

# Improv & Empathy: Dementia Communication Essentials





1962: Presbyterian Senior Services  
founded by volunteers to serve older  
members of their church community



**Today:** An innovative, multi-service agency working for NYC's older adults, caregivers, and their families.

We strengthen their capacity to thrive.  
We create community.

# Silver Dawn Training Institute – Dementia Raw

- Equips professionals and family caregivers with a new way to communicate with their loved ones through IMPROV.
- Co-founders Cathy Braxton and Tami Neumann have come up with an approach that is unscripted, unconventional and unapologetic.
- Focuses on creating connections and simplifying communication for those with dementia through the rules of improv comedy and the pillars of empathy.



# Dementia Communication Specialist Training

## - September 2017 -





# Dementia Communication Essentials Trainer Program – May 2018



# The Pillars of Empathy

- Perspective Taking
- Staying out of Judgement
- Understanding Emotions
- Communicating Understanding

# The Rules of Improv

- Relinquish your agenda
- Make your partner look good
- Yes, And...
- The Gifts



# Improv & Empathy: the Benefit for Caregivers

- Creates connection with the person living with dementia.
- Helps the caregiver to understand the care receiver from a new perspective.
- Simplifies communication and facilitates a deeper understanding of emotion.

# Questions?