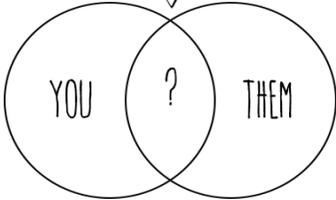
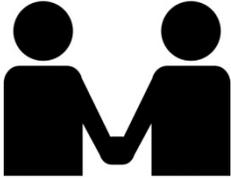
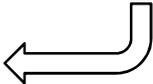


The L.E.A.P. Method – An Overview

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"> 1. Make it safe 2. Know your fears 3. Stop pushing your agenda 4. Let it be 5. Respect what you’ve heard 6. Find Workable Problems 7. “Write the Headlines” (Write down the problems the person believes she/he has, not what you think the problem is; and the things that motivate her/him to change) <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> Apologize (for hurt feelings) Acknowledge you could be wrong Agree 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"> ~ Frustrations (pressure from others, personal goals not met) ~ Fears (medication, stigma, failure) ~ Discomfort (attributed to meds, gaining weight, feeling groggy, slowed down, less creative) ~ Desires (to work, get married, have children, return to school) <p>Focus on better understanding the perspective and feelings of your loved one and building alliance.</p> <p>Only 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"> 1. Normalize their experience 2. Discuss only perceived problems/symptoms, using their language 3. Review perceived advantages and disadvantages of treatment (whether rational or irrational) and WRITE THEM DOWN 4. Correct misconceptions (but not delusions) 5. Reflect back and highlight the perceived benefits 6. Agree to disagree wherever areas of disagreement are brought to the surface (using the 3 A’s) <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"> ~ Listen ~ Empathize ~ Agree ~ Partner <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>