



How To Think About Technology

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1

Think about what you're trying to achieve, and what you want as the outcome.

We don't always want the same things, but *everybody wants something*. Understand what drives your friend or family member. It might be getting back into the garden, or increasing confidence in rejoining a weekly card game.

2

Consider the options available.

Brainstorm all the possible options without opinion, decision or judgement. These might be technology and non technology options. We can prioritise them later.

3

What needs to happen, to make this work?

What might you fear, that can be addressed, resolved or named and accepted. Is there a 'non all or nothing' solution where we trial something, book a demo, or hire it first?
Who can help?

- People don't fear technology. They watch TV, use a microwave and have tapped a credit card for a purchase. Fear of loss of independence, lack of confidence and uncertainty underlies resistance, not the technology itself. Make sure you are having the right conversation.
- Tug o' wars end with everyone exhausted, and at least half of us on our backsides. Step away from the rope and pull up a park bench. "Tell me more" and "Help me understand that better" will get you twice as far.
- Encourage curiosity without committing to a decision. Looking at a product video, reading a review or trying something out is the goal. Not a 'yes'.
- Make a list of the barriers to ensure they are heard, then gently work through them. Reframe "What if I get stuck?" to "So we want to understand how long the batteries last for?"
- Remind them that it is love, not worry that makes you look for solutions. Wouldn't you want the same for me?
- Remember that people can and do adapt in their own way over time. Maybe it isn't as fast as we'd like, but make sure you acknowledge and encourage any adaptation they choose, as a step in the right direction.
- Stubbornness, defensiveness and avoidance are a way to protect ourselves from feeling vulnerable. They are not an end point.
- Start small, and work on increasing competence to avoid feeling overwhelmed.

