



## PLANNING A CONVERSATION USING POSITIVE COMMUNICATION

(See PIUS Model in the Family & Friends Handbook)



**SMART**  
Family & Friends

What *specific behavior* do I want to address?

When would be a good time(s) for this conversation?

**P**ositive statements

“**I** statements”

**U**nderstanding (listen, ask questions, reflect back what you hear)

**S**hare responsibility for any help your Loved One might welcome

End with a positive statement

