PERSON-CENTERED LEARNING OBJECTIVES
Counseling

idainstitute
THE HEARING CO-OPERATION

The following learning objectives will help your students gain a foundational understanding of how to effectively counsel their clients and enhance their appointments. Included are recommended resources to support these learning objectives.

OBJECTIVE 1

Discuss the psychosocial impact of auditory and vestibular disorders.

RESOURCES

The Learning Hall allows students to focus on particular skills beyond the classroom. The Getting Started with Person-Centered Care course explains the basics of a person-centered relationship.
There are also more specific modules within Understanding Elements of Person-Centered Care which look at particular skills such as asking open ended questions and understanding a client's needs and preferences.

OBJECTIVE 2

Explain the functional impact of auditory and vestibular disorders.

RESOURCES

In this video, Fay shares how a suddenly hearing loss following a head injury has affected her personality, ability to work, and family life.

OBJECTIVE 3

Describe the elements of person-centered communication in hearing care.

RESOURCES

The Learning Hall course on the elements of person-centered care is an opportunity for students to learn counseling techniques outside of the classroom.
In this video, audiologist Bridgitte discusses why it is important to her to take a person-centered approach when treating her clients.

OBJECTIVE 4

Define and prepare strategies for building a therapeutic relationship.

RESOURCES

Review practical ways to integrate person-centered care into an appointment with the University Course module Applying PCC in the Appointment, or let students conduct a self-study at home with the Learning Hall course of the same title.
In this video, Adrienne explains how having a person-centered audiologist helped her decide that a cochlear implant was the right treatment path for her.

OBJECTIVE 5

Review evidence-based counseling techniques such as motivational interviewing, acceptance and commitment therapy, and group counseling.

RESOURCES

The University Course module Client Perspective covers motivational interviewing techniques for eliciting clients' needs. The Learning Hall course Client Engagement and Ida Motivation Tools will allow students to learn the same skills on their own time.
Students can practice their counseling skills in the classroom using Time and Talk. Once they become comfortable with the technique, they can begin to employ their new skills in a group setting using Group Aural Rehabilitation.

OBJECTIVE 6

Outline the principles of effective information sharing based on a thorough understanding of the client's needs and health literacy.

RESOURCES

The University Course features a unit on health literacy.
In the clinic, students can use My Hearing Explained as a way of sharing information about test results in non-technical, person-centered language.

OBJECTIVE 7

Critically discuss the specific techniques for counseling as well as the various pitfalls and common mistakes of counseling.

RESOURCES

The Learning Hall modules on empathy and active listening are an opportunity for students to focus on these skills outside of the classroom.
In this video, audiologist Emily learns through a person-centered approach the her client, Morag, is not yet ready for amplification – but obtains a positive long-term result.

PERSON-CENTERED BEHAVIOR
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Students will show their understanding of the material illustrated in the learning objectives by displaying the behavior below during their clinical hours:

OBSERVABLE BEHAVIOR 1

Empathically listens with full attention, without interrupting, and by using techniques such as naming, encouraging, and legitimizing

OBSERVABLE BEHAVIOR 2

Identifies the client's and their family's coping strategies

OBSERVABLE BEHAVIOR 3

Validates the client's and their family's thoughts, feelings and experiences by normalizing and extending understanding and warmth

OBSERVABLE BEHAVIOR 4

Collaborates with the client and their family to establish a plan of shared agendas, decisions, and goals

OBSERVABLE BEHAVIOR 5

Involves and engages communication partners by

- Inviting family members to attend appointments (with client's permission)
- Preparing the client and CP for the appointment using Ida Telecare tools
- Seeking and actively listening to family members' contributions
- Using tools to engage family members such as the Communication Partner tools

OBSERVABLE BEHAVIOR 6

Individualizes results, implications, and recommendations for the client and their family