



Train,
Develop,
Support
Promoting Person-Centered Choices



Core Training: Rights and Dignity Effective Communication Reference Guide

Online Resources

- An article written by a certified nursing assistant discussing empathy and empathetic listening as a caregiver.
<http://hubpages.com/hub/care-and-communication>
- [http://info.collegeofdirectsupport.com/go/curriculum/courses/-online-training-covers-effective-communication, confidentiality, documentation, augmentative and adaptive communication](http://info.collegeofdirectsupport.com/go/curriculum/courses/-online-training-covers-effective-communication,-confidentiality,-documentation,-augmentative-and-adaptive-communication)
- [http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1403650/-](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1403650/) improving health care communication for persons with mental retardation
- Introduction to Universal Design, presenting information in various manners taking into account cognitive, physical, linguistic differences. [In Other Words...Communicating Across a Life Span . . . Universal Design in Print and Web-based Communication](http://www.healthliteracy.com/article.asp?PageID=3812) can be found at: <http://www.healthliteracy.com/article.asp?PageID=3812>
- Guide to Nonverbal communication and body language.
http://www.helpguide.org/mental/eq6_nonverbal_communication.htm and
<http://psychology.about.com/od/nonverbalcommunication/a/nonverbaltypes.htm>
- Introduction to Emotional Intelligence: <http://www.emotionalintelligencecentral.org/>



Hitting the Books...

- [Counseling Skills for the Paraprofessional](#). Karyn Harvey, PhD. Lisa Cloud, B.S. NADD Bulletin Volume I Number 3 Article 2
- [People Planning Ahead: Communicating Healthcare and End-of-Life Wishes](#). Leigh Ann Creaney Kingsbury. Provides a comprehensive and structured way to facilitate communication regarding end-of-life decisions. Accompanying CD-ROM contains electronic forms from Manual.
- [Teaching Practical Communication Skills](#). Kathleen Dyer and Stephen C. Luce. Discusses strategies for teaching people to request their references, protest non-preferred activities, and clarify misunderstandings.