



What Matters to you?

<https://www.youtube.com/watch?v=0XX9K8ZqOSg>

Joined Up Care
Derbyshire

When you have a conversation about the things that really matter to people, it helps you to do your job more effectively and it helps the person to live the sort of life that is meaningful and fulfilling for them – it's a win win!



What matters to you?



For a Quality Conversation the length of time is not as important as the compassion, and human connection it makes



Don't feel the need to force a conversation



Embrace silences or pauses, they can be as important as words



Don't assume you already know the answer



Or that the answer will be impossible to respond to appropriately

What matters to you?



If its difficult to start a conversation what can you do?

Be observant

Look for openers to help you start the conversation

Just ask “would you like to have a chat?”



You could ask:

“What’s important to you?”

“What makes a good day for you?”

“Is there anything you would like to talk to me about?”



Remember just listening can be an intervention

Be curious

Listen to hear their priorities not the answers to your questions