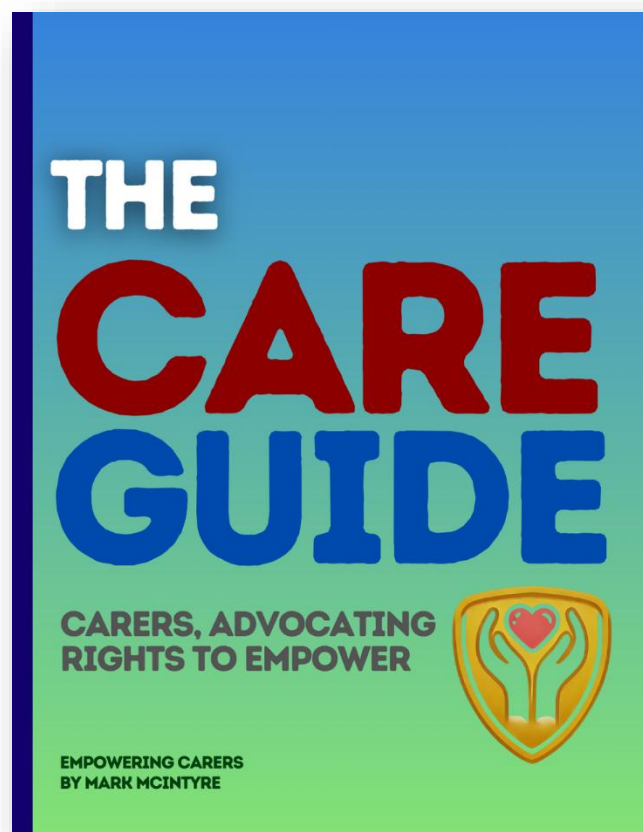


STORY 13

The Right to Be Heard

Reflection and Teaching Aid

Section B of The Care Guide – Advocacy Stories



Training Resource Sheet

Story 13: Flicker the Troll: The Right to Be Heard

(From Section B – Advocacy Stories)

Story Summary

Flicker the Troll has strong opinions and a lot to say, but people often ignore him. They label him as difficult or assume he's always complaining. When Flicker raises a valid concern, it's brushed aside or handled behind closed doors without including him. Over time, he stops speaking up. Eventually, a support worker notices this and takes time to truly listen, helping Flicker realise his voice does matter. This story highlights how easy it is for people to be silenced - and how powerful it is to be heard.

Training Focus Areas

1. **Listening as a Core Skill**
 - What does active listening really look like in care?
 - How do we ensure people feel not just heard, but understood?
 2. **Barriers to Being Heard**
 - Who gets ignored most often in care settings - and why?
 - What language or behaviours dismiss others without us realising?
 3. **Empowerment Through Involvement**
 - How do we include people in decisions that affect them?
 - What does meaningful involvement look like day to day?
 4. **Valuing Every Voice**
 - How do we balance confidence, patience, and humility when others disagree or communicate differently?
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Discussion Questions

- Have you ever felt like your voice didn't matter at work - how did that feel?
- How can we spot when someone is being subtly silenced?
- What can we do to ensure service users are included in all decisions about their lives?
- How do we support people to speak up - especially when they're used to being ignored?

Practical Actions

- **Role Play:** Practise responding to a concern from a service user in a way that shows genuine listening and inclusion.
 - **Reflective Task:** Think of a recent decision made about a service user - were they fully involved? If not, what could have been done differently?
 - **Weekly Challenge:** Spend one shift intentionally focusing on listening. Record how many times you let a person finish speaking before responding.
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Key Learning Outcome

Being heard is not a luxury - it is a right. Whether loud or quiet, confident or uncertain, every voice deserves respect, space, and response.

How to Use This Resource

Use this during training on communication, person-centred planning, or dignity in care. Flicker's story helps staff reflect on how often decisions are made without the voices that matter most.

Date:

Time:

Place:

Name of presenter:

Names of staff in attendance:

Name of service users taking the lesson:

Feedback: