

**Crisis Intervention
&
Mental Health:
Using Psychology
&
People Skills**



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OUTLINE

This lecture will give hope and inspiration as I recount my struggle with the ability to communicate effectively.



OUTLINE

I will openly reveals my anxiety, post-traumatic stress disorder (PTSD), depression, and my passion for psychology along with my care for the Consumer.



OUTLINE

This speech/lecture will reinforce to the audience the key measures necessary to shape and uphold a connected culture while inspiring the mental health community devoted to the effort of constructing better lives for those affected by mental illness



“Active listening is the *discreet* instrument of successful communication.”

Stacey M. Jenkins, M. Psych
Crux Conception



ALL BY USING
COMMUNICATION &
PEOPLE/SOCIAL SKILLS,
AS OUR PRIMARY TOOL.



How do we ordinarily collect data?

- Formal Speech
- Enquiries
- Dialogue & Questioning
- Accusations & "Conflicts"
- Research
- Physical Presence



Descriptions of Conventional Questioning

- Quick Fact Finding
- Rapid Problem Solving
- Invasive
- Concentration on the Questioner's Agenda:
 - "Just the facts"
 - Influence



Influence of Customary Questioning

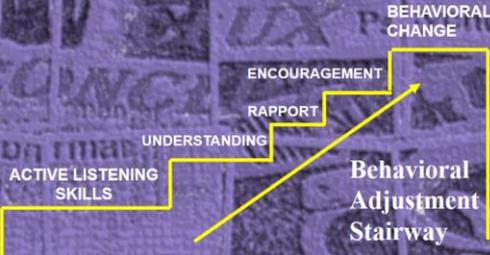
- Weakens rapport
- Produces pressure
- Can incite defensiveness
- May generate obstacles



While knowledge is dominance
Information is not Influence



Your Role:
Influencing Behavioral Change



BEHAVIORAL CHANGE

ENCOURAGEMENT

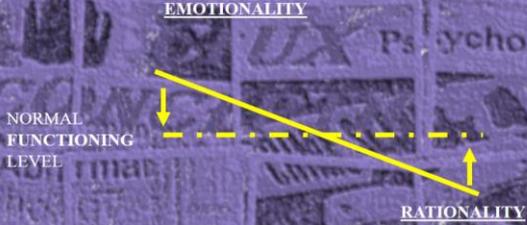
RAPPORT

UNDERSTANDING

ACTIVE LISTENING SKILLS

Behavioral Adjustment Stairway

Active Listening is the groundwork that supports each step.



EMOTIONALITY

NORMAL FUNCTIONING LEVEL

RATIONALITY

The Objective of Active Listening

Reduce feelings & return subject to "customary"

Create rapport & encouragement

Collect information

Encourage interactive change

Active listening is the only skill set designed to work toward each goal simultaneously.



Establishing Understanding

Active Listening



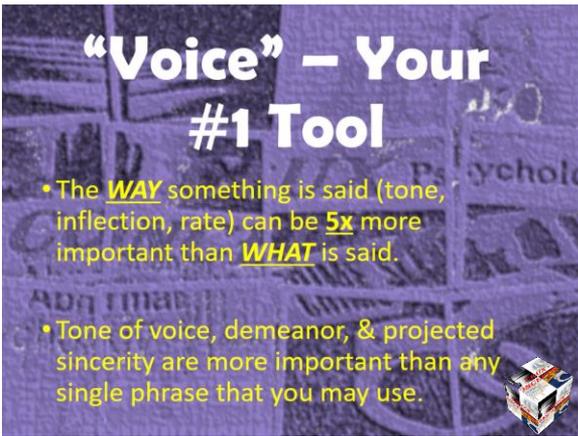
Active Listening Skills

- Emotion Tagging
- Paraphrasing
- Mirroring/Reflecting
- Summary
- Open Ended Questions
- Minimal Encouragers
- Effective Pauses
- "I" Messages









Emotion Labeling

- Statement of *emotions* heard.
 - “You sound angry...”
 - “You seem hurt...”
 - “I hear loneliness...”
 - “You sound betrayed...abandoned.”
- Adverse reaction? - Easy to back off of:
 - “I didn’t say you *were* angry, I said you *sound* angry.” (Soft delivery)



Emotion Labeling in Depth

- Identification of underlying feelings.
 - Subjects often have many emotions
- **Extremely Effective** - Can build tremendous rapport by labeling emotions the subject is feeling but has not yet recognized.

“I can hear anger in your voice, and it seems like this situation has hurt you also.”



Emotion Labeling

“If probable, never allow a emotion go by without tagging it; individuals appreciate having others identify with how they are feeling.”

-Stacey M. Jenkins, M. Psych



“Unspoken Sentiments Never Perish.”

-Stacey M. Jenkins, M. Psych



Paraphrasing

Put meaning in *your own* words.

“...restatement...giving the meaning in another form.”

Webster’s Collegiate Dictionary

- Used for brief confirmations of meaning and to display attentiveness
- Subject - “*She’s always talking and doesn’t pay attention to what I say.*”
- Negotiator - “*She doesn’t listen to you.*”



Mirroring/Reflecting

- **BRIEF FOLLOW ALONGS.**
- **REPEATING THE LAST FEW WORDS.**
- **GOOD INITIAL TECHNIQUE - HELPS THE NEGOTIATOR GET ORIENTED TO THE SUBJECT.**

SUBJECT - “*SHE DOESN’T PAY ATTENTION TO WHAT I SAY TO HER AND IT MAKES ME ANGRY.*”
NEGOTIATOR - “*IT MAKES YOU ANGRY.*”



Mirroring/Reflecting

- Brief follow along.
- Voice inflection at the end (upward or downward) can be used to either demonstrate understanding or encourage them to go on.

Subject - *"She doesn't pay attention to what I say to her and it makes me angry."*

Negotiator - *"It makes you angry."*



Summary

- Periodically covering the main points.

HIS STORY + HIS FEELINGS
- In YOUR words -

"Ok, what you've told me so far is this....and as a result, you feel..... Do I understand you correctly?"



Open Ended Questions

- Questions that require more than a "yes" or a "no"
 - "What...?" "How...?" "When...?"
 - "What happened today?"
 - "How would you like this to work out....?"
- Benefits
 - Conveys a sincere interest in gaining understanding,
 - Gives a freedom of response while framing the scope,
 - Limits feelings of interrogation.



Minimal Encouragers

- Brief responses (sounds) that indicate you're present and listening.
 - "Uh-huh...really?...yeah...OK, etc."
- Best used when the person is talking through an extended thought or for an extended period of time.
- People want to know that you are there & listening.



Minimal Encouragers

- **USE WISELY:**
 - MAY INVITE OPPORTUNITY FOR OUR MINDS TO WANDER OR BE DISTRACTED.
 - ARE ALSO WHAT THE SUBJECT IS USED TO HEARING WHEN THE LISTENER IS SIMPLY WAITING FOR THE CHANCE TO SPEAK.

(EFFECTIVE IN COMBINATION WITH ANOTHER SKILL SUCH AS PARAPHRASING OR MIRRORING / REFLECTING.)

TIMING IS IMPORTANT.



Effective Pauses (silence)

- Immediately *before* or *after* saying something meaningful.
- Help focus thought and interaction.
- Help show the subject that conversation is a turn taking process.
- Can also be an appropriate response to anger (wait until the subject asks if you are still there).



“Almost ALS” What Active Listening is Not:

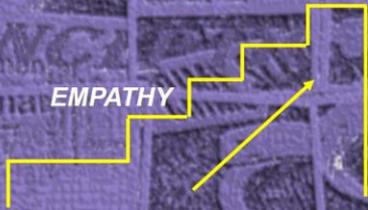
- Advice, Judgment, or Persuasion
- Not your ideas or what you have done in similar situations
- Do not inject your values (advice) into the situation
- Discussion of topics not expressed by the subject

The subject's feelings, values, life style, statements, and opinions are what count.



Behavioral Change Stairway

EMPATHY



**“...to appreciate one's
feelings and feelings so
good that you can sum it
up for them.”**

-Stacey M. Jenkins, M. Psych



Empathy: An Essential Concept

- “IDENTIFICATION / UNDERSTANDING OF ANOTHER’S SITUATION, FEELINGS, AND MOTIVE.”

*IDENTIFICATION IS NOT OPPOSITION
UNDERSTANDING IS NOT AGREEMENT*



Empathy: An Essential Concept

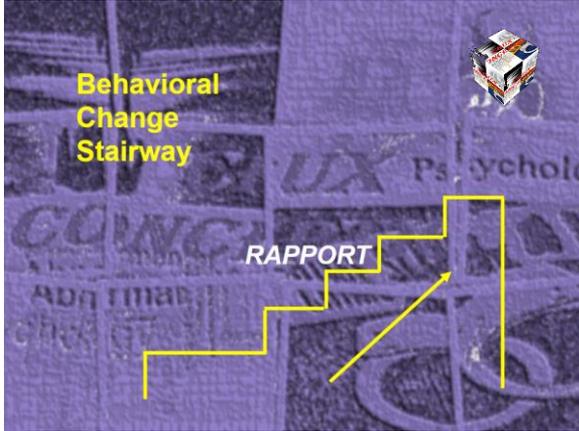
- **EMPATHY IS NOT SYMPATHY**
- SYMPATHY - “...AN EXPRESSION OF PITY OR SORROW FOR THE DISTRESS OF ANOTHER...”
AMERICAN HERITAGE DICTIONARY
- PITY AND SORROW ARE NOT PRODUCTIVE
- IT’S NOT NECESSARY TO ACTUALLY “FEEL WHAT THEY FEEL” TO PROVIDE EMPATHY.

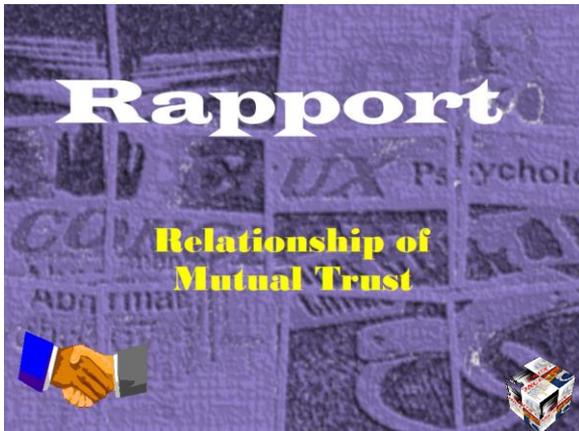


“Neither is compassion regarding being kind.....Understanding with an individual, therefore, it wont indicate agreeing with or essentially enjoying the other aspect.”

-Stacey M. Jenkins, M. Psych









Phrases That Damage Rapport

- "Calm Down"
 - This may be perceived as an order which may provoke intense anger.
- "I Understand"
 - Often the phrase that others use to interrupt them in order to jump into problem solving.
 - Often is a well intentioned but counter-productive shortcut.
 - You may in fact understand, however, understanding must be demonstrated to maintain rapport.



PHRASES THAT DAMAGE RAPPORT

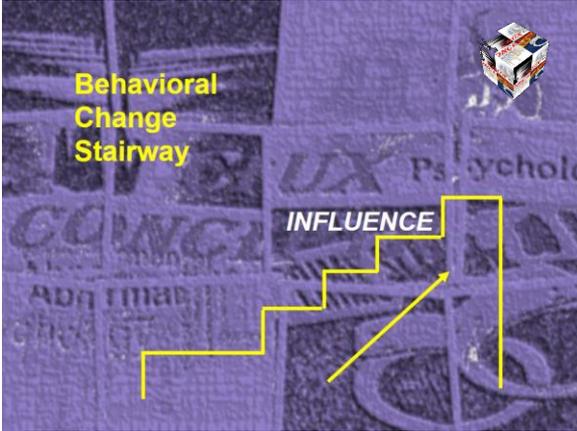
- "Why?"
 - Feels accusatory, creates defensiveness.
- "You Should"
 - A judgmental (advice giving) statement. Implies a superiority of the advice giver and may cause the receiver to feel inadequate.
- "You Shouldn't"
 - Ditto

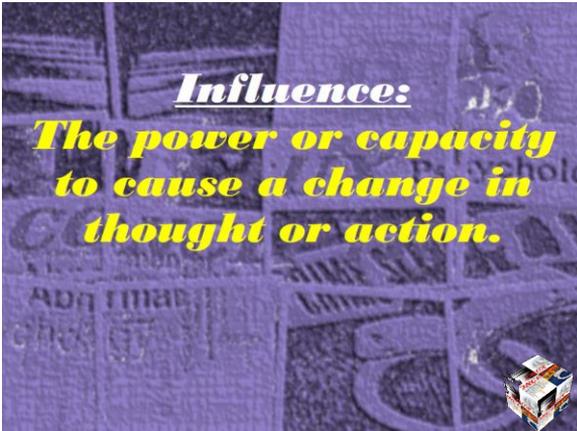


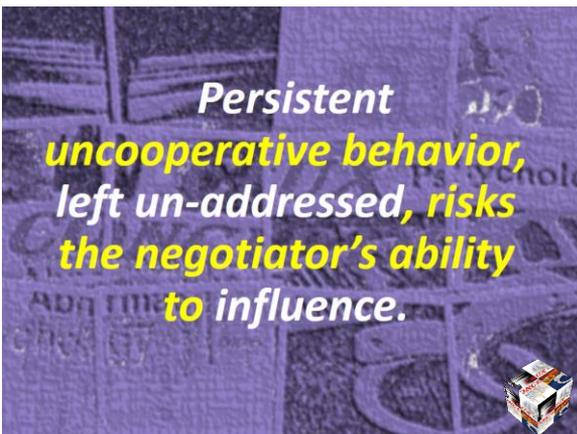
Better Phrases

- ~~Calm Down~~ "I can see (hear) how angry you are"
- ~~"I Understand"~~ "I'm listening."
- ~~"You Should(n't)"~~ "What's causing that?"
 - ~~"Why?"~~









Use of "I" Messages to Confront

- "I" Messages:
- "When you....I feel....because...."
- Used to confront the subject about a behavior that is counterproductive, *without being accusatory.*

Dr. Alan J. Lee

"When you yell at me I feel frustrated because it stops me from listening to you."



Delivery

- Good Tone of Voice
 - Not harsh, sarcastic, or punishing
- Choice of Words
 - Non-threatening, nonjudgmental
- Effective Pauses
 - Set up delivery & gain the subject's attention
- The "I" portion
 - The key to making it less accusatory



No "Zingers!"

If you really want to say something and you can just taste how good those words will feel.....

they're probably wrong.



Points to Remember

- Your voice may be your strongest tool.
- Empathy is neither opposition nor agreement.
- When called for, confrontation should be non-threatening and nonjudgmental.



ALS = PERISHABLE SKILLS

- Once learned:
 - If not used, they diminish.
 - The more they are used, the better the negotiator becomes.
- Can be used in all aspects of life. A negotiator doesn't need to be in a crisis situation to benefit from being a better listener.