

DISCOVERING WELLNESS WITHIN

COMMUNICATING EFFECTIVELY ABOUT THINGS THAT MATTER TO US

Recovery & Empowerment Statewide Call

DATE: August 23, 2018

DIAL-IN NUMBER: (800) 553-0273

No password required.



- Thank you for joining today's call!
- Instructions for CEU's for today's call
 - Fax Sign-In Sheets within seven days, to:
 - Brenda Cunningham, FAX: 217.785.3066
- Date & Topic for Next Call:
 - September 27, 2018
 - Finding Hope Within
- Email Your Feedback:
 - Thomas.Troe@illinois.gov

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GUIDELINES FOR TODAY'S CALL



- All Speakers Will Use **Person-First** Language
- All Acronyms Will Be **Spelled Out** and **Defined**
- **Diverse Experiences** Will Be **Heard** and **Validated**

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MEET THE PRESENTERS

- Illinois Department of Human Services, Division of Mental Health
 - Virginia Goldrick
Recovery Support Specialist
 - David Iole
Recovery Supporter
- Community Speaker
 - Troy Butler



OBJECTIVES:

Participants will learn:

- 1) How to use effective communication skills
 - Using words effectively to connect with others
 - Communicating effectively to overcome loneliness
 - How to communicate with people who are difficult to get along with
- 2) How to prepare yourself for self-advocacy
 - With your doctor about your diagnosis
 - With stigma in the mental health field
 - With difficult people in the workplace

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DISCOVERING WELLNESS WITHIN

Community Speaker

Troy Butler

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COMMUNICATION IS HOW WE REACH OUT

- o Say Hello. Ask: How are you?
- o Listen to the answers!
- o Is our body language open and sending a warm message?
- o Be approachable and friendly.
- o Be kind and trustworthy.



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SARCASM IS YOUR ENEMY.

I KNOW, YOU ARE ONLY JOKING - BUT IT DOES **NOT** MAKE PEOPLE FEEL SAFE.

SINCERITY AND TRUTH
ARE THE BASIS OF
EVERY VIRTUE.

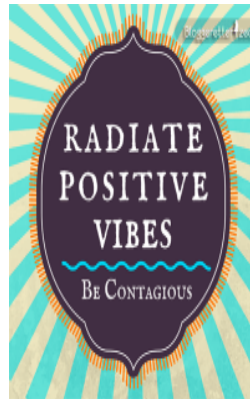
CONFUCIUS

CONFUCIUSANDCONFUCIANISM.COM



POSITIVITY
IS THE
KEY

TRUST

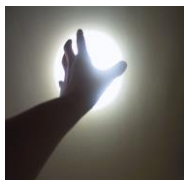


SAVE THE DRAMA FOR
THE STAGE...

People who create
their own drama,
deserve their own
KARMA (Chiva)

WWW.LIVELIFEHAPPY.COM

ARE YOU SOMETIMES
LONELY?



... Isn't everybody?

Never let
your friends
feel lonely...
Disturb them all
the time.



~ Ritu Ghatourey

16quotes.com

COMMUNICATION & TECHNOLOGY

- o Talk vs Text –when and how to reply to others?
- o Reply by the same means if possible.
- o Email –once used only for work purposes –is how some people are used to communicating.
- o The telephone is still a preferred way to communicate.
- o Remember -The polite thing to do is to reply to a message as soon as possible–Don't leave people hanging!
- o Communication and driving absolutely DO NOT mix!

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WHAT IF OTHER PEOPLE ARE GRUMPY,
NEGATIVE, OR HOSTILE?



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IF IT IS IMPORTANT - HAVE COURAGE & SPEAK UP.



ENCOURAGE
EMPOWER

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IF IT'S THAT IMPORTANT - WRITE IT DOWN.

- o Seeing your doctor? Seeing your loved one?
- o Write down questions/concerns in advance.

Every good conversation starts with good listening.



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ARE THERE SIGNS OF STIGMA OR PREJUDICE IN YOUR AGENCY OR WORKPLACE?

- o Separate toilets for staff vs clients?
- o Low-pay, low quality job choices for clients?
- o People talking down to you?

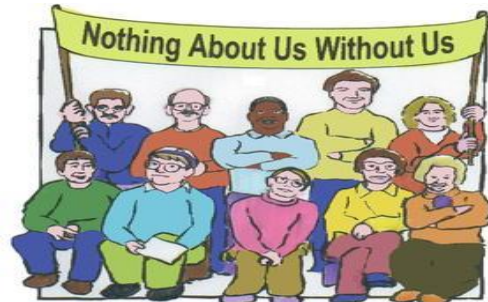


- o Organize! Protest!
- o Sign petitions and write letters!

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JOIN A CONSUMER COUNCIL AT YOUR ORGANIZATION.

JOIN A COMMITTEE OR GROUP AT WORK.



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**LEARN
FROM YESTERDAY
LIVE
FOR TODAY
HOPE
FOR TOMORROW**

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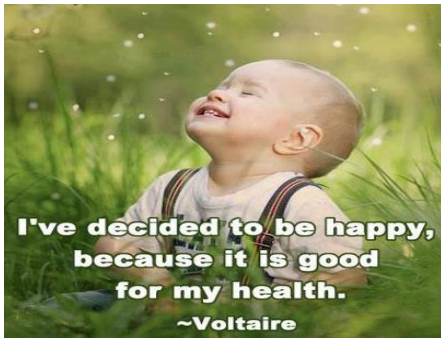
Just remember the mistakes you made yesterday are helping you make the right decisions today that you will be proud of tomorrow..

www.EnlighteningQuotes.com

Mark Amend

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CHOOSE SERENITY - DESPITE DIFFICULTIES.



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WHERE CAN I FIND MORE INFORMATION?

- o **7 Ways to Successfully Cultivate Social Wellness for Life.** By April House, MA. Optimum Performance Institute 2013.
- o **The Loneliness Workbook: a Guide to Developing and Maintaining Lasting Connections.** By Mary Ellen Copeland. 2000. New Harbinger Publications Inc.
- o **Assertiveness in Relationships.** from: <https://www.skillsyouneed.com>
- o **How to be Assertive in a Relationship.** From: Wikihow - to do anything.
- o **How to Make Friends as an Adult Using these 5 Steps.** <https://www.scienceofpeople.com>

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WHERE CAN I FIND SUPPORT?

- o Call the Warm Line
- o 866-359-7953
- o Mon-Fri, 8am-5pm

- o Crisis Text Line
- o Text 741-741 when in a crisis.
- o Anywhere, anytime. Anonymously.

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DMH REGIONAL RECOVERY SUPPORT SPECIALISTS – METROPOLITAN CHICAGO & NORTHERN ILLINOIS (REGIONS 1 & 2)



- o **Virginia Goldrick (773) 794-5680** (Region 1-North)
• Virginia.Goldrick@illinois.gov
- o **Marty Hines (708) 612-4236** (Region 1-South)
• Marty.Hines@illinois.gov
- o **Pat Lindquist (847) 742-1040, x 2985** (Region 2)
• Patricia.Lindquist@illinois.gov

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DMH REGIONAL RECOVERY SUPPORT SPECIALISTS – CENTRAL & SOUTHERN ILLINOIS (REGIONS 3, 4, 5)

- Tom Troe (309) 346-2094
• Thomas.Troe@illinois.gov Region 3/Peoria
- Pat Hayes (217) 557-8568
• Patrick.Hayes@illinois.gov Region 4/Springfield
- Cindy Mayhew (618) 474-3813
• Cindy.Mayhew@illinois.gov Region 5/Metro East
- Rhonda Keck (618) 833-5161, x 2515
• Rhonda.Keck@illinois.gov Region 5/South



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QUESTIONS AND COMMENTS



- To Ask a Question or Make a Comment, Press Star * Then One (1) On Your Phone
- Question and Comment Period Will Be Used By Individuals Who Use Mental Health Services
- All Speakers Will Use Person-First Language

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GUIDELINES (CONTINUED)



- All Acronyms Will Be Spelled Out and Defined
- Diverse Experiences Will Be Heard and Validated
- Questions and Comments Will Be Relevant to Today's Topic

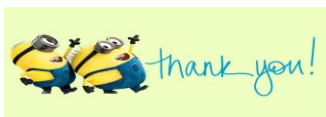
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GUIDELINES (CONTINUED)



- Limit to One Comment or Question Person, then Pass to the Next Person
- Reduce or Eliminate Any Background Noise So Your Question or Comment Can Be Heard
- Saying "Thank You" Indicates You Are Finished With Your Question

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- CEU sign-in sheets and evaluation forms:
 - EMAIL: Brenda.Cunningham@illinois.gov
 - FAX: Brenda Cunningham – 217-785-3066
- Comments, questions, feedback, suggestions:
 - Email: Thomas.Troe@illinois.gov
- Nanette Larson, Deputy Director/Ambassador, Wellness & Recovery Services; IDHS/DMH
 - E-mail: Nanette.Larson@Illinois.gov

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CEU INSTRUCTIONS

- 1) Allow anyone who attends to sign in and receive a Certificate if they so choose.
- 2) Print your name. If a name is not legible, no certificate will be issued.
- 3) Include the name and address where to send the certificate(s); be sure it is legible.
- 4) Your name must be on the sign-in sheet. If a person's name is not on the sign-in sheet, the person cannot be issued a certificate.

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CEU INSTRUCTIONS (CON'T)

- 5) Send your sign-in sheet by email, FAX or postal mail after the call. Information for where to send the sign-in sheet is included on the form.
- 6) Sign-in sheets must be received within 7 business days after the call. If the sign-in sheet is not received within 7 business days after the call, the sign-in sheet cannot be accepted.
- 7) Expect to receive your CEU Certificate within 30 days.