



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department on Disability Services



Person-Centered Thinking

Employee Orientation Phase 1: Satisfaction

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Person-Centered Thinking



What is person-centered thinking?

It is the process by which we change our perceptions in reference to the abilities of the people that we serve.

As support staff, we must be mindful that we are available to support and engage the person, not to run the lives of the person.

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Person-Centered Thinking



- Person-centered thinking needs to be practiced by those who work with the people we serve on a daily basis.
- As advocates, we can encourage people in the community to develop person-centered thinking.

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Person-Centered Thinking

We can demonstrate person-centered thinking:

- ❑ through our **ACTIONS**
- ❑ the way we **COMMUNICATE**
- ❑ how we **LISTEN**
- ❑ the **LANGUAGE** we use
- ❑ through our **PERCEPTIONS**

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Person-Centered Thinking



Actions

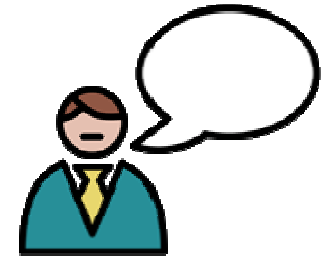
- Recognize the person's abilities and encourage activities surrounding his/her interests
- Encourage and motivate often; assist when necessary
- Advocate on behalf of the person, especially if you know that another option could potentially be better for him/her

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Person-Centered Thinking



Communication

- Determine how the person best communicates (verbally, non-verbal, gestures, etc.)
- Everyone does not communicate the same way; don't assume so.
- Maintain open communication with others who support the person

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Person-Centered Thinking



Listening Skills

- Listen to what the person desires
- Messages are still conveyed without speaking
- Learn more about the person to know how best he/she communicates; this will help how you listen

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Person-Centered Thinking

Language

- Know what language the person's speaks (English, Spanish, ASL)
- Use person-first language
- Call the person by his/her name
- Talk directly to the person, even if someone else speaks on his/her behalf
- Recognize the person's body language

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Person-Centered Thinking

Perceptions

- Get to know the person (likes, dislikes, dreams, desires, etc.)
- Encourage the skills in which the person is successful; support the skills where he/she may need improvements
- Identify what is important to and important for the person; find a balance between them
- Support his/her goals for greater independence

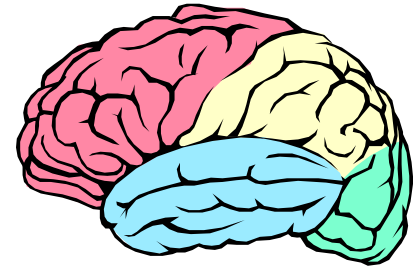
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Person-Centered Thinking

Concept of Perceptual Thought



Perception is based on how we think and how we think is learned. To change how we think involves practice.

Ask yourself how you would feel if your values were not respected. This level of empathy can initially influence how we think.

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Person-Centered Thinking

Concept of Perceptual Thought

A persistent presence of person-centered thinking is necessary in organizations. It should become part of the culture of an agency that supports people we serve.

Each part of the person-centered planning process is rooted in **how** we think!

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Person-Centered Thinking

What influences how we think?

- People
- Experiences
- Training
- Practice
- Social trends

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Influence on Socialization: Five Accomplishments



John O'Brien determined that there are five accomplishments that influence the growth potential of the people we serve and the perceptions of those who support them:

- Community presence
- Community participation
- Valued Social Roles
- Contribution
- Choice

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Five Accomplishments



Let's test your knowledge

Scenario	Accomplishment
I am a member of my community's neighborhood watch!!	COMMUNITY PARTICIPATION
I volunteer my time at the local daycare. I am a helpful caregiver.	CONTRIBUTION
I am a daughter, a cousin, an aunt, and a friend	VALUED SOCIAL ROLES
I decide what I will wear to work and what I want for lunch. I love to eat 😊	CHOICE
I am an usher at my church and I use those same skills as a greeter at the local Wal-Mart!	COMMUNITY PRESENCE

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Five Accomplishments



COMMUNITY PARTICIPATION

We play an active part in group activities



CONTRIBUTION

We are appreciated for sharing our unique qualities with others

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Five Accomplishments



VALUED SOCIAL ROLES

We are seen by others as playing a meaningful function in others' lives



CHOICE

We have power over our day-to-day decisions in our lives



COMMUNITY PRESENCE

We are seen by others as fully included members of a group; we make ourselves seen in the community

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Person-Centered Thinking



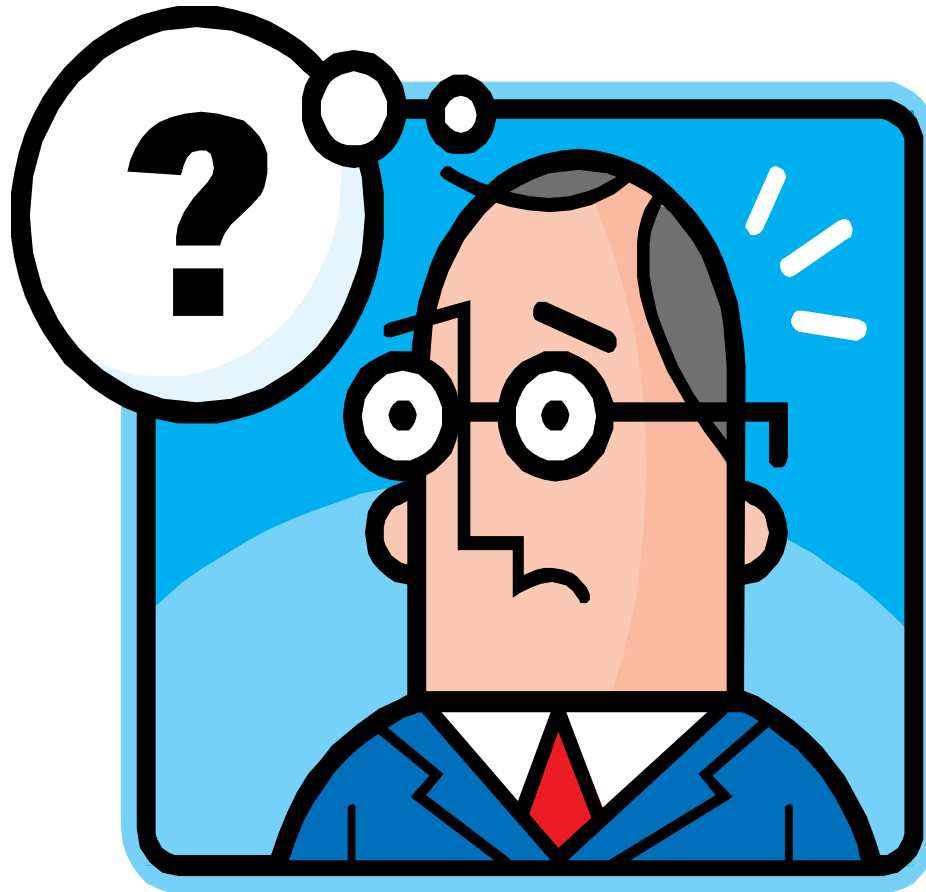
As we continue to change how we think, to get to know and to work with the people we serve, we, as support, are expanding our knowledge and experiences to support them as well.

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Any Questions



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