



THE HINDA INSTITUTE
Changing Lives for Good

ENHANCING COMMUNICATION FOR RESILIENT SURVIVORS

JANUARY 22, 2025
SESSION 3

PRESENTED BY: DR. STEPHANIE KUTZEN



SEMINAR OBJECTIVES

[] TO INTRODUCE PERSONAL BARRIERS THAT HINDER EFFECTIVE COMMUNICATION.

[] TO BETTER MANAGE PERSONAL TRIGGERS IMPACTING COMMUNICATION

[] TO INCREASE MOTIVATION TO COMMIT TO BEST PRACTICE










“THOSE WHO LOOK ONLY TO THE
PAST AND PRESENT ARE CERTAIN
TO MISS THE FUTURE.”

-JOHN F. KENNEDY



I. PERSONAL COMMUNICATION BARRIER CATEGORIES TO CONSIDER

[A.] 5 OBSTACLES MISREPRESENTING TRUE COMMUNICATION

- [ 1.] **PHYSICAL-** ENVIRONMENTAL CHALLENGES FACED DUE TO ENVIRONMENT/SURROUNDINGS
- [ 2.] **EMOTIONAL-** PERSON'S EXISTING OR PERCEIVED FEELINGS TOWARDS OTHER(S) IN COMM. PROCESS (CLOSED MINDED)
- [ 3.] **CULTURAL-** RELIGION, LANGUAGE, GENDER, TRADITIONS, POWER DIFFERENTIALS
- [ 4.] **COGNITIVE-** COMBINATION OF EMOTIONAL & CULTURAL BARRIERS, I.E. WORD CONNOTATION
- [ 5.] **SYSTEMIC-** LACK OF STRUCTURE IN ONE'S ENVIRONMENT WHEN ROLES NOT CLEAR







[B.] EXPLORE PSYCHOLOGICAL BARRIERS TO COMMUNICATION

- [🌸 1.] **EMOTIONAL INTERFERENCE:** ANGER, FEAR, SADNESS LIMITS CLEAR EXPRESSION
- [🌸 2.] **PREJUDICE AND BIAS:** PRECONCEPTIONS AND BIASES AND STEREOTYPES DISTORT -> UNFAIR JUDGEMENT
- [🌸 3.] **LACK OF EMPATHY:** DIFFICULTY SHARING FEELINGS OF OTHERS
- [🌸 4.] **POOR SELF-ESTEEM:** LOW SELF-CONFIDENCE LIMITS ASSERTIVENESS



II. MANAGING PERSONAL TRIGGERS TO IMPROVE COMMUNICATION

[A.] IDENTIFY YOUR TRIGGERS

- [ 1.] **AWARENESS:** RECOGNIZE AND PAY ATTENTION TO WHAT IS HAPPENING TO YOUR BODY
- [ 2.] **NAME THEM:** LABEL ANGRY SAD, ANXIOUS, FRUSTRATED
- [ 3.] **ACTION STRATEGY:** PLANNED AND PRACTICE METHOD(S) TO DISENGAGE FROM STRONG EMOTIONS
- [ 4.] **EMOTIONAL REGULATION:** PRACTICE SELF-COMPASSION AND GIVE YOURSELF GRACE





MODEL SAFE
ENVIRONMENT

ADVANCE
PROBLEM SOLVING

CREATE SPACE-
TAKE A BREATH

SELF-REGULATION
TECHNIQUES

CHECK PHYSICAL
SYMPTOMS-
REDUCES INTENSITY
OF EMOTIONS

IDENTIFY IF FEAR
HIDING AMONG
EMOTIONS



ROLE PLAY/DISCUSSION IN BREAK-OUT ROOMS

GROUPS: DEALING WITH DISCRIMINATION/TRIGGERS

SCENARIO: DISCRIMINATING PERSON MAKES DEROGATORY
COMMENTS AND/OR DENIES SERVICES BASED ON OTHER'S
CRIMINAL HISTORY

III. WHAT DOES MOTIVATION HAVE TO DO WITH YOUR PERSONAL COMMUNICATION

[A.] UNDERSTAND REASONS FOR BEHAVING/ACTING/NOT ACTING IN CERTAIN WAYS = MOTIVATION

[ 1.] **CLARITY:** KNOWING REASON(S) FOR ACHIEVING PROVIDES DIRECTION






[ 2.] **FOCUS:** HELPS TO FILTER OUT DISTRACTION

[ 3.] **STRATEGY:** MOTIVATED BY MONEY OR PERSONAL GROWTH

[ 4.] **REDUCE ANXIETY:** ACTIONS ALIGNED WITH MOTIVATIONS
REDUCE INTERNAL CONFLICT



[B.] YOUR MOTIVATION SKILLSETS INCLUDE

- [ 1.] **COMMITMENT:** I WILL PRACTICE RESPONDING TO DIFFICULT PEOPLE
- [ 2.] **AVOID:** BEING OVERWHELMED WHEN PRACTICING
- [ 3.] **ATTAINABILITY:** SET REALISTIC GOALS WITHIN REACH
- [ 4.] **MEASURE:** TRACK YOUR PROGRESS TO CONFIRM PROGRESS
- [ 5.] **VISUALIZE YOUR SUCCESS:** SEE YOUR REWARDS





[B.] (CONTINUED) YOUR MOTIVATION SKILLSETS INCLUDE

- [ 6.] **PRACTICE:** POSITIVE TALK & SELF-AFFIRMATION
- [ 7.] **CREATE:** A SUPPORTIVE ENVIRONMENT WITH LIKE-MINDED PEOPLE
- [ 8.] **REWARD:** YOURSELF IN BIG AND SMALL WAYS
- [ 9.] **PROGRESS, NOT PERFECTION:** PATIENCE WHEN MOTIVATION FLUCTUATES



S U M M A R Y A N D D I S C U S S I O N



**PARTICIPANT
FEEDBACK**



**REQUESTS FOR
ADDITIONAL SEMINAR
CONTENT**



**CONTENT FOR JANUARY 29ND
SEMINAR:**

- **EXTERNAL CONFLICT BARRIERS**
- **CONFLICT & ASSERTIVENESS**