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.