

Enhanced Communication Techniques

Learning Objectives

After completing this course, learners will be able to:

- Utilize enhanced communication techniques to encourage positive outcomes with people living with dementia.
- Set the stage for successful communication in words and actions.
- Apply the principle of adult-to-adult communication.
- Increase self-esteem levels of people living with dementia.

Syllabus

Introduction

Wisconsin Dementia Care Guiding Principle #9

Enhanced Communication Techniques

Stay in the Moment

Statements not Questions

Show AND Tell

Limit Choices

Words and Phrases to Avoid

Words and Phrases to Use More Often

Adult-to-Adult Interactions

Always a Wise Reason

Finding the Wise Reason

Self-Esteem

Simple Solutions

Examples and Short Story Scenarios

Also included are:

Printable Resources

Final Assessment

Course Evaluation

Certificate of Completion

CEU Application (optional)

For additional information, please contact dementiacare@uwosh.edu or visit the website at <http://www.uwosh.edu/dementia>