

# The 3 Conversations – what do we mean?

APPENDIX 1

## 1 Conversation 1 : Listen & Connect

Listen hard. Understand what really matters. Connect to resources and supports that help someone get on with their chosen life, independently.



## 2 Conversation 2 : Work intensively with people in crisis

What needs to change urgently to help someone regain control of their life? Put these into an emergency plan and, with colleagues, stick like glue to help make the most important things happen.



## 3 Conversation 3 : Build a good life

*For some people, support in building a good life will be required.*

What does 'a good life' look like? What resources, connections and support will enable the person to live that chosen life? How do these need to be organized?





We never move to conversation 3 without exhausting conversation 1 and /or 2.



We will never plan long term when people are in crisis



We actively aspire to no pending lists, we will respond quickly in order to truly make a difference



Our focus is on well-being NOT eligibility



We are not experts, people, families and carers are



We will make it our business to know and connect with our local communities



We will commit to change our language and our mind-set to embed our new approach