



THE HINDA INSTITUTE
Changing Lives for Good

ENHANCING COMMUNICATION FOR RESILIENT SURVIVORS

JANUARY 29, 2025
SESSION 4

PRESENTED BY: DR. STEPHANIE KUTZEN



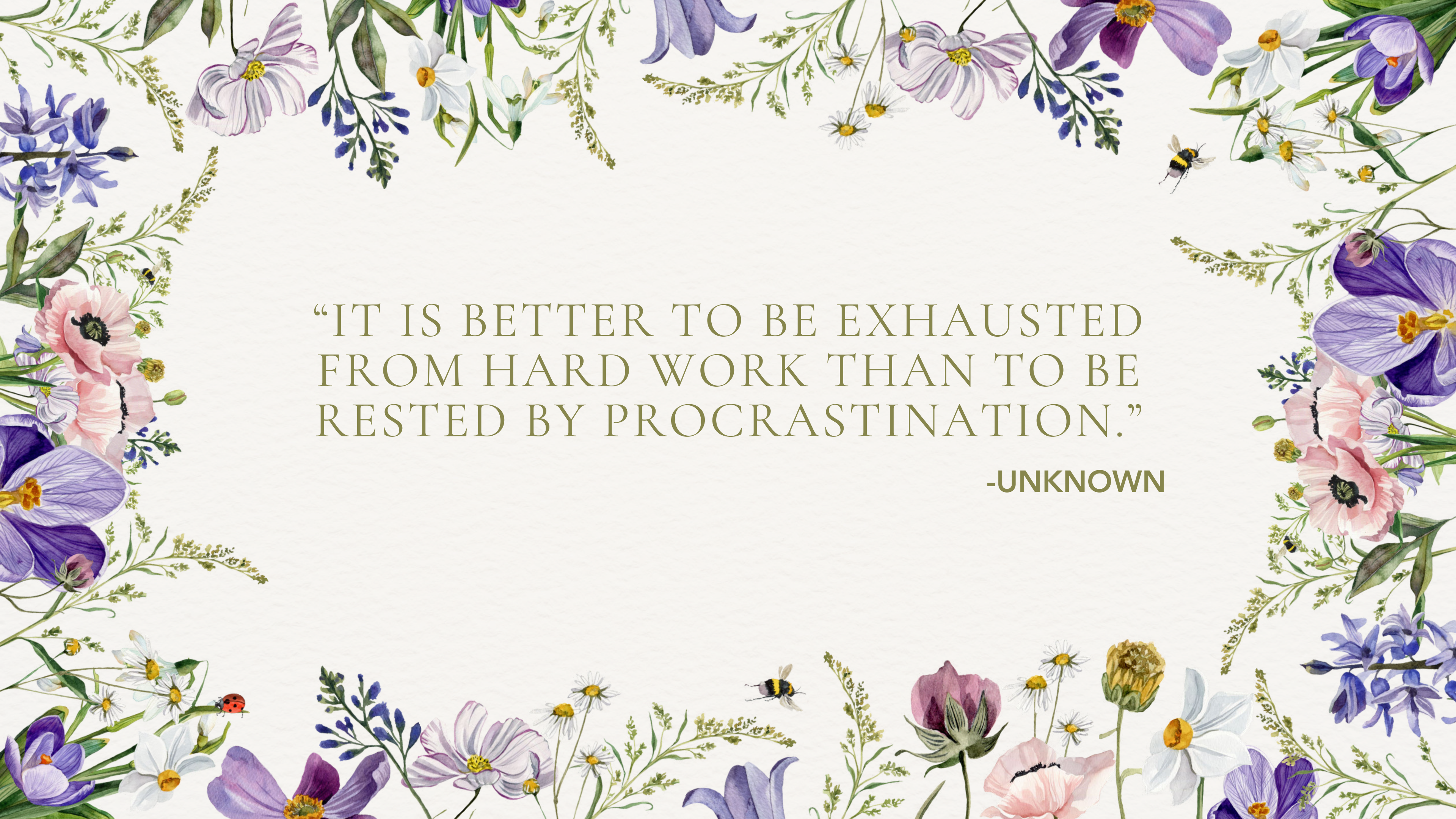
SEMINAR OBJECTIVES

[] TO EXPLORE EXTERNAL BARRIERS TO COMMUNICATION.

[] TO LEARN SKILLS NECESSARY TO BE AN ASSERTIVE COMMUNICATOR.

[] TO PRACTICE CONFLICT MANAGEMENT TECHNIQUES.





“IT IS BETTER TO BE EXHAUSTED
FROM HARD WORK THAN TO BE
RESTED BY PROCRASTINATION.”

-UNKNOWN



I. OVERCOMING EXTERNAL BARRIERS TO EFFICIENT & EFFECTIVE COMMUNICATION

[A.] ENVIRONMENTAL BARRIERS TO CONSIDER

1. NOISE DISTRACTIONS
2. PHYSICAL DISTANCE
3. TECHNOLOGICAL OBSTACLES: POOR INTERNET CONNECTIVITY, LACK OF ACCESS TO AFFORDABLE EQUIPMENT
4. PAROLE BOUNDARIES CHALLENGE TECHNOLOGY USE
5. FINANCIAL CONSTRAINTS: LIMITED INCOME RESTRICTS RELIABLE PHONE PLANS-> IMPACTS CONNECTIVITY WITH SOCIAL NETWORKS
6. UNSTABLE HOUSING AND EMPLOYMENT CHALLENGES COMMUNICATION





[B.] LACK OF TRANSPARENCY AND TRUST CAN SHAPE QUALITY COMMUNICATION

1. LINGUISTIC AND CULTURAL

2. PSYCHOLOGICAL AND ATTITUDE

3. EMOTIONAL AND PERCEPTION

4. SOCIO-RELIGIOUS





II. MANAGING CONFLICT IN COMMUNICATION

[A.] DEFINITION: SITUATIONS OF INCOMPATIBLE OPPOSING FORCES EXIST

1. **INTERPERSONAL:** ARGUMENT, DISPUTE, CLASHES DUE TO PERSONALITY/STYLE
2. **INTRAPERSONAL:** INTERNAL STRUGGLE LIKE CONFLICTING DESIRES, VALUES & EMOTIONS (EXAMPLE: MORAL INJURY)
3. **INTERGROUP:** STRONG DIFFERENCE IN SOCIAL GROUPS, COMMUNITIES, SOCIETY
4. **IDEOLOGICAL:** DISAGREEMENT ON WORLD VIEWS





KEY FEATURES OF CONFLICT ARE:





[B.] POSITIVE CONFLICT MANAGEMENT COMMUNICATION SKILLS TO PRACTICE

1. **EXPRESS NEEDS:** CLEARLY AND RESPECTFULLY COMMUNICATE NEEDS/BOUNDARIES
2. **USE "I STATEMENTS:"** I BELIEVE/FEEL
3. **STAND YOUR GROUND:** USE ASSERTIVE TONE, NOT AGGRESSION
4. **RESPECTFUL CONFRONTATION:** ADDRESS ISSUES DIRECTLY/CONSTRUCTIVELY AND AVOID BLAME





[C.] DE-ESCALATION TECHNIQUES ARE ESSENTIAL

1. **CALM COMMUNICATION:** SPEAK CALMLY, EVENLY MODERATE TONE- EVEN IF FRUSTRATED
2. **BODY LANGUAGE:** MAINTAIN OPEN, NON-THREATENING POSTURE (UNCLENCHED FISTS, RELAXED SHOULDERS, DON'T POINT)
3. **TIME-OUTS:** IF CONFLICT ESCALATES, SUGGEST "COOL-DOWN" BREAK





[C.] DE-ESCALATION TECHNIQUES ARE ESSENTIAL, CONTINUED.

4. COLLABORATE: EACH STATE PRIORITIES AND LESSER NEEDS

5. PROBLEM SOLVING: BRAINSTORM TOGETHER FOR POTENTIAL SOLUTIONS

6. USE CONSULTATION/MEDIATION: FACILITATED COMMUNICATION TO MOVE FORWARD.





ROLE PLAY- SEMINAR PARTICIPANT & FACILITATOR

ACTIVELY MANAGE A CONFLICT



III. DEVELOPING STRONG ASSERTIVENESS COMMUNICATION SKILLS

[A.] ASSERTIVENESS IS "EXPRESSING YOUR OPINIONS, WANTS & NEEDS
CLEARLY, RESPECTFULLY-> ACKNOWLEDGING RIGHTS OF OTHERS"

NOT AGGRESSIVE: FORCEFUL, DEMANDING, DISRESPECTFUL

NOT PASSIVE: ALLOWING OTHERS TO CONTROL, FAILING TO EXPRESS YOURSELF





[B.] WHY IS ASSERTIVENESS IMPORTANT FOR BUILDING RELATIONSHIPS?

- COMMUNICATING EFFECTIVELY WITH PARTNERS, CHILDREN & EXTENDED FAMILY
- BUILDING AND MAINTAINING HEALTHY FRIENDSHIPS
- NAVIGATING INTIMATE RELATIONSHIPS WITH RESPECT AND UNDERSTANDING





[B.] WHY IS ASSERTIVENESS IMPORTANT FOR BUILDING RELATIONSHIPS? CONTINUED

- COMMUNICATING YOUR EMPLOYMENT SKILLS & EXPERIENCE WITH CONFIDENCE
- NEGOTIATING & ADVOCATING FOR YOURSELF IN SALARY OR WORKPLACE ISSUES
- EMPOWERMENT LEADS TO CONTROL OVER YOUR LIFE & INTERACTIONS





[C.] KEY ASSERTIVENESS TECHNIQUES

- **USE "I" STATEMENTS:** "I AM FRUSTRATED WHEN"
- **DESCRIBE OTHERS BEHAVIORAL EFFECT:** "YOU DON'T FOLLOW THROUGH ON YOUR PROMISES"
- **EXPLAIN IMPACT:** "I DON'T BELIEVE I AM IMPORTANT TO YOU"
- **STATE YOUR DESIRED OUTCOME:** PLEASE COMMUNICATE MORE



[C.] KEY ASSERTIVENESS TECHNIQUES, CONTINUED.

- SET BOUNDARIES: SAY RESPECTFULLY-> "APPRECIATE YOUR OFFER, BUT I'M NOT ABLE TO DO THAT RIGHT NOW."
- BE CLEAR ABOUT YOUR LIMITS: "I'M OK DISCUSSING THIS, BUT WON'T TOLERATE ANY DISRESPECT."
- ASK TO FIND COMMON GROUND





ROLE PLAY- TWO SEMINAR PARTICIPANTS

SCENARIO- HOUSING APPLICATION

LANDLORD EXPRESSES CONCERN ABOUT THE APPLICANT'S
CRIMINAL HISTORY. APPLICANT ADDRESSES THIS CONCERN
ASSERTIVELY & DIRECTLY BY REASSURING LANDLORD OF
THEIR COMMITMENT TO BEING A RESPONSIBLE TENANT.



“TRAINING IS TOUGH, BUT DON’T
QUIT- SUFFER NOW AND LIVE
THE REST OF YOUR LIFE AS A
CHAMPION.”

-MUHAMMAD ALI

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 SEMINAR V
FEBRUARY 5, 2025
• EFFICIENT & EFFECTIVE
COMMUNICATION WITH FAMILY