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Developing Effective Working Relationships with Victims and Offenders for Community Corrections Professionals

June 5, 2020

Dr. Anjali Nandi

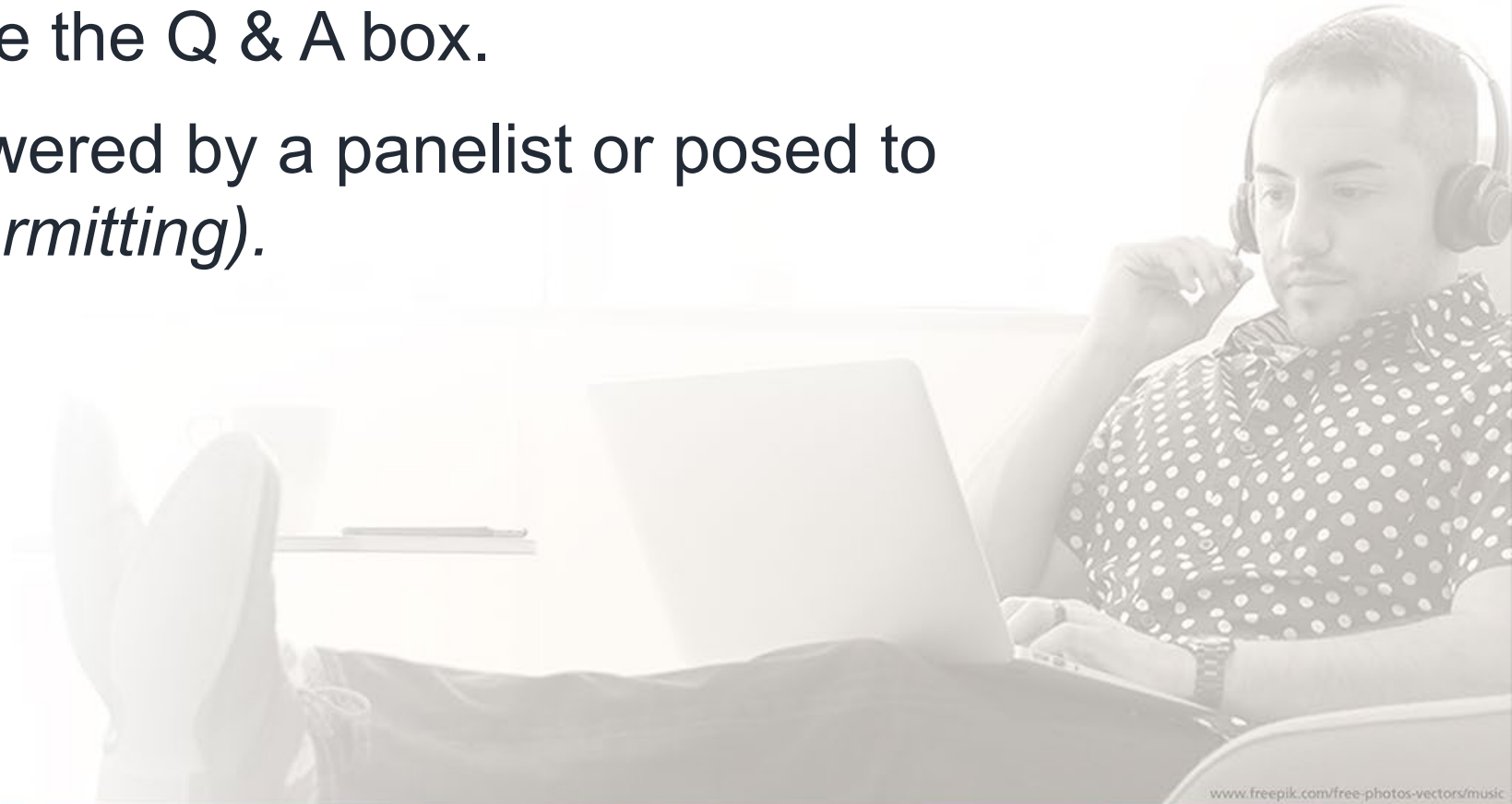


Webinar Information

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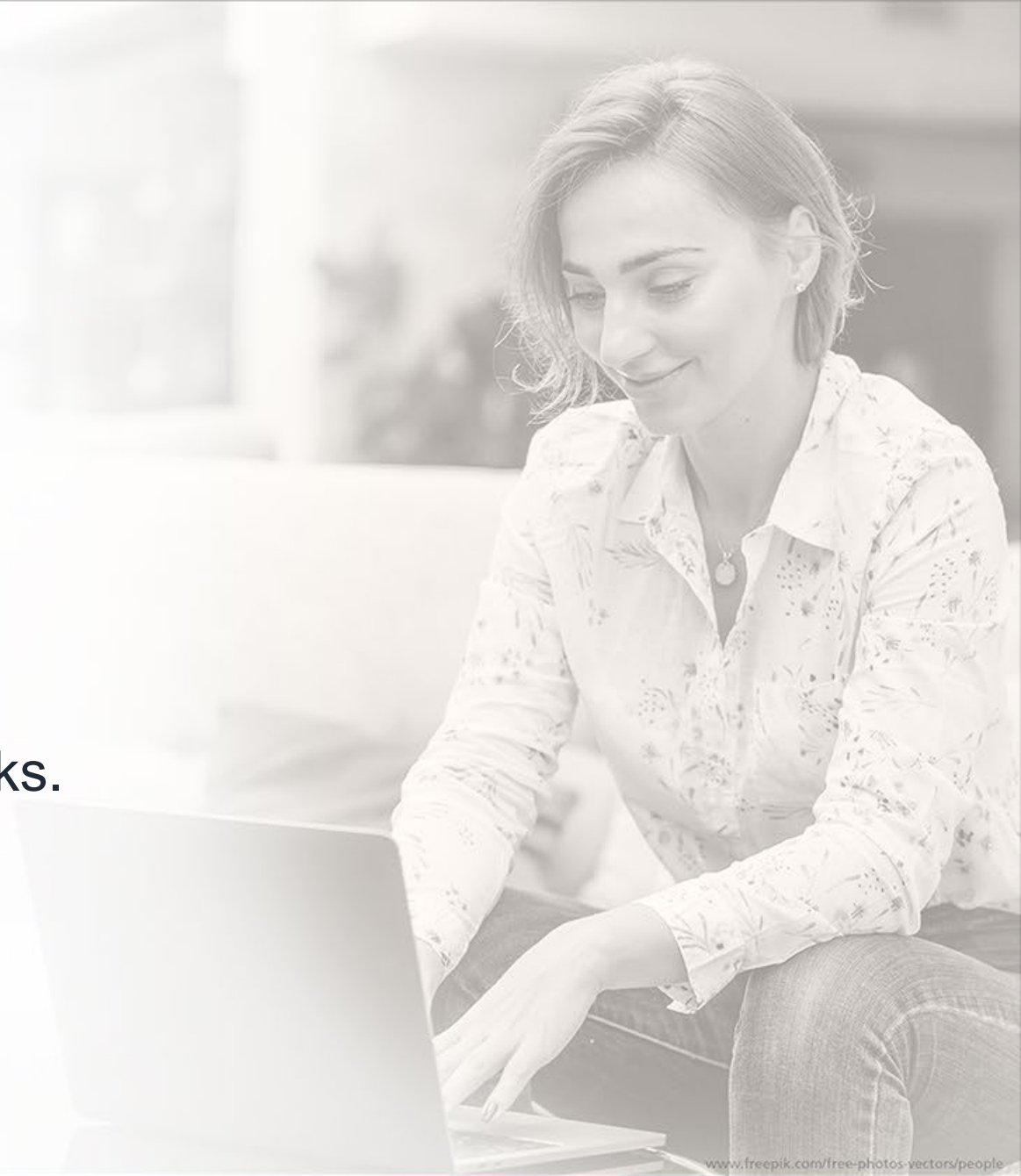
During the Webinar

- All attendees will be **muted**.
- Have a **question**? Use the Q & A box.
- Questions will be answered by a panelist or posed to the presenter (*time permitting*).



Certificate of Attendance

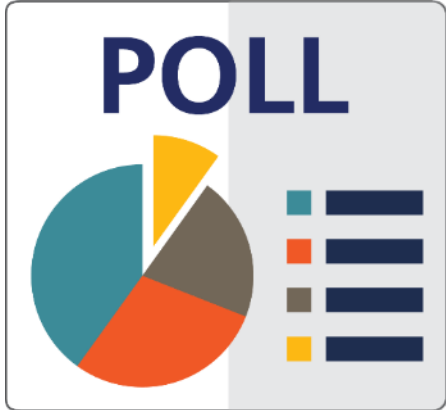
- Live Webinar = **YES**
- Recorded Webinar = **NO**
- What do I need to do?
 - **Attend the entire live webinar**
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Email names to ncjtc@fvtc.edu.



Poll Questions

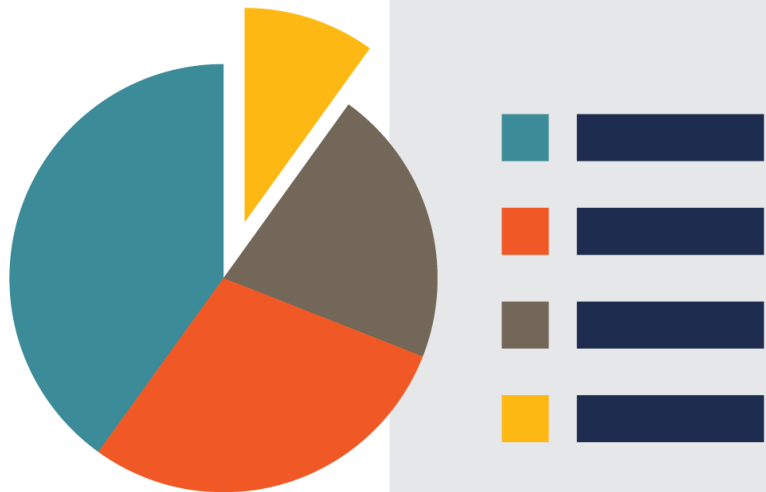
Poll questions may be asked during the webinar.

This is your time to weigh in with your thoughts.



Please respond promptly; polls are open for a short period of time.

POLL



Which of the following best describes your role?

- Victim Services / Victim Advocate
- Probation / Community Corrections
- Law Enforcement
- CAC, Social Worker, Mental Health
- Other

Learning Objectives

- 1 Explain the importance of the relationship with criminal justice clients in the change process
- 2 Identify components of an effective working relationship
- 3 Describe how to create a relationship that holds offenders accountable and provides appropriate advocacy in their path to more pro-social lifestyles
- 4 Recognize common biases and understand the impact of their interactions when biases are present



Today's Presenter

Anjali Nandi, PhD, MAC, LAC
National Criminal Justice
Training Center (NCJTC)

Outcome Attributions

(The Significance of General Factors)

(Lambert & Barley, 2001)

Features of the Individual Client = 40%

- internal (IQ, Dual Diag., etc.)
- external (Social Support Insurance)

Relationship w/ Practitioner = 30%

- working 'alliance'
- accurate empathy

Placebo (anticipatory set) = 15%

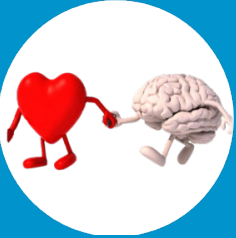
Intervention model = 15%



6

Strategies For Supporting Relationship and Structure

1 Empathy



Empathy conveys you understand both cognitively and affectively what the other person is saying
It does not mean agreeing with the person, it is not sympathizing, nor is it excusing the behavior
Complex reflections are a great way to convey empathy

2 Boundaries

Boundaries are clear statements about what is okay and what is not okay
Clients need clear structure and clear expectations
Clarifying boundaries is done all the time, not just when there is a problem
Affirm when a client respects a boundary so you reinforce positive behavior



3 Clear Direction



Clear goals and expectations are key in developing a strong working alliance
Provide the client clear direction regarding expectations and next steps
Have the client share their understanding about the expectations and next steps

6

Strategies For Supporting Relationship and Structure

4 Role Clarification

Clarify the negotiables and non-negotiables

Clarify the expectations and have the client share their expectations of you

Talk with the client about the consequences, positive and negative, of their behavior



5 Reinforcement



Reinforcing positive behavior increases the likelihood it happens again, so catch people doing it right!

Make your praise specific to the behavior so the client can make the connection

You have to mean it, so be genuine and train yourself to look for the positive

6 Be a Guide

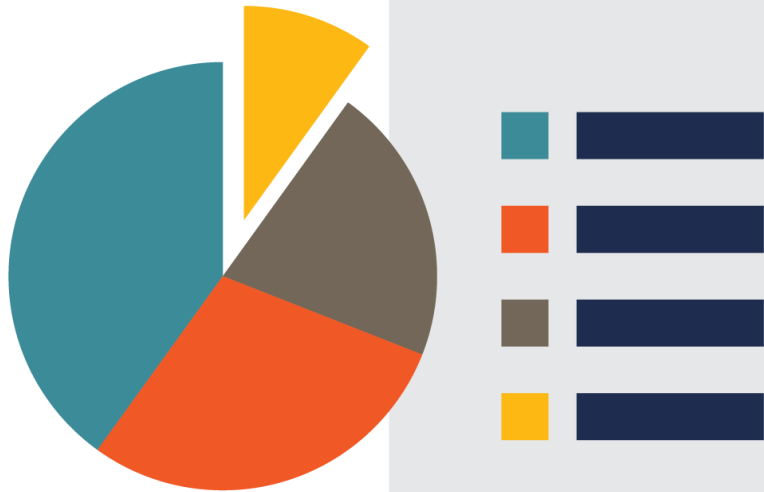
Your role is as guide, not rescuer or teacher

Be careful about stepping into the drama triangle

Offer options, suggestions, support - it is the client's job to choose what they do next



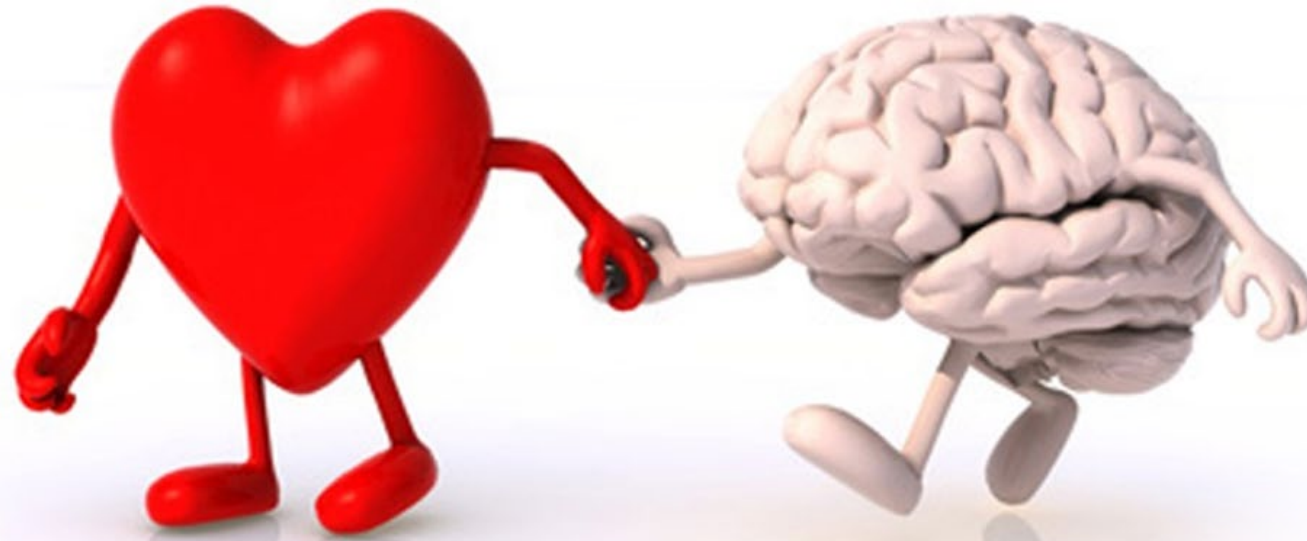
POLL



Which area do you find yourself struggling the most with:

- Empathy
- Boundaries / Clear direction
- Role clarification
- Reinforcement
- Being a guide

Relationships



Boundaried Empathy



Tips To Re-establish Safety

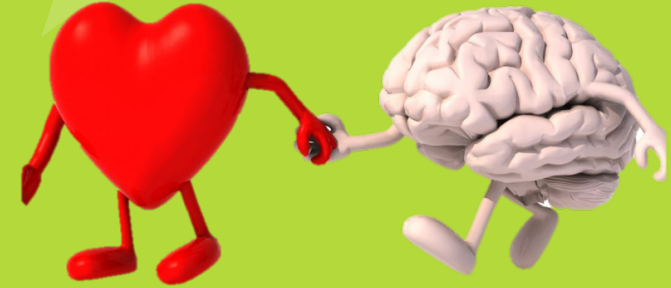
1

Notice a flipped lid



Reactivity, lack of humor or creativity, slowed processing, big emotions, lack of logic, referencing the past, are all signs of a flipped lid

2



Respect and Empathy

Expressing empathy is the fastest way to bring a lid down. Convey concern, care and understanding. Statements like, "I can see how hard this is..." or "I get how important this is for you..." can go a long way. Stay calm yourself and always convey respect. Remember their mirror neurons are picking up on your emotion, so check in with yourself.

3



Grounding Techniques

Breathe, observe, involve 5 senses, feet on the floor, wiggle toes, return to the here and now

Forwards Looking –
Future and Solution
Focused

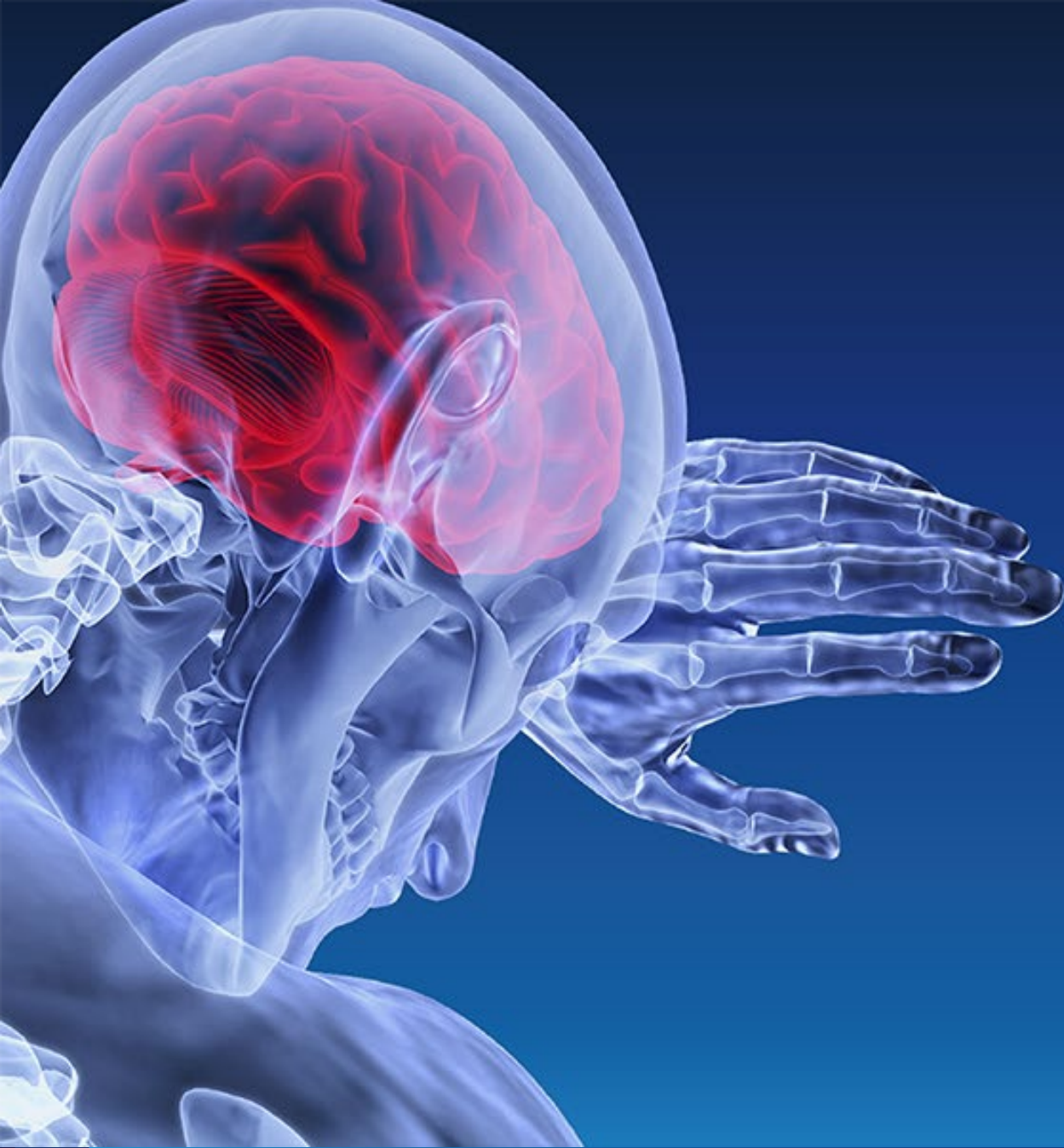
Intellectual (Logical)
Brain



Emotional Brain
Past Focused

Non-Intellectual/Non
Logical





Brain in Conflict

- Safety first
- Diminished hearing
- Lowered creativity
- Inability to problem-solve
- Lowered sense of humor
- Lowered ability to see complexity
- Positive memory is compromised

Safety



- Safety questions – to enter and to stay
 - To enter is about shared purpose
 - To stay is about respect
- Get out of content and into safety when needed
- Work to have the conversation at the right level
- Re-establishing safety
 - Apologize
 - Contrast
 - Establish mutual purpose



Feedback Sits at the Intersection of:

- the need to be accepted for who I am
- the need to grow, learn, and develop mastery.

Homeostasis and Feedback Swings





Feedback

- Appreciation, noticing, valuing
- Coaching or helping skills get better
- Evaluation

Learning vs. Performance Orientation





Getting Better at Giving Feedback

- Ask permission
- Chunk-check-chunk
- Focus on impact versus assumptions or morality
- Watch for the yellow light
- Make a short specific behavior change request or state your need

Being a Thought-Partner

- Create a culture of ongoing feedback — make it a habit
- Provide feedback frequently
- Use real examples, direct observation, in the here-and-now
- Model behavior
- Facilitate discovery





You Know You Need Your Skills When:

- Emotions are up
- Stakes are high
- Opinions differ



Getting Myself Together

- Mindfulness
- What do I need?
- What story am I telling that I need to let go of?

Considerations

Timing: Is this the right time for this conversation? For both of us? And if not, have I explained why we need to have this conversation now even though the timing is unfortunate. Are there things I can do to prepare for this conversation even if it means delaying it?

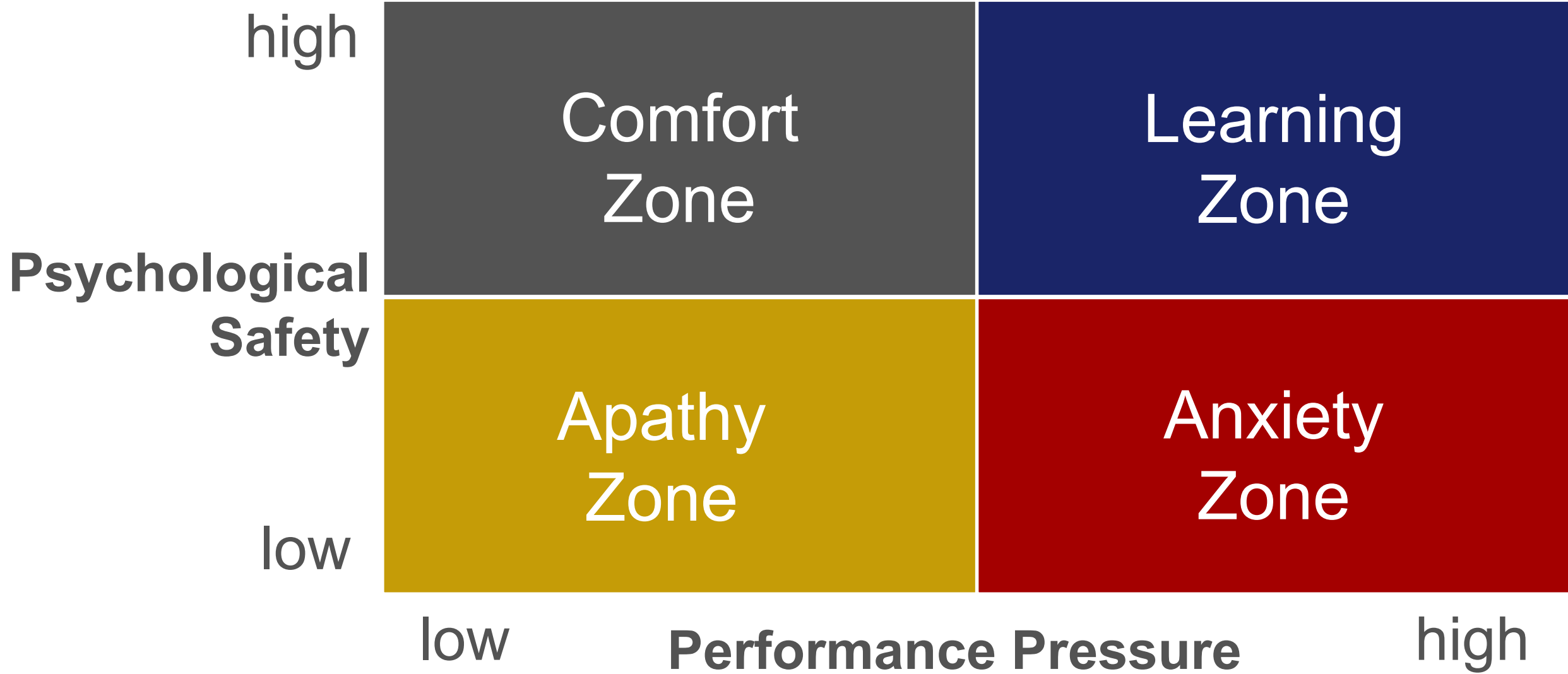
Topic: Am I talking about the right thing at the right level? Am I addressing the right issue? Is this a one-time issue or a pattern? Are we both talking about the same thing? As the conversation progresses, are we still talking about the same thing? Have I established mutual purpose?

Considerations

Emotion: Are there emotions driving this conversation that need to be named? Are these emotions about safety, in which case, what do I need to do to re-establish safety?

Outcome: What is the outcome I need? Am I asking clearly for the outcome? Am I being specific in my request?

Follow-up: Do we both understand what happens next? How we will know if this conversation was successful? When will we follow-up with each other about this?





Biases

- Implicit bias
- Neuroscience
- Heuristics
- Confirmation bias

Brief Conversations

WHAT DOES NOT WORK

- Advice giving
- Shaming
- Providing discrepancy
- Indifference
- Extreme consequences

WHAT DOES WORK

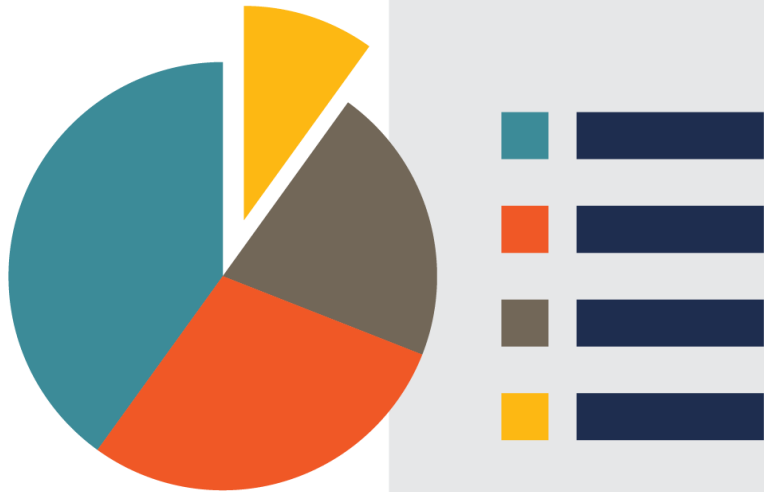
- Developing discrepancy
- Heightening awareness
- Providing information
- Curiosity
- Options and natural consequences



Things to be Curious About

- Concerns
- Abilities
- How things would be better/worse
- Benefits/consequences
- Possibilities
- Intentions

POLL



What areas do you feel you could use more training in:

- a) Developing psychological safety
- b) Engaging in difficult conversations
- c) Balancing empathy with boundaries
- d) Giving feedback
- e) All of it!





Contact Information

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Upcoming Webinars

- **June 18, 2020 | 1:00 PM CT**
 - ✓ *Comprehensive Approach to Offender Management*
- **July 8, 2020 | 1:00 PM CT**
 - ✓ *Motivational Interviewing 101*
- **August 19, 2020 | 1:00 PM CT**
 - ✓ *Introduction to Cognitive Behavioral Therapy/Skill Development*
- **September 9, 2020 | 1:00 PM CT**
 - ✓ *Introduction to the Neurobiology of Trauma*

Registration emails coming soon...

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