

Slide 9

**We can only move in the direction of what we can imagine.   
~Bliss Brown**

When we focus on what works:

* We want to talk.
* We get engaged.
* Our enthusiasm builds.

When we focus on the problem:

* We get defensive.
* We blame others.
* Our learning becomes difficult.

Slide 10

**Think of a time when Residents or a Resident worked with staff or a staff member to create a positive change.**

* What happened or didn’t happened?
* Who was involved?
* What made it successful?
* What did you value most about the situation?
* What about this experience is worth trying again?
* Is there anything you would change if you could do it over to make it an even better experience?

Slide 11

**Hearing Concerns and Preferences**

*Appreciate…*

1. The unique qualities of the person
2. The motivating request
3. The past success as a springboard for future success and the creation of a positive image of the future.

“The food here is terrible. It is bland and mushy.”

1. I appreciate your passion about food quality.
2. It sounds like the area we need to address is the preparation of the food.
3. Would you share with me a time when the food was prepared the way you like it?

Slide 12

**Active Listening**

What is active listening?

Listening with our full attention

What skills does active listening involve?

1. Body Language
2. Tone of Voice
3. Paraphrase
4. Inquiry

Slide 13

**Skills of Active Listening Defined**

What is body language?

* The way people communicate through facial expressions, postures, and gestures.

What is tone of voice?

* The way people speak to each other including pitch, volume and intonations.

What is paraphrase?

* Repeating back in one’s own words what the speaker has said to ensure understanding of the facts, feelings or both.

What is inquiry?

* Using open or closed questions to clarify or gather additional information.

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Image of quote: “The biggest communication problem is we do not listen to understand. We listen to reply.

Listening Deeply to Understand  
How might using the skills of Active Listening increase engagement?

Slide 15

**Part I – Maximizing Engagement through Appreciation**

**Part II – Maximizing Engagement through Accommodations and Adaptation**

**Kate Waldo, CTRS, ACC**

**National Director of Recreation and Guest Services**

Slide 16

**Commitments for Next Steps**

Image of quote: Positive changes in the world around us must begin with positive changes within us – Beth Sawickie -

What can you personally change or try?

* Patience
* Practice
* Persistence
* Perseverance