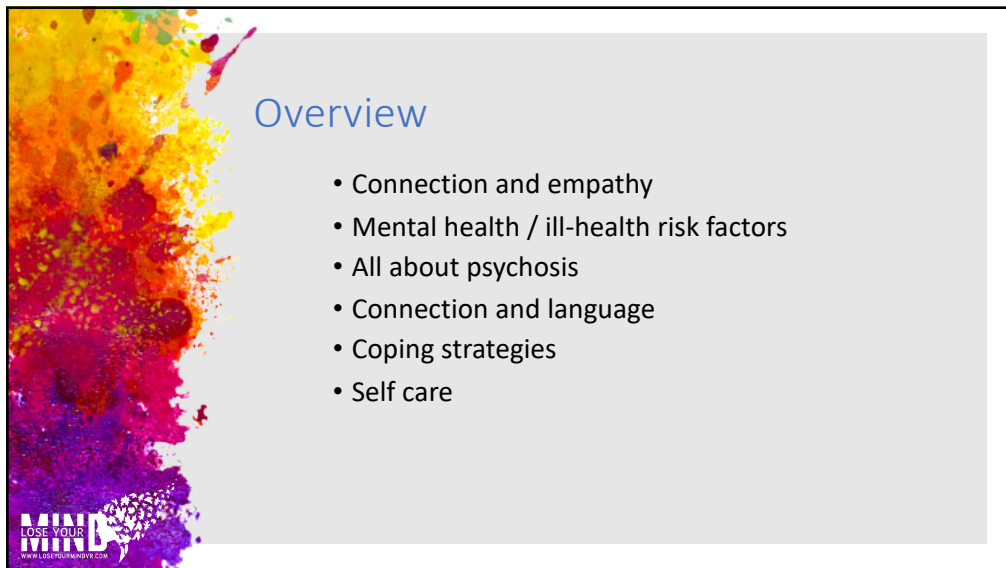




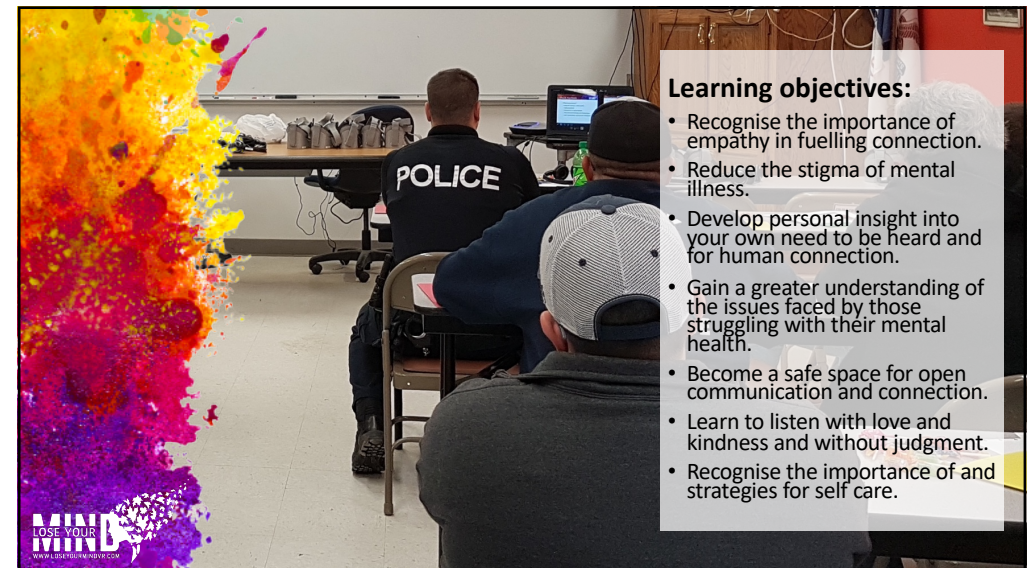
1



2



3



4



5



6



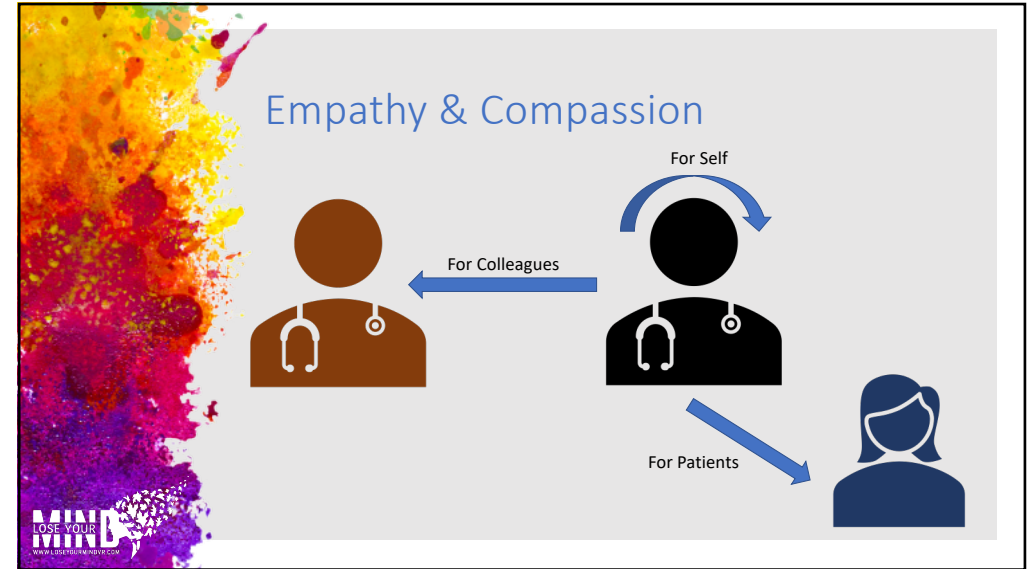
7



8



9



10

Vulnerability plus stress
puts all of us at a greater risk.

Vulnerabilities

- Genetics
- Prenatal events (eg maternal illness, substance use)
- Trauma and stress (esp in early life)
- Brain changes
- Etc.....

YOU ARE NOT FLAWED OR WEAK.
YOU ARE HUMAN.

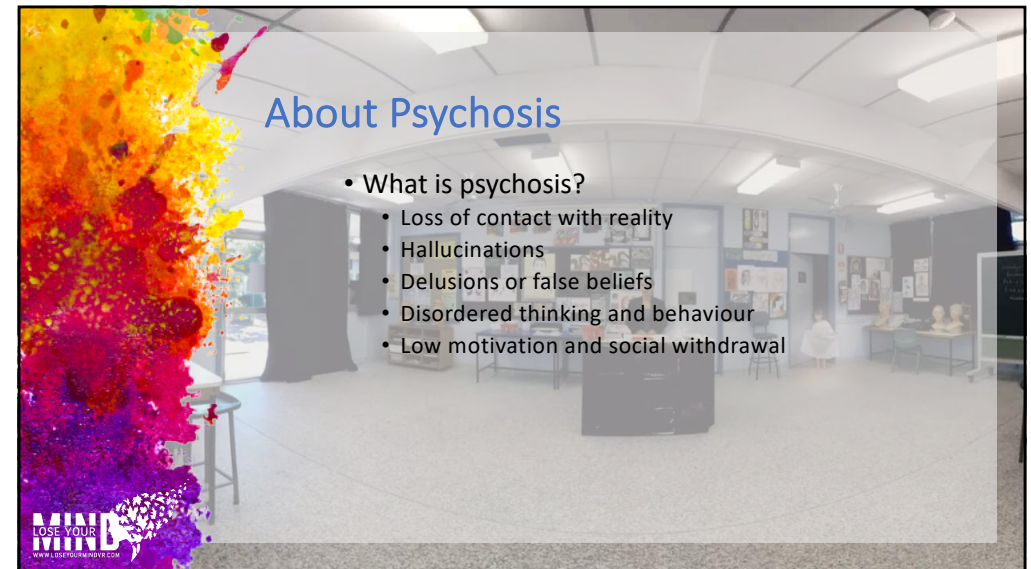
11



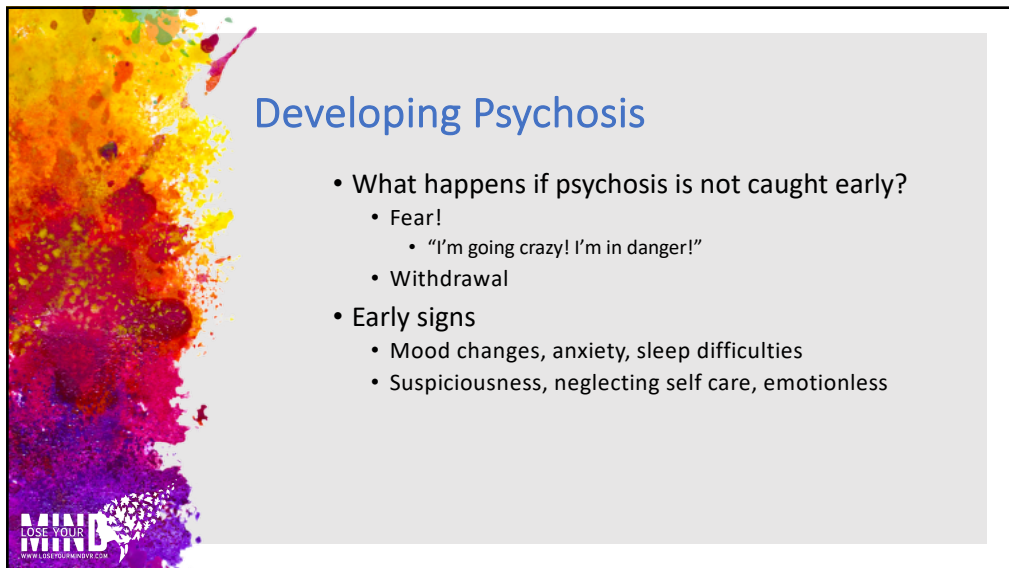
12



13



14



15



16



A helpful approach

- It's OK to ask about what's happening for them
- A trusting relationship is important
- Be curious – “help me understand”
- Use a “non-confrontational” approach
 - Walking the line between confrontation and collusion
- Tactical Withdrawal
 - If the person becomes agitated or distressed
- Check your own personal biases
- Forming an accurate diagnosis requires you to

CONNECT and LISTEN

MIND LOSE YOUR MIND www.loseyourmind.com

17



Everyone wants to feel **HEARD**.
Are *you* listening?

MIND LOSE YOUR MIND www.loseyourmind.com

18



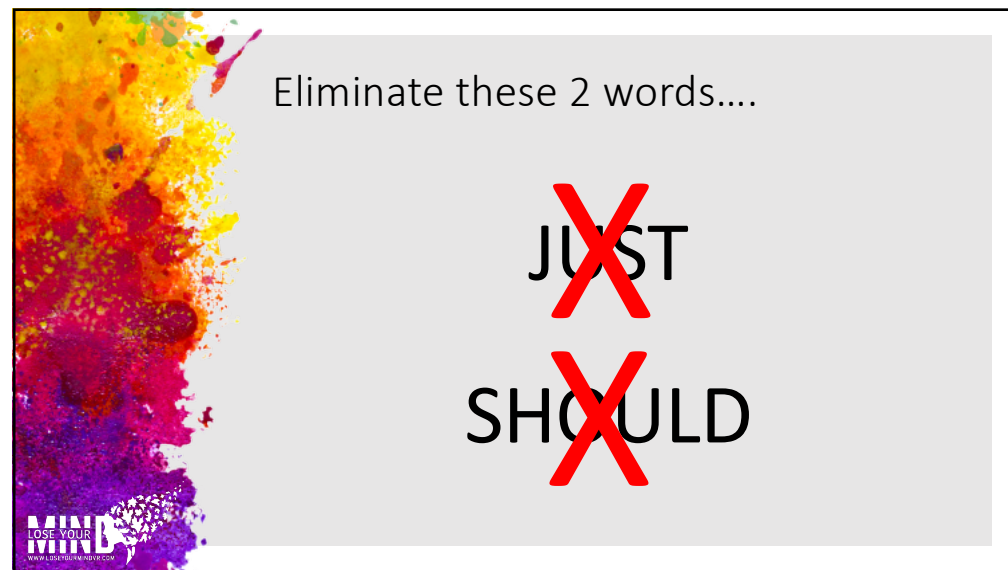
Validate emotions first
- THEN problem solve - together!

Slow down and connect
- you'll get further, faster.

Be a **HUMAN** first
and your role second!

MIND LOSE YOUR MIND www.loseyourmind.com

19




Eliminate these 2 words....

JUST

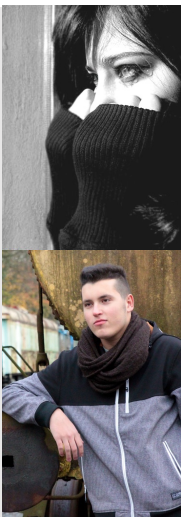

SHOULD

MIND LOSE YOUR MIND www.loseyourmind.com


20



- Sarah, aged 19, tells you that her friends have turned against her. When you ask her a bit more about what's happening, she tells you that she hears them saying nasty things about her when she's at home alone in her room.
- Steve, aged 28, has a history of recreational cannabis use. Recently, he's been stressed at work and smoking more to calm down at the end of the day. Now, he tells you he's really stressed out because a mistake he made at work means the police will certainly be after him.





21




Coping strategies

- People with psychosis are actively trying to cope with their experience.
 - Find out what's already working and encourage more of that!
- Anxiety and stress management
 - Breathing – slow and deep
 - Exercise




22



Coping strategies

- Managing mood
 - Daily routines
 - Structuring activities – doing one thing each day for pleasure, and one thing for a sense of achievement
- Communication and interaction styles
 - High expressed emotion (hostility, criticism, emotional overinvolvement) in families predicts relapse



23

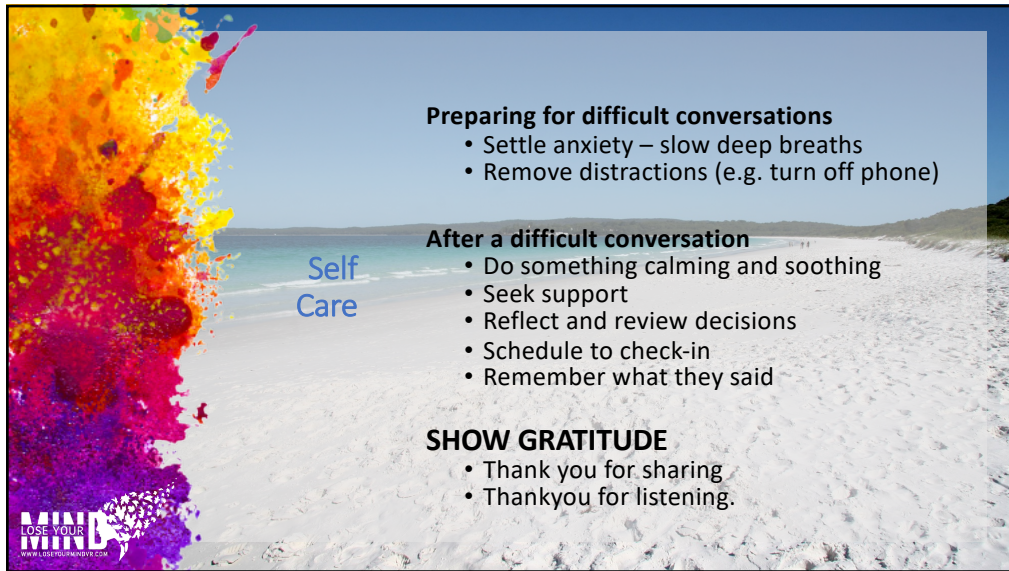


Coping strategies

Situation	Voice	Distress	Emotion	Coping Strategy	Outcome
Event, activity, physical reaction	Content, origin, identity	0 - 100		List and describe	Re-rate distress 0 - 100



24



Self Care

Preparing for difficult conversations

- Settle anxiety – slow deep breaths
- Remove distractions (e.g. turn off phone)

After a difficult conversation

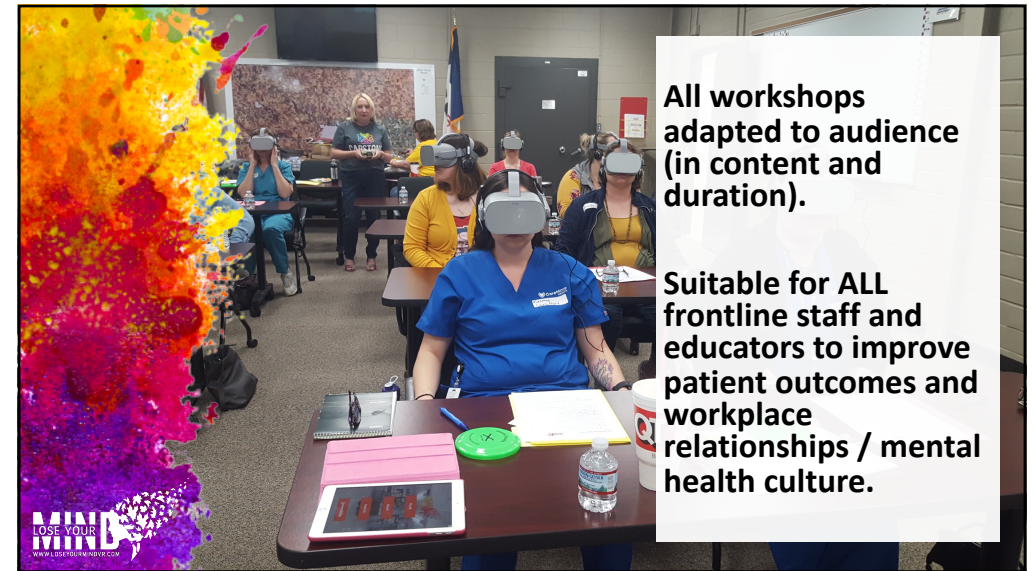
- Do something calming and soothing
- Seek support
- Reflect and review decisions
- Schedule to check-in
- Remember what they said

SHOW GRATITUDE

- Thank you for sharing
- Thankyou for listening.

LOSE YOUR MIND
WWW.LOSEYOURMINDVR.COM

25



All workshops adapted to audience (in content and duration).

Suitable for ALL frontline staff and educators to improve patient outcomes and workplace relationships / mental health culture.

LOSE YOUR MIND
WWW.LOSEYOURMINDVR.COM

26



Thank you!

Questions?

Leanne Butterworth

www.loseyourmind.com.au
leanne@loseyourmind.com.au
@loseyourmindvr

LISTENING AT THE ORANGE DOOR
EPISODE TWO: Empathy in leadership with Mark L. Bray
www.loseyourmind.com.au

LOSE YOUR MIND
WWW.LOSEYOURMINDVR.COM

27