



**If You Connect,  
They Will Thrive!**

**3 No-Cost Ways To  
Connect With  
People.**



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*“I define connection as the energy that exists between people when they feel seen, heard and valued; when they can give and receive without judgment, and when they derive sustenance and strength from the relationship.”*

–DR. BRENE BROWN





***“The two most powerful things in existence;  
A kind word and a thoughtful gesture.”***

**-Ken Langone, co-founder, Home Depot**

# RECOGNITION

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*"A person's name is to that person, the sweetest, most important sound in any language."*

**DALE CARNEGIE**

*"A person's name is the greatest connection to their own identity and individuality. Some say it is the most important word in the world to that person."*

**JOYCE E. A. RUSSELL**



Don't be afraid to ask, "what is your..."

P \_\_\_\_\_

A \_\_\_\_\_

R \_\_\_\_\_

A \_\_\_\_\_

Lose the \_\_\_\_\_ and the \_\_\_\_\_.



Hello

my name is

*a great story*

***"WHAT'S THE STORY  
BEHIND YOUR NAME?"***





# Names are the gateway to connection.

Don't be afraid to ask, "what is your..."

Pause — slow down and stop.

Ask — spelling, origin, nickname.

Repeat — correctness and pronunciation.

Associate — to something to increase likelihood you will remember.



# UNDERSTANDING

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The most direct path we can take to overcoming the fears we have about mental illness is to leverage the power of curiosity to create understanding.

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The opposite of fear isn't calm. It's understanding.

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The more we understand, the less we fear.



# ASSUMPTION BLOCKS CONNECTION

*"A THING THAT IS ACCEPTED AS  
TRUE OF AS CERTAIN TO HAPPEN  
WITHOUT PROOF."*

# The Ladder of Inference



Adapted from Chris Argyris and Peter Senge



# YOU MIGHT BE SURPRISED...





Curiosity Slows the Speed of Thought



## What and How Versus Why and When

### What

*“An inquiry about the identity, nature, or value of an object or matter”*

### How

*“In what state or condition”*

### Why

*“For what cause, reason, or purpose”*

### When

*“At what time”*


**No More!**

**WHY?**



*"It's the unasked questions  
that lead to tragedy."*

**DR. PAUL QUINNETT**



**Some of the  
Questions  
People with  
Mental Illness  
Wish You'd Ask**

**“Please ask me about normal things in normal ways. If you think I am slipping into serious depression, please don’t take it as license to invade my privacy with questions regarding medication, doctors or treatments. I’m not a child to be monitored. I am an adult who fully understands I have a chronic, yet manageable condition.”**

**“When my mental illnesses come up in conversation, I wish people would ask, ‘What do you need from me?’ I don’t need anything tangible from them. I just need someone to listen and not judge.”**

**“Ask me how I truly feel. Instead of the generic ‘How are you?’ say ‘I’ve noticed you’re not yourself and I want to know how you’re really feeling.’ Then listen to what I say after you ask without judgment.”**

**“Sometimes I need a genuine check in on how I’m doing; then don’t let me off the hook when I answer, ‘I’m fine.’”**

**“I really wish people would come out and ask me if my depression/anxiety is acting up rather than making assumptions. I won’t be offended if you ask me directly, I promise.”**

**“I wish that on the rare occasions I decide to open up, people would ask questions about how it feels or what it’s like rather than changing the topic straight away because they’re uncomfortable. It makes me feel like a freak. Some acceptance and acknowledgement would be nice. You don’t have to understand — I just want you to listen.”**


**“How has living with this condition shaped who you are today?”**

**“I wish people would ask my son [who has a mental illness] how successful he feels today. Something to make him think about what he achieves every day. Just normal everyday conversations will do. No need to be fancy or use a psych degree. Talking is simply enough.”**

**“How can I be a better advocate and friend for those struggling with mental illness?”**

**“Ask me what it’s like and what I need before assuming you know and trying to help by doing things that don’t actually help.”**

**“How can I support you?” Sometimes people think they know what will help, but it actually makes things worse. Sometimes I need someone to listen to me. Sometimes I need a distraction. Sometimes I need to be alone. Sometimes I need a hug — there’s no way to know what I need and asking shows you truly care and want to help in the way that will work.”**



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*“I suspect the most basic and powerful way to connect with another person is to listen.”*

Dr. Rachel Naomi Ramen

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*“People must be given the opportunity to hurt out loud.”*

Lady Bird Johnson

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*“Our listening creates a sanctuary  
for the homeless parts within  
another person.”*

**-DR. NAOMI RAMEN, M.D.**



# EXPRESSIONS

*"The deepest principle in human nature is the craving to be appreciated."*

WILLIAM JAMES

*"Feeling gratitude and not expressing it is like wrapping a present and not giving it."*

WILLIAM ARTHUR WARD

*"The happy phrasing of a compliment is one of the rarest of human gifts and the happy delivery of it another."*

MARK TWAIN



# EXPRESSIONS

T

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S

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A

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# EXPRESSIONS

Timely — do it ASAP.

Specific — be detailed in your acknowledgement.

Authentic — write from heart space.



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*Depression can't have you  
cause you're ours!*



***"Happy today!"***





JOSEPH  
DO NOTETH CER

A close-up photograph of a hand holding a small, round object, possibly a coin or a small stone, against a warm, golden sunset background. The hand is positioned in the lower-left corner, and the object is held in the palm. A large, dark, jagged silhouette of a hand or a similar shape is overlaid on the right side of the image, partially obscuring the sunset. The overall mood is contemplative and hopeful.

***“Hope is often  
misunderstood.***

***People tend to think that it  
is simply passive wishful  
thinking: I hope something  
will happen but I’m not  
going to do anything  
about it.***

***This is indeed the  
opposite of real hope,  
which requires action and  
engagement.”***

**—JANE GOODALL**

