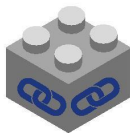


ACTIVE LISTENING

*with*  
**CARE**



## **CONNECT & REFLECT BACK FEELINGS**

You feel \_\_\_\_\_  
when/about/because  
\_\_\_\_\_ .

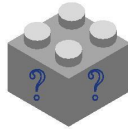
Example:

You feel sad because your best friend is moving to another city.

ACTIVE LISTENING

*with*

**CARE**



## **ASK OPEN ENDED QUESTIONS**

Clarification involves asking opened-ended questions to help someone communicate concrete, specific information.

Examples:

What..

How...

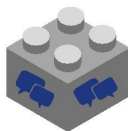
Describe...

Tell me about...

What do you think about...

2

*with*  
**CARE**



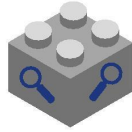
## **RESPOND WITH SUPPORT STATEMENT**

Validation communicates to the individual that you are not judging them and their feelings are real and important.

### Examples:

- It took a lot of courage to call. I'm glad that you did.
- Your child is pushing your buttons. You're allowed to feel angry.
- It makes sense that you feel that way.

*with*  
**CARE**



## **EXAMINE YOUR UNDERSTANDING**

Summarizing helps identify the important parts of the conversation and focus on the main points.

Examples:

- So far, we have talked about...
- So, your major concerns are...
- Before we hang up, let's review...

# PROBLEM- SOLVING

USING



Having an approach to solving problems can help you feel confident and help you solve problems effectively and efficiently.

## **Define** the Problem

Be Specific

## Redefined Problem

Sometimes after exploration you define the problem in a new way.

## **Rate** Importance

How will you benefit if the problem is solved?  
How is addressing this problem important you?

## **Explore** options

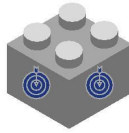
- What options are available?
- What have you tried in the past?
- What could you brainstorm together now?
- Evaluate each option
- Do you need more information?
- Listing pros & cons might be helpful

## **Plan** action steps

Include resources, tools, info & support

# GOAL-SETTING

## SMART GOALS



Set SMART goals to clarify ideas, focus efforts, and use time and resources productively.

- **Specific:** What exactly do you want to accomplish? Be specific.
- **Measurable:** How can you measure your progress and know if goal has been met?
- **Attainable:** Are you able to meet this goal? Do you have the needed skills and support?
- **Relevant:** How will meeting your goal impact you? Why is it important?
- **Time-Bound:** What is the due date of your goal?

**CATCH IT!**  
**CHECK IT!**  
**CHANGE IT!**

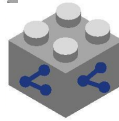


Many of us engage in negative thoughts & negative self-talk. Negative thought & self-talk is not the problem. What is problematic is when it spirals downward and we end up defining ourselves in absolute/permanent negative language.

- **CATCH IT** early on. This involves knowing when you are moving from fact to story.
- **CHECK IT** over against what is actually going on – stick with the facts.
- **CHANGE IT** to more appropriately reflect reality.

# ISHARE

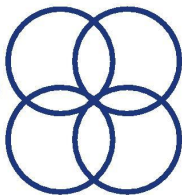
## SHARING YOUR RECOVERY STORY



Sharing your recovery story is one of the most helpful tools you have to support individuals as they begin and continue their own recovery.

- **Intention:** What is the purpose of sharing? Is sharing your story helping to meet the needs of the individual you are supporting or meeting your needs? Have you spent enough time listening?
- **Safety:** Do you feel emotionally safe sharing your story with the individual?
- **Hope:** Does your story promote hope?
- **Attitudes/Feelings/Emotions:** Is your story an example of a time when you had a similar attitude, feeling, or emotion?
- **Recovery/Resilience:** Does your story promote recovery or resilience?
- **Educational:** Does the story you are sharing provide insight or education on a topic or situation?

# TRAUMA INFORMED CARE



Strive to reduce situations where people might feel physically and emotionally unsafe



Support choice and control, identify and build upon strengths, support developing new skills



Maintain personal boundaries, make tasks clear, share expectations, admit mistakes, trust others, be consistent



Focus on relationship building, everyone has a role to play, moving away from only focusing on problem-solving

# RELAXATION RESPONSE



1. Sit quietly in a comfortable position.
2. Close your eyes.
3. Deeply relax all of your muscles, beginning at your feet and progressing up to your face. Keep them relaxed.
4. Breathe through your nose. Become aware of your breathing. As you breathe out, say the word, "one," silently to yourself.
5. Continue for 10 to 20 minutes. You may open your eyes to check the time, but do not use an alarm. When you finish, sit quietly for several minutes, at first with your eyes closed and later with your eyes opened. Do not stand up for a few minutes.
6. Do not worry about whether you are successful in achieving a deep level of relaxation. Maintain a passive attitude and permit relaxation to occur at its own pace. When distracting thoughts occur, try to ignore them by not dwelling upon them and return to repeating, "one."