**Hand out #3 For family members group:**

**Useful Strategies for being present with our loved ones voices, visions, and special messages**

1 Accept that voices are real experiences, respect the voices;

2. Offer good listening: be open-minded, ask open questions, sound encouraging, try not to interpret or interrupt

3. Try to understand different language and symbols used by voices.

4. Do not deny or contradict extra-ordinary experiences

5. Identify feelings of voice hearer

6. Normalize experience to reduce anxiety

7. Avoid being critical, instead offer warmth and support

8. Ask follow up questions that might reveal more of the experience

9. Tackle any problems that might come up as calmly and objectively as you can

10. Help person develop an understanding of their voices

11. Develop a more positive and stronger attitude to voices

12. Help person gain more control over voices

**For Lived experience/voice hearers group:**

**Useful Strategies for loved ones to communicate their experiences to their family members?**

1. What are my fears re my family members? Ie. forced hospitalization, forced medication?

2. What do I need to feel safe about communicating my experiences to them?

3. What helps me? What doesn’t help?

3.What assurances do I need from my family members to feel safe?

4. What validation do I need about the dangers I face from societal stigma when I express my experiences?

5. Do I have any unexpressed anger toward my family members that I have not expressed?

**Strategies for both**

1. Look after yourself, check in to see how you are feeling

2. Take some time out and learn to say no

**Have note taker write down common themes.**