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Victim-Centered Strategies for Effective Working Relationships

Presented by: Dr. Anjali Nandi

November 17, 2020

Webinar Information

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Pre-Webinar Information



Participants will be muted for the duration of the webinar.



Questions and comments can be asked using the question box in the control panel. Questions will be answered by a panelist or posed to the presenter (time permitting).

Post-Webinar Information

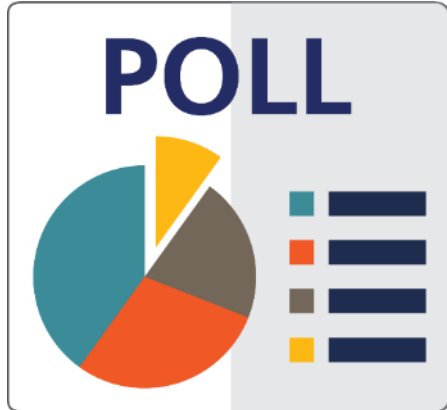
- A recording of this webinar will be available in the coming weeks at ncjtc.org/OVWrecorded.
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 - ✓ Attend the entire live webinar
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Poll Questions

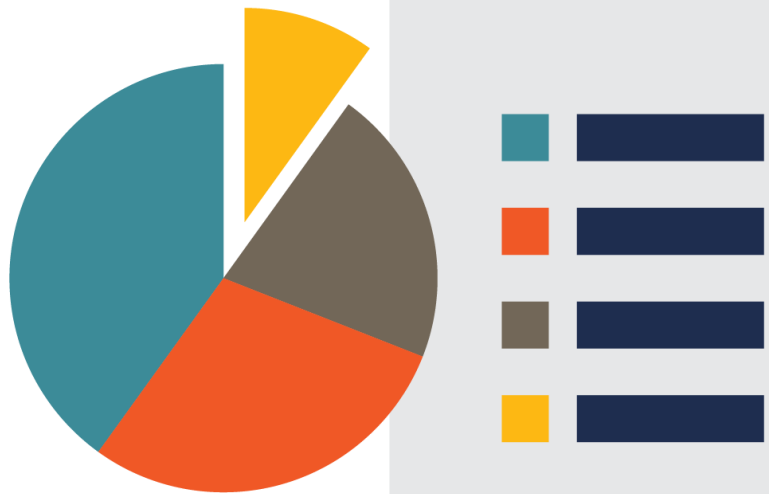
Poll questions may be asked during the webinar.

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



Dr. Anjali Nandi, PhD, MAC, LAC

Associate, NCJTC

Presenter



Greg Brown

Program Manager, NCJTC

Moderator

Learning Objectives

- 1 Understand the critical role effective relationships play in our interactions with victim/survivors and offenders.
- 2 Identify components of effective working relationships.
- 3 Learn how to develop and maintain a relationship that holds offenders accountable.
- 4 Learn how to create a relationship that is effective and supportive of victim/survivors in their journey in the criminal justice system and healing.
- 5 Identify common biases and understand the impact of their interactions when biases are present.

Outcome Attributions

(The Significance of General Factors)



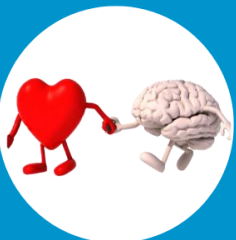
Features of the Individual Client <ul style="list-style-type: none">• internal (IQ, Dual Diag., etc.)• external (Social Support Insurance)	40%
Relationship w/ Practitioner <ul style="list-style-type: none">• working 'alliance'• accurate empathy	30%
Placebo (anticipatory set)	15%
Intervention model	15%

(Lambert & Barley, 2001)

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



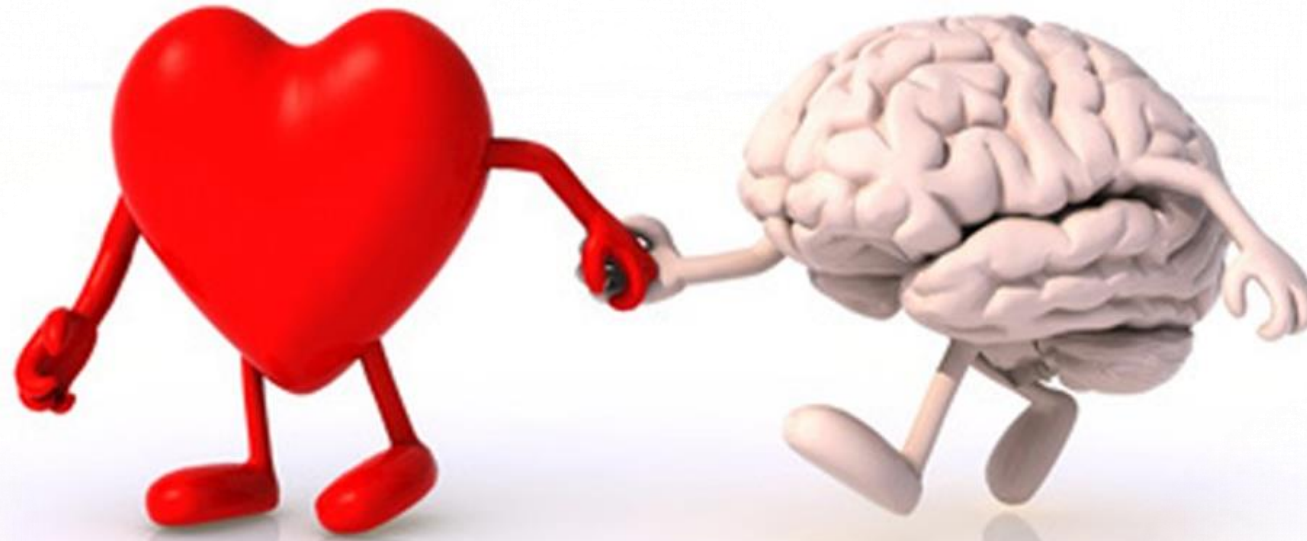
POLL



Which area do you find yourself struggling the most with?

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

Relationships



Boundaried Empathy

**Forwards Looking –
Future and Solution
Focused**

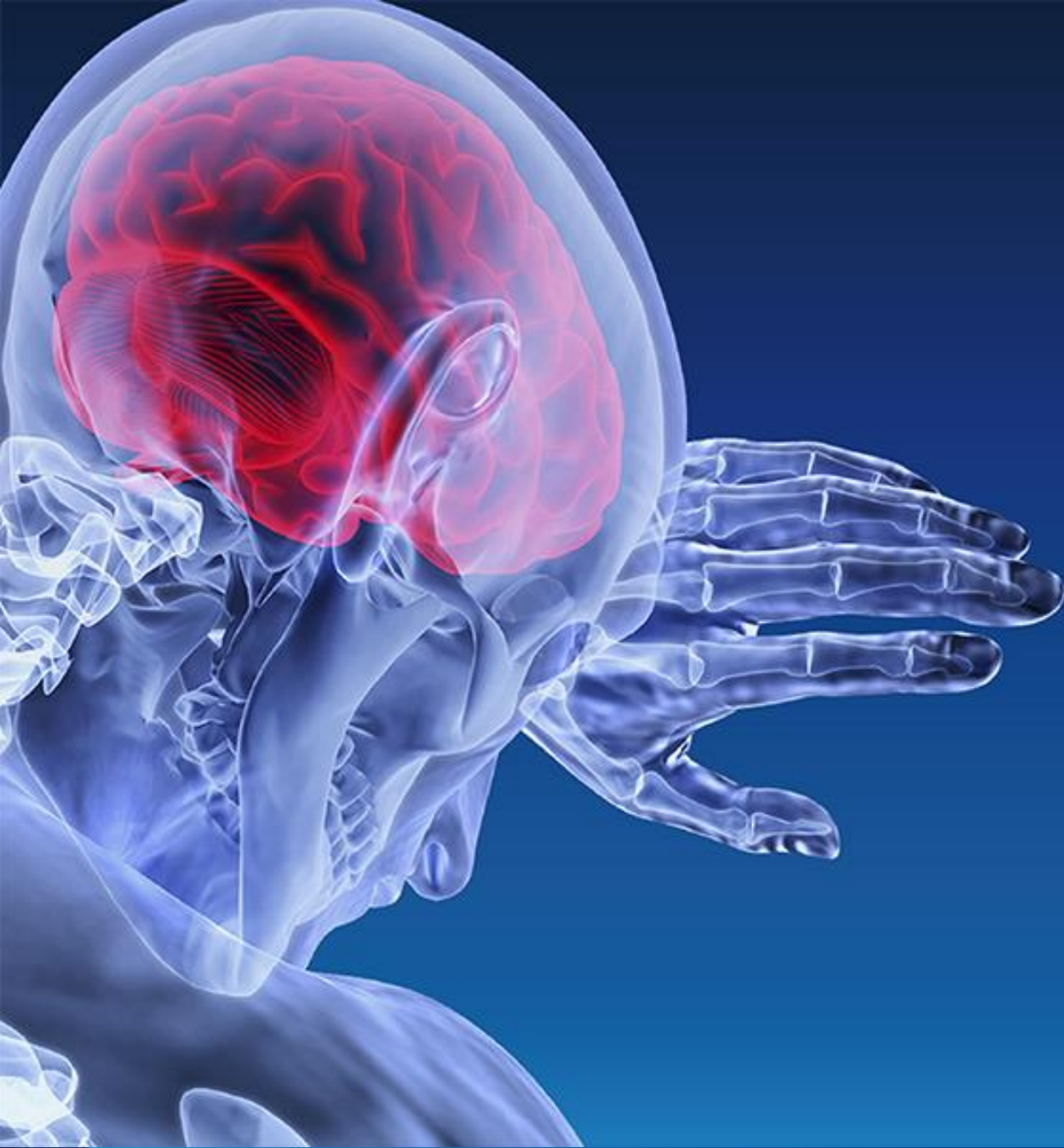
**Intellectual (Logical)
Brain**



**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



Tips To Re-establish Safety

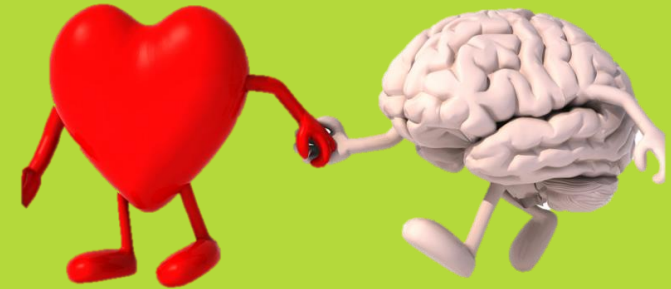
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Notice a flipped lid



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.



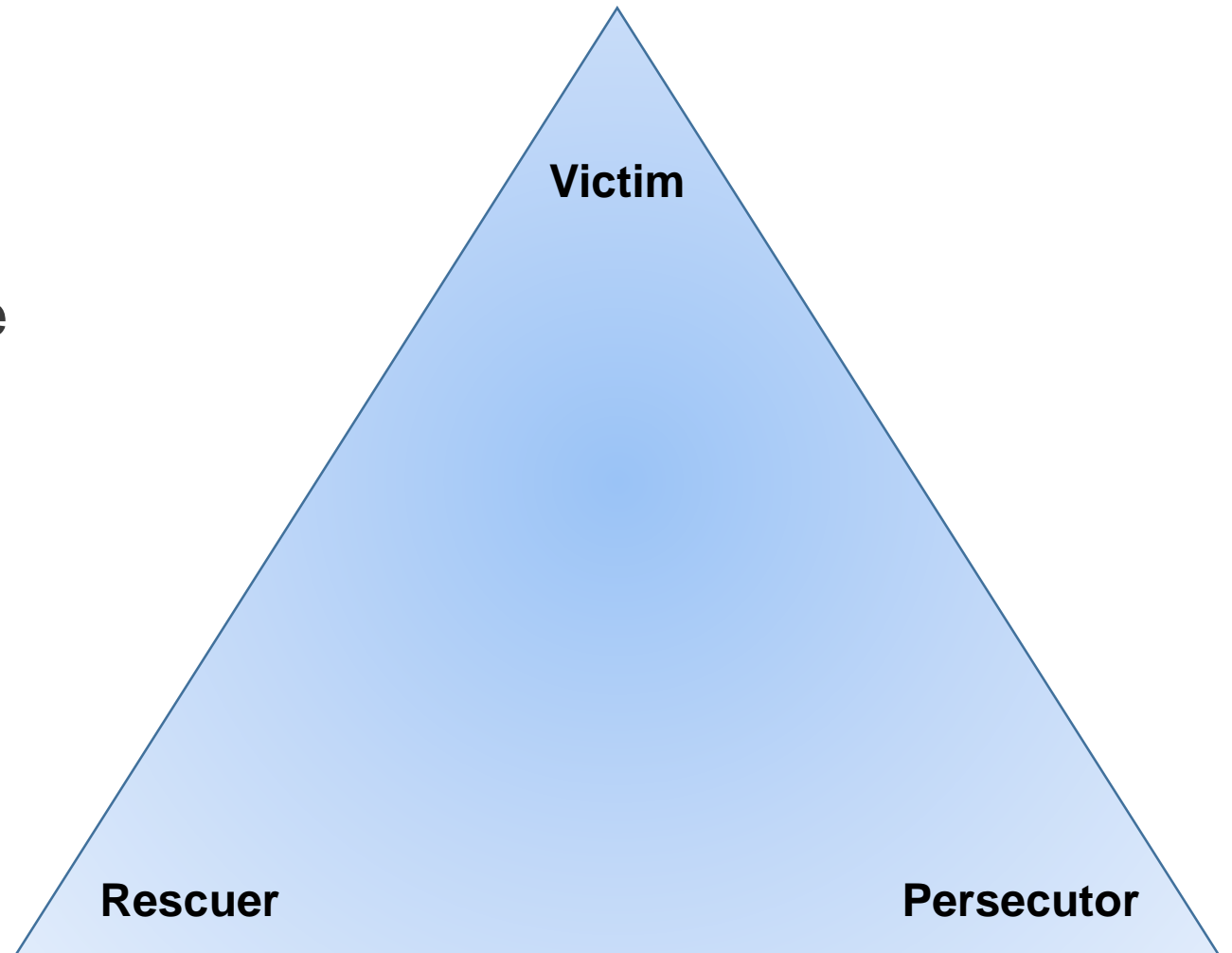
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Grounding Techniques

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

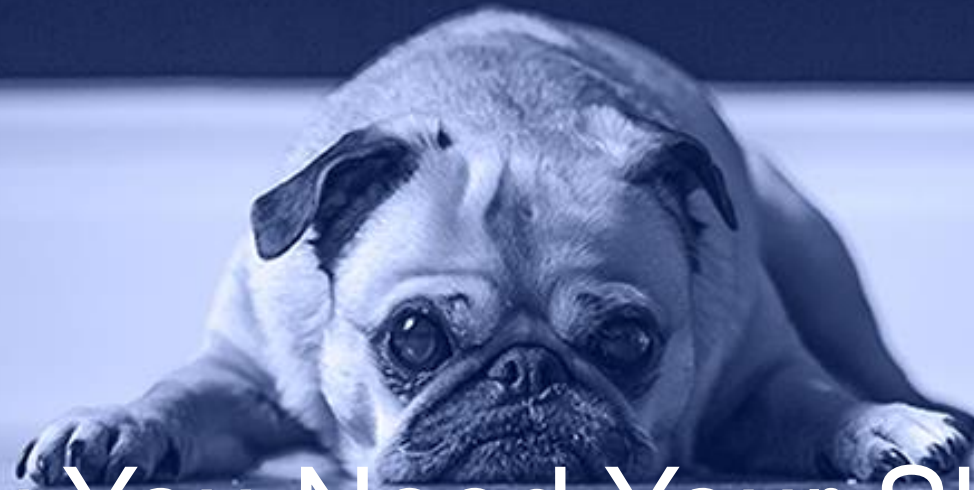
Drama Triangle

1. Recognize the Drama Triangle
2. Ask “How Can I Help?”
3. Be Blunt . . . But Be Careful
4. Ask “And What Else?”
5. Listen





Accountability versus Blame



You Know You Need Your Skills When:

- Emotions are up
- Stakes are high
- Opinions differ

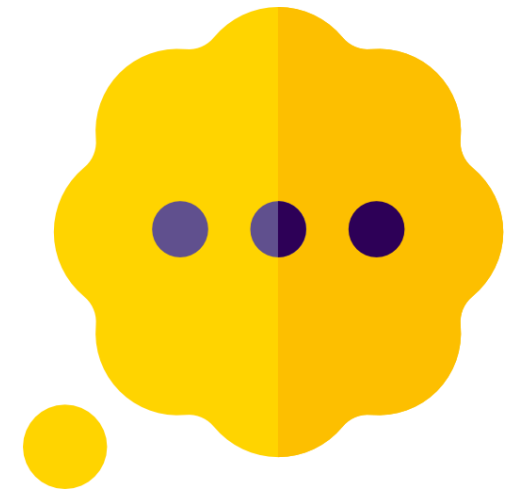


Getting Myself Together

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

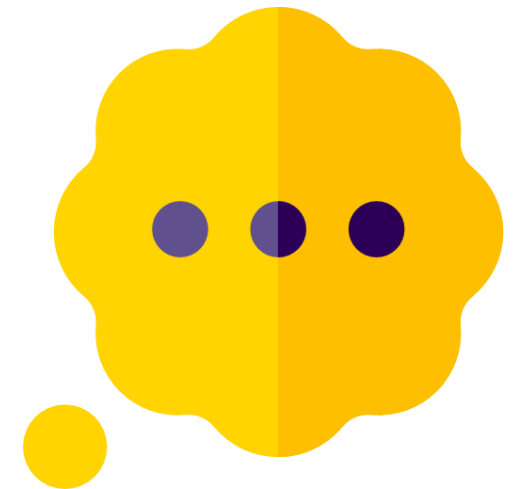
Considerations

- **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

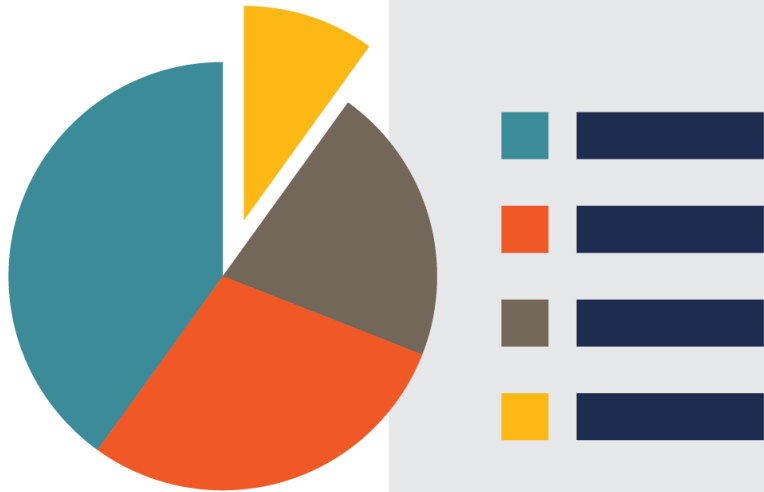
- Developing discrepancy
- Heightening awareness
- Providing information
- Curiosity
- Options and natural consequences



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?

- Developing psychological safety
- Engaging in difficult conversations
- Balancing empathy with boundaries
- Giving feedback
- All of it!



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Upcoming Webinars

December 15, 2020 | 1:00 PM CT

- ✓ *Ask the Expert Session 1: What Does it Mean to be Victim-Centered?*

February 23, 2021 | 1:00 PM CT

- ✓ *Addressing Violence Against Women Through Motivational Interviewing*

March 16, 2021 | 1:00 PM CT

- ✓ *Ask the Expert Session 2: What do Victim/Survivor Service Professionals Need to Know about Corrections*

April 6, 2021 | 1:00 PM CT

- ✓ *Ask the Expert Session 3: Attending Risk and Needs in Treatment*

May – August 2021 | Additional topics to be covered.

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