

# EFFECTIVE COMMUNICATION TECHNIQUES

## FOR DIFFICULT CONVERSATIONS



**September 21 | 6:30-8:30 p.m. | Free | Online**

In this free workshop, you will revisit effective communication techniques that you encountered during the Family-to-Family education course (30%). The focus of the workshop will be on practicing these communication techniques (70%).

You will practice:

- Tactfully expressing problems by using I-statements
- Repairing misunderstanding by using the contrasting technique
- Fully exploring and understanding the other person's thoughts and feelings by applying the reflective response technique
- Building trust through empathic listening
- Moving from individual to collective thinking by moving from I-statements to We-statements

The workshop will last two hours in total and will be led by Family Peer Volunteers.

#### **Who can attend?**

This workshop is exclusively for families, and anyone who cares for or supports a loved one with a serious mental illness who attended, led or co-led the Family-to-Family education course.

#### **Where and when?**

- Wednesday, September 21st | 6:30-8:30 p.m.
- Online via Zoom

**REGISTER NOW!**

<https://pathwayssmi.org/skills-building-workshops/>

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