

I am Not Sick, I Don't Need Help!

LEAP Training. Practical Communication Tools.

Judicial Summit on Mental Health

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Presenter

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The LEAP[®] Approach

Listen

Empathize

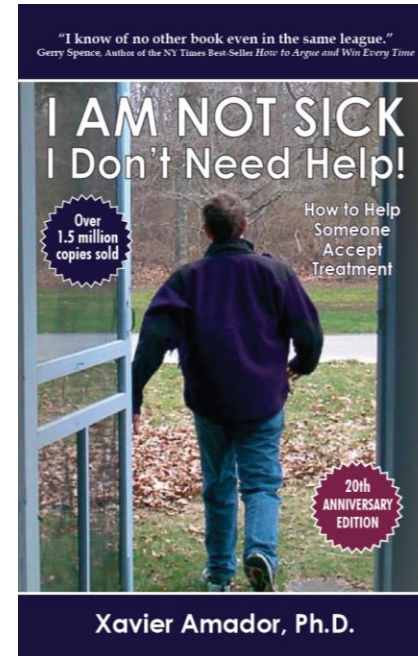
Agree

Partner

Delay

Opinion (3 A's)

Apologize



LEAP[®] is focused on developing relationships that result in acceptance of treatment & services

Based on MAIT, Xavier Amador & Aaron T. Beck (1998)
Over the past 20 years LEAP has taught to tens of thousands globally (EU, USA, Asia Pacific)



Imagine a Toolbelt

Listen

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

- **“I don’t need a hospital, there’s nothing wrong with me!”**
Your saying — *you don’t need hospitalization and there’s nothing wrong with you. Right?*
- **“I know that you’re with them and they’re trying to kill me!”**
If I heard you — *I’m with the people who are trying to kill you. Did I get that right?*
- **“I don't want anything from you. I didn't ask to come here. I just want to go!”**
So... — *You don’t want anything from me, and you want to go. Correct?*



Listen

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

- **“I need the police! My mother is trying to kill me!”**
Your saying — *you need us because your mother’s trying to kill you. Right?*
- **“Don’t understand, no one does, voices coming from the walls have to stop!”**
If I heard you — *No one understands that the voices have to stop. Did I get that right?*
- **“I am being monitored and it’s the CIA!”**
What I am hearing is — *the CIA is monitoring you. Correct?*

Am I agreeing with what was said?



Listen

LEAP: Listen, Empathize, Agree, Partner

 Raise Hand

Reflective Listening ROLEPLAY

*Client N.B.
“Upstairs”*



Beware of the following:

Omitting Important Things

Diminishing what was said

Reacting

Rushing to Empathy



How to delay giving your opinion

LEAP: Listen, Empathize, Agree, Partner



- **“I promise to answer your question.** If it’s alright with you, I would like to hear more about why you hate the medicine. **Okay?”**
- **“I will tell you what I think.** I would like to keep listening to *your* views on this, because I am learning a lot I didn’t know. **Can I tell you later what I think?”**



How to delay giving your opinion

LEAP: Listen, Empathize, Agree, Partner

Notice I didn't use **"BUT"** as in *"I will tell you, but first..."*



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Delay Giving Your Opinion

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

- **“I promise I’ll tell you whether I think you are sick. First, if it’s OK with you, I would like to hear more about how you ended up in the hospital/jail... Would that be OK if I tell you later?”**
- **“I will answer your question about the CIA. First, can I ask you to give me some more details about what happened? Is that OK?”**
- **“You’ve asked me whether I think you’re delusional. I promise to answer, before I tell you what I see, could you tell me more about _____? Would that be OK?”**
- **“I promise to answer your question about whether you should take medicine (or get sober) Before I do, I want you to know that your opinion about this is more important than mine. Can you tell me more and I will tell you my opinion after?”**

Is your opinion more important?



When you finally give your opinion, use the 3 As

LEAP: Listen, Empathize, Agree, Partner

Apologize

- “I want to apologize, because my views might be disappointing or make you angry.”

Acknowledge fallibility

- “I could be wrong. I don’t know everything”

Agree

- “I hope that we can agree to disagree. I don’t want to argue with you.”



Opinion Tool (the 3 As)

EXAMPLES

Apologize · Acknowledge Fallibility · Agree

“Do you think I should take the medicine?”

All I know is that I would like you to take the medicine.
Maybe I am crazy for wanting this. I hope we don't argue about this because there's things we agree on and I'd rather focus on that if it's OK with you.

“Do you think I am mentally ill?”

I think your thoughts and perceptions are different than most people.
I don't need to be right. I just want to have a good relationship with you.



Apologize

LEAP: Listen, Empathize, Agree, Partner

I'm Sorry

Apologize for:

- Not sharing the same belief about...
- Disappointing/Frustrating
- Annoying the person with “too much” reflective listening
- Not doing what was asked of you
- An involuntary treatment



What else might you apologize for?



Empathize

LEAP: Listen, Empathize, Agree, Partner

- Strategically express empathy for feelings stemming from:
 - Delusional beliefs
 - Anosognosia
 - Desires
- **Normalize the experience**



Empathize

Why these feelings?

LEAP: Listen, Empathize, Agree, Partner

Because they are the feelings (e.g., anger, frustration, fear) that drive people away from us.

These feelings leave the person alone.



Empathize

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

“Of course I’m scared, they have cameras and bugs everywhere!”

I would be scared too, anyone would be.

“I am sick and tired of you saying that I need help!”

You sound angry and exhausted because I keep saying you need help, right?

“All I need is to get married and get a job. I don’t need any program!”

*You sound really frustrated because all you need is to get married and get a job
... you don’t need what we are offering.*



Empathize

MORE EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

“I hate these drugs, I’m not sick, and I’m angry you’re telling me I need them!”
*You really hate the medicine and resent me telling you that you need them. Right?
You know, I’d be angry too. Anyone would be.*

“I am pissed off that you keep trying to control me!”
If I heard you, you’re angry that I am trying to control you. Right? I’d be pissed too.



Agree (Identify & Emphasize)

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

- Staying out of the hospital
- Not getting arrested
- Finding a job
- Having a relationship
- Getting what you need to be happy
- Not fighting with each other
- Getting along better

AGREE TO DISAGREE



Partner

LEAP: Listen, Empathize, Agree, Partner

Move forward on goals you both agree can be worked on together



Partner

EXAMPLES

LEAP: Listen, Empathize, Agree, Partner

- **Staying out of the hospital** – I will help you with that, to do that can we work together to see if there is a way for you to try treatment?
- **No more police**— How can we keep the police/crisis team out of your life?
- **Diversion**— Would you be willing to hear about an alternative to going to trial? This program is for persons with mental illness, I hear you, that's not you...



Overview – 7 LEAP® Tools

- Listen** Reflect back without judgement, reactions, or contradictions
- Empathize** Express empathy for feelings coming from delusions, anosognosia & desires
- Agree** Find areas of agreement—abandon your goal of agreeing the person is sick
- Partner** Move forward to achieve common goals that you can partner on

- Delay** Delay giving hurtful and contrary opinions—redirect and ask permission
- Opinion** With humility, give your opinion in a way that respects the person's perspective
- Apologize** For acts & interactions that feel disrespectful, frustrating or disappointing

Learning LEAP is just like learning a new language: PRACTICE MAKES PERFECT



General Guidelines

Step I Absorb what you've heard (Reflectively Listen)

Step II Emotionally connect (Empathize, Apologize, etc.)

Step III Now you can problem solve (Agree & Partner)

Use each of the 7 LEAP Tools as you need them



THANK YOU!



HENRY AMADOR

Center on Anosognosia

h a c e n t e r . o r g

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