



“I AM NOT SICK, I Don’t Need Help!”

## What is Anosognosia?

A **neurocognitive symptom** of serious mental illness (SMI) that prevents a person from recognizing that they’re ill — resulting in conflict, isolation, treatment refusal and non-compliance.

It’s not denial, it’s a brain disorder — **and the #1 reason that people refuse treatment.**

*\* See the Diagnostic and Statistical Manual of Mental Disorders – DSM-4-TR pg.304 and DSM-5-TR pg.116*

## What is L-E-A-P®?

An evidence-based skillset designed to **create trusting and collaborative relationships with people who have SMI and anosognosia, that leads to treatment and recovery.**

Counter-Intuitive – Person Centered – Requires Practice – Independent Tools (not steps)

## The 7 LEAP® Communication Tools



TOOL	SKILLSET
<b>( L ) LISTEN</b>	<ul style="list-style-type: none"><li>Listen reflectively to delusions, anosognosia, and desires without any judgement and instead communicate genuine respect.</li></ul>
<b>( E ) EMPATHIZE</b>	<ul style="list-style-type: none"><li>Strategically express empathy without reality-testing and actively normalize the person’s experience.</li></ul>
<b>( A ) AGREE</b>	<ul style="list-style-type: none"><li>Identify areas of agreement; or agree to disagree.</li></ul>
<b>( P ) PARTNER</b>	<ul style="list-style-type: none"><li>Quickly form partnerships and move forward to achieve common goals (ultimately linked to acceptance of treatment and services).</li></ul>
<b>Delay</b>	<ul style="list-style-type: none"><li>Respectfully delay giving contrary opinions and redirect conversation.</li></ul>
<b>Opinion — 3 As</b>	<p><b>Apologize, Acknowledge Fallibility, Agree</b></p> <ul style="list-style-type: none"><li>Give recommendations and non-judgmental opinions in a manner that communicates respect and results in trust.</li></ul>
<b>Apologize</b>	<ul style="list-style-type: none"><li>Apologize for words and actions that harmed the relationship.</li></ul>



# LEAP® Guidelines & Script

## GENERAL GUIDELINES

1. **Absorb What You Heard** – Listen Reflectively
2. **Connect Emotionally** – Empathize, Apologize, Delay
3. **Problem Solve** – Agree & Partner

## WHAT TO SAY? To someone with SMI to reduce conflict & build trust.



### Listen Reflectively

- **What you're saying is** (reflect what they said)... **Did I understand you?**
- **What I'm hearing you say is** (reflect)... **Right?**



### Empathize & Normalize

- **I would be** (reflect emotion – e.g. scared) **too, anyone would be.**
- **You sound** (reflect emotion – e.g. angry) **because** (reflect what they said)... **Right?**

### Agree & Agree to Disagree

- **I respect your opinion and I hope you can respect mine.**
- **Let's focus on what we can both agree on, if it's OK with you.**
- **I just want to have a good relationship with you / get you out of here.**



### Partner on Common Goal

Example: Staying out of the hospital, not getting arrested / arguing, finding a job, having a relationship.

- **I'll help you with** (common goal), **to do that can we partner on your...**
- **To help you get** (common goal). **If you'd like, my suggestion is that you...**



### Delay Your Opinion & Redirect

- **I'll answer your question. First, I'd like to hear more about why** (you hate the medicine). **Would that be OK?**
- **Your opinion about this is more important than mine. Can you tell me more, and I can tell you my opinion after?**



### Give Your Opinion – Using 3 As: Apologize, Acknowledge Fallibility, Agree

- **I want to apologize because my views may feel hurtful / frustrating.**
- **I could be wrong. I don't know everything.**

