

FINDING HELP

THE WISCONSIN COUNCIL ON PROBLEM GAMBLING HAS A 24-HOUR HELPLINE THAT PROVIDES INFORMATION AND REFERRALS FOR GAMBLERS, FAMILY MEMBERS AND CONCERNED FRIENDS OR EMPLOYERS OF GAMBLERS WHO HAVE FINANCIAL, LEGAL OR OTHER DIFFICULTIES BECAUSE OF THEIR GAMBLING.



HELP IS JUST A CALL AWAY
AT
1-800-GAMBLE-5
(1-800-426-2535)

Mission Statement:

The Wisconsin Council on Problem Gambling provides resources, public awareness and education on problem and pathological gambling disorders while maintaining strict neutrality on the issue of legalized gambling.

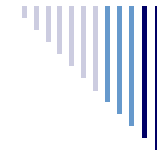


The Council's public awareness campaign is funded by the State of Wisconsin, Department of Health Services, Division of Mental Health & Substance Abuse Services, Bureau of Prevention Treatment and Recovery.

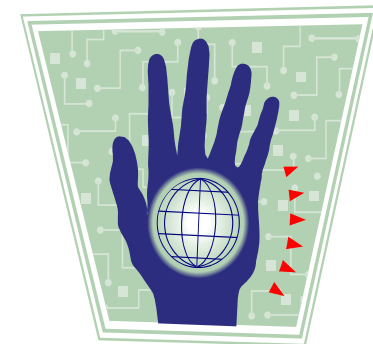
KEYS TO EFFECTIVE "CARE"FRONTATION

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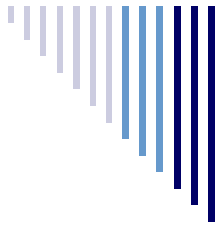


KEYS TO EFFECTIVE "CARE"FRONTATION



*"Carefrontation is the art of
Communicating..."*





KEYS TO EFFECTIVE “CARE”FRONTATION

“Care”frontation is the art of communicating potentially threatening information to another person in a way that they can hear, and in a way that attempts to facilitate change.



Be Selective. Focus on behaviors that are serious {harmful} to the person or others, and that can be changed.

Have a goal. Work to achieve mutual positive outcome. Make your point, keep your self-respect, and don't demoralize the other person.

Stay calm and reasonable. Before, during, and after the encounter.

Stay empathic. Listen to the other person and build on his/her strengths.

Pick a good time. I.E., when neither of you are too upset, and with no {or minimal} distractions.

Focus on behavior, not personality. Tone should be one of concern and caring.

Be assertive, not dictatorial. Firm and loving, not impatient. Power is not the goal.

Offer reasonable solutions. Avoid focusing on the other person's problems. Help him/her find constructive remedies.

Don't expect miracles. Be flexible. Compromise. You may not need 100% compliance.

Use “I” statements to make your point.

- a. Specific observed behavior
- b. Specific effect on you or others
- c. Your feelings/logical outcomes
- d. Specific request for change

1996, Ed Ramsey, FTF EARS