

Post Concussion Action Group: Session 4



Communication

Honing your communication skills



Being able to communicate how your concussion symptoms affect you is helpful in getting the help you need from others and being understood. Here are some steps to ensure you are communicating clearly:

- Prepare for appointments: write down your questions, and what you want others to know
- Avoid flooding people with a long story. Tell them only what they need to know, and what is required of them.
- Repeat back what others tell you, to ensure you both have a clear understanding. Seek clarification if needed.
- Write down the plan, next steps, and when/if you need to follow up.
- Bring a friend or family member to appointments to offer a second set of ears.

Be Assertive!

Being assertive involves taking into consideration your own rights, wishes, wants, needs and desires, as well as those of the other person. Assertiveness means encouraging others to be open and honest about their views, wishes and feelings, so that both parties act appropriately.



Assertive behaviour includes:

- Being open in expressing what you want & need
- Listening to the views of others and responding in a calm respectful manner, whether in agreement with those views or not
- Accepting responsibilities and knowing your personal limits. That includes saying “No” and asking for help.
- Recognizing other’s efforts and attempts to help
- Being willing to make reasonable compromises
- Being able to admit to mistakes and apologize
- Maintaining self-control

Keeping level headed

- Before you begin, make sure you know what you want out of the meeting. What will make you satisfied?
- Keeping your cool will help you communicate more clearly, and avoid misunderstandings
- Monitor your body for stress as you speak, if you notice yourself getting upset you can breathe deep and calm yourself down
- If you become overwhelmed ask for a moment to collect yourself.

Be Open to New Ideas



- Let go of what used to work. Live in the moment and focus on what you need to get through things today.
- Ask others you trust for help generating ideas.
- Be creative and think of ways to solve your problem.
- Ask yourself “How” you can achieve your goal

You've sat through four 90 minute groups
You've shared some personal things
You've been open to learning and making changes
You've challenged yourself
You're working hard every day

Congratulations!



The End.