

THE RECOVERY DESK

PREMIUM FACILITATOR TOOLKIT

# Difficult Conversations in Addiction Services

Eight scenario-based communication drills for recovery support staff and facilitators.

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8 adaptable psychoeducational session plans, scripts and printable reflection pages.

PRACTICAL TOOLS FOR RECOVERY

Educational resource • Choose what fits • Seek professional support when needed

## START HERE

## How to use this resource

Use this toolkit within your professional scope, training, workplace policies and supervisory guidance. Each activity is psychoeducation, not a substitute for clinical assessment. Offer choices about speaking, writing, listening, or opting out.

**BEFORE YOU BEGIN**

If there is an immediate medical or personal safety emergency, contact emergency services (911 in Canada). For suicide-crisis support in Canada, call or text 988. Withdrawal from some substances can require urgent medical care; ask a qualified professional rather than using a workbook to decide what is safe.

**YOUR CHOICES**

You may change your mind about an exercise, leave a question blank, and ask for assistance. Sharing personal experiences is optional; confidentiality cannot be guaranteed in group or shared living settings.

**MAKE THE RESULT USABLE**

At the end of each chapter, keep one specific next step: who, what, where, when, and your backup if the preferred option is unavailable.

SESSION 1 / 8

## Scenario 1: An upset person disputes a rule

Start by acknowledging the specific concern and clarifying the rule without shaming. Distinguish what your role permits from decisions reserved for management. Provide a concrete pathway for questions and document according to policy.

### FICTIONAL EXAMPLE

A client disputes a group-attendance expectation. Staff respond: "I hear you disagree. Here is what the posted expectation says, and here is who can review your concern."

### TRY THIS IN YOUR SETTING

1. What concern was acknowledged?
2. What authority does the worker actually have?
3. What escalation pathway is available?

### YOUR PRACTICAL NEXT STEP

Role-play a 60-second explanation plus a respectful appeal route.

## WORK IT THROUGH

## Scenario 1: An upset person disputes a rule

Keep answers specific to your circumstances. Write a few words, draw a plan, or discuss the prompts with a trusted person. You do not need to fill every line.

### 1 What concern was acknowledged?

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### 2 What authority does the worker actually have?

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### 3 What escalation pathway is available?

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### PRACTICE / TAKE-HOME ACTION

Role-play a 60-second explanation plus a respectful appeal route.

### My next action, who can help, and when I will review it

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## SESSION 2 / 8

## Scenario 2: Two people report conflicting events

Gather observable facts separately and avoid publicly deciding whose account is correct. Address immediate safety first. Follow the organization's incident process and protect confidential information.

### FICTIONAL EXAMPLE

Two participants disagree about an argument near the entrance. Staff separate the conversation, check risk, and record only directly observed facts and clearly attributed reports.

### TRY THIS IN YOUR SETTING

1. What was witnessed versus reported?
2. What immediate safety action is within your role?
3. Who needs to be informed according to policy?

### YOUR PRACTICAL NEXT STEP

Write a short fact / report / action note for a fictional event.