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"Mediation based Communication" (MBC) - Recovery and wellbeing oriented communication in mental health (MH)

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Introduction: The professional and ideological transformation from the medical to the social model and adopting the recovery concept requires changes in the practitioner's communication skills. Shifting from practitioner holding the knowledge towards consumer centered knowledge- enabling him/her to define his or her own meaningful life goals. Communication is a basic skill, stands in the core of every intervention. It is complex and elusive, in its power to hinder or enable the recovery process.

This presentation is based on a new communication model using Feuersteins' mediation as a core technique.

Objectives:

1. To present a structured communication model (MBC);
2. To present qualitative research outcomes.
3. To discuss MBC model practical implications on MH OT's.

Method: The study sample includes two teams of rehabilitation practitioners (n=40) who participated in communication training program conducted by an expert O.T. Attitudes' and feelings of professional competence was examined using a mixed methods design. The qualitative measures -focus groups interviews that were conducted before and after the training.

Results: Qualitative evaluation of participants' perception of the contribution of using MBC on their communication skills revealed three main themes: **Increasing flexibility** in the participant's ability to communicate, improving **sense of competence** and improving participants' ability to **transfer responsibility** on the recovery process to the consumers.

Conclusion: Communication skills aren't obvious, can and should be structured and taught to O'Ts. The practitioner's attitudes and competence promote the recovery processes of clients.

The theoretical and practical contribution of MBC allows professionals to use mediation as basic communication technique.