



Therapeutic Communication “Basics” & Communicating Effectively with Elders

Communication is an on-going process...we communicate continually and in a variety of ways. We communicate nonverbally as well as by the spoken word. We communicate via telephone, cell phone, fax, email, and skype just to name a few. With so many communication devices at our disposal, how do we miscommunicate so often? Why is miscommunication such a big deal in our personal and professional lives? How do we learn to communicate effectively?

Effective communication is vital when providing health care services to individuals, including elders, if they are to receive appropriate treatment. Elders may have more difficulty communicating with others due to a variety of factors including disease, disability, and environmental factors. Communicating with elders may certainly be more challenging; however, effective communication can enhance their quality of life while making them feel valued and respected.

This course will teach you “basic skills” to enhance your communication with co-workers and elders that you serve, by reviewing the following topics:

- Elements of the therapeutic relationship
- Attitudes, nonverbal, and verbal techniques that indicate that you are approachable (you are willing to assist co-workers and individuals that you serve)
- Elements of therapeutic communication
- Therapeutic interventions
- Therapeutic communication techniques
- Non-therapeutic communication techniques (and why you shouldn't use these techniques)
- Therapeutic Communication Tips
- Factors that cause communication with elders to be challenging
- Basic tips to improve communication with elders



PRESENTER: *Sherry Avery, RN-BC*, is currently a Trainer & Instructor on the Nottoway Campus (Piedmont Geriatric Hospital & Virginia Center for Behavioral Rehabilitation). She has her Bachelor's Degree in Nursing and is certified in *Nursing Professional Development* by the American Nurses Credentialing Center. Mrs. Avery has a diploma in *Legal Nurse Consulting* and is certified as a *Parent Education Group Leader* in the course *Systematic Training for Effective Parenting (STEP)*. Her work with clients and teaching in various psychiatric settings culminates in over 30 years experience in psychiatric nursing. Mrs. Avery has worked with children, adolescents, and adults in various mental health settings. She has taught a variety of topics related to therapeutic communication, conflict resolution, and mental health.

DATE: Thursday, October 4, 2012
TIME: 9:00 AM–3:30 PM (30 min. for lunch)
COST: \$30.00 per person including lunch; or \$47.00 with optional CEUs
PLACE: Piedmont Geriatric Hospital
 Burkeville, Virginia

CEUs
 0.6 CEUs from John Tyler Community College are requested. CEUs are optional for a processing fee of \$17.00 per person. PGI will issue a Certificate of Completion for six (6) contact hours if you elect not to receive CEUs.

ENROLLMENT: Please enroll soon, but not later than the **September 27** deadline. Refunds can be made only if we receive your cancellation five (5) days before the workshop date. Send registration form and check (payable to PGI) to:

 Piedmont Geriatric Institute
 P. O. Box 427
 Burkeville, VA 23922-0427

Contact us at 434-767-4521, Fax 434-767-4947, or by email at christy.ballou@dbhds.virginia.gov
 Please visit our website at <http://www.pgh.dbhds.virginia.gov/PGIWeb/pgihome.htm>.



REGISTRATION FORM: Therapeutic Communication Basics

Name(s): _____

Position(s): _____

Facility: _____

Address: _____

City, Zip: _____

Telephone: _____ Email: _____

CEUs Yes No Check Enclosed \$ _____ Payment will follow \$ _____