



Making Lives Personal

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Successful Support.

Have you ever needed supports or services from a community organization, a doctor, a dietician, a therapist? Did the person that helped you share all of your values? Were you 100% comfortable?

Most of the time when meeting someone new we are nervous and first impressions go a long way. Some women prefer not to have a male doctor, some men identify better with women. If you prefer to have a female supporting you and your new therapist is a male you may not be as open to his supports. You might be more nervous and agitated. Similarly, when we are asking someone for help and they value something different than us we may not work well together. That person probably does a great job supporting others because they value the same things.

When we are supporting people through our agency we need to be aware of this. There will be some people we “click” with and some we don’t. It’s not personal.

The Community Supports program has just completed the process of speaking to each person supported by its staff and finding out what type of people they prefer to support them. Interestingly each staff person was appreciated by most and unappreciated by few. This means we have already done a good job of matching people based on values. For those that don’t feel like they have “clicked” with their support staff it is important that we listen to them and try to find a way to help them be more comfortable.

We are often supported by people that we may not work well with, we either change services or give enough information to make the relationship workable.

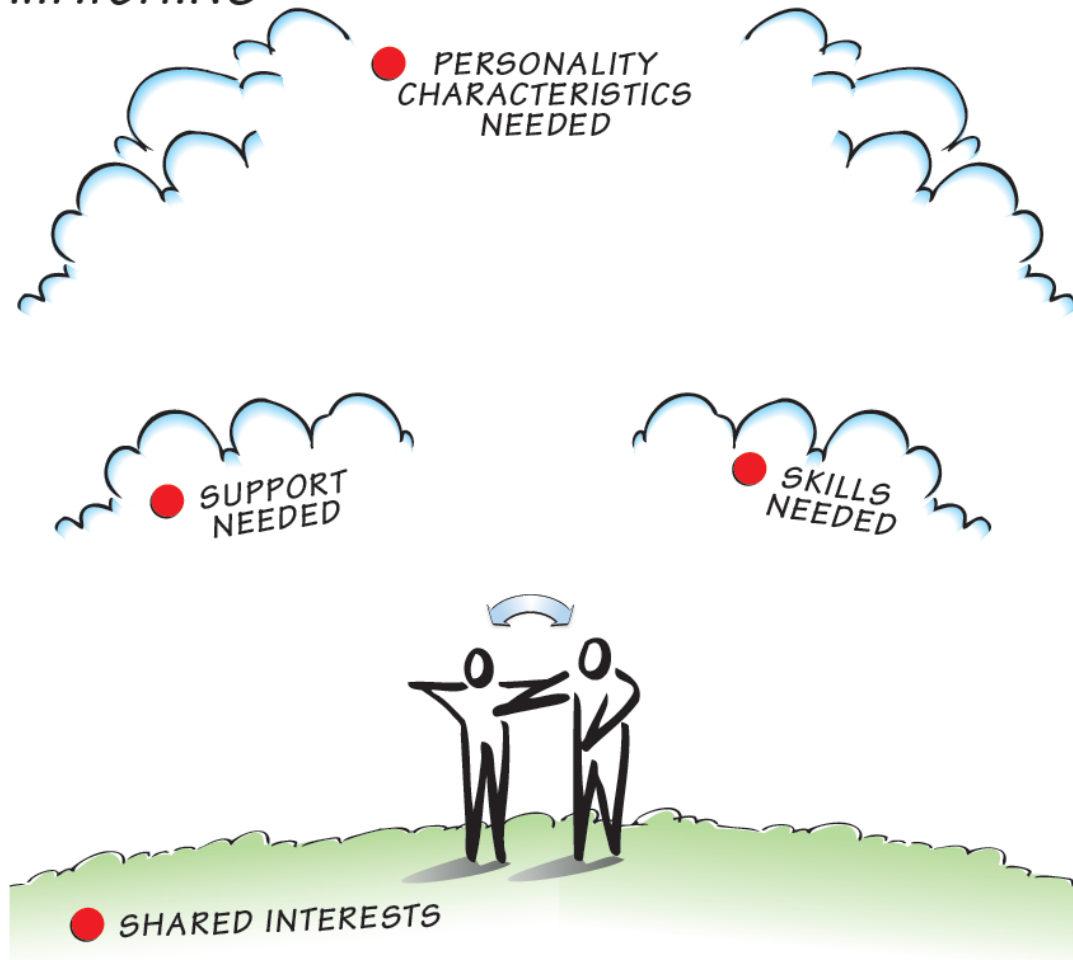
The information that has been gathered is a great way to learn about how to modify our approach with people when we don’t have a choice about who we work with. More importantly it is a fantastic tool to review and make change based on the needs and desires of people. We don’t want people that we don’t “click” with to support us, that is human nature. The people we support need to have the same opportunities to change services or give enough information to make the relationship workable. The time they spend with services is much higher than that which we receive.

In order to make an accurate determination in matching supports we also need to gather information about the support people. When it is difficult to praise your own skills, talents and character, run it by your co workers; they have significant information to share, find out what they feel you are good at. You might be left feeling a sense of affirmation and appreciation for the hard work you do. You may also find areas of self development to consider.

The goal of supporting people well is achievable and it is up to us to shuffle caseloads or modify approaches to ensure success for people we are supporting. The goal of perfection will never be reached but it doesn’t hurt to try.

Matching Supports

MATCHING



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It's not about getting the perfect person, it's about getting any person to support me based on my preferences.