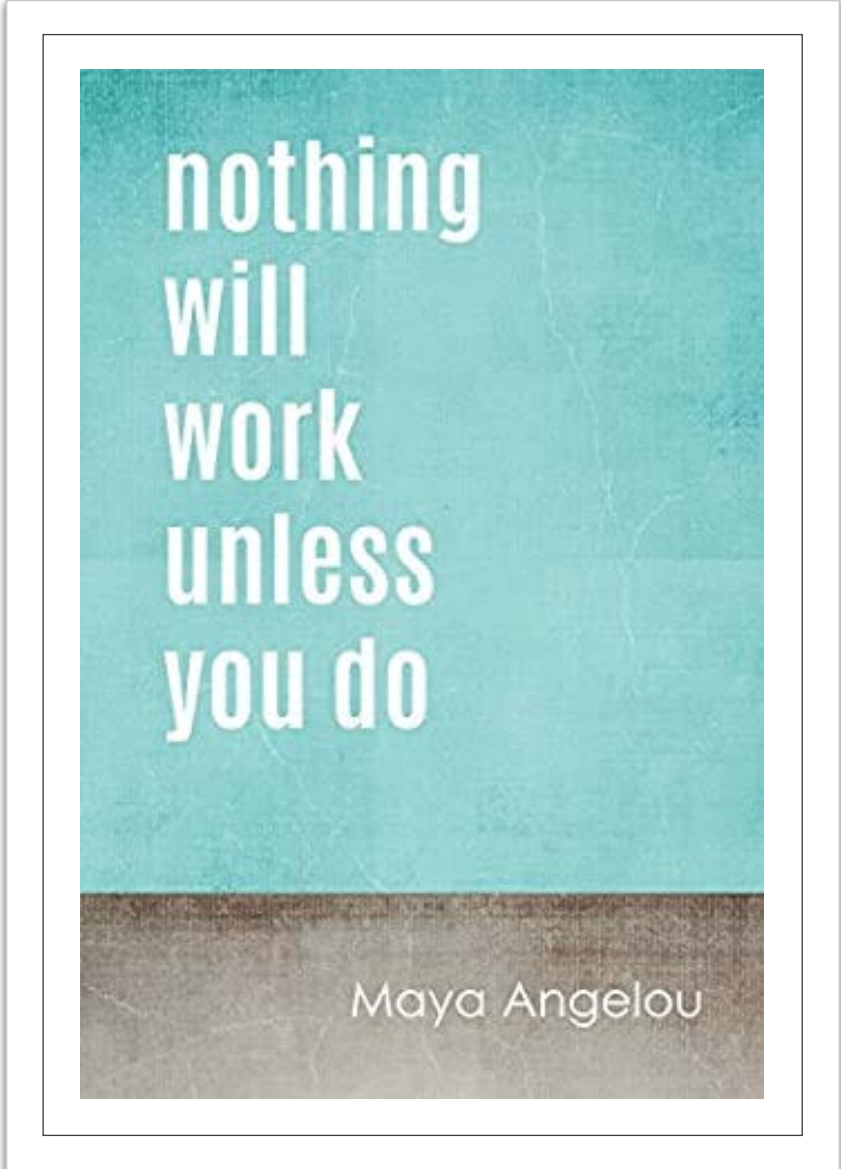


Interacting with Veteran Family Members During a Pandemic: Helping Families Support Their Family Hero

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nothing
will
work
unless
you do

Maya Angelou

Systemic family therapy neither attempts a 'treatment of causes' nor of symptoms; rather it gives living systems nudges that help them to develop new patterns together, taking on a new organizational structure that allows growth.

The impact of each element in a system depends on the role played by other elements in the system, and order arises from interaction among these elements.



Change Management with Veterans and Families

- As a helping professional:
 - Provide realistic information about the change process
 - Offer tools for eliciting and managing change
 - Communicate understanding, nonjudgement, unconditional positive regard, and hope
 - Normalize dysfunction by reframing in terms of utility towards meeting goals (emotional or behavioral)
 - Considering adopting a non-linear expectation of change and communicating it to Veterans and family members



Tools for family members: A solution focused approach

- Many tools exist to help families reinforce management of symptomology and positive systemic growth:
 - Interpersonal & Introspection Skills
 - Rational Emotive Behavioral Exchange Strategies
 - The GROW model for exploring change
 - The PDSA approach to small tests of change

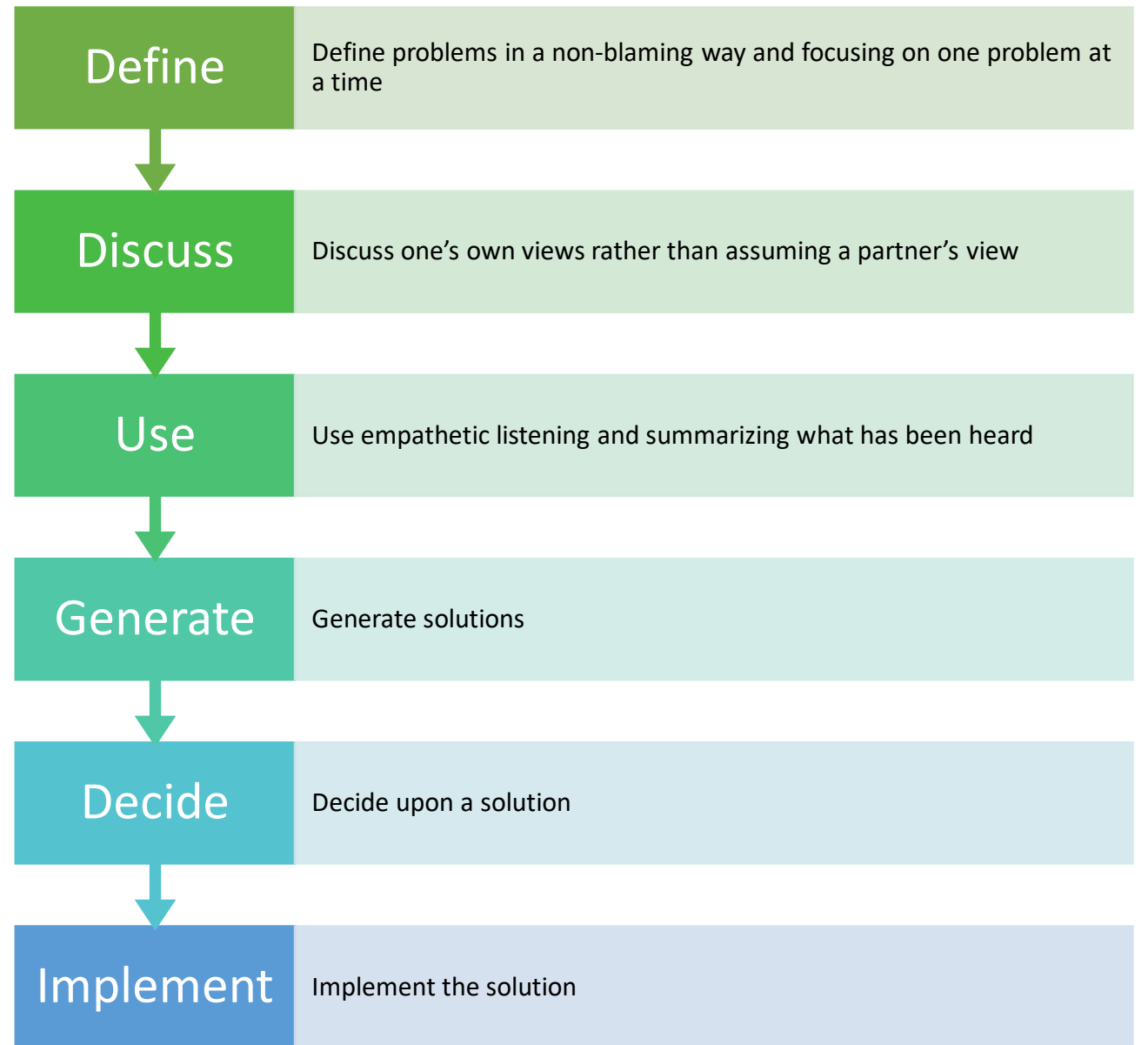


Interpersonal & Introspection Skills

- Empower Family Members by teaching:
 - Active listening skills:
 - Identify the emotional content
 - Reflect emotion
 - Use of “I/my” statements
 - Summarizing/paraphrasing (avoid parroting)
 - Maintain an open posture
 - Speak showily and softly
 - Use open ended questions (avoid yes/no unless seeking confirmation)
 - Emotional Identification:
 - What emotion(s) is/are my family Veteran experiencing?
 - What emotions am I experiencing?
 - What emotions are the other family members experiencing?



Rational Emotive Behavioral Exchange Strategies





The GROW Model

- Goal-What is the family's goal?
- Reality-What is the reality of the situation?
- Options-What are all the options to influence the situation?
- What now-What is the next step to eliciting change?

A PDSA approach to family change management

