

“Strength-based/ Resiliency-based Approaches”

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**Beth Caldwell, Committed to:
Excellence, Compassion & Effective Outcomes**

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faithfulness

**Keep alive in your mind's eye the
image of each person served that
reflects his/her pure and beautiful
essence - his/her core golden being!**

STRENGTH AREAS

- **Interpersonal or Character Strengths (e.g., honest, hard working, caring)**
- **Strengths in Everyday Living (e.g., grooming, cleanliness)**
- **Strengths or Talents in Specific Areas (e.g., math, music, art, sports, gardening, fishing)**

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PREFERRED STAFF BEHAVIORS

- **Calm pleasant voice tone**
- **offering or providing help**
- **joking positive feedback**
- **explanations/rationales**
- **fairness concern**
- **politeness**
- **being specific smiling**

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DISLIKED STAFF BEHAVIORS

- **Focussing on inappropriate behaviors**
- **anger Negative feedback**
- **profanity Lack of understanding**
- **bossy/demanding unfair**
- **bad attitude Unpleasant physical contact Unfriendliness**
- **mean/insulting remarks Shouting**
- **not allowing person to speak**
- **accusing/blaming statements**

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LOW SELF-ESTEEM

**When people have low self-
esteem, their behavior reflects it.
As patterns develop that are
characteristic of their low self-
esteem, they become habits and
are as intractable as any other bad
habit.**

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PROMOTING SELF-ESTEEM

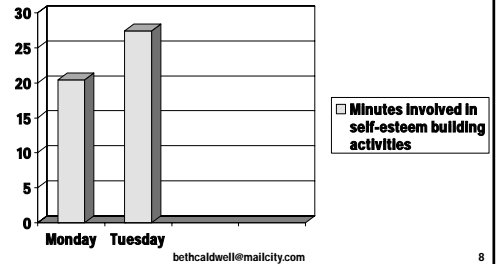
HELPING PERSON TO:

- FEEL IMPORTANT TO SOMEONE
- FEEL 'SPECIAL'
- FEEL CONFIDENT
- FEEL PURPOSEFUL

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Building self-esteem: positive activities, ongoing support and living in "positive sense of self"



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TAP INTO A PERSON'S DIGNITY AND THEY WILL DO ANYTHING FOR YOU

IGNORE IT
AND THEY WILL NOT LIFT A FINGER

MORE CRITICAL STAFF SKILLS

- Non-verbal quality components
- active listening
- empathy
- gentle and appropriate touching (sensitive to treatment plan)
- general encouragement
- descriptive praise
- public praise, as appropriate

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DESCRIPTIVE PRAISE

- SHORT
- SPECIFIC
- SINCERE

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ELEMENTS OF A POSITIVE RELATIONSHIP

- SHOW AFFECTION PROVIDE EMPATHY
- SHOW CONCERN BE FLEXIBLE
- BE THE PERSON'S ADVOCATE
- HELP THE PERSON SOLVE PROBLEMS
- SPEND TIME WITH EACH CONSUMER
- SHOW RESPECT HAVE FUN BE PLEASANT
- BE FAIR BE ENTHUSIASTIC & ANIMATED

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Strength-based approach

- Take care of and nourish yourself
- Find the pony
- Remember Mark Twain
- Persist, even after teeth are broken
- Focus on and connect with what is golden in consumers, families and staff

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Marcel Proust:

"Let us be grateful to people who make us happy; they are the charming gardeners who make our souls blossom."

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