## **Key Messages to Communicate in Services**

Below are important messages to convey in the engagement, assessment, and treatment process.

Be hopeful.

Reinforce what the client is doing well—positive reinforcement is a helpful tool.

Validate and empower the client and their progress.

Language matters.

"Change takes time"

"We will move at a comfortable pace for you"

"There is no right way for everyone"

"You, the client, are not to blame for your diagnosis"

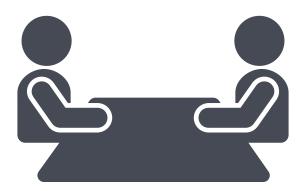
"You are not alone"

"We can develop a plan that can make things better"

"It is important to reach out and use your social supports as often as you can"

"Please ask questions—it is important that we have a shared understanding"

"Together, we can make real progress" and "We are partners in working together" (Describe the roles of therapist and client.)



Note: If you are concerned about self-harm or harm towards others, create a safety plan immediately.

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