

# OFFICE OF TECHNICAL ASSISTANCE

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## 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