


PEOPLE SKILLS:

Dealing with other people

Psychology Team




A large orange circle on the left side of the slide, partially cut off by the edge.

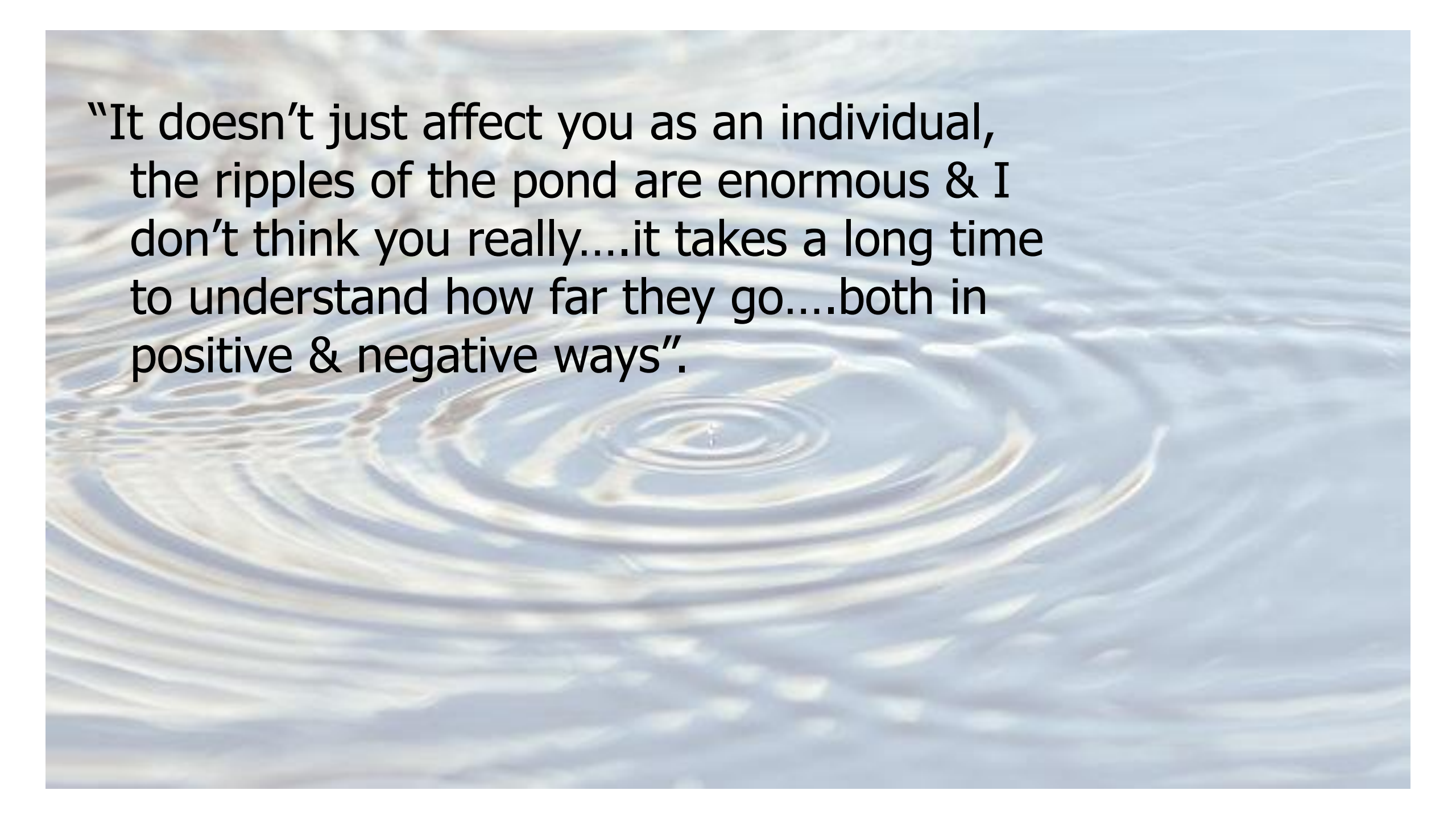
Needing to deal with people after SCI

In hospital

- Dependence on staff for care & support
- Relationship with staff team
- Living closely with other patients & their families

Outside hospital

- Impact on significant others
 - Supporting & updating friends & family
 - Communicating with work
- 
- A series of four yellow curved dashes in the bottom right corner, forming a partial arc.



“It doesn’t just affect you as an individual,
the ripples of the pond are enormous & I
don’t think you really....it takes a long time
to understand how far they go....both in
positive & negative ways”.



Having good
'people skills'
can be a huge
advantage

- Awareness of how others may be feeling
- Communication – verbal & non verbal
- Ability to influence people
- Confidence

Awareness
of how
others may
be feeling



Can be VERY difficult when you are distressed or overwhelmed with difficult feelings yourself

Awareness
of how
others may
be feeling



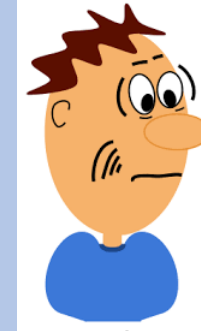
Different kinds of communication

Aggressive



- Focus on our own feelings/perspective
- Unable to appreciate the position of the other person.
- Can be blaming/accusative towards them

Passive



- Ignore our own needs/wishes.
- Allow the other person to dictate what will happen.
- Focus is on their situation not yours.

Assertive communication

- Takes into account both people's perspective
- You stand up for your rights without violating the rights of others.



Passive	Assertive	Aggressive
Too scared to say what you think	Expresses self clearly and confidently	Expresses self with aggression and irritation/anger
Avoids eye contact	Maintains eye contact	Stares in a judgmental way
Speaks softly or weakly	Speaks firmly	Speaks loudly (e.g., shouting)
Reduces own self-esteem	Increases own self-esteem	Reduces others' self-esteem
Makes body smaller (e.g., slouching)	Firm yet welcoming posture	Closed posture (e.g., making body bigger)
Others' needs are put first	Self and others' needs are taken into account	Own needs are put first
Can't say 'no' to others' requests or demands	Is able to say no in a calm and direct way	Says no in an aggressive and reactive way
Aims to please others	Aims to express needs	Aims to win

What is assertive behaviour?


Expressing your thoughts & feelings honestly.

Being open

Showing respect to other people and allowing them to express their position.


Being responsible for your behaviour.

Remaining calm but firm.

A close-up photograph of a person's hand firmly gripping the handle of a wheelchair. The hand is positioned on the left side of the frame, with the fingers wrapped around the dark, curved handle. The wheelchair's front wheel and spokes are visible in the lower-left foreground. The background is blurred, showing what appears to be an indoor setting with other people and furniture.

Discussion: Give examples of aggressive, submissive & assertive behaviour.

You want to go back to bed, as you have been up for as long as you are able to tolerate. You ask a member of staff to help you but are told they are too busy.

A close-up photograph of a person's hand firmly gripping the handle of a wheelchair. The person is wearing a dark blue uniform, likely a healthcare worker. The background is a blurred clinical or hospital setting with other people and equipment visible.

Discussion: Give examples of aggressive, submissive & assertive behaviour.

You do not want to attend a particular session, as you are worried it will be too much for you. A member of staff comes to take you to the session.

Relationships with people outside of hospital

- Worry about the impact on others
- Feelings about how their life may be changed
- Worry about how people will see you
- Needing more help & support



What may help – close relationships

- Good communication
- Finding out how each other are REALLY feeling
- Taking care of one another
- Relationships are two-way



What may help – wider circle of friends/ acquaintances

- Good communication – letting people know what is going on.
 - Whats App group / Key person that updates other friends
- Go at your own pace
- Others may be unsure about what to say, showing feelings etc.
- You may need to put them at ease – let them know what you are happy to talk about
- Sense of humour



Allowing people to help – if they are able


- Some help can make a huge difference.
- People may not know what you need – you may need to let them know
- Having a way to help you, can help others feel better – doing something useful for you, feeling involved
- If people offer – don't automatically decline
- There may be things that others can do to support family





Take care of those who support you

- Try not to put everything onto just one person – this can be too much.
- Think about who else there is around you, who may not mind helping.
- Let people know what is helpful – and what isn't.
- Think about what others need and allow them to get support for themselves
- Look after & maintain relationships

A photograph of a garden scene. In the foreground, there are several tall, thin green stems with clusters of small purple flowers. To the left, there are some pink roses. In the background, a paved path leads towards a house with a brick wall and large windows. There are green bushes and trees around the house. A semi-transparent white rectangular box is overlaid in the center of the image, containing the text "Thank you for listening".

Thank you for listening