WHEN MENTAL ILLNESS AFFECTS THE FAMILY

TIPS FOR COMMUNICATION SKILLS

• Ask open-ended questions.

• Check out “whys” of behavior.

• Express empathy & reflect feelings.

• Give clear instructions.

• Use “no-choice” choices.

• Avoid power struggles.

• Criticize the person’s behavior, not the person.

• Use “I” statements.

• Express caring & support.

• Keep calm.

• Be concrete & brief.

• Use “parroting” - repeat back what the person has said.

• Watch for signs of fading.

• Allow for time out for yourself.

• Don’t lie.