

Effective Communication

CMHA Waterloo Wellington




Canadian Mental Health Association
Toronto Wellington




Association canadienne pour la santé mentale
Toronto Wellington

About the Presenter

Angela Heeley is the Mental Health Promotion and Education Coordinator and has worked for CMHAWW for 11 years in a variety of roles, including crisis support, group facilitation, outreach, family education and suicide intervention.

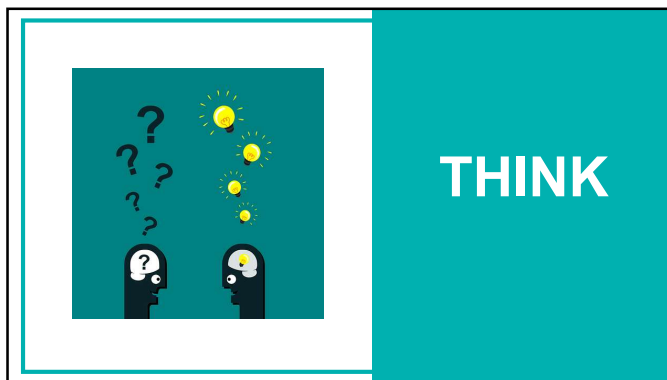





Content

- 1 Learn**
Factors that contribute to communication
- 2 Explore**
Which strategies work better
- 3 Apply**
Use what you have learned during daily, as well as challenging interactions.





THINK



- Perceptions
- Bias
- Personal History
- Context
- Mood
- Misinformation
- Third Party Information
- Cognitive Distortions

Cognitive Distortions

Black & White Thinking	Polarized, Either/Or thinking
Filtering	Selective attention/omission
Shoulds	Rigidity, Dictating, Judgment
Always Being Right	'Winning' the conversation
Fallacy of Change	Others should change/control

Communication Styles

Passive	• Not speaking up, avoiding conflict
Passive Aggressive	• Being vague/indirect
Aggressive	• Intimidating, disregard for others
Assertive	• Considering yourself and others



LISTEN

How do we know if someone is listening?

Type your answer in the chat

LISTEN



- Focus on understanding, rather than immediately responding
- Avoid distractions
- Listen *actively*
- Resist the urge to offer advice
- Allow for silence
- Allow time for proper discussion



SPEAK

ASK QUESTIONS



- Ask open-ended questions
- Instead of asking "why?" try saying, "can you tell me more about..."
- Avoid questions that sound judgmental
- Avoid too many questions
- Give time for the person to answer
- Ask what is needed from you; "Would you like me to offer suggestions, or would you just like me to listen?"

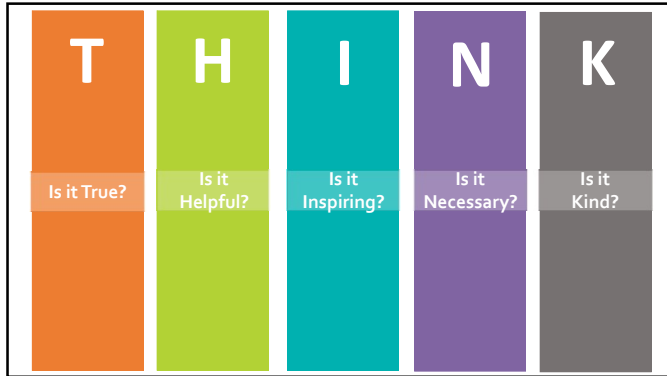
RESPOND



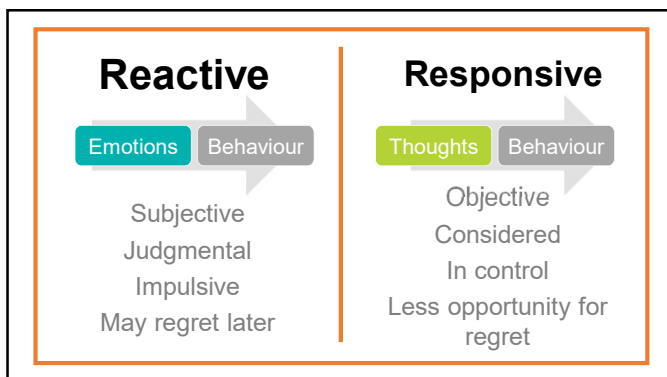
- Be non-judgmental
- Validate and be supportive
- Avoid "should"
- Give resources, when needed.
- Discussion, not debate
- Set boundaries
- Remember not to take over

Does what you're saying...

S	T	O	P
Stereotype	Trivialize	Offend	Patronize
Generalize people or experiences	Invalidate or belittle people Make light of concerns	People by insulting or making fun of them or their situation	By treating people as though they are not as good as others







Choose Your Approach

Emotion Focused

- Less in control
- Overwhelmed
- Not necessarily logic-based or fact based

Actions: mindfulness, calming exercises, empathy, distraction, crying

Problem Solving

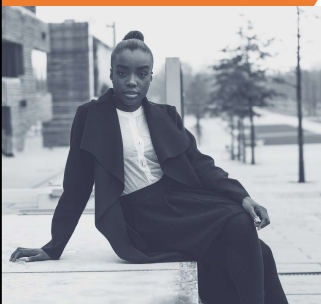
- More in control
- Not overwhelmed
- Thinking clearly

Actions: problem solving, strategizing, planning

What if my loved one won't acknowledge they have a problem?

- Validate lack of readiness
- Clarify: decision is theirs
- Encourage re-evaluation of current behaviour/situation
- Encourage self-exploration, not action
- Explain and personalize the risk
- Resist the urge to take over
- Think about what they may be experiencing. Stigma, fear of what will happen, trust issues, etc.

Mental Health Commission of Canada



I feel...
When...
Because...
I would like...

De-Escalating Behaviour

Behaviour Level	Attitudes/Approaches
Distress – noticeable change in behaviour	Supportive- empathic and non-judgmental
Defensive – emotion focused, reactive, challenging	Directive – set clear, simple, manageable limits, take a break
Acting Out Person – may become aggressive	Maintain safety for both parties
Tension Reduction – decrease in energy – return to baseline	Reconnect – attempt to re-establish communication if appropriate

(CPI)


It's okay if you
don't know what to say.

"That sounds hard. I'm here for you."



**NON
VERBAL
COMMUNICATION**

NON VERBAL



- Facial expression
- Tone of voice
- Volume of voice
- Body language
- Proximity
- Gestures
- Eye contact



1 844 437 3247

(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo-Wellington

For more information:

Questions regarding this presentation:
Angela Heeley
Email: aheelley@cmhaww.ca

For more webinars, check "events" at:
www.cmhaww.ca

All content included in these slides is the property of CMHA Waterloo Wellington.
Do not copy or distribute without permission.
Slides are not intended as a standalone resource,
but a compliment to CMHA Trainer led education sessions.
Contact education@cmhaww.ca with questions or concerns.



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington
