



“Better Communication in the Health Care Field”

Presented by Kari Berit, speaker, author, consultant

DESCRIPTION Communication is key in building a strong staff, solid relationships with family members and making lasting connections with your residents. To accomplish this, we need to look at our own communication style and how we interact with others. We also benefit from learning assertive communication techniques, enabling us to avoid emotional outbursts caused by defensive communication. Communicate in ways that make a huge difference in your work and home life!

FORMAT OPTIONS Keynote, half-day or part of a staff training retreat

TARGET AUDIENCES Anyone working with older adults in the health care profession

BENEFITS & OBJECTIVES Learn how to:
Understand the different communication style strengths and weaknesses
Identify those “difficult people” and how you can successfully and calmly talk with them
Recognize when you’re getting into defensive communication
Ask for what you want and need in a respectful manner
Learn an easy 4-part method of saying ‘No’
Communicate more effectively with your residents
Learn how to recognize and talk to other styles
Have better relationships with your family members
Build team spirit through supporting each others’ styles
How better communication can improve self-esteem

ABOUT KARI BERIT Kari Berit brings her engaging, high-energy presentations to caregivers, older adults, and anyone who will be older tomorrow! Speaking across the country, she wins applause for her sincere, insightful, and fun-loving approach to a serious subject affecting us all. Her experience includes: a M.S. in Continuing Education, a B.A. in Psychology and International Health Care, 13 years as Resident Manager, Dementia Care Director, and Assisted Living Manager in Senior Housing communities, 18 years of teaching and leading programs for older adults. She is the author two books, *The Unexpected Caregiver* and *Attainment’s Mental Fitness Instructor’s Guide*, and writes a syndicated column, *Acting Your Smarts*. She has been a caregiver to her mother and grandfather.



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