



Lifelong Advocacy
Improving your Advocacy Skills.




zeroabuse a program of PROJECT


Alison Feigh, Director, JWRC | 2025

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Loaded Content Ahead



<https://finelineprintinggroup.com/covid-recovery-resources/>



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Protective Factors

Protective Factors are conditions or attributes that, when present in families and communities, increase the well-being of children and families and reduce the likelihood of maltreatment. Identifying protective factors helps parents find resources, supports, or coping strategies that allow them to parent effectively...

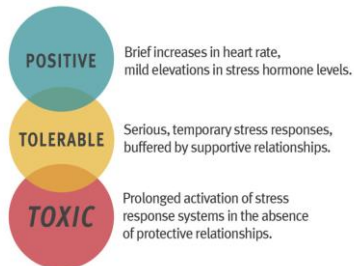
- Nurturing and attachment
- Knowledge of parenting and of child and youth development
- Parental resilience
- Social connections
- Concrete supports for parents
- Social and emotional competence of children

www.childwelfare.gov, Accessed 2023



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Stress



<https://developingchild.harvard.edu/science/key-concepts/toxic-stress/>



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Turning Out Instead of Inward

"Caring about others is one of the best ways to fight feelings of isolation."

—Kendra Cherry



www.pexels.com/photo/young-woman/



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What Can I Control?

- Communication
- Relationships
- Make Meaning
- Acknowledge the Emotion



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Burnout

"Although there is a crisis of teachers feeling burned out and intending to leave the profession, organizational factors still make a difference. In particular, organizational support and satisfaction with school decisions were associated with greater personal satisfaction and reduced burnout."

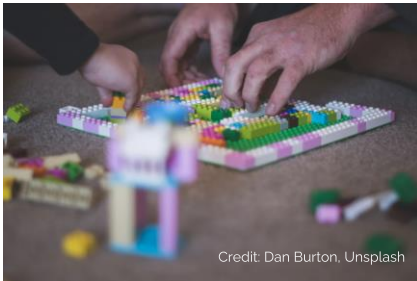
In person instruction was associated with higher teacher motivation and greater satisfaction.

Jose Eos Trinidad (2021) Teacher satisfaction and burnout during COVID-19: what organizational factors help?, International Journal of Leadership in Education, DOI: [10.1080/13603124.2021.2006795](https://doi.org/10.1080/13603124.2021.2006795)



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Consent and Empathy



Credit: Dan Burton, Unsplash



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“



"I've been worried about legacy since I was a kid. We have this amount of time, it's the tiniest grain of sand of time we're allowed on this Earth to be alive. And what do we leave behind and how much—and we're not even promised a day.
So what can we do in the time we're given?
I think that question has gnawed at me as long as I've been conscious."

—Lin Manuel Miranda

<http://time.com/4300102/lin-manuel-miranda-time-100-video/>



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Ethos – Passion and Caution

- Be aware of your judgement and then suspend it
- Dignity First
- Build Rapport
- Body Check
- Do the work ahead of time
 - What are your limitations?
 - What is your bias?
 - Am I coming from a place of respect?
 - Full heart
 - What does being present look like?

Interview w colleague Tomiko Mackey, 2022



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Thinking Details

- It is hard to see from a sitting down position. What does respect look like?
- Poverty and Neglect are two different things
- Calm in Storm
- Know your Exits
- Know your Resources (second adult, resources for your safety)
- Learn from what worked and what didn't work
- Still their home or their space

Interview w colleague Tomiko Mackey, 2022



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Improving Alliance

- Semi-structured interviews were conducted with 19 youth who screened positive for mental health concerns while in juvenile detention. Four themes were identified as important to improving the therapeutic alliance: Empathy, client-directed care, sequencing, and positive rapport.

Brown, J.R., Holloway, E.D., Akakpo, T.F. *et al.* "Straight Up": Enhancing Rapport and Therapeutic Alliance with Previously-Detained Youth in the Delivery of Mental Health Services. *Community Ment Health J* 50, 193–203 (2014).



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Rapport and Empathy

"The strength of the rapport between doctor and patient is largely determined by the quality of the empathy at the heart of it."

- **Motivation** – "There appear to be both innate (spontaneous) and consciously chosen (deliberate) sources of this motivation to listen or attend fully to a patient."
- **Empathetic Skills including Communication**
- **Factors that influence include provider factors, patient factors and environmental**
- **Provider factors could include personality, innate curiosity and warmth, professional confidence, self-awareness, present mood, and impact of the past experiences**

Norfolk, Birdi, and Walsh, "The role of empathy in establishing rapport in consultation: a new model." 2007



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Grounding Following Spinning

- Get them back to "here and now"
 - 5 Senses - What do you...?
 - See (5)
 - Feel/Touch (4)
 - Hear (3)
 - Smell (2) candle, lotion, etc...
 - Taste (1) candy, gum, etc...
- *(Happened vs Happening)*



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Ripple Effect

"Trauma has a ripple effect, same as when someone throws a stone into a still body of water."

—Laura van Dernoot Lipsky



Photo: <https://unsplash.com/@mohamadaz>



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Photo: Terry Sauer, November 21, 2016 for Star Tribune



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Occupational Identity

"Occupational identity, even well managed, impacts every single part of the social experience."

"Burnout is the inevitable result of an unhealthy connection to the occupational identity."

Dr. Johnanna Ganz, Occupational Identity Researcher specializing in mission driven work, TED x at Hamline University on May 7, 2019,
https://www.ted.com/talks/dr_johnanna_ganz_when_it_s_more_than_just_a_job



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"If the world is night, shine my life like a light." – "Let it Be Me", Indigo Girls



<https://www.billboard.com/articles/news/6157426/indigo-girls-new-album-2014-studio>



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Who forms your net?



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Rapport

- What does being welcomed in look like with these dynamics
- Core feelings do radiate – detectors
- Usually not about you – moderate reactions
- If you make a mistake, apologize
- Think through a plan beforehand

"I don't know."

"Let me find out."

Interview w colleague Tomiko Mackey, 2022



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Good Adult Ally points

- **Turn your statements into questions.**
 - Ask questions so youth can work through problems themselves.
- **Be Yourself.**
 - Don't try to be cool. Authenticity and honesty are the qualities youth respect most in adults.
- **Check your assumptions.**
 - Challenge any negative assumptions you or other adults have about young people.
- **Avoid adultism.**
 - "You're so young, you wouldn't know what I'm talking about." "You're so adorable." These comments belittle young people and will isolate them from the discussion.
- **Create a safe place.**
 - Actively work on creating an environment that is inviting, non-judgmental, and inclusive

www.ycdtoolkit.com/youth-centred-design



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Expressing Concern

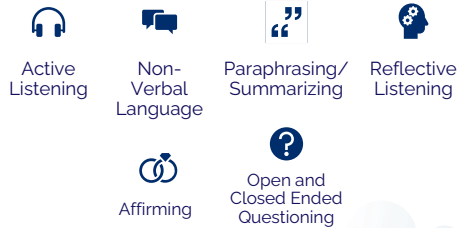
- When the situation arises, where high-risk behaviors do pose a risk to the young person's health, use 'I' statements to express concern instead of the 'You' statements, which imply blame and are perceived as alienating.
 - I am worried about you
 - Can I help you with this?
 - Does it make sense why I am concerned?

Christina Grant, April S Elliott, Giuseppina Di Meglio, Margo Lane, Mark Norris, What teenagers want: Tips on working with today's youth, *Paediatrics & Child Health*, Volume 13, Issue 1, January 2008,



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Communication Skills



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Themes

- Trauma
- Safe places
- Telling your story
- Things have changed
- Connection
- Necessary details
- Healing
- Misinterpretations
- Anger/Frustration
- Fear/Anxiety
- Other victims
- Mistakes
- Trauma begets trauma
- Recognizing victims
- Limited information
- Never ending



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Disclosure

1. something that is disclosed
 2. the act (process) of disclosing; revelation
- Coded Disclosure:** testing/gauging the reaction of the recipient.
- Assume/presume everyone has experienced trauma & treat the same.
 - "What happened to you?"
 - It is a process. You will get the easy answer first.
 - Most important answers are saved for trust.



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Bigger Questions

"Don't remove a fence until you understand why it was put there."

Attributed to G K Chesterton, paraphrased from his 1929 book, *The Thing: Why I Am a Catholic*.



<https://pixabay.com/users/peterdargatz-8783/>



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Learned Helplessness in Systems

"In the human response to stress, fear often becomes a way of life resulting in a person being in a chronic state of hyper arousal with serious negative consequences for the body and mind. Similarly, human service systems in chronic crises also function in a hyperaroused state where there is little safety and stress is cumulative. Employees display impairment in emotion management and cannot learn well..."

Communication, the life blood of every organization, is besieged resulting in miscommunication, one-way communication, conflict, secrecy, narrowing of focus, and control measures which eliminate complex team discussions."

Bloom and Farragher, *Destroying Sanctuary*, Oxford University Press, 2010



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Boundaries

- Truly a gift to survivors
- Where one person ends and another begins
- Support from Survivor
- Okay with the word "No"
- Guilt/Shame/Blame
- Oversharing
- Confusing Role/Identity
- Physical Touch
- Direct, not Passive Aggressive
- It is not their role to appreciate or thank
- Decision Making
- Okay with the word "No"
- Wary of Comparisons
- Don't ignore your Instincts
- Always Learning



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Resources Needed for YOU

- Support
- Supervision
- De-Brief
- Flexibility
- Training/Education
- Team/MDT
- Financial vs Self Support (Grants and funds)
- Boundaries of Others to You



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Anger



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We see the world differently

"It happens when you take on the burden of other people's pain," explains domestic violence advocate and educator Julie Owens. "Working with traumatized survivors can cause trauma. Our coping mechanisms can get overwhelmed."

<https://www.domesticshelters.org/domestic-violence-articles-information/when-domestic-violence-takes-a-toll-on-the-helpers>



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Exposure to Trauma

"...Those who work with children traumatized by abuse and/or neglect, including, but not limited to, child welfare, child protection, counselors, healthcare providers, advocates, law enforcement, and prosecutors investigating crimes against children, are exposed to traumatic stories daily in their work. Negative reactions to this witnessing of other people's trauma results in *vicarious traumatization* (also referred to as secondary traumatic stress) which can manifest as mental, physical, emotional, spiritual, work-related and/or social consequences." Molnar, et al, 2020, Child Abuse & Neglect



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Triggers

- "The elegant brain splinters the traumatic memory into manageable pieces, scattering the shards of an experience throughout the brain to be housed in available, sometimes distinctly related clusters.
- This part of the memory will be stored alongside memories of hair metal guitar solos. That chunk of the memory will live next to memories about red Honda Civics...
- These clusters are now triggers. Hear a particular song and the hurt transpires now. See a red Honda Civic and panic leaps to the surface in the present tense...
- It's a seemingly random button pushed in the brain that springs a trap of unexpected pain."

From Nathan Langston's online piece "I Need You to Tell Me Everything"
www.telleverythingart.com, Accessed 2022



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This isn't just mine to solve

- Share ownership and responsibility.
- You can't be everywhere at once.
- Responsibility on the shoulders of the one causing harm.
- Toxic Leadership radiates



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Compass

"There is always something to do. There are hungry people to feed, naked people to clothe, sick people to comfort and make well. And while I don't expect you to save the world I do think it's not asking too much for you to love those with whom you sleep, share the happiness of those whom you call friend, engage those among you who are visionary and remove from your life those who offer you depression, despair and disrespect." — Nikki Giovanni



Weinstein, 2008, Wikimedia



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Learning
from
Families

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Art by Susan Heath Ramsey



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LET'S TALK ABOUT INTIMATE PARTNER VIOLENCE IN QUEER COMMUNITIES

BY REINA GATTUSO

For those of us whose experiences of violence come later, violence may shift the way we understand ourselves, our identities, our relationships to other people, and our relationships to the world. This sense of disconnect from self and community can be particularly jarring to us as feminists, activists, rabble-rousers, queer rebels, women's center staff. **After all, not only have we read the pamphlets — we've written them.** We feel we should know what to do when we're in violent situations. We feel we should know how to avoid those situations in the first place.

<http://feministing.com/2015/04/28/lets-talk-about-intimate-partner-violence-in-queer-communities/>



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Disparities

In a nationwide online sample of U.S. adolescents, transgender adolescents had elevated rates of psychological, physical, and sexual abuse compared with heterosexual, cisgender adolescents.

Disparities in Childhood Abuse Between Transgender and Cisgender Adolescents, Brian C. Thomas, et al, Pediatrics August 2021

**Best practices – working from the margins inward
Not seeing difference as a deficit, but as unique opportunities**



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Working from the Margins Inward

"One myth about accessibility that I see is that unfortunately, accessibility is often seen as something extra, something that is an add-on that you can do or not do. What is beautiful about accessibility is that everyone benefits when you create it. When you invest in accessibility, everyone benefits, not just disabled people. People seem to think that accessibility only benefits a small group of people, and that's not true."

– Catarina Rivera, Advocate

2023, www.medium.com/latinxinpower/proud-and-loud-accessibility-talk-fca4935db9ff



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Hope is a Verb

"Hope criticizes what is, hopelessness rationalizes it. Hope resists, hopelessness adapts." –William Sloane Coffin



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Own your Gut Instinct

"You have the gift of a brilliant internal guardian that stands ready to warn you of hazards and guide you through risky situations."

– Gavin de Becker, *The Gift of Fear: Survival Signals That Protect Us from Violence*



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Empathy

Empathy - the ability to understand and share the feelings of another.

The word 'empathy' comes from Ancient Greek:

ἐμπάθεια (*empathia*, "passion") + πάθος (*pathos*, "feeling")

- Empathy is about connection
- Bullying behavior is about disconnection



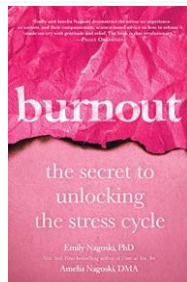
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Community Care

"The cure for burnout is not 'self-care'; it is all of us caring for one another. So we'll say it one more time: Trust your body. Be kind to yourself. You are enough, just as you are right now. Your joy matters. Please tell everyone you know."
— Dr. Emily Nagoski and Amelia Nagoski, DMA

Burnout: The Secret to Unlocking the Stress Cycle,
2019



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Making the healthy choice easy

- **What does that look like in sexual violence prevention?**
 - Consent
 - Bystander – Upstander
 - Owning the problem
- **What does that look like in leadership?**
 - Modeling healthy
 - Clear expectations
 - Team dynamic

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#11forJacob

1. Be Fair
2. Be Kind
3. Be Understanding
4. Be Honest
5. Be Thankful
6. Be a Good Sport
7. Be a Good Friend
8. Be Joyful
9. Be Generous
10. Be Gentle with Others
11. Be Positive



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