

## Tier 1 Dementia Awareness Training Unit Delivery Plan

### Unit 5: Talking and listening to the person with dementia

**Organisation:** \_\_\_\_\_ **Number of participants in the group:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Duration of Session:** \_\_\_\_\_

**Venue:** \_\_\_\_\_

**Key words:** talking and listening, top communication tips, useful communication tools.

#### **Aim:**

Unit 4 explained the impact that dementia can have on people and it discussed some of the emotional and behavioural aspects of dementia.

Unit 5 will build on what you learned in Unit 4 by raising your awareness about how to develop effective communication skills when talking & listening to people with dementia.

#### **Objectives of the unit:**

By the end of this unit, the participants will be able to:

- ✓ Explain how communication is affected when the person has dementia
- ✓ Describe some of the communication tools that can be used to help people with dementia
- ✓ Discuss top tips for talking and listening to people with dementia
- ✓ Explore ways to improve your own communication skills

#### **A note to the trainer:**

This lesson plan must be read in conjunction with the power point presentation for Unit 5, including the notes pages. Before you start the session, arrive an hour early to set up the room for the training. You will need to check that the equipment is working and that there is internet access.

You need to ensure the health and safety of your participants by checking for Fire Exits and planned Fire Drills or Fire Alarm Testing. The content of this unit can be delivered in 30 minutes. However, you can increase the time to 60 minutes, should you feel that this is appropriate. This explains why this unit delivery plan suggests estimated timings.

Be prepared to welcome your participants and thank them for attending the training. Check that your participants have completed Unit 4 of this training package. Recognise that some people may be experiencing dementia on a personal level and they struggle with know how to talk to people with dementia.

Be mindful that the use of a video presentation in this training session may act as a catalyst in bringing the experience of living with dementia to the fore. Reassure your participants that the tips presented can be adapted to suit a variety of situations. Inform your participants of the emotional nature of dementia and prepare to support your participants during the session.

Be available to provide debriefing to participants who may want to talk to you after the session. Alternatively, be prepared to sign post them to appropriate support. Details are contained within this unit.

Estimated Timings	Content	Facilitator Activity “What the facilitator will be doing”	Participant Activity “What the learners will be doing”	Resources needed
3 mins	<p><b>Welcome to the Unit</b></p> <p>Setting of ground rules including disclosure of sensitive information and confidentiality.</p> <p>Link to Unit 4</p> <p>Participant health and wellbeing ~ make yourself available to debrief and to sign post after the session has ended.</p>	<p>Facilitating discussion.</p> <p>Get participants to sign the attendance register</p> <p>Inform the participants about the length of the session, including a short comfort break if it is going to be longer than 30 minutes.</p> <p>Give out Tier 1 Training Evaluation Form for each participant to complete page 1.</p>	<p>Sign the Attendance Register.</p> <p>Listening, participating</p> <p>Completing page 1 of the Tier 1 Training Evaluation Form</p>	<p>Tier 1 Evaluation Forms</p> <p>Pens</p> <p>Flip chart paper, pens, white board</p> <p>Hand outs &amp; other supporting materials which are on a USB Storage Stick. Certificate will be made available at the end of the session.</p>
5 mins	<p><b>Activity:</b></p> <p><b>Audience Participation ~ “How do you communicate with the person with dementia?”</b></p> <p><b>(5 minutes in total)</b></p>	<p>The facilitator needs to encourage each member in the audience to think about how they communicate with the person with dementia.</p> <p>Ask the participants: “Are we always listening?”</p>	<p>Discuss experiences.</p> <p>Ask for any lessons learned?</p> <p>Any areas for personal and professional development identified?</p> <p><b>Participants can make notes using the Unit 5 Activity Sheet if they wish.</b></p>	<p>Unit 5 Activity Work sheet.</p>
10 mins	<p><b>Present Slides 6 – 8</b></p> <p><b>Communication Tips</b></p> <p><b>Take time &amp; focus</b></p> <p><b>How to speak</b></p> <p><b>What to say</b></p>	<p>Emphasise that after diagnosis, people with dementia may experience changes in the way they communicate.</p> <p>Each person’s journey will be unique, which means that dementia will affect people’s communication abilities differently</p> <p>If time permits, engage in a developmental conversation about useful communication tips that participants may have seen or heard or tried.</p>	<p>Listening and participating mentally and responding verbally</p> <p><b>Participants can make notes using the Unit 5 Activity Sheet if they wish</b></p>	<p><b>Power Point</b></p> <p>Unit 5 Activity Work sheet.</p>
7 mins	<p><b>Pause &amp; Think: Video presentation ~ “Top 10 Communication Tips”</b></p> <p><b>(2 minute video)</b></p>	<p><b>Facilitator explains:</b></p> <p>“This is a video that lasts for 4 minutes.</p> <p>It presents some useful tips on to listen and talk to people with dementia.</p> <p>At the end of the video, involve the participants in</p>	<p><b>Watch the Video entitled: “Top 10 Communication Tips”</b></p> <p>After watching video, engage in group discussion about the content of the video.</p>	<p><b>Video is linked to the Power Point Presentation Slide.</b></p> <p>To open, place cursor on the words “Video Clip”, right click on the mouse and a drop down menu will appear, left click on the mouse on the words, “open</p>

	<p><b>Audience discussion: (4 minutes)</b></p> <p><b>(6 minutes in total)</b></p>	<p>a discussion about what they just viewed.</p> <p>Any lessons learned?</p>	<p>Discuss lessons learned.</p> <p><b>Participants can make notes using the Unit 5 Activity Sheet if they wish</b></p>	<p>hyperlink". This will take you to video on the website.</p> <p>Alternatively use the MP4 file that has been downloaded on to the USB Stick.</p>
5 mins	<p><b>Conclude Unit 5</b></p> <p><b>Review objectives</b></p> <p><b>Sign post to Unit 6</b></p> <p><b>Complete evaluations.</b></p>	<p>Complete presentation &amp; review objectives for Unit 5</p> <p>Verbal feedback to the group about how it felt for facilitator.</p> <p>Sign post to electronic resources, dementia apps and any relevant dementia support services.</p> <p>Sign certificates. Give out Certificates for Unit 5</p>	<p>Verbal feedback</p> <p>Completion of evaluation forms.</p>	<p>Evaluation Forms</p> <p>On-Line Resources</p> <p>Recommended reading</p> <p>Dementia Apps on iTunes &amp; Android.</p> <p>Certificates for Unit 5</p>