



Prevention Education Workers Training & Networking Session

March 1 & 2, 2011

Presentation delivered by Liza McGuinness and Gail Butt

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Vancouver Airport Marriott Hotel

Using Your Voice:

A Guide for Getting Hepatitis C Care and Support



Speaking Up for Hepatitis Care and Support

A Skills Building Workbook



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Negotiating for Hepatitis C Care and Support

How this book came about

- **hepatitis C is complicated**
- **stigma**

Who is the book for?

- **People living with or affected by hep C**
- **People affected by other chronic illnesses**
- **People who want to learn how to speak up
for what they need**

What's in the book?



1. Getting Started



2. Steps to Overcome
Obstacles



3. Applying Skills from the
Workbook

Other Resources

POSTER

Personal Bill of Rights

1. I have the right to ask for what I want.
2. I have the right to refuse services or resources that don't meet my needs.
3. I have the right to change my mind.
4. I have the right to express my feelings, whether positive or negative.
5. I have the right to determine my priorities.
6. I have the right to advocate for myself.
7. I have the right to feel scared or afraid.
8. I have the right not to justify my decisions.
9. I have the right to be treated with dignity and respect.
10. I have the right to play and be frivolous.
11. I have the right to experience honesty from others.
12. I have the right to take breaks from advocating and ask for help.
13. I have the right to feel angry.
14. I have the right to say that I am not ready or am unable to meet the demands and expectations of others.
15. I have the right to receive copies of anything I sign.
16. I have the right to see my medical records.

Adapted from the Mental Health and Aging Advocacy Project:
www.mhaging.org/help/bill-of-rights.html



AUDIO GUIDE

TIP CARDS



Tips for Getting Your Message Heard

TIPS	EXAMPLE
Use "I" statements not "You" statements	<i>"I feel angry when you phone me at work because I can't talk then" instead of "you make me angry..."</i>
Tell people what you want	<i>"Please call me between noon and 1:00."</i>



What to Do When They Say No: A Negotiation Guide

✓ Ask the person why they said 'no'	✓ Focus on the problem not the person you're talking with - don't comment on their competence or fairness
✓ Ask them for their advice on how you could get your needs met	
✓ Ask them to recommend other options or solutions	✓ If you feel too upset or angry ask for a break or to stop the meeting and come back at another time
✓ If the solutions are not OK, tell the person your ideas	
✓ Try to find a solution that is between your best and worst choices. Can you live with this solution?	✓ Ask for a second opinion
✓ Write down the date of the next meeting and who will be there. Be prepared to start again.	

Don't give up because one person says no! "No" means try again



1. Getting Started

What is advocacy?



What is advocacy?

- Looking after yourself
- Speaking up for yourself
- Deciding what's best for you
- Asking for what you need
- Standing up for your rights

Using Your Voice Draws on:

Resources – eg. family, elders

Skills – eg. listening, assertiveness

Attitudes – eg. patience, respect

Knowledge – e.g. knowledge of disease, self, services



Rewards of Advocacy

- **Help you ask for and get what you need**
- **Save your time and energy**
- **Open doors**
- **Improve your people skills**
- **Reveal the difference between what you can and cannot change**
- **Change your life**

Things to Think About

- Positive Thinking Helps
- Taking Breaks
- Getting Help

REMEMBER

If you've been feeling frustrated, angry or out of energy lately you may need to take a break.





2. Overcoming Obstacles

- Learn about common obstacles
- Be assertive
- Recognize unhelpful way of speaking up
- Practice taking the positive path
- Learn negotiation styles

Assertiveness

- Use “I” statements
- Ask for what you want in a simple direct way
- Respect the rights of everyone
- Balance between aggressive and passive



Unhelpful Ways of Speaking Up

- **Passive or submissive**
- **Aggressive**
- **Passive-Aggressive**
- **Manipulative**

Learning Negotiating Styles

- **Fighters**
- **Appeasers**
- **Flee or Dither**
- **Analysts**

Negotiation Guide

1. Ask why they said no
2. Ask for a solution
3. Ask for an alternative
4. Ask for details
5. Start again!



Negotiation Guide con't

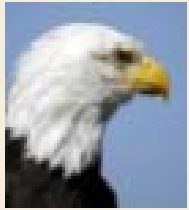
6. Know your best alternative to a negotiated agreement (BATNA)
7. Don't go below worst scenario
8. Stick to the problem and facts
9. If you're upset leave the conversation
10. Ask for a second opinion
11. Keep records

Know Your Rights

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3. Applying Skills From the Workbook

Preparing to Speak Up

- Plan ahead
- Gather information about resources
- Write down questions
- Be clear about requests

Preparing to Speak Up con't

- Talk to the right people
- Write letters/email
- Make appointments, be on time
- Take notes
- Plan for worst case scenario
- “No” means try again

Thank you!

