

Communication Snags



REASONING

When we reason with a person with dementia we are expecting them to be able to understand cause and effect. This part of the brain is often broken and they simply can't understand.

EXPLAINING

We usually explain things to a person with dementia because we are trying to help them understand. They often can't connect the dots and explaining only causes frustration.

ORIENTING

It may be an automatic response to try to help the person with dementia see our reality. Orienting them can increase anxiety and cause them to become upset.

ARGUING

Arguing with a person with dementia can increase stress and affect the overall trusting relationship. You most likely are "right" but that won't help the situation.

CONVINCING

Trying to convince a person with dementia about anything often causes skepticism, paranoia and we find them digging in their heels deeper. Take a pause rather than plead.

Dementia Care Solutions, LLC
PO Box 12436 Green Bay WI 54307
920-883-5076

sheri@dementiacaresolutions.org
www.dementiacaresolutions.org



The Fish Analogy

People with dementia are like fish in the water.

The water is their reality.

Fish don't like to be out of the water. They flip. They flop.

They get anxious and uncomfortable. Pulling someone with dementia out of their reality and into ours can make a situation worse.

We need to get into the water with them to approach them from their perspective.

Emotions play a major role in the daily experience for the person with dementia.

Our responses and support can impact how situations turn out. Put everything you say or do through this filter...



If the answer is "not good" then don't say it or do it. We have to find another way to support them.

Take a pause. Take a breath. Reflect what they are saying. Avoid these communication snags.

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