

A Day Long program for Life Story Professionals

Cultivating Connection: Fundamentals and Challenges of Creating Meaningful Personal Histories

Location:

Best Western Roundhouse Suites, New Market Room, Boston, MA
Wednesday, November 16, 2011
9:00 AM to 4:00 PM

This day long program is the first of two days of programming that concludes with the International Reminiscence and Life Review Conference 2011. This session is co-sponsored by the North Central APH Chapter and the International Institute for Reminiscence and Life Review at the University of Wisconsin-Superior.

Presenters: [Cheryl Svensson, PhD](#), [Pam Pacelli, MA, LMHC, LMFT](#), [Anita Hecht, MSW, LCSW](#), [Teri Friedman, PhD](#), and [Mary O'Brien Tyrrell, MPH](#)

Note: The presenter's bio's may be viewed by clicking on their name.

Overview:

This program is designed for personal historians and other interested helping professionals who want to acquire some of the skills necessary to be successful in the new profession of personal history. The presenters will draw on their collective experience to share the challenges and rewards of creating meaningful personal histories.

CEUs are provided through the University of Wisconsin-Superior, Center for Continuing Education/Extension. Individuals from other states should verify eligibility with their state licensure boards.

To pre-register, go to: www.reminiscenceandlifereview.org and click on Life Story Professionals. **Registration for this session is limited**

Registration - 7:45 am - 8:45 am

Cost: \$129.00 (US)

Onsite Registration will be available unless the session is full.

See Workshop schedule below:

Morning session: 8:45 AM to Noon

Developing Rapport
Pamela Pacelli, Anita Hecht, and Cheryl Svensson

Introductions

Connecting with your subject: Eliciting in depth responses through asking powerful questions - Pamela Pacelli

Description:

How many of us have entered an interview with a fascinating subject, only to find that the answers we are receiving seem somehow stilted or rote and we know we are not “getting to the core” of the person’s life story. Our questions seemed to be good ones...what have we done wrong? In this workshop, we introduce you to powerful questions, which are designed to bring out the nuance and depth in a subject’s story.

Objectives:

1. Present and illustrate the concept of powerful questions in an interview setting (handouts) with emphasis on how powerful questions help the subject to connect more deeply with her/himself.
2. Identify and explain the difference between powerful and weak questioning in an interview setting (group discussion).
3. Demonstrate, through role play, the effects of powerful questions on an interview subject and contrast it with the experience of being asked weak questions (group experience, role play in triads).
4. Discuss and examine different situations when asking powerful questions may be easier or more difficult and will develop a strategy for asking powerful questions that fits their individual interview style.

Break

*Focused Listening Responses and Interviewer Self-Assessment Strategies –
Anita Hecht*

Description:

Personal historians know that listening effectively is a prerequisite for any good interview. Once you've designed your interview, asked your powerful questions and heard your client's answers, what's next? This segment of our all-day training will focus on four focused listening responses that encourage clients to delve deeper into exploration of themselves and their stories. Secondly, we will discuss and assess particular emotional triggers for interviewers that can impact their listening responses. Lastly, we will introduce a critical incident tool for post-interview analysis.

Objectives:

1. Learn, comprehend, and identify four focused listening responses and their intended purposes: i.e., asking for clarification, paraphrasing, reflection and summarization
2. Using a list of sample interview situation, participants will construct examples of each of the four listening responses.
3. In a 10-15 minutes role-play interview, participants will observe and/or apply at least two accurate examples of the four listening responses.
4. Identify four possible interview topics (e.g. political, emotional, and religious) that are emotional triggers for workshop participants. Identify, discuss and evaluate possible listening strategies.
5. Introduce and explain Critical Incident Instrument for use by workshop participants in analyzing and evaluating future interviews they will conduct.

*Developing Rapport: Creating Empathy in Small Groups
Cheryl Svensson*

Description:

Everyone has a story to tell and there are many ways to elicit the life story from older adults. Writing in small groups is one approach that offers many benefits, which slowly unfold as the group bonds during the process of sharing life stories with one another. For instance, members are really listened to and heard as they share their stories in the group, they begin to see their own life through other's perspectives as they listen to the feedback, they look forward to hearing the stories from the other members, and they develop an appreciation for their life as lived and really connect with others in the group. How does this happen? This session will take a look into the basics in establishing rapport and empathy with members in a group writing class.

Objectives:

1. To recognize three nuances of life story writing in small groups using the Birren Guided Autobiography (GAB) method.
2. To name and give examples of two ways to increase understanding and empathy with people from very different backgrounds.
3. To apply the understanding of the 'developmental exchange' to a situation and explain how it relates to creating rapport.
4. To name three methods to support the value of feedback given in a small group. Methods: Interactive lecture and small group process or dyads. Possible DVD and/or PowerPoint

Question and Answer period: Anita Hecht, Cheryl Svensson, Pam Pacelli

Lunch: 12:00 – 1:00

Exhibit of various APH participants' business displays

Afternoon session: 1:00 PM to 4:00 PM

Assessments and Management of Difficult Clients
Teri Friedman and Mary Tyrrell

In this session, veteran personal historians will provide accounts of their experiences with narrators who created difficult or problematic situations, and discuss strategies to counter potentially negative outcomes. Participants will be provided with actual case studies and in small groups, will identify the problem and proposed interventions. These solutions will then be discussed with the group as a whole. Participants will also be asked to describe real-life difficult encounters they have experienced, and both instructors and workshop members will identify alternative strategies to be used in these situations. Come armed with stories of your most difficult situations, and we will brainstorm together as a group.

Mary Tyrrell will provide videotaped interviews with clients to discuss with audience narrators who are at high risk for negative outcomes

Objective:

Describe three characteristics of narrators at high risk for negative outcomes

Teri Friedman will ask for experiences from the audience of problem issues they have encountered and problem solve with the group:

Objective:

Define three characteristics of interviewers that create potential for negative outcomes

Break

Teri Friedman

Objective:

Identify three situations within the interview which create potential conflict

Mary Tyrrell and Teri Friedman

Objectives:

1. List three methods to prevent negative outcomes
2. Describe one strategic intervention to apply when conflict arises that prevents recurrence of further discomfort

Closing Panel of all presenters to take questions and discuss the workshop.

Evaluation