



Recovery orientation and working with clients

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Workshop

- Recovery orientation basics
- Recovery orientation and working with clients
- Reflection tool for recovery oriented practice



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“Recovery is about building a meaningful and satisfying life, as defined by the person themselves, whether or not there are ongoing or recurring symptoms or problems.”

Shepherd, Boardman, Slade 2008

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“The helping relationship
between clinicians and patients
moves away from **being expert / patient** to
being ‘coaches’ or ‘partners’
on a journey of discovery.”

Shepherd, Boardman, Slade 2008

CHIME

- CONNECTION
- HOPE
- IDENTITY
- MEANINGFULNESS
- EMPOWERMENT

(Leamy et al 2011)



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How do you use recovery orientation in your work with clients at the moment?

- How do you talk about it with your colleagues?
- Is this a new perspective in your working community or have you used it long time?
- What kind of challenges or good practices have you encountered?

Task: checklist for recovery oriented practice

- Read the list and mark the most important ones from your perspective
- Talk with a person next to you, which did you pick up
- Was there something surprising - discuss about the decisions and reasoning behind your choices

Checklist for recovery-oriented practice 1/2

After each interaction, the mental health professional should ask her / himself, did I...

1. actively listen to help the person to make sense of their mental health problems?
2. help the person identify and prioritise their personal goals for recovery – not professional goals?
3. demonstrate a belief in the person's existing strengths and resources in relation to the pursuit of these goals?
4. identify examples from my own 'lived experience', or that of other service users, which inspires and validates their hopes?
5. pay particular attention to the importance of goals which take the person out of the 'sick role' and enable them actively to contribute to the lives of others?

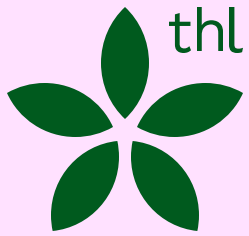


Checklist for recovery-oriented practice 2/2

After each interaction, the mental health professional should ask her / himself, did I...

6. identify non-mental health resources – friends, contacts, organisations – relevant to the achievement of their goals?
7. encourage self-management of mental health problems (by providing information, reinforcing existing coping strategies, etc.)?
8. discuss what the person wants in terms of therapeutic interventions, e.g. psychological treatments, alternative therapies, joint crisis planning, etc., respecting their wishes wherever possible?
9. behave at all times so as to convey an attitude of respect for the person and a desire for an equal partnership in working together, indicating a willingness to ‘go the extra mile’?
10. while accepting that the future is uncertain and setbacks will happen, continue to express support for the possibility of achieving these selfdefined goals – maintaining hope and positive expectations? (after Shepherd, 2007)





Questions and comments

General discussion



Thank you!

Let's connect in LinkedIn!

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Workshop overview 1/2

- **Wording and language matter in recovery orientation:** the terms you use and the way you communicate should align with the language understood in the environment in which you operate
- **Tools to foster recovery orientation in organization:** The training of IPS employment specialists should include a recovery-oriented perspective, and the recovery-oriented perspective should also be present in IPS fidelity reporting and in discussions with management
- **Tools to foster recovery orientation in client work:**
 - Keep in mind that it is more a process than a permanent state
 - Support recovery-oriented dialogue by encouraging clients to move beyond normative responses and reflect on their true aspirations, past meaningful activities
 - As important as IPS fidelity is, always keep in mind what matters to the client and what truly impacts them
 - Be open to recognizing and sharing the understanding that setbacks are a normal part of the human experience
 - Stay focused on positive language and hope, and aim to operationalize hope into concrete strengths rather than concentrating on challenges
 - "Where would you want to work, if there wouldn't be any barriers?" vs. "What job are you applying?"



Workshop overview 2/2

Most essential questions for professionals, Did I...?

- We reviewed the **Checklist for recovery-oriented practice** (presented in the slides above). We discussed which of the ten items we considered **most essential** and selected the following:
 - 3. demonstrate a belief in the person's existing strengths and resources in relation to the pursuit of these goals?
 - Arguments: Finding the persons strengths not weaknesses
 - 9. Behave at all times so as to convey an attitude of respect for the person and a desire for an equal partnership in working together, indicating a willingness to "go the extra mile"
 - Arguments: Respectfull and kind approach. Flexibility of the professionals.
 - 10. While accepting that the future is unxertain and setbacks will happen, continue to express support fot the possibility of achieving these selfdefined goals – maintaining hope and positive expectations.
 - Arguments: Understanding problems and setbacks are part of recovery

