

Creating a Safe Space

- Actively listen – (body language louder than words)
- Privacy/confidentiality
- Reaffirm that we are here to do the best we can by working together
- Reassuring them that they are the expert in their life and will lead in their recovery journey and what that might look like for them
- Reassure them that if something doesn't feel right or needs changing, it can be changed to reflect current circumstances
- Asking them how they would like to be addressed
- Invite them to share their story so we can identify what is important to them and what they see is their priority
- Ask permission to share what you think is also part of the recovery process and see if they agree
- Open questions
- Check and clarify
- Paraphrase
- Reflect
- Validate
- Summarise

Exploring options and Choices

- Affirm strengths -summarise and prioritise key issues and feelings
- Options are developed from consumer and new options are introduced by practitioner
- Share what you are comfortable with in order to build rapport/trust
- Ensure you are aware of your organisation's policy and procedure regarding your role/job description and boundaries
- Share your job description and limitations where possible to establish clear boundaries
- Ensure consumer is actively involved where possible in recovery planning process for sense of purpose and empowerment. This means there is more chance the consumer will be actively engaged in taking responsibility and guiding their own journey as their own best advocate and expert in their life.
- Ask consumer if there is anyone they want to share their recovery with? (family/friend/colleague etc.)