



Understanding the Mindset of Caregivers

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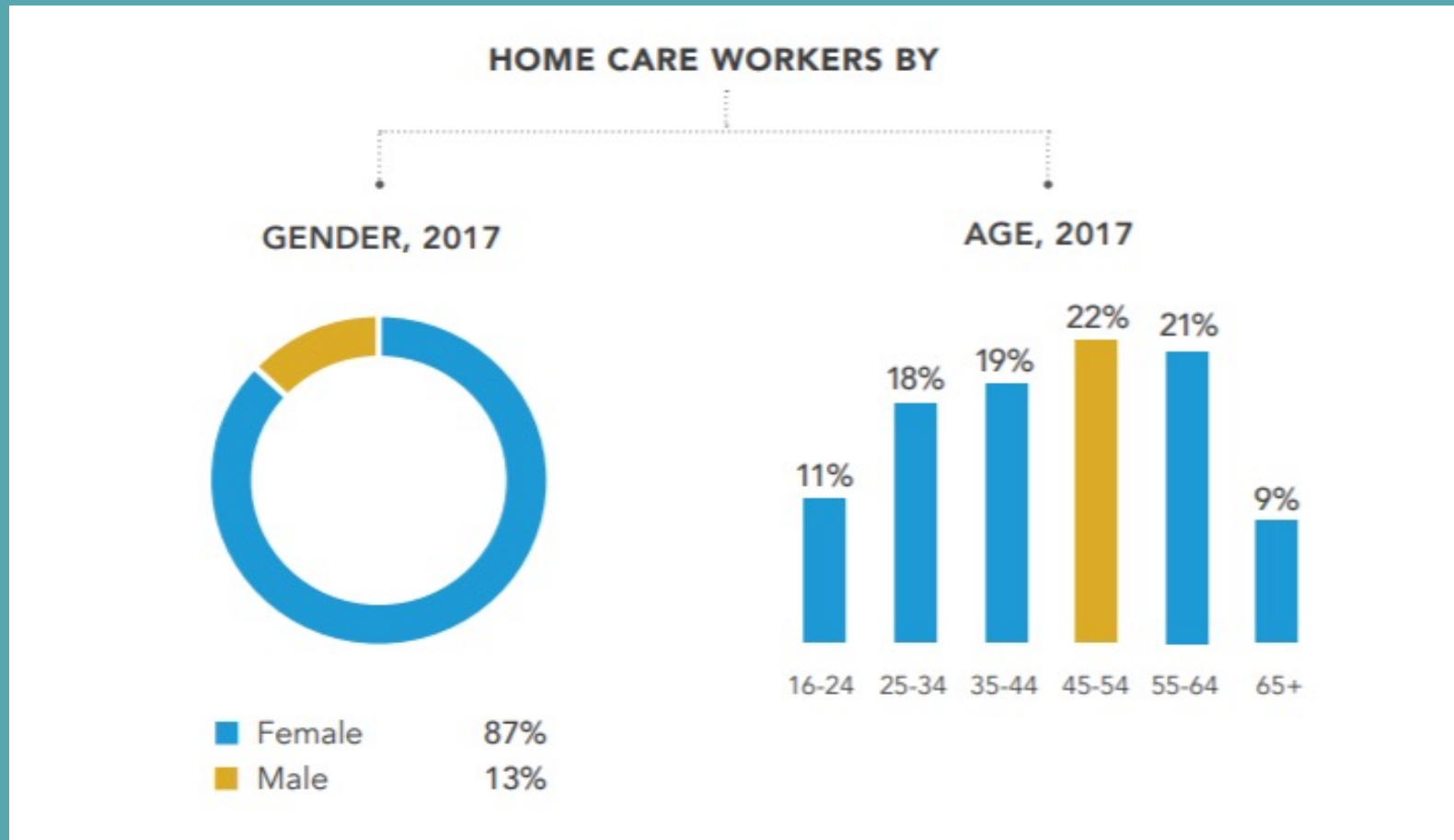
- Personal Care Aide
- Home Health Aide
- Nursing Assistant



Workforce Shortage



Home Care Worker Study (PHI & US Census)



HOME CARE WORKERS BY

RACE AND ETHNICITY, 2017



White	38%
Black or African American	28%
Hispanic or Latino (Any Race)	23%
Asian or Pacific Islander	8%
Other	4%

CITIZENSHIP STATUS, 2017



U.S. Citizen by Birth	69%
U.S. Citizen by Naturalization	16%
Not a Citizen of the U.S.	14%

EDUCATIONAL ATTAINMENT, 2017



Less than High School	19%
High School Graduate	35%
Some College, No Degree	26%
Associate's Degree or Higher	20%





MBTI

Myers-Briggs
Personality Type
Indicator Test



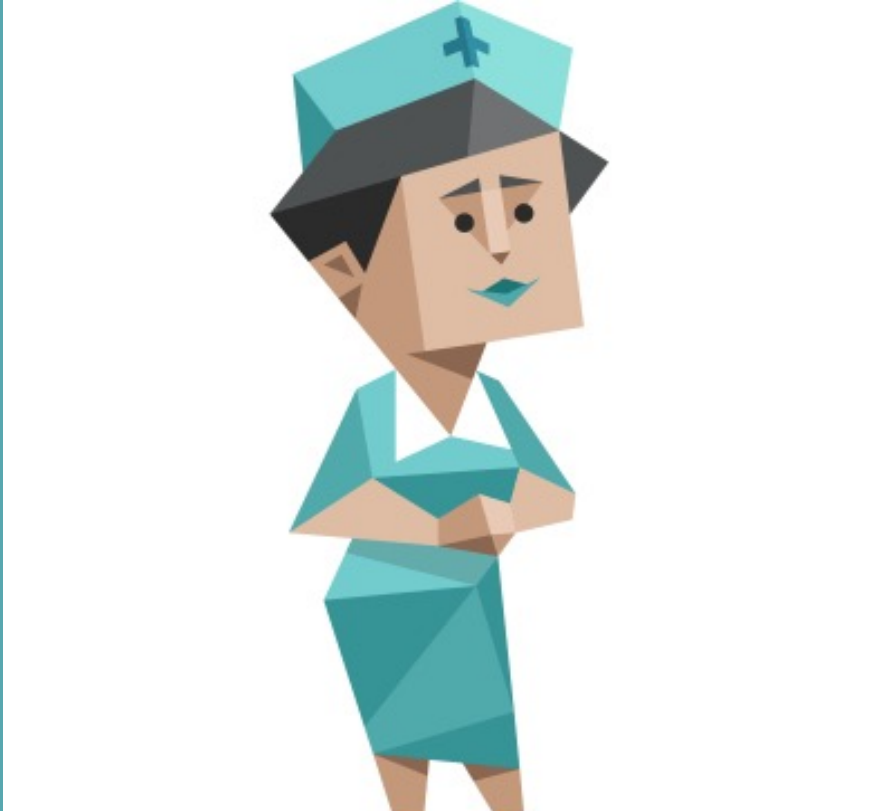


John Hopkins Study

- Mean age of participants was 44
- 93% of participants were female
- Diversity was key



Study Results



- Most common personality type?
 - ISFJ (sensing/judging preference overall)
- Why is it important to know this?

ISFJ = The Nurturer

- Introverted
- Sensing
- Feeling
- Judging



Traits (+)

- Care deeply for others
- Loving and truly kindhearted
- Service-oriented (concerned with making others happy)
- Sensitive to the feeling of others
- Likes doing things the “tried and true” ways
- Hands-on learners



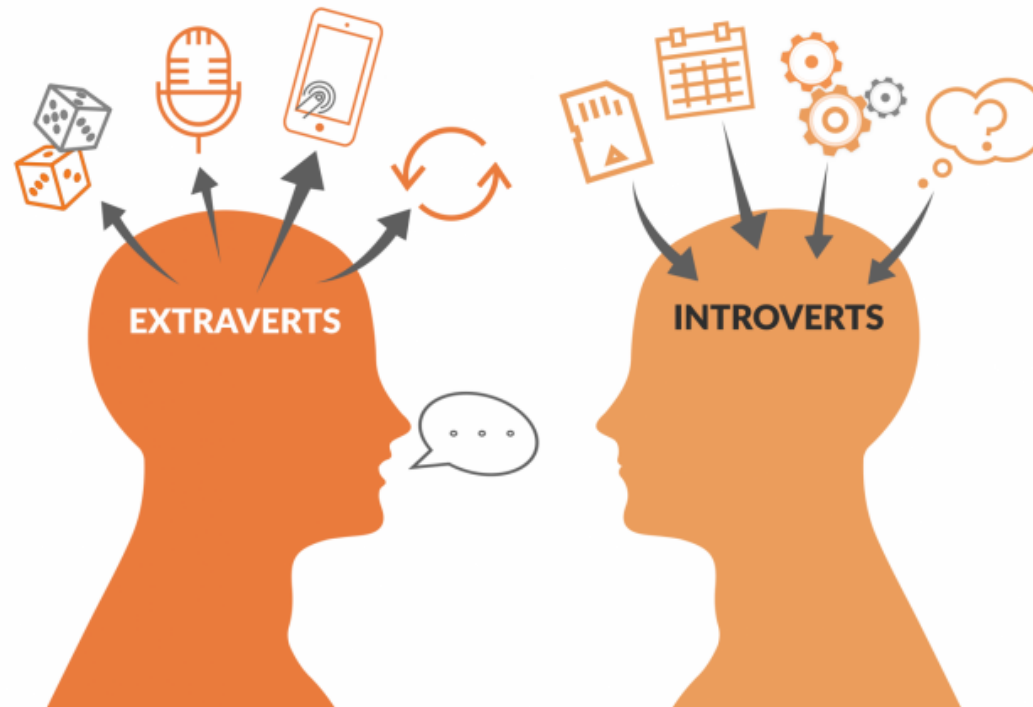
Traits (+)

- Keeps feelings to themselves, causing them to build up inside
- Tend to neglect their own needs
- Intensely dislikes conflict & criticism
- Have a hard time moving on after the end of a relationship
- May have a hard time saying “no”
- May become discouraged or depressed if they do not receive positive feedback



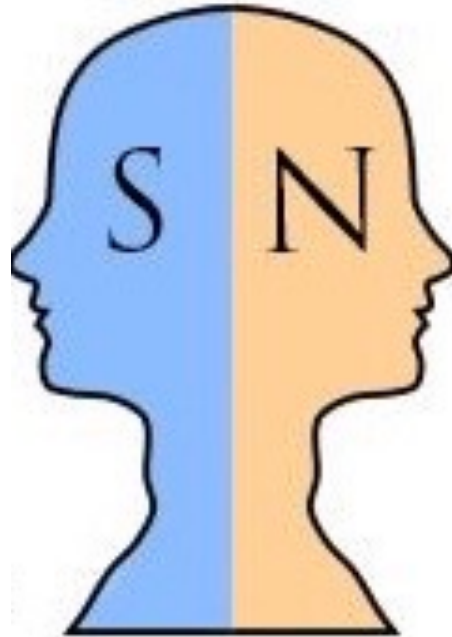
Extraversion vs. Introversion

Where do caregivers find their energy from?



Sensing vs. Intuition

How do caregivers prefer to solve problems?



Thinking vs. Feeling

How do caregivers prefer to process their thoughts?



Judgement vs. Perception

How do caregivers prefer to perform day-to-day work?



Learning Style - Kinesthetic

- Frequent breaks so they can move around often
- Break up long lessons into smaller chunks
- Stories resonate
- Visuals keep their attention



Real Life Conflict Points

- ✓ Criticism
- ✓ Work-Life Balance
- ✓ Disruption/Change in Routine
- ✓ Struggles with Grief & Loss



Criticism



“Thanks for the effort. It would be better if you do it this way.”



“I appreciate your analysis of this situation. Have you considered this as well?”





I

Intent

D

Describe

E

Exchange

A

Action



Tips for Giving Feedback

- Spend time preparing for the discussion
- Try to leave emotion out of the situation
- Encouraging the behaviors, you are seeking or want to see more of helps minimize defensiveness
- Effective feedback is often feedback on what is working, going right, or what the caregiver is doing **well**



Positive Feedback

- “You’re great at this.”
- “I can feel your passion of caring for others.
- “I know you’re doing everything you can.”
- “Thank you for going the extra mile for _____.”
- “I can tell you are committed to our clients and I really appreciate it.”
- “One of your strengths that I admire is _____.”
- “I appreciate all you do at Right at Home.”



Send a care package

Everyone enjoys getting treats in the mail, whether it's a small box from the office that includes the same gifts for all employees or an assortment of cards and treats that employees have exchanged with each other. It can also be fun to open these gifts during a video call! Make sure to check out [Regal Awards](#) to send some new swag!

Hand-deliver a care package

Engage staff to deliver appreciation gifts to caregivers while on their shifts. Many offices have used Professional Caregivers Week to surprise caregivers by dropping by with swag or a token of appreciation while they are on their shifts. You can use this time to thank clients for their business to show client appreciation, too!



Host friendly competitions

Get everyone in the spirit by hosting competitions that remote employees can easily participate in through video calls and shared photos. Challenge your team to make a video about why they love Right at Home or to share a picture of them during their workday. Then share these videos and photos on social media (don't forget to make sure employees have signed a video/photo release)!







Disruption/Change in Routine



ISFJ Caregiver - Grief/Loss

- Dwell on negative emotions
- Prefers to “vent” emotions
- Seek practical emotional support



Grief/Loss Support

- Forgive critical or cold behavior
- Don't try to put a positive spin on things
- Acknowledge their pain
- Don't avoid them
- Don't pressure them to heal quickly
- Ask how they are doing *right now*



Understanding Grief: A Guide for Grieving Caregivers

Videos featuring Dr. Eboni Green



Myths About Coping with Grief



Self-Care While Grieving



Key Takeaways

- Focus on maximizing job satisfaction
- Better job satisfaction = better recruitment and retention efforts
- Learning/Empathy is vital



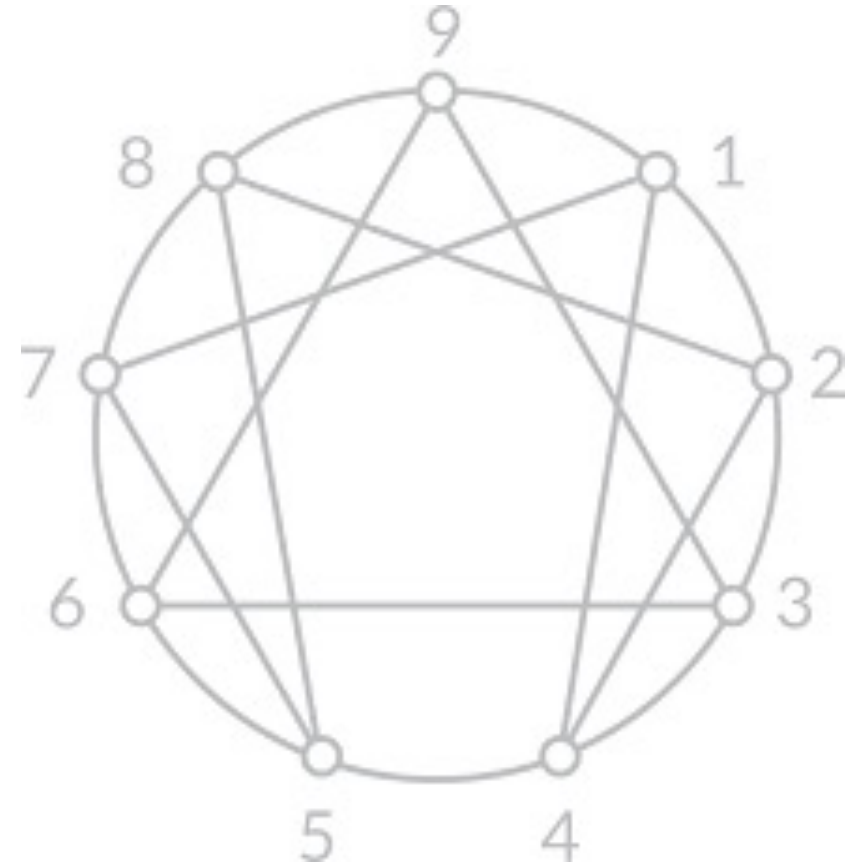
Mindset of a Caregiver Key Takeaways



- Focus on maximizing job satisfaction
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www.CrystalKnows.com

- Free resource - find your personality style
- Focus on your strengths
- Be aware of your pitfalls
- Understand others strengths and requirements to succeed





Thank you.