

Title: Bridging The Gap Between Family And Requestor: Minimizing Personality Differences In The Consent Process

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Purpose: Personality differences impact the relationship between families and requestors and the subsequent flow of information. Requestors who are trained to assess the temperaments of the decision-makers are better able to adjust to the communication needs of potential donor families.

Methods: Personality profile assessments were administered to 500+ OPO requestors and coordinators. The results revealed a well-defined distribution of four temperament types. These types were compared to the normative distribution drawn from the general population. Two cases will be profiled that highlight critical instances when attention to these differences contributed to successful consent processes.

Results: Data revealed that the temperament of OPO staff is comparatively infrequent in the general population. The staff had 63% of a temperament that is typically 12%. Conversely, the two temperaments that comprise about 80% of the general population are about 20% within the OPO community.

Findings will be discussed in three parts:

- 1) Differences between family and staff will be identified and possible consequences discussed. Many requestors share a temperament type that leads them to seek emotional connections. This drive may paradoxically be met with distrust by family members who do not share this temperament.
- 2) Focused training enables requestors to differentiate between their personal preferences and the family's communication needs. This skill contributes to more effective communication, a more comfortable experience for the family and the rapid growth of trust between requestor and family members.
- 3) The two cases illustrate critical moments when decisions informed by knowledge of these personality differences contributed to positive outcomes. Instances of consciously chosen interventions will be given, together with a description of the requestor's decision-making process. Examples will be offered to illustrate the non-intrusive quality of the requestor's contributions to the family's journey to consent.

Conclusion: Requestors who are trained to understand personality differences are able to make conscious adaptations that enhance the consent process and are associated with increased consent rates. This knowledge also reduces emotional strain when requestors worked with families whose responses are different than their own and may contribute to staff retention.