



GOOD SHEPHERD
MISSION HOSPITAL

Helpful tips to remember when creating digital stories

Barriers to communication A patient may “clam up” if they are ...	Suggestions to overcome these barriers You can do the following things to help the patient feel more comfortable and avoid them “clamming up”
Getting distracted or interrupted	<ul style="list-style-type: none"> • Prepare a private space in a quiet setting • let people talk - and leave room for silence
Feeling rushed	<ul style="list-style-type: none"> • schedule the interview well before any transport is needed • book a double appointment • demonstrate active listening
Feeling physically uncomfortable e.g. too cold/broken chair/too cramped	<ul style="list-style-type: none"> • Prepare the room in advance (windows open, etc.) • Make sure there are enough chairs • Ask people if they are comfortable (people won’t always let you know) • provide water, tissues, toilets, etc.
Fear of being judged	<ul style="list-style-type: none"> • pre-empt this <i>before</i> the interview even takes place • encourage people that their story is valuable • create an environment that is inclusive and non-judgmental • Allow people breathing space if they need it
Not having the words	<ul style="list-style-type: none"> • be patient, don’t fill in gaps • work through with the patient by preparing a script/storyboard (with visuals)
Not having the confidence	<ul style="list-style-type: none"> • respect individual personality differences (some people are naturally quieter; it is not necessarily a lack of confidence) • encourage people they are valuable and their story is valuable • practice, practice, practice until people are ready ...

<p>Unsure why you are being asked to do something</p>	<p>Knowing why your story matters can motivate you to share, so:</p> <ul style="list-style-type: none"> • explain the purpose of collecting digital stories <i>before</i> starting • allow and answer any questions <i>during</i> the process • repeat why the stories matter <i>after</i> you have finished the process • ask them what they think the reason for doing it is (DON'T ASSUME they have understood what you have said in the way you meant it; they may interpret things differently)
<p>Don't trust who you're talking to</p>	<ul style="list-style-type: none"> • select your patients appropriately • only allow people in the room with whom the patient is comfortable • Build trust by sharing e.g. lead a story circle activity
<p>Can't understand the person you're talking to</p>	<ul style="list-style-type: none"> • talk the same language • read things when necessary • draw or sign when necessary
<p>Being told what to say/not feeling listened to</p>	<ul style="list-style-type: none"> • Be clear on what the purpose of digital stories is and allow the patient to share <i>their</i> story • SHOW you are listening e.g. Nod your head, give encouraging noises/gestures • You may coach by asking open questions • Do not interrupt people • Repeat back what people say to check what you heard is correct and let them know that you have really listened to them

Resource created by Kelly-Marie Roberts, capacity building volunteer, Good Shepherd Hospital

