

Tools to Build Rapport, Relationship, Respect, Trust & Community While Working with Others

- Establish trust by being honest and true to your word- say what you mean and follow through
- Be a real person-let the members see you as "human"- balance the relationship between "barriers" and "boundaries" -setting a professional boundary does not need to be a barrier
- Be consistent, consistent, consistent - no mixed messages
- Show unconditional regard and acceptance
- Use empathy to facilitate your understanding of another's feelings and concerns
- If ever in doubt, ask.....the member, your co-workers, your boss- don't assume if you don't know
- Try to be as non-judgmental as possible
- Respect others and their own personal beliefs and decisions
- Assist others, especially members, in exploring behaviors that hinder progress toward their goals
- Celebrate achievements and accomplishments - Little Ones and Big Ones
- Empower, don't Enable
- Create a safe, comfortable environment for others to speak openly and honestly
- Set boundaries and limits, when necessary
- Monitor your own feelings and attitudes so that interventions are based on member's needs rather than your own needs
- Support others "exactly where they are at"
- Avoid personalizing negative feelings, statements and behaviors of others
- Help members to develop new activities and coping mechanisms that work for them while they are changing old coping mechanisms and activities

- Maintain your Sense of Humor -use whenever possible & appropriate
- Invest in the "process" and not the outcome -information, support & relationships are often the most effective catalysts for change
- Assist members identify and work toward their goals, not your goals for them
- Positive reinforcement is more successful than negative
- Really use active listening with others
- Be present & available while interacting with others
- Small steps are as important as big ones
- Let others identify their own needs and issues - avoid making assumptions
- Explore and openly discuss your own feelings about mental illness, homelessness & substance abuse
- Take a step back when you feel drawn into another's drama or urgency -take your time, step back and look at the whole picture
- Remember that others are responsible for their own lives - we cannot "make them ready" or "rescue them"
- Recognize and respect difference and diversity
- Each person needs to go down his/her own path - the process of change looks different for every single person
- Do not impose your own process or experiences onto another, even if they appear to be the same or similar
- Maintain your composure under all circumstances
- Be a team player—with members and other staff members
- Use your creativity and resourcefulness -Encourage others to do the same
- Be flexible, resilient and patient
- Get supervision on your emotional responses and attitudes as well as your struggles and successes
- Take care of yourself
- Have Fun!!!!!!!!!!!!!!