

# Your Guide to the Spark Card Deck



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**From Task-Focused to Relationship Centered: Cards to help you approach relationships that matter with more ease, trust and confidence.**

The Spark Cards deck is made up of four powerful components, each designed to help you build understanding, spark meaningful conversation, and see care from different perspectives. Together, they help shift moments from **task to connection**.

## 1. Instruction Cards – Your Quick Start

### What they are:

Your quick-start guide to using the deck with confidence. They outline the purpose of each card type, give practical tips for introducing them in different settings, and offer ideas to keep conversations flowing.

### Why they matter:

Think of them as your “coaching in a card” - a handy reference you can return to anytime. Whether you’re leading a huddle, having a one-on-one conversation, or posting a question for team input, the Instruction Cards help you get the most from the deck and keep the focus on connection, reflection, and action.

## 2. Element Cards – The Concepts

### What they are:

These cards define the **3 Principles** and **7 Roadblocks** in The Relational Approach™. They provide the *what* - the foundational concepts that shape relational care.

### Why they matter:

When your team understands these principles and roadblocks, they can spot them in daily work, celebrate what’s going well, and address what’s getting in the way.

### How to use them:

- As a quick teaching tool during orientation or team meetings.
- Before a huddle, review one card to set the focus for the day.
- Use them to anchor a discussion: “Here’s the roadblock we’re focusing on this week.”
- Keep a few handy in your pocket or workspace to prompt on-the-spot reflection.

## 3. Reflection Cards – The Experience Bridge

### What they are:

There are 10 Reflection Cards: one for each of the 3 Principles and 7 Roadblocks. Each begins with a “**Think of a time...**” prompt that invites you to recall and share a real-life moment connected to that element.

### Why they matter:

Reflection Cards are the bridge between **understanding the concept** (Element Cards) and **seeing it through someone else’s eyes** (Perspective Cards). By sharing your own lived experiences, you make the element real, relatable, and easier to connect with in daily care.

### How they’re different from Perspective Cards:

- **Reflection Cards:** Draw from *your own* experience. They’re about looking inward and reflecting on what you’ve seen, felt, or done.
- **Perspective Cards:** Invite you to step into *someone else’s* shoes and imagine their feelings, needs, and experiences.

### How to use them:

- In a huddle: “Let’s take two minutes to reflect on this question together.”
- One-on-one coaching: Invite the person to share their story, then explore what made it meaningful.
- Peer-to-peer: Colleagues swap cards and share their answers.
- Self-reflection: Pull a card and journal your response.

### Follow-up prompts to deepen the conversation:

- “What made that moment work so well?”
- “What could have made it even better?”
- “What does this tell you about what matters most to you in your work?”

## 4. Perspective Cards – The Empathy Lens

### What they are:

For each Principle and Roadblock, there are 4 Perspective Cards - one from the viewpoint of a:

- **Team Member**
- **Family Member**
- **Resident**
- **Team Leader**

They provide the *how it feels*, showing how the same element might be experienced differently depending on the person's role and relationship to care.

### Why they matter:

Care is relational. Seeing the same concept from multiple perspectives builds empathy, reveals blind spots, and deepens understanding of how actions and attitudes affect others.

### How to use them:

- In a group: Assign each person a different perspective and have them answer from that viewpoint.
- For empathy-building: Discuss how a principle or roadblock might be experienced differently by each group.
- During care planning: Use the perspectives to guide more holistic decisions.
- Leadership training: Help leaders reflect on how their approach impacts both staff and residents.

**Example:** *"Families Want to be Guided, Not Just Informed,"*

- **Team Member** card asks how they've guided a family.
- **Family Member** card asks how to support families beyond just information.
- **Resident** card asks how a team member's confidence affects the resident.
- **Team Leader** card asks how they're helping team members grow in confidence and leadership.

## Putting It All Together – The Flow of the Deck

The Spark Cards are designed to flow naturally:

1. **Pull an Element Card** to explore the concept - the *what*.
2. **Use a Story Starter Card** to bridge the concept into a real-life story - the *experience*.
3. **Bring in Perspective Cards** to view the same element through the empathy lens - the *how it feels*.

You can use one, two, or all three components in a single session or spread them out over time

**Remember:** There's no wrong way to use Spark Cards.

Each card is an invitation to pause, reflect, and connect. The more you use them, the more natural these conversations will become and the stronger your culture of relational care will be.