

STRENGTHENING RELATIONSHIPS: STAFF TO FAMILY MEMBER | APRIL SAFETY SEGMENTS



Person centred care is defined by the World Health Organization as "empowering people to take charge of their own health rather than being passive recipients of services." The interactions between the staff, patients, and their families are based on respect and compassion as they are all seen as equal partners to ensure that the patient meets their needs.

EFFECTIVE COMMUNICATION SKILLS - FAMILY SUPPORT

DIRECTIONS

Before you begin this discussion, set the expectations for a safe space that is respectful of everyone's feedback. You will want to print out or provide an electronic copy of the ["Learn to Communicate Authentically"](#) by Alis Alberta. Give each staff member 10 minutes to read the provided resource. After everyone is done, use the guiding questions to facilitate a group discussion.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Why should we make eye contact when communicating?
- What are the things that you can do to respect yourself and others?
- How can we become better listeners?

Alternate Activity:

Watch the ["Effective Team Communication -Plan Forward / Reflect Back."](#) What is our goal when it comes to effective communication?



Follow the CCSA and check our other resources.

