

Influencing Others:

Who would you like to communicate with more effectively in your caring role? It could be any of the following...



	Face to face conversations with professionals or paid carers
	Telephone conversations with officials, professionals or service providers
	Family or friends
	The person I care for
	Someone else



Mum needs conversation and stimulus but one of the paid carers who come in to get her up and give her breakfast is always busy on her mobile phone. I feel she treats Mum as if she isn't there half the time, but I'm not sure how to say something?

Maybe you find it difficult to discuss some things with the person you care for. If so, you are not alone in this. When you have had a relationship with someone for a long time and love and care for them, it may be hard to approach the subjects like planning for the future and making arrangements so you can get a break from your caring role.



Every time I go out Dad has a go at me. He becomes bad tempered and sulks. Yesterday, I said I might go into Carlisle for an hour or two on Friday evening with friends. He said nothing for a while and then had a go at me, asking why I was going out, and didn't I ever think about him? How would I feel if he had a fall while I wasn't there? I know he's trying to make me feel guilty because he's so lonely but it makes me feel quite resentful.

So, think about who you need to communicate with? Perhaps one or two situations or relationships where better communication would help you.

Write down the problems you would like to tackle or the situations you would like to change. You may have less than four or you may have more.

The diagram consists of a large rounded rectangle with a black border. A vertical line and a horizontal line intersect at the center, dividing the rectangle into four equal quadrants. In the center of this intersection is a smaller, grey rounded rectangle with a white border and a drop shadow. Inside this grey rectangle, the words "My Issues" are written in a black, sans-serif font, with "My" on the top line and "Issues" on the bottom line.

It isn't always easy to get what you want when you're dealing with other people. If the person works for an organisation or service, you may find that what they offer is not exactly what you need from them. If you are new to caring, you may have difficulty in asking for services when you haven't done so before. It may be difficult to know where to start, who to contact and what to say. Even if you've been a carer for a while, getting what you want can still present its challenges.

My son is in a wheelchair while he recovers from his accident. He's done really well and his consultant has said he can go back to his own home.

He seems really wobbly to me and he says he's in a lot of pain. They've said he'll be fine but I really don't think he's ready yet. I'm worried about how he will cope. I'm terrified that he'll fall. Who do I call and what do I say?



In these types of situations, you often have to influence someone or something. It's not always another person you need to influence. It could be an organisation, a policy or a committee – or even an attitude!

Often when you need to influence a situation, it's useful to think about it as a chain reaction.

- what you want to change
- what you want to change it to
- how you want to change it
- best guessing how the other person is going to react.