

## Adult Protective Services: Professional Communication

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### Reflecting Emotion

#### Instructions:

This activity should be conducted as a large group activity since participants need to “hear” the emotion in your voice. Depending on the amount of time available, choose a few statements to read aloud, or all statements, with emotion. Ask for volunteers to identify the emotions they heard. It’s important that the workers reflect both the appropriate emotion and (as accurately as possible given written statements) the intensity of the emotion.

1. My son just can’t seem to catch a break. His wife left him and took his kids. Then he lost his job. He has been staying with me for the last two years but he can’t seem to find steady employment. I’ve ended up supporting him. I don’t mind. He’s my son after all. But, sometimes it’s hard to make ends meet. **[Frustrated; concerned; resignation (medium intensity)]**
2. Jerome is the only one who takes the time to talk to me. **[Lonely; gratitude (low intensity)]**
3. I can’t believe that I fell for this con artist! He was so sincere when he offered to help me fix things around the house. And, then he did absolutely nothing but rip me off. **[Angry; embarrassed (high intensity)]**
4. Go away! Why are you bothering me? I can take care of myself. I always have. You might not like how I keep my house and yard but it’s my stuff and my business! **[Angry; insulted; self-protective; defensive (high intensity)]**
5. I don’t think I can ask him to move out. He has nowhere to go. And, he’ll be really upset. I can’t upset him like that. I’ll just have to wait until the time is right to discuss it with him. **[Apprehensive; unsure; anxious (high intensity)]**
6. I don’t remember what happened. She was here yesterday. We talked for a while and then I took a nap. She says that I told her it was ok to take my car but I just don’t remember that. Could I have given her permission and forgotten it? **[Confused; concerned; worried (high intensity)]**
7. All my friends are dead or in nursing homes. **[Sad; lonely; grief (medium intensity)]**
8. Please don’t ask me to make a decision about this. Too many things are happening right now. I have to see the doctor tomorrow for my test results and my daughter needs me to watch my grandson and I still need to find out what’s happening with my utilities. **[Overwhelmed, (high intensity)]**

9. Are we going to be done soon? [**Unsure, annoyed, tired (Low/medium intensity)**]
10. You don't understand. I needed that money to pay my rent and keep my utilities on. That S.O.B. took my money and ruined my life. I could just kill him! [**Enraged; humiliated, (high intensity)**]
11. What should I do about Martha? She means well but she just never finishes anything. She does a poor job of cleaning the house. She buys the wrong things at the store and she forgets my appointments. She is so sweet and lovable but I can't count on her to even show up on time. [**Annoyed; unsure; resigned, (medium intensity)**]
12. My daughter never calls any more. She just lives one town over but she can't seem to even pick up the phone. She knows I need help. She obviously doesn't understand how difficult this is for me. [**Abandoned; sad; unloved, (high intensity)**]
13. Things seem to be going better now. Kira is a darling and we are getting along very well. She even learned to make pot roast for me from my mother's recipe. [**Pleased; happy; upbeat (medium intensity)**]
14. Why do I need to sign this? I don't understand why you think I need this service. I really don't understand why anyone thinks I have a problem. [**Anxious; fearful; confused; scared (high intensity)**]
15. What should I do now? I can't let my care provider back into my house but I need someone to help me. Who else can I get to cook and go to the store and help me to the bathroom? Good Lord, what am I going to do tonight? I can't get anyone else right away. I can't stay alone. [**Desperate; scared; overwhelmed; frightened; alone; unprotected (high intensity)**]
16. My marriage has always been difficult. We fought a lot in the early years. And, now that Jim is ill, he is really cranky and irritable. It's hard to be patient with him. [**Resentful; drained (medium intensity)**]
17. Could you call and explain all this to my daughter? It's pretty confusing and she's going to think I'm an old fool when I can't explain it. [**Anxious; unsure; humiliated; confused; needy (medium intensity)**]
18. My life is such a mess that nothing is going to make a difference. [**Depressed; hopeless; sad; defeated (high intensity)**]
19. I don't *want* to talk to another agency. All this red tape is impossible to deal with. [**Discouraged; annoyed; helpless; angry; defeated (high intensity)**]