

Experiencing psychosis can be frightening and confusing. People may hear, see, or sense things, feel paranoid, and become overwhelmed by their environment.

One Voice → One person should be the sole communicator

- *Keep statements short, clear and one directive at a time*

Don't Argue with Psychosis → Agree to disagree

- *Accept the individual's reality, "I don't hear those voices, but I know you do"*

Feelings are Valid → Respond with empathy

- *"That sounds scary" "I understand how you might feel that way"*

Be Curious → Ask open ended questions

- *"Tell me more" "Help me understand that"*

Ask Permission → Help others feel in control

- *"Is it okay if I ask you some questions?" "I have an idea about how to help, is it okay if I share my thoughts?"*

Stay Calm

- *Give space, move to quieter environment*

Take threats seriously!



Supporting Communication in Psychosis

*Keep Calm. Be Clear.
Don't Argue.*

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