

Disability Resource Hub Disclaimer

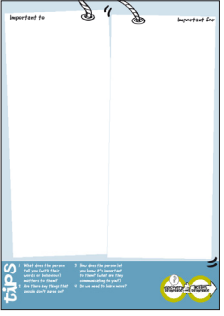
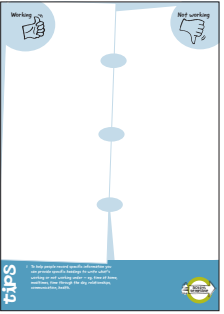
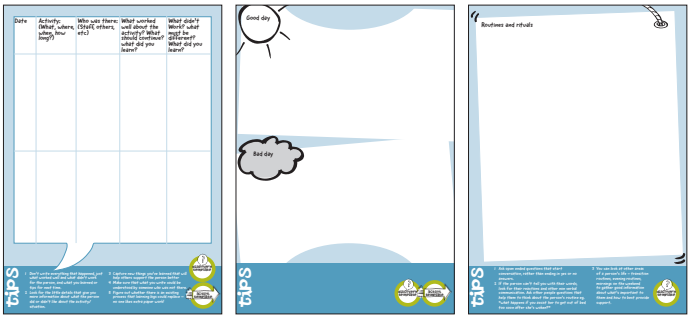
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Which Person Centred Thinking Tool Will Help When?

Over time and with practice, you will learn which tools are most effective in which situations. In the mean time, this will give you a place to start.

What's going on ?	Which tools will help?
<ul style="list-style-type: none"> When people need to stop and reflect before taking action or making a decision. When health/safety are dominating the person's life, or when their choices or actions endanger their own or other people's health or safety. The person is 'saying' with their words or behaviour that the way others are supporting them to be healthy, safe or valued isn't working for them. 	<p>Important to/for</p> 
<ul style="list-style-type: none"> There is a crisis and not much time to decide what needs to happen next – especially if the person's view might be missed. People disagree on significant issues in the person's life. We need to gather the facts from different points of view and then ensure new action is taken. We want to make sure everyone's views are considered before we make changes. We want to make sure that the good things (e.g. What's working) aren't lost as things change in the person's life. 	<p>Working/not working</p> 
<ul style="list-style-type: none"> We need to learn more about what is Important to the person and / or what others need to know and do to support them. (Especially if the person doesn't use words to communicate; tends to say things just to please others; has others who are speaking on their behalf or means something different to what they say with their words). 	<p>Learning log and recorded learning Good day/bad day Routines and rituals</p> 

What's going on ?

- The person's reputation is based on negative actions from their past and they want to make a fresh start.
- People view the person very negatively and this restricts their opportunities.
- The person is challenging others with their behaviour (doing things that make it hard to keep them or others safe) and people don't understand why it is happening or what to do about it.

Which tools will help?

Reputations

A form titled 'Reputations' with a pencil icon and the text 'positive reputation'. It has three main sections: 'what is important to', 'the best to support', and a 'tips' section at the bottom with numbered points.

- The person is communicating to us (with their words or behaviour) that some staff work better for them than others
- The person has new opportunities (Work, Recreation, Accommodation, Education) and we want to ensure that they have the best possible start.

Matching staff



- People struggle to understand how the person communicates or misunderstand their communication.
- There is disagreement about how the person communicates.

What am I communicating to you?

A form titled 'What am I communicating to you?' with a speech bubble icon. It has a table with columns: 'At this time', 'Does this', 'We think it means', and 'And we should'. A 'tips' section is at the bottom.

- Not everyone is sure about how to communicate with the person.
- Different people communicate with the person in different ways and the person doesn't always understand.
- When people need to know that certain words are a 'trigger'.

What are you communicating to me?

A form titled 'What are you communicating to me?' with a speech bubble icon. It has a table with columns: 'When this is happening for just happened', 'Does this', 'We think it means', and 'And we should'. A 'tips' section is at the bottom.

- New people in the person's life struggle to understand the person / how they communicate, or how to communicate with them.

Communication profile and communication charts.

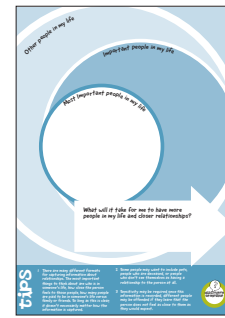
A collection of three forms. The first is a 'Communication profile' with sections: 'Is the person from a new English speaking background?', 'Why of communicating?', 'Showing emotions and making choices?', 'The person understands us?', and 'Good and bad things to discuss?'. The other two are 'What are you communicating to me?' forms with tables and tips sections.

What's going on ?

- The person doesn't have many people in their life other than paid staff/they are isolated and would like to have more friends.
- We need to learn who is closest to the person in order to get a good match.
- We need to know who to invite to the person's planning meeting.

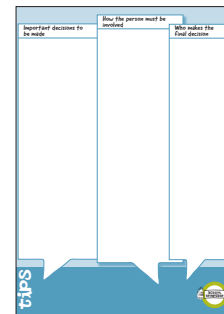
Which tools will help?

Relationship map



- The person wants to be involved in more decisions in their life.
- Other people are making decisions for the person without involving them.
- The person is making decisions that others consider risky.

Decision making



- The person wants to think about their future.
- There is a big dream or goal the person has and people aren't sure how to support them to move toward it.

Dreaming



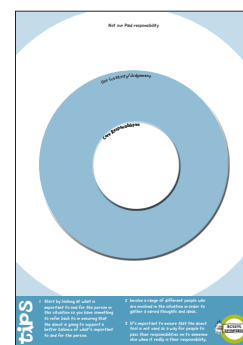
- The person wants to be more actively involved in their community.

Presence to contribution



- Staff are not clear about their roles or responsibilities when supporting the person (they either aren't clear on their core responsibilities, are not using their creativity/initiative, or are getting involved in things they shouldn't).
- The person wants to try something new, but staff are afraid to support them because they think it is too risky and they will be in trouble if something goes wrong.

Donut

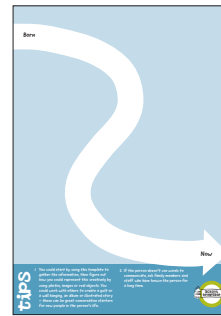


What's going on ?

- “There’s more to me than what you see right now”. There are things in the person’s past that they are proud of and that they want to share. They like people to know, and talk to them, about their story.
- The person can’t tell their own story and the information may be lost if family or long term staff are no longer able to share it.

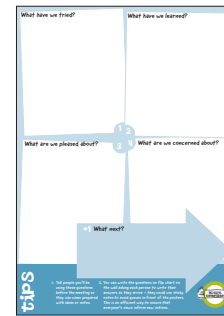
Which tools will help?

History map



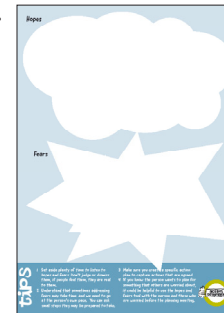
- We need to try something new without losing what we’ve already tried and learned. We need to stop and reflect, gathering everyone’s experiences and thoughts before we move to new actions.

4 + 1 questions



- The person or someone in their life is fearful of them trying new things and this is restricting the person’s opportunities.
- People want to have a balanced look at all the possibilities before something new is tried – especially if people think it is risky.

Hopes and fears



- People are focusing on the negatives.
- The person is struggling with self esteem.
- When we want to try new opportunities with the person and we want this to build on their existing gifts.

Gifts and strengths

- People are stuck.
- When we need more than 1 idea about what to do/try next.
- When the ‘same old things’ are just not working and people need to think more creatively.

Blue sky thinking

What's going on ?

- At any time, to ensure people meet the person in a positive way. They are especially helpful if:
- There are new staff / other people in the person's life and we need to give them crucial information without it taking a long time.
- There is a crisis and we need to quickly help people get a better idea about who the person is rather than just relaying information about the issue.
- There is a lot of information about the person but casual staff need a quick snapshot of the person to ensure good support, especially if staff need to get to know a lot of people very quickly.

Which tools will help?

1 page profiles

What we like and admire about.....

What is important to me.....

How best to support.....

TIPS

1. Keep to a page or more. 2. Don't add too many details. 3. Use simple language. 4. Use bullet points. 5. Use icons. 6. Use photos. 7. Use drawings. 8. Use symbols. 9. Use simple words. 10. Use short sentences. 11. Use clear headings. 12. Use a clear layout. 13. Use a clear font. 14. Use a clear title. 15. Use a clear purpose. 16. Use a clear audience. 17. Use a clear message. 18. Use a clear call to action. 19. Use a clear deadline. 20. Use a clear location. 21. Use a clear time. 22. Use a clear contact information. 23. Use a clear feedback mechanism. 24. Use a clear evaluation method. 25. Use a clear review process. 26. Use a clear follow-up plan. 27. Use a clear next steps. 28. Use a clear responsibilities. 29. Use a clear roles. 30. Use a clear resources. 31. Use a clear budget. 32. Use a clear risks. 33. Use a clear mitigation. 34. Use a clear monitoring. 35. Use a clear reporting. 36. Use a clear communication. 37. Use a clear collaboration. 38. Use a clear partnership. 39. Use a clear engagement. 40. Use a clear involvement. 41. Use a clear consultation. 42. Use a clear participation. 43. Use a clear consultation. 44. Use a clear participation. 45. Use a clear consultation. 46. Use a clear participation. 47. Use a clear consultation. 48. Use a clear participation. 49. Use a clear consultation. 50. Use a clear participation.

- The facilitator has not had much experience in facilitating meetings, or has not run a meeting for a long time.
- A meeting is being organised and we want to set up an environment that is inclusive of the person but also helps everyone to feel heard.
- There is a limited amount of time to reflect and set actions, so we need to be positive and productive.

Meeting checklist Meeting tips

- We want to make sure that the people invited to the meeting are given enough information so they can fully contribute.
- There is a need to be clear with people about the topics or purpose of the meeting.
- We need to keep a record of the meeting and actions that people committed to so these can be followed up.

Meeting agenda and record Meeting invitation