

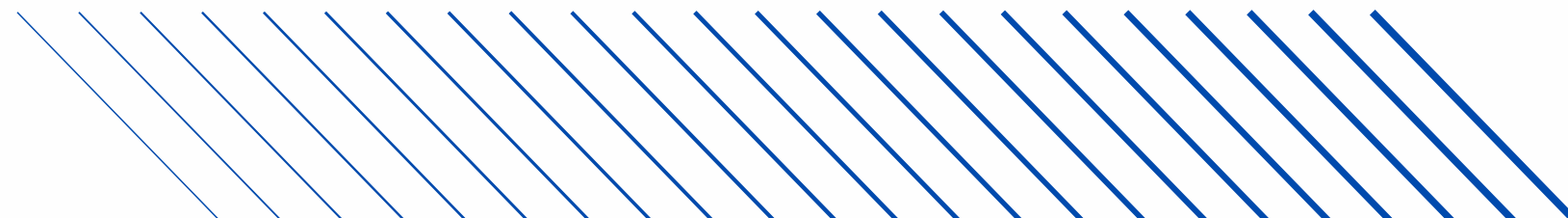
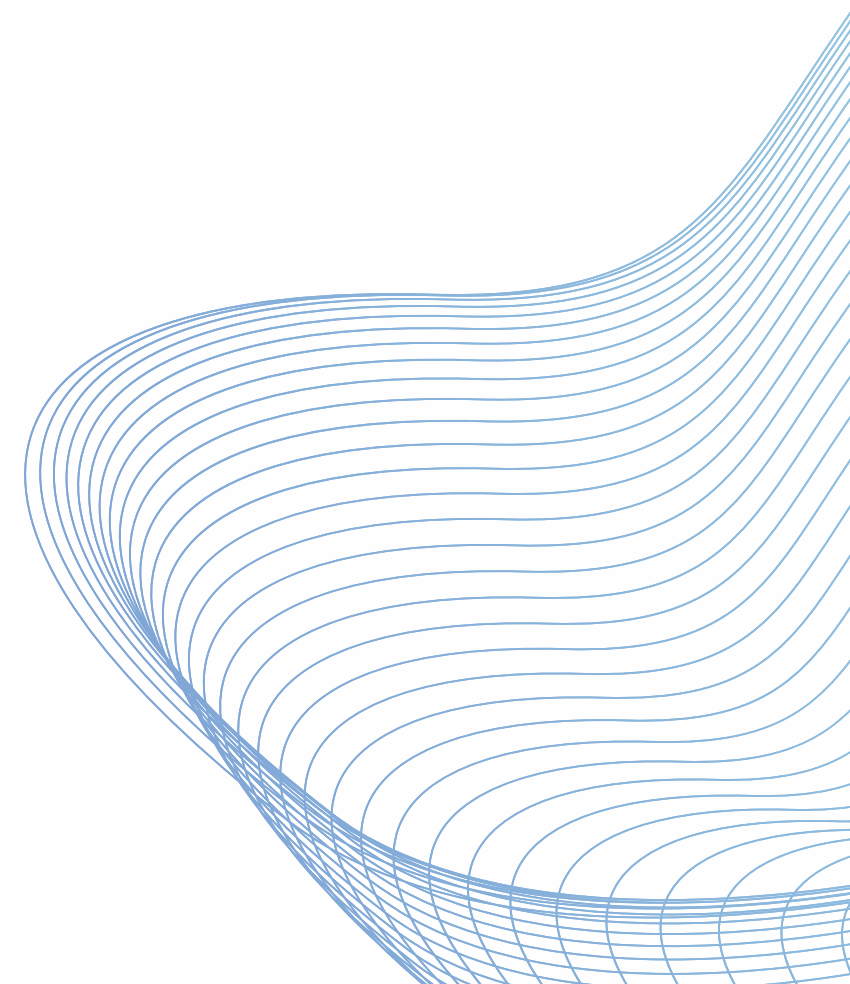


Hinda Institute

MOVING FORWARD: MASTERING PICS CHALLENGES

July 31 2024

Presented by Dr. Stephanie Kutzen, Ph.D., LCSW



SESSION 4 OBJECTIVES

- To provide practice opportunities for managing PLC's multiple obstacles.
- To present four (4) steps for highly assertive communication.
- To measure individual improvement and success in effective problem solving.



“Practice does not make perfect. Only perfect practice makes the difference.”



A. KEY ACTION STRATEGIES TO MEMORIZE WHEN COMMUNICATING ASSERTIVELY

1. Use of "I" statements.
2. Present your thinking/position without being accusatory.
3. Use body language.
4. Keep emotions in check.



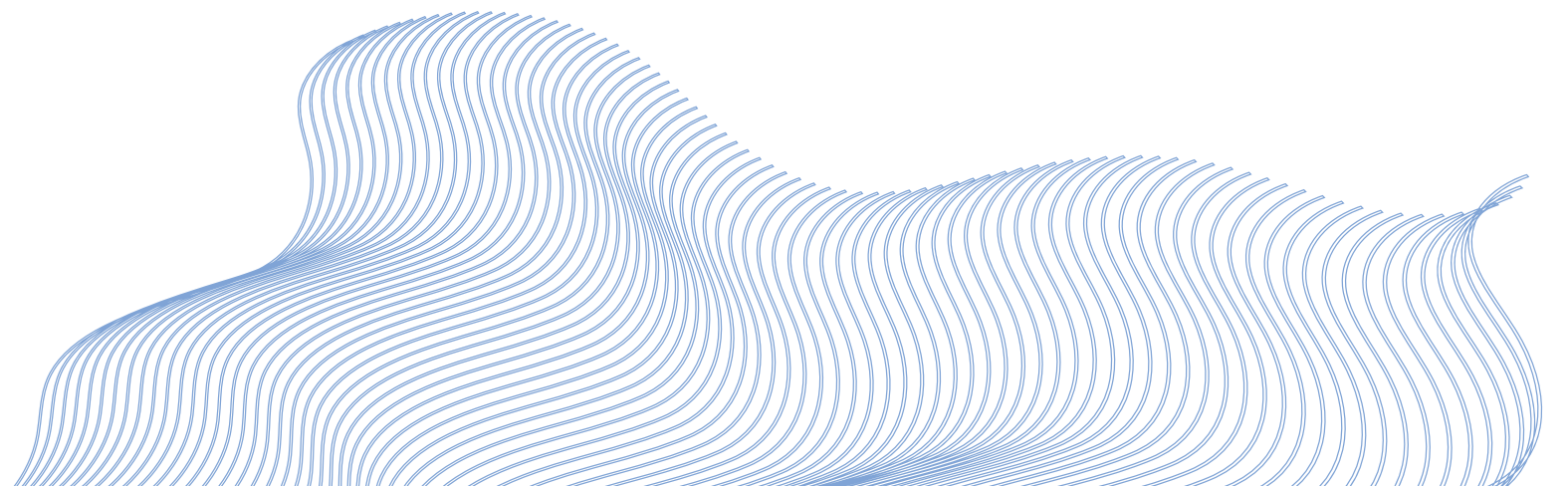
B. FOUR STEPS FOR BASIC ASSERTIVE COMMUNICATION

1. "Here's what happened." (The situation).
2. "This is how I feel about it." (The emotion).
3. "This is why I feel this way." (The explanation).
4. "This is what I want." (The request).





**"The harder you train, they will
see your greatness."**



SCENARIO 1: SOCIAL SERVICES AGENCY FINANCIAL AID

Returning from prison, the client seeks financial aid from a social services agency, only to be met with skepticism and judgment. When asked, "Why should we help you? You are a felon," the client's sense of worthlessness deepens. The stigma associated with their criminal record feels like an insurmountable barrier. The dismissive attitude of the agency's staff triggers feelings of shame and despair, compelling the client to consider resuming drug use as an escape from the pain and rejection. The lack of empathy and understanding from those in positions meant to assist them exacerbates the client's emotional trauma, making the road to recovery and reintegration into society seem impossibly steep.



SCENARIO 2: JOB DISCRIMINATION

At a new job, the client faces discriminatory behavior from their boss, who belittles them in Spanish, assuming they do not understand the language. Unbeknownst to the boss, the client is fluent in Spanish and fully comprehends the insults. This experience leaves the client feeling broken and humiliated, unsure of how to respond. The realization that prejudice and mistreatment persist even in the workplace undermines the client's confidence and hope for a fresh start. The internal conflict of wanting to stand up for themselves but fearing further repercussions adds to their emotional turmoil, reinforcing the sense of being trapped by their past.



“Knowledge is of no value unless you put it in practice.”



SCENARIO 3: COMMUNITY REJECTION

Upon attempting to return to their original home, the client discovers posters with their photo and a warning about their criminal history plastered around the neighborhood. A resident openly expresses hostility, making a cruel remark. This public shaming and hostility from the community shatter any hope the client had of rebuilding their life in a familiar environment. The pervasive fear and anxiety triggered by being ostracized and targeted by their neighbors contribute to a profound sense of isolation. The client's emotional trauma is intensified by the feeling that they are perpetually seen through the lens of their past mistakes, with no chance for redemption or acceptance.



SCENARIO 4: FAMILY REJECTION

The client's emotional trauma peaks when they are rejected by their own family, who refuse to speak to them and exclude them from family celebrations. This rejection by those who are supposed to offer unconditional love and support cuts deeply, leaving the client feeling abandoned and unloved. The pain of being disowned by their family creates a profound sense of loneliness and despair. The client grapples with the realization that their actions have not only affected their own life but have also severed crucial familial bonds. The absence of familial support makes the prospect of rebuilding their life feel even more daunting, as they are left to navigate their reintegration into society without the foundational support network that family typically provides.



"Practice means to perform facing obstacles with vision, faith and desire."



NEXT SESSION- AUGUST 7TH

Thanks for attending our session. Your contributions are essential to our learning process.

