



COMMUNICATING ACTION CHECKLIST

Chapter 4 of *The Complete Eldercare Planner*

TAKE A DEEP BREATH AND JUMP IN	To Do By	Completed
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Understand what's going on behind the scenes

- issues of loss _____
- autonomy _____
- trust _____
- medical issues _____
- mental health _____

Do your homework before opening up the dialogue

- community services _____
- cost of services _____
- family resources _____

Review your elder's current abilities _____

Review conversation dynamics

- conflicting understanding of responsibilities _____
- partnering, not parenting _____

Try a variety of techniques to open up the dialogue

seize the moment _____

plant the seed _____

ask advice _____

ask for information _____

turn the tables

Set the stage for better results

timing _____

location _____

TURNING CONFLICT INTO COOPERATION

Get behind the reason why

lack of trust _____

restore power _____

stall tactic _____

attention-getting device _____

Anticipate disagreements and differences

curb the urge to take over _____

keep it all in the family _____

limit deadlines _____

make deals _____

put the ball in their court _____

suggest trial runs _____

offer choices _____

Inch them closer to the goal _____

Use techniques that get conversations back on track

validate feelings _____

step back if there's a fight _____

take yourself out of the loop _____

relationships comes first _____

Review the Take a Deep Breath and Jump In

section of this chapter _____

Make other plans if things don't work out _____