

Creative Trainer Solutions: Answering a Question about a Challenging Situation Using a Role-Play

PREPARE

- **Reflect** the learner's words (their question) to make sure you and the whole group understands the details of the challenging situation.
- **Use a Positive Action Starter** to get a volunteer for role-play (either the learner asking the question *or* someone else). *"Could you help me? I could really use your help."*
 - **PPA** your volunteer; thank them for helping, and turn to the audience to verify the set up of the situation. (Also gives your volunteer a moment to breathe!)

EXPERIENCE

Role-play the challenging situation. (You could be the PLwD or the care partner.)

SHARE

Ask the group:

- ***"What did the Person Living with Dementia (PLwD) see/say/do?"***
- ***"What did the care partner see/say/do?"***

NOTE: Repeat only observations. If they identify something that is an assumption (*"she's mad!"*), redirect to observation (ask *"what did you see that made you think she was mad?"*)

PROCESS

Using your Visual-Verbal-Touch hand motions (thumb to eye, pointer to lips, middle finger to back of hand), ask the group to:

- ***"Turn to your partner and identify WHY you think the PLwD might have***
 - ***Seen what they saw (visual),***
 - ***Heard/said what they heard/said (verbal), and***
 - ***Did what they did (touch)?"***

Give them 1 min to talk to their partner.

CONNECT

Ask the group:

- ***"So, where have you seen something like this before? What worked OR didn't?"***

If group hasn't seen this before:

- ***"What else do you know about dementia that might help in this situation?"***

If group doesn't know much about dementia:

- ***"What information might you be missing about that PLwD that might make a difference?"***

APPLY

Based on what the group said in CONNECT, ask the group:

- ***"What PAC skill do you think you could try first?"***

If group has trouble coming up with ideas, offer choices, (e.g., waiting for permission to touch, identifying possible unmet needs, using a Positive Action Starter...)

- ***"What does that skill look like? Let's try it!"***

Ask the person who asked the questions:

- ***"Do you think that might be worth trying with the person you described?"***

If it doesn't help, repeat **SHARE**, **PROCESS**, and **CONNECT** – Maybe follow up after class