

Communicating with Elderly people



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Types of communication

University of New Mexico defines 5 essentials communication types:

WRITTEN COMMUNICATION

ORAL COMMUNICATION

NON-VERBAL AND VISUAL COMMUNICATION

ACTIVE LISTENING

CONTEXTUAL COMMUNICATION



WRITTEN COMMUNICATION

- Convey ideas and information through the use of written language.
- Examples:

ORAL COMMUNICATION



- Convey ideas and information through the use of spoken language.
- Examples:

NON-VERBAL AND VISUAL COMMUNICATION



- Convey ideas and information through the use of imagery or wordless cues.
- Examples:

CONTEXTUAL COMMUNICATION



- Communicate effectively in different contexts, including those pertaining to various populations, persons, situations, environments or sets of behaviors. This includes such contexts as professional, cross-cultural, online, academic and crisis communication.
- Examples:



ACTIVE LISTENING

- Communicate effectively by summarizing and restating what you hear in your own words in order to confirm the understanding of all parties. Active listening helps people to open up, avoid misunderstandings, resolve conflicts and build trust.
- Examples:



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TALKING WITH ELDERLY PEOPLE

- **Speak to the person as a fellow adult.** Having physical, sensory, or cognitive impairments does not lessen the maturity of an adult elderly person or patient. Those who are older might be used to more formal terms of address. Establish respect right away by using formal language as a default (such as Mr. or Ms.) and avoiding familiar terms, such as “dear,” which could be perceived as disrespectful. You or your staff can also ask patients how they prefer to be addressed.



TALKING WITH ELDERLY PEOPLE

- **Avoid hurrying elderly people.** Be mindful if you are feeling impatient with an older person's pace. Some people may have trouble following rapid-fire questioning or torrents of information. Try speaking more slowly to give them time to process what is being asked or said, and don't interrupt. Once interrupted, a patient is less likely to reveal all of their concerns.

TALKING WITH ELDERLY PEOPLE



- **Speak plainly.** Do not assume that (elderly) patients know terminology. Use simple, common language and ask if clarification is needed. Check to be sure your patient understands the health issue, what they need to do, and why it is important to act.

TALKING WITH ELDERLY PEOPLE



- **Address the elderly person face-to-face.** Don't talk to them with your back turned or while typing. Many people with hearing impairment understand better when they can read lips as well as listen. Watching a person's body language can also help you know whether they understand what you're saying.

TALKING WITH ELDERLY PEOPLE



- **Write down or print out takeaway points.** It can often be difficult for (elderly) patients to remember everything discussed during a meeting. Older adults with more than one medical condition or health concern benefit especially from having clear and specific written notes or printed handouts. That way, they have information to review later about their health conditions, treatments, and other major points from visits.

EXERCISE



Role-play exercise GRUMPIES.

- In your groups ask grumpies series of question using tips that were presented here today.

EXERCISE



Role-play exercise GRUMPIES.

- Get the information from GRUMPIES:
 - Age
 - Medical condition
 - Are they using drugs/medication – what kind?
 - What they have been doing in their life, maybe something usefull, that can help during emergency situation and they can help.
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