

The Zoom Interface

The screenshot shows a Zoom Webinar interface. At the top, there's a status bar with "Zoom Webinar", "You are viewing David Terry's screen", and "View Options". Below this is a navigation bar with "Click here to maximize your session view" and "Enter Full Screen". The main content area displays the TTC logo (Technology Transfer Centers, funded by the Substance Abuse and Mental Health Services Administration) and a large message: "Thank you for joining us today! You will not be on video during today's session".

Overlaid on the main content is a "Question and Answer" window. It has tabs for "All questions (1)" and "My questions (1)". A message from "You" at 07:35 AM says "This is a test question!". Below this is a text input field labeled "Type your question here...". Annotations explain that users can switch between questions using the tabs and that the Q&A feature allows asking questions of the host and presenters.

On the right side, there is a "Zoom Webinar Chat" window. It shows a message: "The chat feature will allow you to talk with other people in today's webinar." Below this is a "To:" field set to "All panelists" and a note: "Your text can only be seen by panelists". Annotations explain that the chat feature allows talking with others and that the "To" field indicates who will receive the message.

At the bottom, there is a toolbar with "Audio Settings", "Chat", "Raise Hand", "Q&A", and "Leave" buttons. Annotations point to "Click Here to adjust your audio settings" and "Click here to leave the session".

All attendees are muted. Today's session will be recorded.

ACCES-VR Mental Health Webinar Series and Community of Practice

Applying Communication Strategies to Effectively Manage Challenging Situations and
Behaviors

Joni Dolce, MS, CRC

Rutgers University

3/3/2022



Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

About Us ...

The Northeast and Caribbean MHTTC received 5 years (2018 – 2023) of funding to:

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

Supplemental funding to:

- Support school teachers and staff to address student mental health
- Support healthcare providers in wellness and self-care activities



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<https://bit.ly/3IU0xF4>

We Want Your Feedback!

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

Feedback about this training will assist us in developing future trainings that are relevant to your professional needs. Therefore, your feedback counts!

Video Recording Information

Please Note:

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

Disclaimer

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At the time of this presentation, Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

This work is supported by grant H79SM081783 from the DHHS, SAMHSA.

Your Interactions With Us

Question and Answers

- Q & A will occur at the end of the call.
- Please share your questions in the chat box
- Note: your question is visible to all participants.

Chat and Polls

- Throughout the webinar, we will be asking for your input.
- We will also have breakout sessions- these sessions will not be recorded.
- You can control who can see your chat comments.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED AND HOPEFUL

INCLUSIVE AND ACCEPTING OF DIVERSE CULTURES, GENDERS, PERSPECTIVES, AND EXPERIENCES

HEALING-CENTERED AND TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS PARTICIPATING IN THEIR OWN JOURNEYS

PERSON-FIRST AND FREE OF LABELS

NON-JUDGMENTAL AND AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR AND UNDERSTANDABLE

CONSISTENT WITH OUR ACTIONS, POLICIES, AND PRODUCTS

Our Presenter:



Joni Dolce, MS, CRC

The upcoming series

3/3/22

Applying Communication Strategies to Effectively Manage Challenging Situations and Behaviors

Community of Practice Sessions

March 17, April 14, May 12, June 9, July 14, and August 11, 2022 | 1:30-2:30 pm ET

1

Describe scenarios of common communication challenge/behaviors when working with people with mental health conditions.

2

Apply core communication skills, including empathic listening and de-escalation techniques, when handling challenging situations/behaviors

3

Identify ways to implement tools and resources in own work.

Review



Listening skills



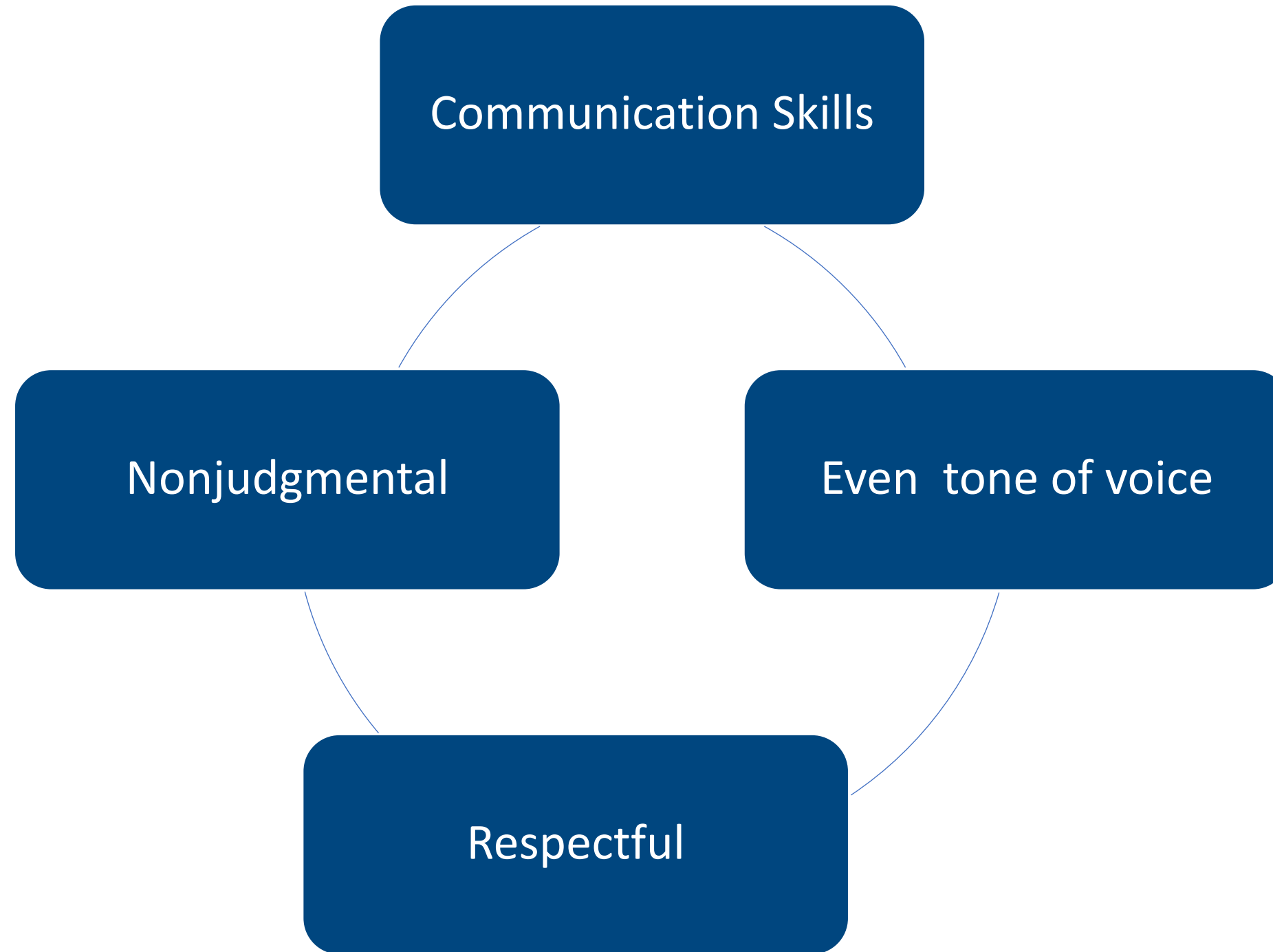


**Warning:
Incongruence**

Communication & Crisis



Deescalate a Crisis



More

Ventilate
Feelings

Summarize

Create
choices

Focus on
present

Questions to Ask

From the way you are seated you look depressed; tell me what you are experiencing.

I know you are upset about _____. Tell me more.

Tell me what is making you upset.

Describe to me what you're experiencing, seeing or hearing.

Learning Application: Prep Work

Application and Discussion

1. Identify a time when you needed to effectively manage a challenging situation or behavior.
2. What was the situation?
3. What were the communication techniques you used?

Activity: Part 1

Each breakout room will have two facilitators. One facilitator will lead the discussion. The second facilitator will take notes (template provided). Each breakout group's members will a time when you needed to effectively manage a challenging or crisis type situation based on your preparation work and real challenges you and your colleagues are experiencing.

Application of Communication Strategies Exercise

Challenge/Behavior	Situation	Communication strategies/techniques used	How will I incorporate this into my work/agency?

Activity: Part 2

Each breakout room will have two facilitators. One facilitator will lead the discussion and a second facilitator will take notes. Complete column 3: Communication strategies or techniques used and column 4: How will I incorporate these communication techniques into my work?

Application of Communication Strategies Exercise

Challenge/Behavior	Situation	Communication strategies/techniques used	How will I incorporate this into my work/agency?



Role Plays

Overall, how did the counselor respond to the person?

What did they say? How did they look? What was their body language?
How did they help make the person feel more or less comfortable?

What feedback do you have?

Breakout Group Activity: Role Play

Each group will identify one or two members to role play the challenging situation or behavior described earlier. One member will be the person participating in services and one person will be the counselor. Others in the group will observe and identify the communication skills used during the role play. We'll adjourn as a larger group to discuss.

Answer the following questions:

- Overall, how did the counselor respond to the person?
- What did they say? How did they look? What was their body language? How did they help make the person feel comfortable?
- What feedback do you have?

Training Series Review



Strategies for Facilitating Employment

<http://www.acces.nysed.gov/vr/mental-health#addressingadditionalpersonal>

Engagement

Exploration

Exposure

Experience

Psychiatric Rehabilitation Goals, Values, and Principles (Pratt et al., 2014)

Goals

- Recovery
- Community integration
- Improved quality of life

Values

- Self-determination and empowerment
- Dignity and worth of every individual
- Optimism that everyone has the capacity to recover, learn and grow
- Wellness
- Cultural diversity
- Promotion of valued social roles and normalized environments

Principles

Person-centered approach

Partnership between service provider and service user

Focus on career development

Assessments related to person chosen goals and environments

Partnership with family members and significant others

Utilization of peer support

Goal-related skills training, resource development

Integration of treatment and rehabilitation

Utilization of natural supports

Strengths focus

Ongoing, accessible, and coordinated services

Empirical orientation

Training Series Review

What were three key takeaways from the training series?

How will this training series improve your work?

What additional information or resources do you still need?





Preparation for 3/17/22 Learning Community

Question and Answer



Mental Health Resources

Bazelon Center for Mental Health Law

www.bazelon.org

National Alliance on Mental Illness (NAMI)

www.nami.org

National Institute of Mental Health

www.nimh.nih.gov

National Mental Health Association

www.nmha.org

Suicide prevention hotline 1-800-273-8255

<https://www.fcc.gov/suicide-prevention-hotline>

US Dept. of Health and Human Services Substance Abuse and Mental Health Services Administration

www.samhsa.gov

U. S. Psychiatric Rehabilitation Association

www.uspra.org

Work Incentives Planning and Assistance

<https://www.ssa.gov/work/WIPA.html>

References

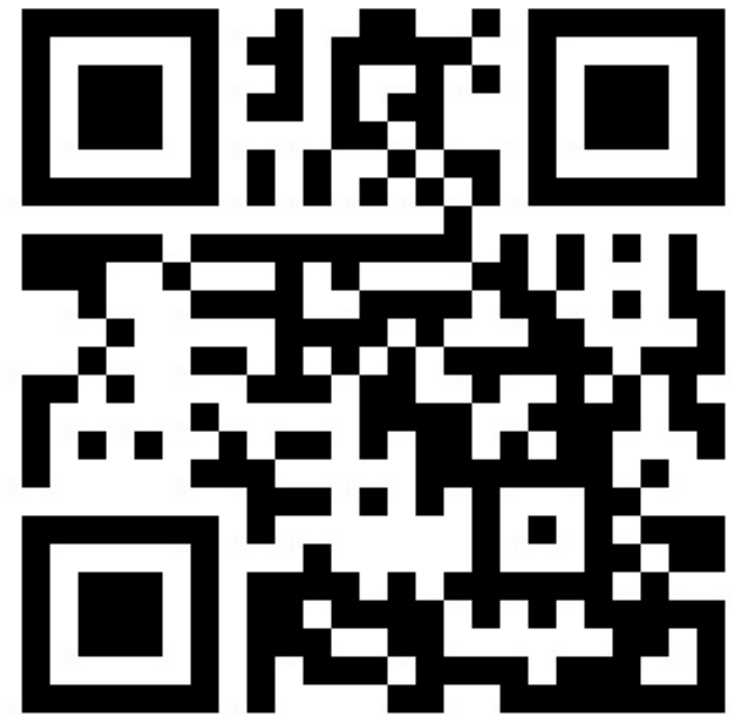
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Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



Connect With Us

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