

Conversations with Seniors Tip Sheet

Sample Agenda

- Acknowledge the difficulty of the situation.
 - Changing roles
 - Difficult subjects
- Look at the facts – be gentle and be sensitive (If there is any resistance, back-up and create a safe space before proceeding.)
- Ask questions – be curious – look for ways to have the senior control the conversation.
- Identify the outcome you're both looking for – the future you want to create. Be open to their thoughts and thinking outside the box.
- Inquire into what would help the senior create the next stage of their life as the best part of their life.
- Concrete action items if appropriate.

Important Reminders!

Requirements	Barriers to Good Communication
➤ Courage	➤ Judgments
➤ Generosity	➤ Having 'the' answer
➤ Compassion	➤ Being argumentative
➤ Honesty	➤ Getting angry
➤ Persistence	➤ Getting defensive
➤ Willingness to change your mind	➤ Getting defensive