OFFICE OF TECHNICAL ASSISTANCE

Preparing the Adult Mental Health Workforce to Succeed in a Transformed System of Care

Workforce Development
Module X
Facilitating Recovery Through Communication

Objectives

At the conclusion of this module, participants will be able to:

1. Describe several factors which facilitate communication (e.g., attitudes/values; cultural and linguistic competence; specific communication skills)
2. Describe and articulate specific examples of modeling positive values/attitudes
3. Describe examples of how cultural and linguistic competence leads to effective communication
4. List several components of active listening

Outline

✓ Facilitating recovery
✓ Effective communication
✓ Self-reflection exercise
✓ Culturally and linguistically competent communication
✓ Eliminating disparities
✓ Person-first language
✓ Non-verbal and verbal communication
✓ Active listening
✓ Practice activity