

HICM 2018 - Healthcare Clowning International Meeting Vienna

Humor in Practice

Training in Communication
for Health-Care Professionals



Rationale: Emotional, physical and psychological stress are major accompanying negative factors in serious illness. These can cause fear, resistance, misunderstanding and even aggression. Skill in communicating is one of the most effective ways for health care professionals to build compliance with their patients and clients, put people at ease, create incentive and hope, as well as positively impacting one's own work-environment and effectiveness. Forming trust, bridging the gap, alleviating undue discomfort, creating lightness - these are a few of the salient characteristics powerfully attributed to using humor in care.

Paradoxically, it is humor that creates that modicum of healthy distance which in turn connects people more quickly and brings them closer together than any other form of contact. It is this innate human resource and sensibility which we intend to validate and strengthen through Humor-Training. *"The shortest distance between two people is a smile."*



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Clown Coach Trainer Author Teacher & Guide
www.paulkustermann.de/humor-in-care

Children

Elderly

Adults

Coma

Rehab

Hospice

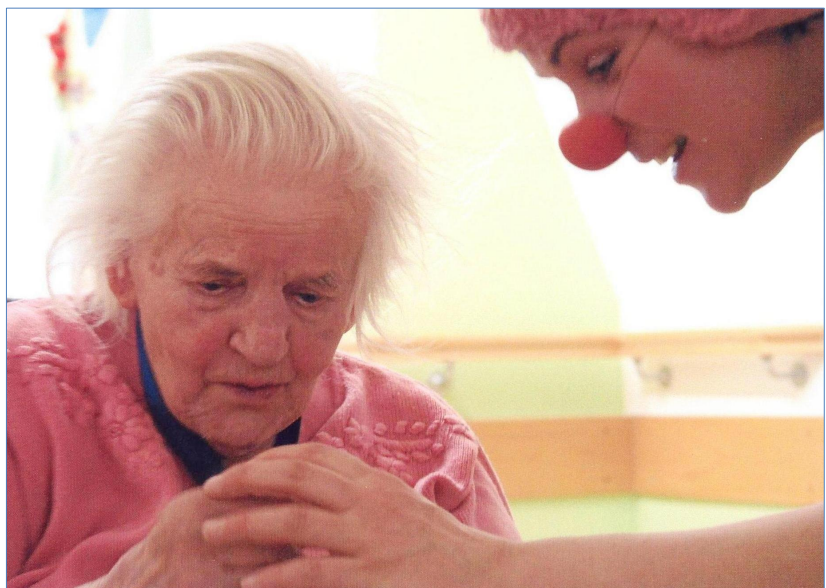
Psychiatric

Intl. Crisis

Education

Training

- ✓ **Forming trust**
- ✓ **Bridging gaps**
- ✓ **Creating lightness**
- ✓ **Alleviating undue discomfort**





Crisis-Plan for dealing with challenging situations...

Step back



Acceptance
first law of spirit

- Get distance
- Wu-Wei attitude
- Find thankfulness
- Count backwards
- Smile, disclosure
- Re-establish trust
- Do the unexpected
 - Hum or sing
 - Dance or exaggerate
 - Be good to yourself

Attitude
adjustment

find **Help**
complicity

re-establish
Trust



Solving conflicts starts with the ability and readiness to play.

Virtual 3rd Room
look for the playable

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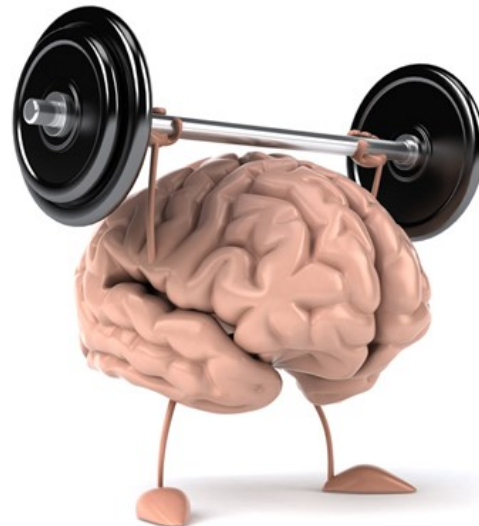


Practical Tools for Everyday

Training program for healthcare professionals

Examples that Participants have strongly endorsed:

- Take a step back (Crisis Model)
- Breathe deep, nod with appreciation
- Provoke a smile, carry one inside yourself
- Do the unexpected, risk uniqueness
- Balloons, Feathers, Bubbles, Fans
- Practice mindfulness & autogenetic training
1-minute daily turns an ability into a skill
- Win accomplices (co-conspirators) with games like "Rock-Paper-Scissors"
- Give people choices, even to say no!
- Exaggerate, understate, invent...
- Have fun, and let the others in on it
- Change your name, your appearance, the role you are currently using...
- Give yourself a title like "April-Fools Delegate" or "Ambassador of Mirth"!



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You'll find more on the Website: www.paulkustermann.de/humor-in-care