

EFFECTIVE COMMUNICATION

**BUILDING CONNECTIONS THROUGH
SELF-DETERMINED COLLABORATION**

**Lamarr E. Lewis, Lewis Family Consulting
in collaboration with
The Northwest Mental Health Technology Transfer Center**

LEARNING OBJECTIVES

At the end of this workshop, participants will be able to;

- Communicate information strategically to improve customer service with empathetic, person-centered methods.
- Apply best practice concepts to mediate and diffuse potential conflicts within community and professional settings.
- Develop skills to create a culture of collaboration within their team and the people they serve.

QUOTES TO PONDER

“Many hands make light work...”

-African Proverb

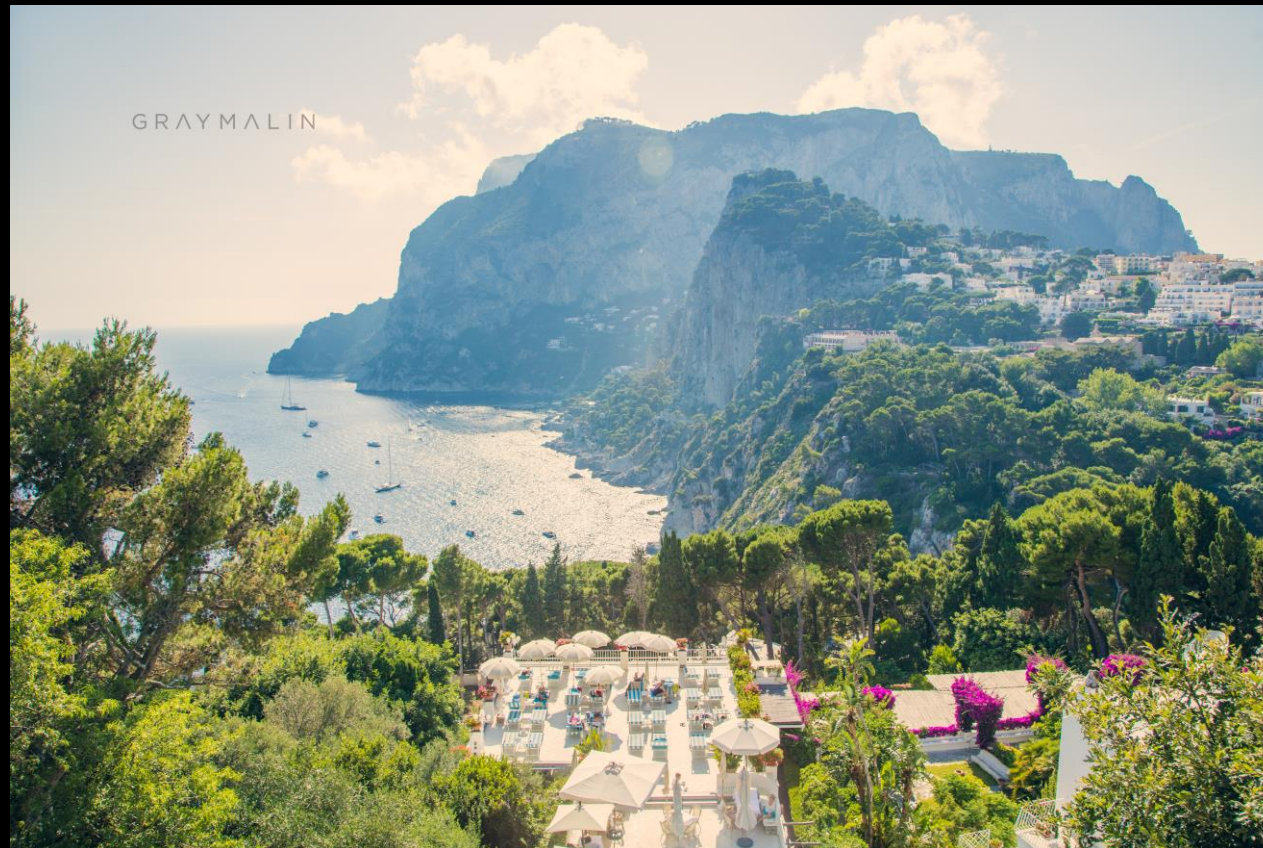
“The way a team plays as a whole determines its success.”

-Babe Ruth



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ICEBREAKER



CREATING BRAVE SPACES



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- Active Listening
- Intentionality
- Modeling

WHAT IS COMMUNICATION?



EFFECTIVE COMMUNICATION

1. Listen better
2. Process better
3. Respond better



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LISTEN BETTER

Empathic

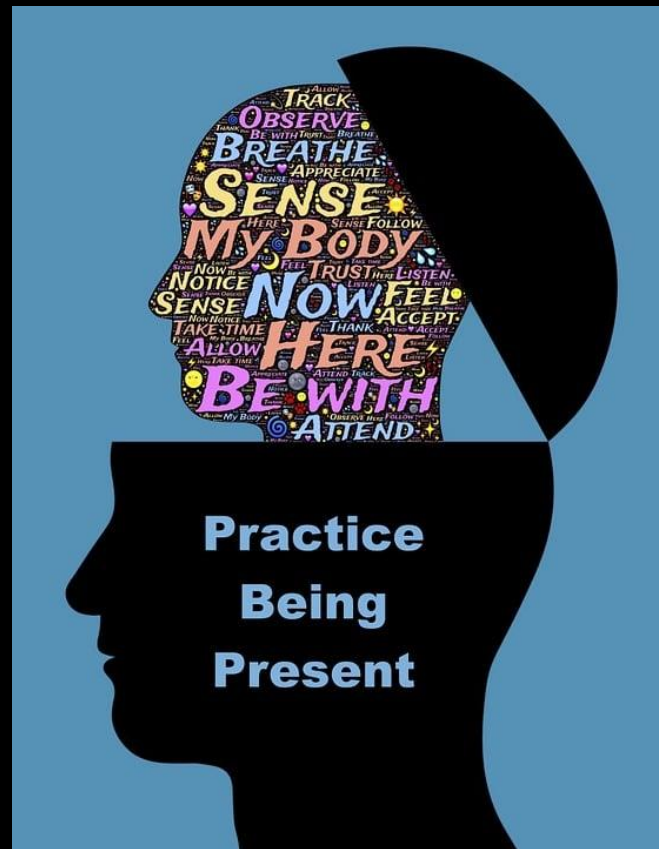
Active

Reflective



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MINDFUL COMMUNICATION

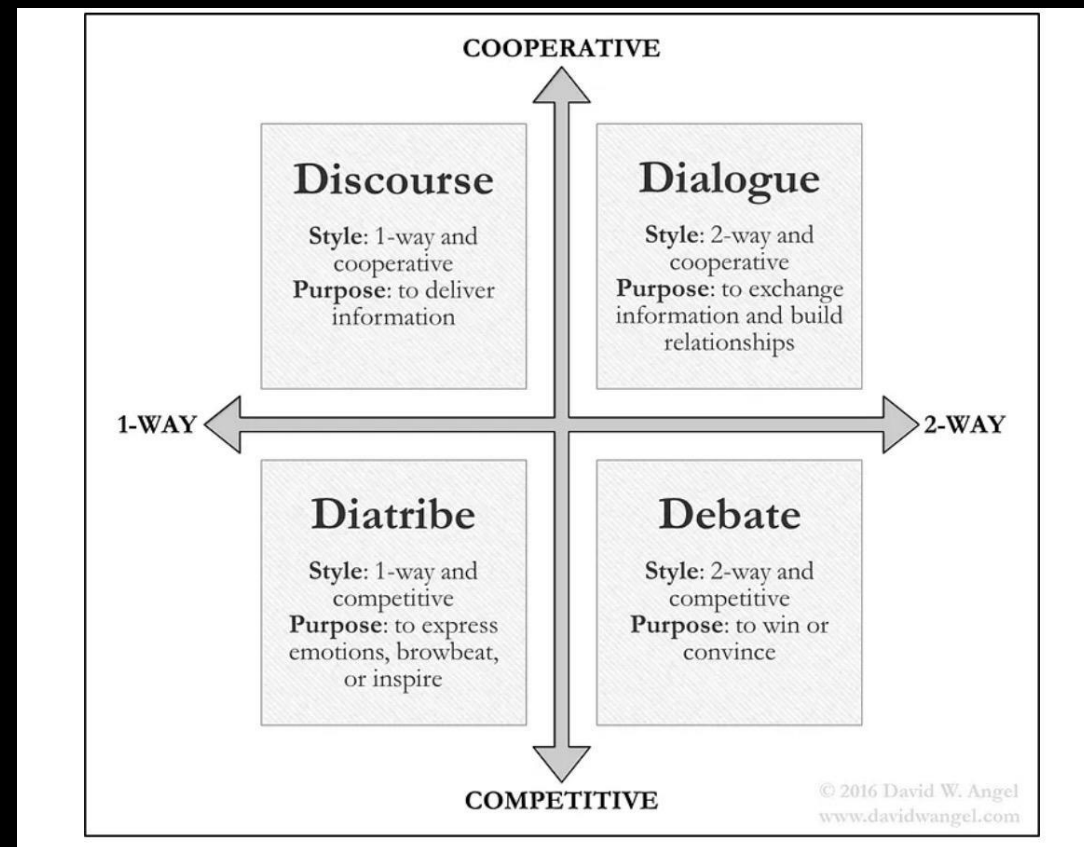


PRIORITIES



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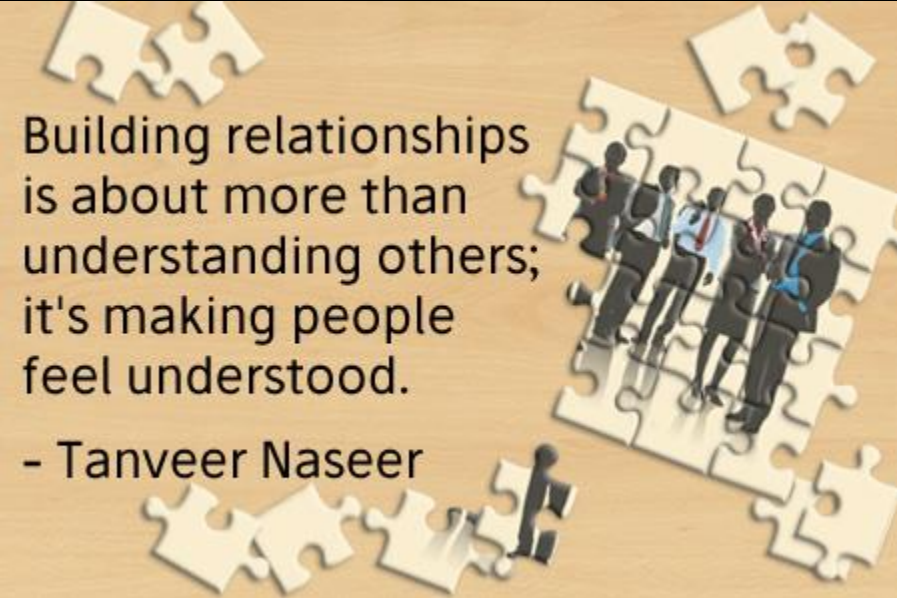
INTENTIONAL CONVERSATIONS



DIVERSE TAPESTRY



RELATIONSHIP FIRST



Building relationships
is about more than
understanding others;
it's making people
feel understood.

- Tanveer Naseer

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CULTURAL HUMILITY VS CULTURAL COMPETENCE



Tell me some
things about you
that I can't find
on Google...

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FINDING COMMONALITIES



“If you want to be understood, seek to understand...”

SHARED SOLUTIONS



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IN CONCLUSION

- **Goals for Effective Communication**
- **Cultural Humility vs Cultural Competence**
- **Find Commonalities for Shared Solutions**



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WEEKLY CHALLENGE



FOR YOUR TRAINING NEEDS

More info at:

<https://mhttcnetwork.org/centers/northwest-mhttc/home>



Northwest (HHS Region 10)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

ANOTHER RESOURCE

Lamarr E. Lewis, MA LAPC CPRP

Lewis Family Consulting

www.lewisfamilyconsulting.net

For more information on trainings,
workshops, coaching, and
consultations.

