



Difficult Discussions with Aging Parents

CONCERN: EMPLOYEE ASSISTANCE PROGRAM

A Benefit for Employees and Families

CONCERN: EAP Services

- Work/Life Benefits
 - Parenting and Childcare Resources
 - Eldercare Services
 - Financial Counseling
 - Legal Consultations
- Short Term Counseling
- Free Confidential – 24/7 800 number answered “live”

Getting Started

- Call for an appointment 6:30 AM to 5:00 PM (Pacific Time) Monday through Friday
- In crisis situations, call 24/7 for immediate telephone support
- For more information
 - Ask your HR/Benefits Department
 - www.concern-eap.com
 - Call CONCERN at (800) 344-4222

Difficult Discussions with Aging Parents



Goals

- Clarify the importance of planning
- Learn a process for initiating and conducting a conversation about planning with parents
- Identify barriers to productive conversations
- Learn strategies for creating positive dialogue
- Gain confidence in your ability to talk with your parents about their future

Challenges of Having the Discussion

- Changing roles
- Avoiding confronting parent's need for control
- Understanding parent's fear of the unknown
- Fear of parent's reaction to perceived invasion of privacy
- Belief that the parent isn't capable of making own decisions
- Concern that it's too soon to have the conversation
- Not knowing what to say or how to say it

The Discussion Process

- Select time & place
- Plan the discussion
- Initiate the conversation
- Introduce options and information
- Listen
- Respond appropriately
- Acknowledge positive exchange
- Follow up



Barriers to Successful Communication

- Unsolicited advice
- Resorting to stereotypes
- Making assumptions
- Patronizing
- Arguing or threatening
- Withholding information
- Forcing the subject
- Not respecting parent's opinion, preferences, and decisions



Avoiding Resistance to Planning

- Relax
- Practice what you want to say
- Use “I” statements
- Acknowledge the difficulty of talking about the future



Specific Topics to Discuss

- Legal
- Finance
- Health Care
- Home Safety
- Home Support Services
- Retirement Options
- Housing
- Loss



Questions



CONCERN: EAP Services

The Resilience Hub™ & Life Adviser

- Online members exclusive resources center
- Articles, videos, training courses and more
- Self-help toolkits, guides and tips
- Triumph over stress, improve your well being
- Learn how to manage stress, build resilience and create positive habits

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