

Cultivating Resilience and Well-Being in Long Term Care Communities - Implementation Tips

IDEAS Workshop - April 17, 2024

Thank you for participating in yesterday's workshop on using IDEAS when having important conversations. As several of you mentioned, a strong support system helps us to stay resilient.

Using IDEAS helps to strengthen important relationships by engaging in potentially challenging conversations in a constructive way. When we are willing to be vulnerable and start important conversations, we have an opportunity to get to know what is important to each other (as mentioned by Suzanne, Cassen and Brittany), solve the problem, and show that we care about the best interest of everyone involved (as mentioned by Laura F).

PREPARE FOR AN IMPORTANT CONVERSATION

In the next few weeks, be on the lookout for conversations you're reluctant to have. When there is a potentially difficult conversation on the horizon:

1. Notice the worries, emotions, and beliefs that are coming up for you.
2. Notice what you're anticipating will come up for the other person and remind yourself to stay open-minded.
3. Use IDEAS to provide yourself with touchstones for how to productively engage the other person in the conversation. Adapt each step to fit who you are talking to and what you are talking about. Use the steps in any order.
4. Review your talking points with a trusted friend/colleague for feedback. Ask if this approach will likely increase trust and collaboration.
5. Set a mutually agreeable time to have the conversation with the other person.
6. After the conversation, take some notes on what worked well and what you would do differently next time. Many conversations take place iteratively over time.

IDEAS

Parameters:

- Preparation required
- Not a script
- Not order-based
- Dialogue throughout



- I Identify
- D Describe
- E Elaborate
- A Align
- S Summarize

RESOURCES

- PDF of slides attached.
- Workshop handout.
- Books:
 - Gawande, A. (2014). *Being Mortal: Medicine and what matters in the end*. Dutton.
 - Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2021). *Crucial Conversations: Tools for talking when stakes are high*. McGraw Hill.