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## Prevention Education Workers Training & Networking Session

March 1 & 2, 2011

Presentation delivered by Liza McGuinness and Gail Butt

On Tuesday March 1, 2011

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](http://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

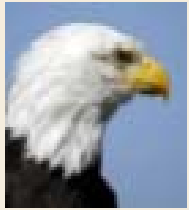
6. Know your best alternative to a negotiated agreement (BATNA)
7. Don't go below worst scenario
8. Stick to the problem and facts
9. If you're upset leave the conversation
10. Ask for a second opinion
11. Keep records

# Know Your Rights

## Personal Bill of 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!**

