

# Cultivating Relationships

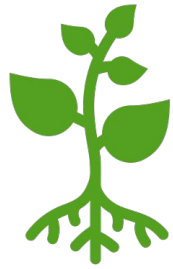
Created by Michaela Marden, OT  
Co-Presented by Brie Weisman, OT



# Learning Objectives

1. Understand the concepts of effective communication.
2. Recognize potential barriers in building interpersonal connections.
3. Identify skills needed to successfully connect with farmers/ranchers

# Introduction



Understanding

Implementing

Reflecting

# Knowing Yourself

Therapeutic Mode:  
a specific way of  
relating to a farmer

advocating

empathizing

collaborating

encouraging

instructing

problem  
solving



# Knowing Clients



# Disability Etiquette



## Person vs. Identity first language



- He has Autism
- She has arthritis
- They have diabetes
- He has a visual impairment
- She has quadriplegia
- They have an intellectual disability

- He is Autistic
- She is arthritic
- They are diabetic
- He is visually impaired
- She is quadriplegic
- They are intellectually disabled

# HIPPA and Client Privacy

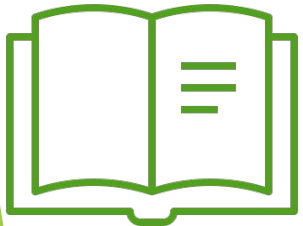
- ▶ Stands for Health Insurance Portability and Privacy
- ▶ Act established in 1996 to publish standards for the exchange, privacy, and security of health information
- ▶ Limit information sharing to a strict “need-to-know basis”
- ▶ Obtain consent from clients before sharing information with others (including their family members)
- ▶ HIPPA Website:  
<https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>



# Therapeutic Listening

## Common Mistakes and What to Avoid

- Parroting/repeating every word
- Putting words into the client's mouth
- Predicating how something must have made them feel
- Cutting someone off before their done talking
- Providing unsolicited advice
- Jumping to help a client finish their sentence
- Judging/being critical
- Intrusive/distracted thinking
- Normalizing or downplaying a client's experience or feeling
- Asking uncomfortable probing questions



## Types of Listening

- Empathic Listening
- Guided Listening
- Verbal Prompts and Sounds
- Enrichment Questions



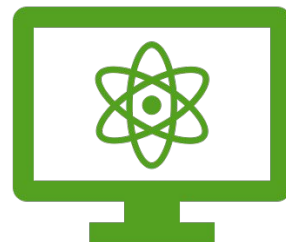
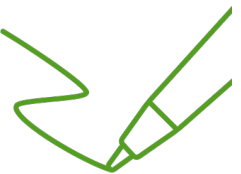
# Communication Styles

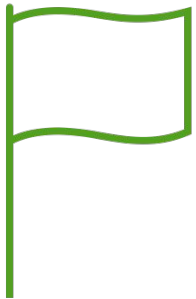
“The quality of any therapeutic relationship is linked to the extent to which a therapist can objectively recognize, understand, and respond to the client’s communication style (Taylor, 2008, Pg. 102).”



# Learning Styles

Visual	Auditory
Kinesthetic	Reading & Writing



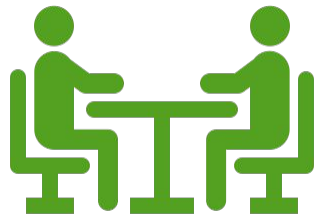


# Cultural Effectiveness

## Diversity Factors

- ▶ Age
- ▶ Sex and Gender Identity (pronouns)
- ▶ Race
- ▶ Ethnicity
- ▶ Language
- ▶ Disability Status
- ▶ Religious or Spiritual Orientation
- ▶ Economic Status
- ▶ Education Level
- ▶ Marital Status
- ▶ Sexual Orientation
- ▶ Political Viewpoint
- ▶ National Origin

# Interpersonal Skills



## Interpersonal Characteristic Categories

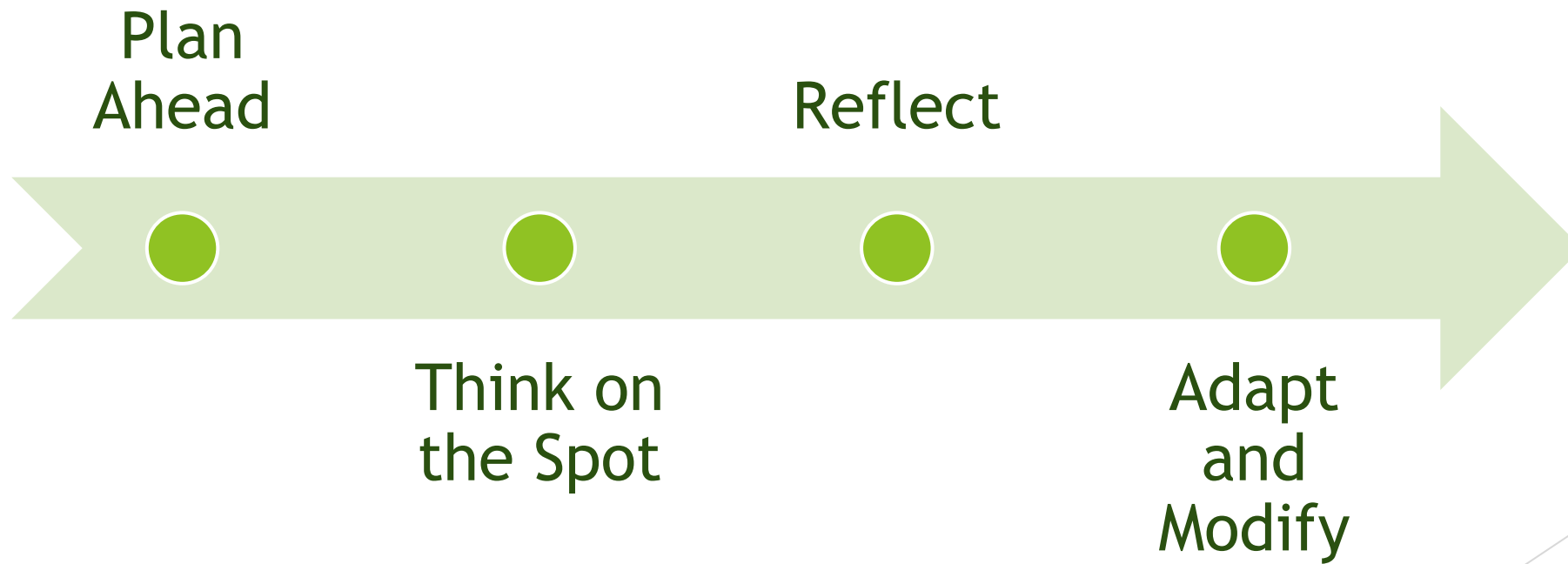
Communication style	Capacity for trust
Need for control	Ability to assert needs
Response to change/challenge	Affect/Mood
Ability to give/take feedback	Response to diversity
Ability to reciprocate	Ability to relate

(Taylor, 2008, Pg. 100)

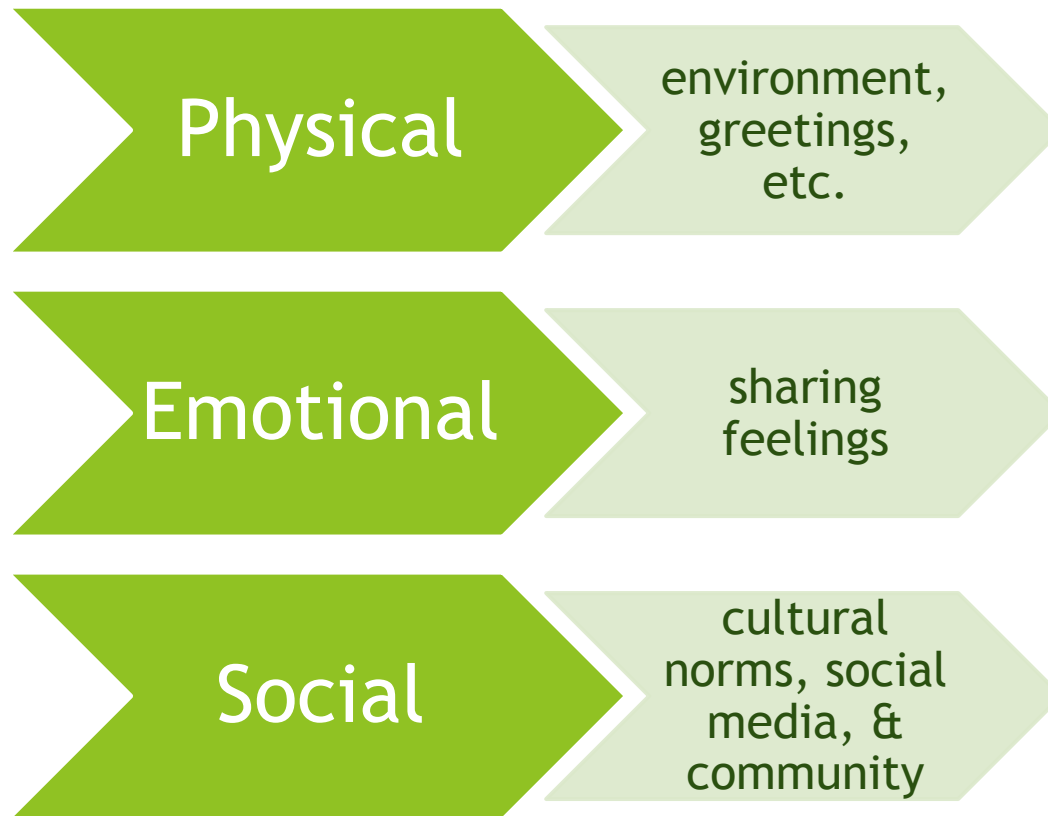
# What to Use When?

1. Know your client/farmer
2. Know yourself
3. Establish & Identify their goals
4. Select communication, listening and teaching skills to best support goals
5. Ask and check for feedback
6. Reflect and adapt as needed

# Applying Skills With Clients



# Professional Boundaries



# Navigating Challenges





# Mistakes Often Made

- ▶ Self-Disclosure
- ▶ Lacking Confidence
- ▶ Inappropriate Emotion or Tone of Voice
- ▶ Forgetting About Use of Self
- ▶ Being Ego Involved
- ▶ Too Much  
Information/misinformation
- ▶ Lack of Empathy
- ▶ Assumptions
- ▶ Unrealistic Expectation

(Taylor, 2008, p. 300)



# Experience Outcomes

## Reflective Questions to Evaluate the Outcome of the Experience

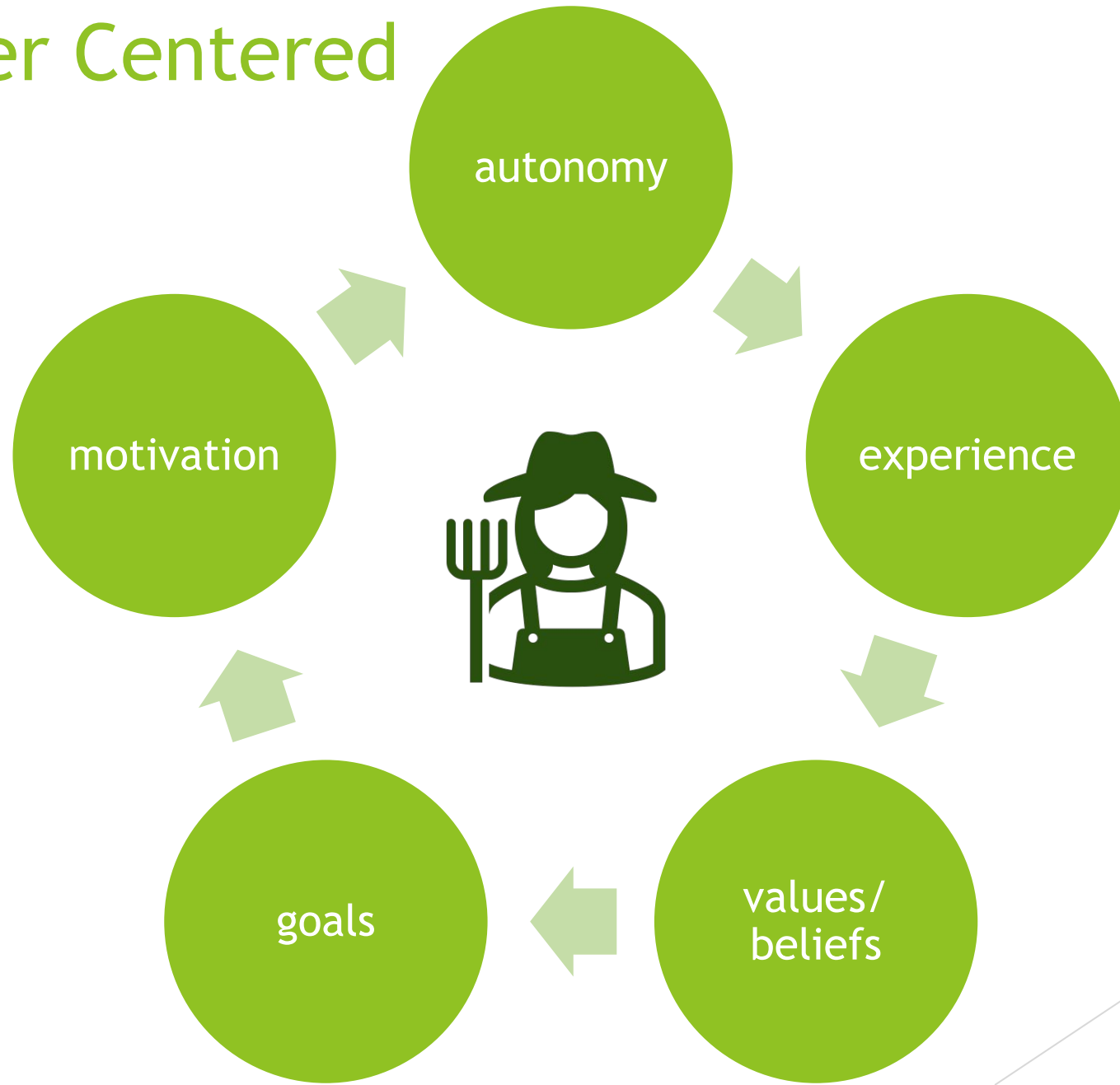
- Were the goals met? If not, what is still left?
- Is the client satisfied? If not, why?
- What were the challenges in the process? How were they resolved?
- What feedback was offered? How was it used?
- What could have been done differently or better?
- How can you apply these ideas to future cases?

# Rapport Building

- ▶ Getting to know one another
- ▶ Establishing trust
- ▶ Spending time together
- ▶ Explaining your role and job
- ▶ Creating open communication opportunity



# Farmer Centered



# Developing Your Skills

Continued Learning

Reflection

Mentorship and Networking

Seek Feedback



# Resources & Materials

- ▶ [Harvard University Implicit Bias Test](#) (skin tone, gender, disability, race, age, religion, sexuality, etc.)
- ▶ [LGBT Resources](#)
- ▶ [Why Pronouns Matter](#)
- ▶ [Interpersonal Communication Skill Development](#)
- ▶ [Maine State Crisis Lines and Resources](#) (Resources and print out wallet cards with phone numbers for crisis support lines)
- ▶ [Faces and Facts of Disability](#)
- ▶ [The BIPOC Project](#) (Black Indigenous and People of Color)
- ▶ [Mental Health First Aid](#)
- ▶ [Basic Life Support CPR & First Aid](#)

# Questions & Discussion



- A time when you worked with an Agrability staff member and your needs were or were not well understood?
- A time where a miscommunication affected the outcome of work?
- A time when you worked with someone who has cultural differences from you?





# Conclusion



Inspiration and evidence for this presentation was informed by the below text:

*Taylor, R. (2008). The intentional relationship: Occupational therapy and use of self. F.A. Davis Company, Philadelphia, PA.*

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