

Effectiveness of Humanity® Training for the General Public on Communication Confidence and Attitudes Toward Dementia

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Key Findings: Communication confidence improved significantly, Dementia-related stigma decreased, and Positive caregiving appraisal increased

Background

Humanity® is a multimodal care communication methodology grounded in a humanistic philosophy emphasizing respect for human dignity. It is based on **four relational pillars**: gaze, speech, touch, and standing up (verticality) — and is implemented through a **structured five-stage process**. Although the method was originally developed for healthcare and caregiving professionals, its **potential applicability extends beyond clinical settings**. This study evaluates the effectiveness of Humanity education among members of the general public.

Objectives

To evaluate the impact of the "Humanity Certified Supporter" online courses on:

- Confidence in communicating with people with dementia
- Dementia-related stigma and attitudes
- Positive appraisal of caregiving

Methods

Study Period: October 2023 – August 2025.

Participants: 419 (Pre-course), 264 (Post-course). Participants were community residents enrolled in the online "Humanity Certified Supporter" course. Because pre- and post-course responses could not be consistently linked at the individual level, the datasets were analyzed as independent cross-sectional samples. Mann–Whitney U tests were used for Communication Confidence, and independent-samples t tests were used for the other outcome measures.

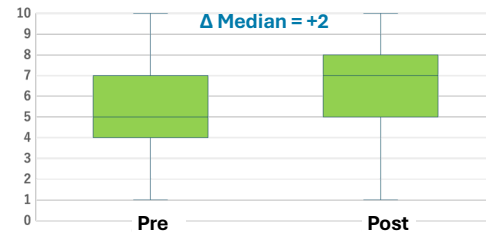
Instruments:

- 10-point scale for **Communication Confidence**.
- Japanese version of the **Public Dementia Stigma Assessment (PDSA-J)**.
- 14-item **Attitude Scale** toward people with dementia based on Kim & Kuroda (2011), comprising 4 factors: Tolerance (social acceptance), Familiarity (readiness to help), Sense of Distance (psychological barriers) and Rejection (avoidance).
- 21-item **Positive Appraisal of Caregiving Scale** (Fujii et al., 2021), comprising 4 factors: Meaning, Mastery, Emotion, and Support.

Contact

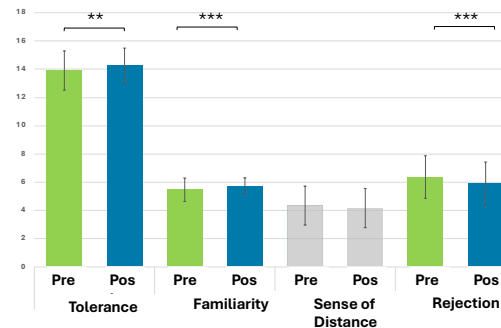
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Results



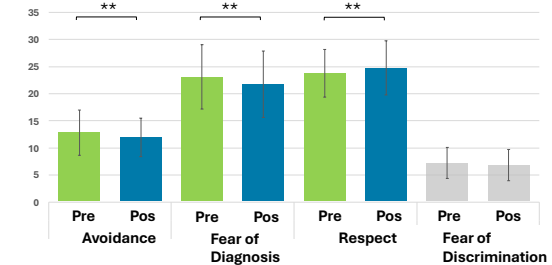
Communication Confidence

Median scores increased significantly from 5 (IQR: 4–7) to 7 (IQR: 5–8) ($p < .001$, $r = 0.27$)



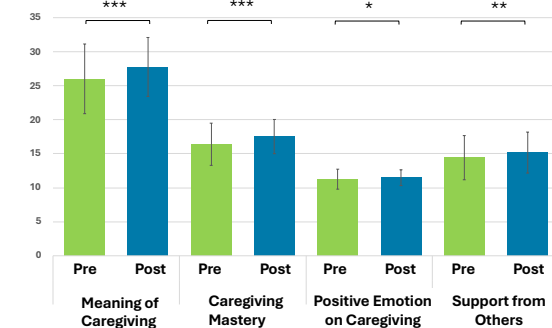
Attitudes toward people with dementia

Significant improvements in **Tolerance** ($d = 0.26$), **Familiarity** ($d = 0.35$), and **Rejection** ($d = 0.30$). No significant change in "Sense of Distance".



Dementia-related Stigma (PDSA-J)

Significant improvements were observed in **Avoidance** ($d = 0.22$), **Fear of Diagnosis** ($d = 0.23$), and **Respect** ($d = 0.22$). No significant change was found in "Fear of Discrimination".



Positive Appraisal of Caregiving

Improvements were observed across all domains ($d = 0.16–0.39$), suggesting that Humanity education fosters a more positive and empowered view of caregiving.

Note: Error bars indicate 95% confidence intervals. * $p < .05$, ** $p < .01$, *** $p < .001$

Conclusion

Participation in Humanity-based supporter courses enhances communication confidence and promotes positive attitudes toward dementia among the general public. The result suggests citizen education combining a coherent philosophy with concrete professional skills be effective for fostering understanding and appropriate interaction within the community. Limitations include the use of unmatched samples and self-reported outcomes.