
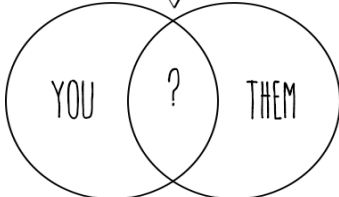
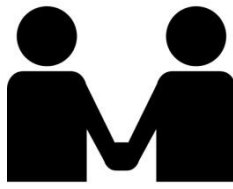
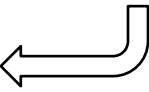


## The L.E.A.P. Method – An Overview

Listen	Empathize	Agree	Partner
	<div style="border: 1px solid black; padding: 5px; text-align: center;">                     empathy -                      identification with                      and understanding of                      another's situation,                      feelings, and motives.                 </div>		
<p><i>“To do it right, you have to drop your own agenda. Your only goals are to understand what your loved one is saying and to convey that understanding”</i></p> <p><i>The Seven Guidelines for Reflective Listening:</i></p> <ol style="list-style-type: none"> <li>1. Make it safe</li> <li>2. Know your fears</li> <li>3. Stop pushing your agenda</li> <li>4. Let it be</li> <li>5. Respect what you’ve heard</li> <li>6. Find Workable Problems</li> <li>7. Write the Headlines</li> </ol> <p><i>The Delay Tool</i>                      Delay giving your opinion about controversial topics to preserve alliance. Honour the question, promise to answer, ask if it can wait until you better understand their point of view.</p> <p><i>The 3 A’s to Giving Your Opinion</i>  <b>A</b>pologize (for hurt feelings)  <b>A</b>cknowledge you could be wrong  <b>A</b>gree to disagree</p>	<p>Convey empathy for any feelings your loved one is willing to reveal whether they are rational or irrational! Feelings that are particularly important:</p> <ul style="list-style-type: none"> <li>~ Frustrations (pressure from others, personal goals not met)</li> <li>~ Fears (medication, stigma, failure)</li> <li>~ Discomfort (attributed to meds, gaining weight, feeling groggy, slowed down, less creative)</li> <li>~ Desires (to work, get married, have children, return to school)</li> </ul> <p>Focus on better understanding the perspective and feelings of your loved one and building alliance.</p> <p><b>Only</b> give your opinion when it has been asked for AND...</p> <p>Delay or avoid the “do you agree with me?” question.</p> 	<p>Look for opportunities for agreement AND when trust is established and your loved one is open to hearing your point of view...</p> <ol style="list-style-type: none"> <li>1. Normalize their experience</li> <li>2. Discuss only perceived problems/symptoms, using their language</li> <li>3. Review perceived advantages and disadvantages of treatment (whether rational or irrational) and <b>WRITE THEM DOWN</b></li> <li>4. Correct misconceptions (but not delusions)</li> <li>5. Reflect back and highlight the perceived benefits</li> <li>6. Agree to disagree wherever areas of disagreement are brought to the surface (using the 3 A’s)</li> </ol> <p><i>Remember: always ask questions when you want to make a point</i></p> <p><i>Encourage the “Scientist” approach (keeping an open mind and observing) to exploring advantages/disadvantages to treatment</i></p>	<p>What does your loved one <i>want</i>?                      What can you both agree on?</p> <p>Try to agree on goals that are obviously reachable, but don’t limit yourself to those.</p> <p>Once a treatment plan is agreed upon, watch out for non/partial follow through and discuss!</p> <ul style="list-style-type: none"> <li>~ Listen</li> <li>~ Empathize</li> <li>~ Agree</li> <li>~ Partner</li> </ul> <p>Encourage the “Scientist” approach</p> <p><i>Remember: coming to terms with one’s need for treatment is a process that takes time and involves learning and transformation</i></p>