

Manhattan  
Family Support Services  
Advisory Council  
*Resources for Children – 5/7/14*  
*Clara Berg*



New York Deaf-Blind Collaborative

*Story listening*

*vs.*

*Storytelling*

***KENNY***

# KENNY'S MILESTONES



HOLDING HEAD AT 1

TURNING AT 1 ½

SITTING AT 2

CRAWLING 2 ½

FLOATING IN POOL AT 2 ½

WALKING AT 3

EATING SOLID FOODS AT 3 ½

TOILET TRAINED AT 8





# EDUCATION & WORK

- School struggles & challenges
- State Deaf-Blind Project



# PERSON CENTERED PLANNING

- **Life changing experience**
- **Completely different behavioral approach**
- **Visualizing a Dream**
- **Creating an Action Plan**
- **Getting ready for Transition**

# AT THE FARM



# My teacher .... KENNY





How many times  
did I have to tell  
my story?



# STORY IN 3 MINUTES - OPWDD

- ∞ It's time for Kenny to move into his own place
- ∞ Research and resources
- ∞ Agency involvement
- ∞
- ∞ Suggested solution
- ∞ Personnel training
- ∞ Elements to succeed
- ∞ Establishing a deadline
- ∞ Details

Thanks & open for questions

*“Stories help us connect. They reveal the details, the impact of the system on the daily lives of families and children. Stories can spur change in systems. They can clarify disagreements.”*

~ggabbard@fcsn.org



## Public speaking *is* a set of skills not a talent!

- A good presenter is one who learns the skill of presenting.
- **A great speaker is one who learns from every presentation they deliver!**

- ▶ **Why** am I doing this?
- ▶ **Who** am I going to talk to?
- ▶ **What** do I have to share or do I need?
- ▶ **How** will he/they benefit?



- ▶ Why am I delivering this presentation?
- ▶ Answer the question **before** you sit down to write your speech.

~<http://members.porchlight.ca/gtorok/index.htm>



# Why is this important?

What message is so important that I  
must take *THEIR* time to speak to  
them?

~<http://members.porchlight.ca/gtorok/index.htm>





# REALITY

“The hardest part for the interviewee may be to leave out the details.

The hardest thing for you is listening to the description of unnecessary details”.

Information on this page in part from  
<http://members.porchlight.ca/gtorok/index.htm>





# Identify Your Audience

- Your audience is the reason you are there. If you want to reach them with your presentation, you must reach them through *THEIR* needs. You change people's minds by figuring out what is important to them!



# Audience continued

## *BY THE END OF MY PRESENTATION*

- What do I want them to have learned?
- What do I want them to feel?
- What do I want them to do?

Information on this page in part from <http://members.porchlight.ca/gtorok/index.htm>

# Key points

- ▶ *Introduction – Middle – End*
- ▶ Stay on the topic and present the story clearly
- ▶ Use pictures to engage your audience
- ▶ Project your voice
- ▶ Control your emotions
- ▶ Smile
- ▶ Use of hand gestures if necessary
- ▶ Strengthen your conclusion

## *Consider writing your speech backwards*

- ▶ Write the closing line that hammers home your message, then write the points to support that closing line.
- ▶ Then write your opening that launches you into the presentation. It could be simple: “This morning I’m going to talk about...”
- ▶ If the material is relevant to their needs, tell them why!

# SUMMARIZE

*Summarize your draft into points to write on overheads and/or cards.*



- Number your cards, you may drop them.
- Do not write detailed cue cards, chances are you will not find the words you are looking for amongst all the other text.
- Write keywords, phrases/sketches.
- Recheck to see if the story is consistent & flows smoothly.

"How well we communicate is determined not by how well we say things, but by how well we are understood."

~ Andy Grove; Co-Founder, Intel

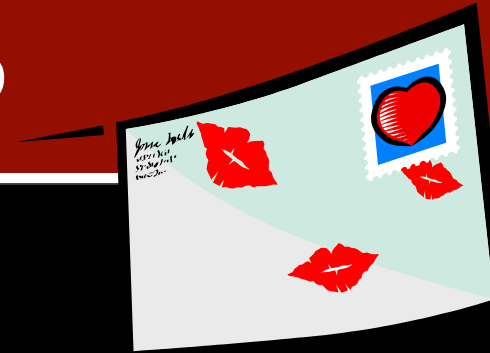


# Practice, Practice, Practice

- ▶ To yourself (out loud)
- ▶ With a friend, relative, or colleague
- ▶ Listen for your “you guys”, “um’s” and “you know what I mean?” - All of these can take away from the message you are trying to send.

<http://porchlight.ca/gtorok/index.htm>

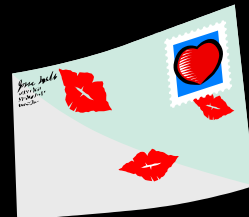
# KISS



People are inundated with information.  
The best way to get their attention, and then to  
keep their attention is to:

## Keep It Simple, Speaker (KISS)

-Iowa Department of Education Parents as Presenters Workshop





# Questions

## *Be open to questions!*

- If someone raises a hand, or asks a question in the middle of your talk, answer it. If you can't answer it, turn the question back out to the audience and let someone else answer it. Questions are good. They show that the audience is listening with interest. They should not be regarded as an attack on you, but as a collaborative search for deeper understanding.



*"Finish early.  
Your audience will be amazed,  
thrilled, delighted,  
and thankful."*

~Edward Tufte  
Professor Emeritus Yale University



# STORYTELLING

- We asked the professionals....

# *Dealing with families*

**Name 3 things that make you  
uncomfortable as you interview/ask  
parents to tell you their story**



# POSSIBLE ANSWERS

- They go on and on
- They have unrealistic expectations
- They don't know why they are in your office
- They don't know how to describe problem
- They talk about other issues not related to visit
- They get distracted
- They don't provide appropriate documentation
- They feels intimidated/nervous
- They don't remember medical dates (surgery, hospital stays, injuries, etc.) or procedures
- They speak to someone and don't remember name or agency



SO ....

- We suggested to the professionals to ask themselves these questions .....

# SHUT UP AND LISTEN



- In our role as professionals:
  - Are we patronizing or paternalistic?
  - Are we trying to motivate or tell them what to do?
  - Do we take time to understand their issues?
  - Do we take the time to make sure they understand us?

Please watch:

- [http://www.ted.com/talks/ernesto\\_sirolli\\_want\\_to\\_help\\_someone\\_shut\\_up\\_and\\_listen.html?source=facebook#.USqonIC6\\_7E.facebook](http://www.ted.com/talks/ernesto_sirolli_want_to_help_someone_shut_up_and_listen.html?source=facebook#.USqonIC6_7E.facebook)

# FINNISHING MY STORY

- ❑ It *only* took us 14 years to get Kenny into his own apartment in Queens, walking distance to the farm where he works and 10 minutes away from our home
- ❑ I moved in with Kenny for the first 6 months to make sure he could navigate the apartment independently, get our perfumes, cooking aromas in the air and let him feel our presence in his home



# FINNISHING MY STORY

- ❑ The couple living with Kenny took American Sign Language (ASL) classes and Orientation and Mobility (O&M) plus other ADL classes appropriate for individuals who are deaf-blind
- ❑ Kenny spends most weekends with us and has no issues going back and forth from our home to his.

Thank you for participating.  
For more information  
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