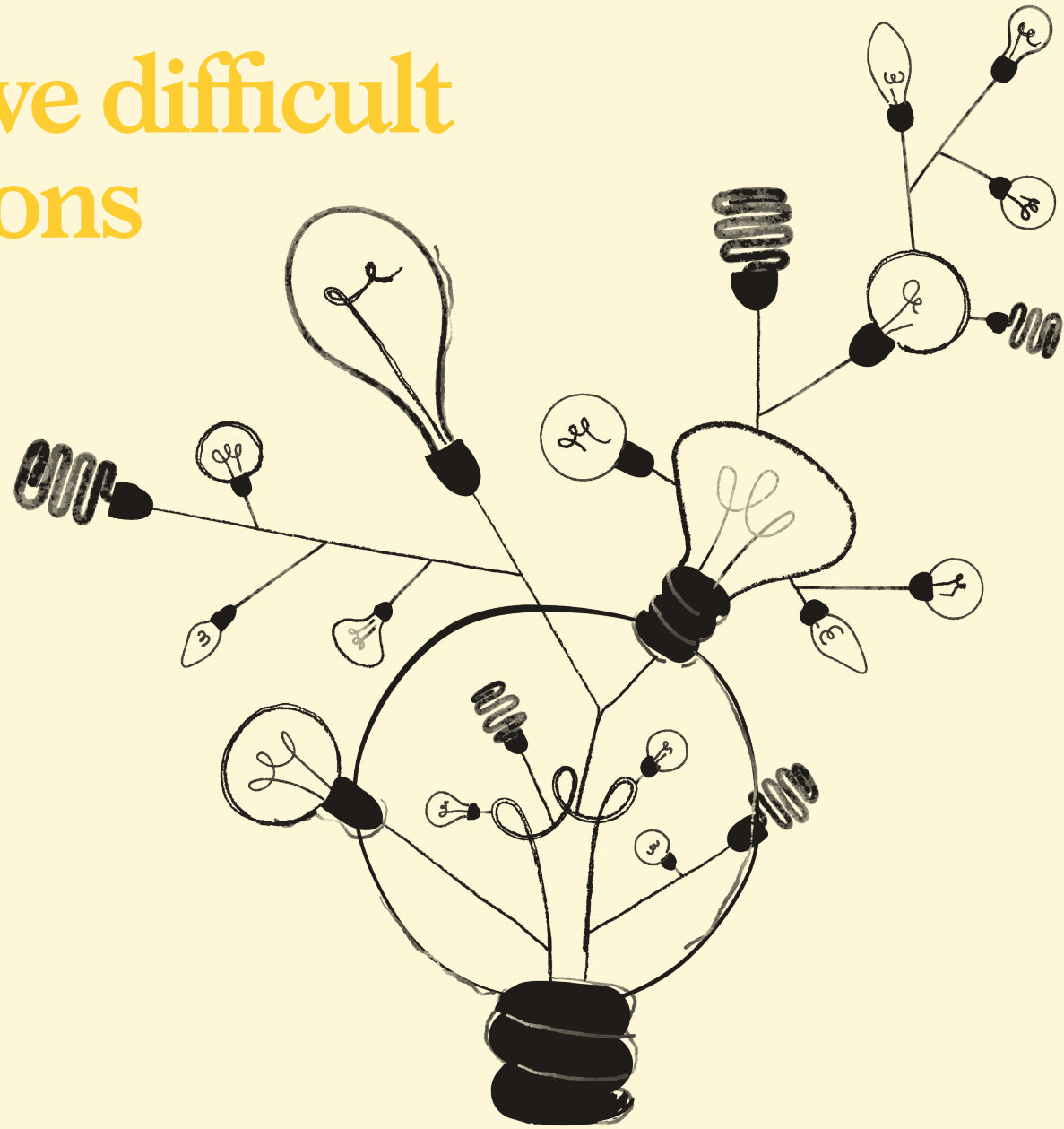


Community Responders: Toolkit 2

Project team Carla Clarence, Adele Liddle and Lucy Fraser
in collaboration with a community of young people and health professionals.



How to have difficult conversations





Commitments

Foundations for collaboration

This tool aims to support people to come together and to create a pledge of safety, compassion and learning. This tool supports you to take time to name and write down commitments with each other to set a foundation that supports forgiveness, making mistakes, talking about uncomfortable things, asking questions and being in a space that helps you to be your safe and authentic self.

If you come together with a person or people regularly it is good to refer back to these commitments on a regular basis to refresh and reflect.

They are a great anchor to refer to as a symbol or reference point rather than naming an individual.

Here are some we have used before to get you started:

- Be tough on issues and gentle on people
- Name and forgive mistakes to stretch and learn
- It's ok to disagree

Name yours in the hexagons.



Initiate a Community Response





Connect and check-in practice

How we'll take care of ourselves and each other

When working in mental health and in innovation, it's important to stay connected to others on your team and aligned to your work. The purpose is to:

- Share feelings and hopes.
- Sharing the load on your mental wellbeing.
- What is, what has been and what's coming up.
- Reflect on what's working and what's not.
- Responding to what you learn and adapting your plans.

When you are hearing about lived experience of mental health crisis, or other tough situations, you might want to check in frequently, such as before and after an interview for example.

Your process could take inspiration from Yarning Circles, Fishbowl discussions etc, or it could be a quick text to ask what's on someone's mind.

It could be as simple as letting everyone take turns in answering one or two of these questions:

1. What has stuck with you, is on your mind, is something you can't shake?
2. What might you need now to relieve any distress?
3. What might you need in the future to support you when faced with something similar?

Sketch out some routines and questions you think might work for your group in this situation:

Initiate a Community Response



Journey Mapping

To hear and learn from people's lived experience

Draw or write your responses on the page. Place them along the timeline and across the high/low spectrum where they best fit.



High points

- What happened?
- Why are these high points?
- What led up to them?
- Why did they end?

Start before before a big event

(such as a mental health crisis situation).

- How did it begin?
- How did you feel?
- Who was there?



High points

- What happened?
- Why were they low points?
- What led up to them?
- What helped you get through these times?

Finish in the present or future

- Where are you at now?
- What do you hope for the future?

Initiate a Community Response

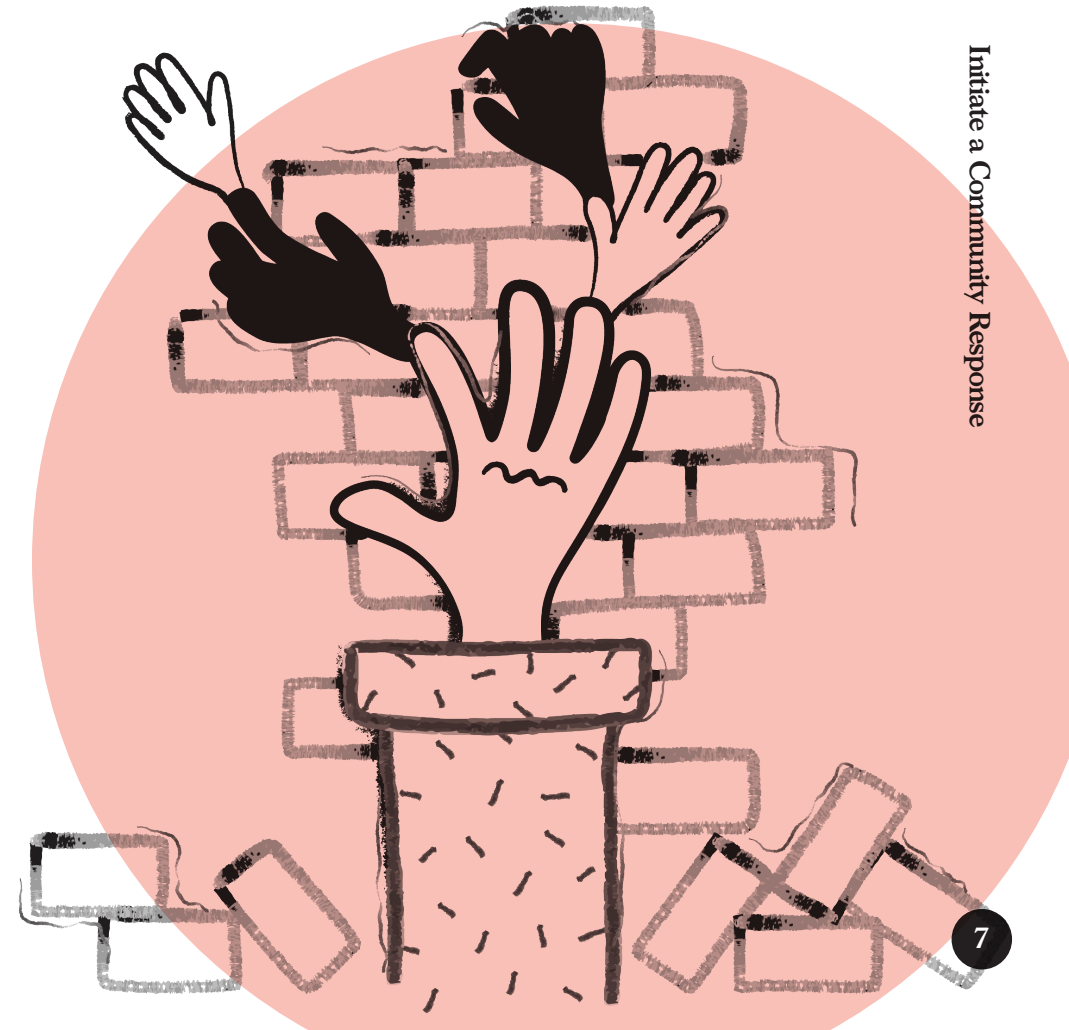
Deep & challenging conversation topics

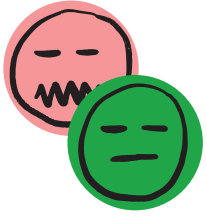


Prepare for Challenging Conversations

Before you embark on these conversations we suggest using the 'commitments' tool.

As a guide you can choose a topic from our deep and challenging topics as a way of getting started.





Prepare to share

Find partners, build a movement





Who is involved and affected?
Who might be helped or harmed?

Who

What is your topic narrowed down in a simple phrase/sentence?
What does your topic involve? (i.e. What are the different parts to it?)
What is it similar to / different from?
What might be affected/changed by your topic?

What

Name your idea

What might happen in the short, medium and long term?
At what point will you know to pause, conclude or evolve?

When

Where

Are you taking a place-based approach?
Where is your priority focus?
What is unique about this place?

How

What's your approach?
How can others join you or help?

Why

What gap, need or opportunity are you responding to?
Why should others get behind your idea?





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