

# COMMUNICATIONS ACTION CHECKLIST

## Understand what's going on behind the scenes

- Issues of loss
- Autonomy
- Trust
- Medical issues
- Mental health

## Do your homework before opening up the dialogue

- Community Services
- Cost of Services
- Family resources
- Review your elder's current abilities
- Review conversation dynamics
- Conflicting understanding of responsibilities
- Partnering, not parenting

## Try a variety of techniques to open up the dialogue

- Seize the moment
- Plant the seed
- Ask advice
- Ask for information
- Turn the tables

## Set the stage for better results

- Timing
- Location

## Turning conflict into cooperation

- Get behind the reason why
- Lack of trust
- Restore power
- Stall tactic
- Attention-getting device

## Anticipate disagreements and differences

- Curb the urge to take over
- Keep it all in the family
- Limit deadlines
- Make deals
- Put the ball in their court
- Suggest trial runs
- Offer choices
- Inch them closer to the goal

## Use techniques that get conversations back on track

- Validate feelings
- Step back if there's a fight
- Take yourself out of the loop
- Relationships comes first
- Make other plans if things don't work out

