



ELEMENTS OF KNACK

- Be well informed
- Have empathy
- Respect the basic rights of the *person*
- Have integrity
- Use common sense
- Communicate skillfully
- Maintain optimism
- Set realistic expectations
- Use humor
- Be spontaneous
- Maintain patience
- Develop flexibility
- Stay focused
- Be nonjudgmental
- Value the moment
- Maintain self-confidence
- Use cuing tied to the Life Story
- Take care of oneself