

[THE FOLLOWING TEXT IS THE
BYPRODUCT OF THE CLOSED
CAPTIONING OF THIS BROADCAST.
THE TEXT HAS NOT BEEN PROOFREAD
AND SHOULD NOT BE CONSIDERED A
FINAL TRANSCRIPT.]

>> ANISA ALIL: HI THERE, WE'RE
GOING TO GET STARTED TODAY, AND
I KNOW A LOT OF YOU HAVE
PROBABLY JOINED OUR WEBINAR A
FEW WEEKS AGO WHERE WE HAD MAJOR
TECHNICAL DIFFICULTIES AND HAD
TO RESCHEDULE TO TODAY.
SO IF YOU ARE ONE OF THOSE
PEOPLE, THANKS SO MUCH FOR
BEARING WITH US AND JOINING US
TODAY.
WE APPRECIATE YOUR PATIENCE AND
WE ARE HOPING FOR BETTER RESULTS
TODAY.
FOR TODAY'S WEBINAR, EVERYONE IS
GOING TO BE MUTED.
YOU CAN USE THE CHAT BOX
THROUGHOUT THE WEBINAR IF YOU'D
LIKE TO MAKE ANY COMMENTS OR ASK
ANY QUESTIONS.
I DO SEE A COMMENT IN THE CHAT
BOX ASKING HAS IT STARTED YET.
I THINK EVERYONE CAN HEAR ME
OKAY BUT IF YOU CAN, TYPE IN THE
CHAT BOX ONE MORE TIME IF YOU
CAN HEAR ME.
THAT WOULD BE PERFECT.
AS USUAL, THIS WILL BE RECORDED
AND WE WILL START THE RECORDING
AND THE SLIDES AFTER TODAY'S
WEBINAR.
SO WITH THAT, I'LL HAND IT OVER
TO OUR SPEAKER FOR TODAY,
REBECCA LEVENSON.
>> WELL, GOOD MORNING, I'M VERY
EXCITED TO BE ON THIS WEBINAR,
THIS MORNING WAS HILARIOUS,
BECAUSE I GOT HERE ABOUT TWO
MINUTES AGO.
7:25 IN THE MORNING, THERE WAS
AN ACCIDENT, SO NOW THAT WE'VE
PERSEVERED, WE'LL HAVE A GREAT
WEBINAR.
I ABSOLUTELY LOVE THIS
PRESENTATION.
I'VE BEEN WORKING WITH YOU ABOUT

20 YEARS NOW AND SHARING WITH YOU THE LATEST AND GREATEST THINKING.

THIS IS THE THIRD ADDITION OF HEALTHY MOMS/HAPPY BABIES, AND MANY OF THEM COME FROM YOUR VOICE AND YOUR QUESTIONS AND YOUR LEARNING.

AND IF YOU HAVE FUNNY PAUSES, THAT'S ME.

WE'RE GOING TO BEGIN WITH YOU. PART TWO OF THIS WEBINAR WILL GIVE YOU A SENSE OF THE WORK WE DO WITH CLIENTS, AND THIS IS LOOKING TO WHAT OUR ORGANIZATION NEEDS TO DO TO SUPPORT YOU AND THIS WORK, AND WHAT GETS IN THE WAY OF OUR WORK WITH THE CLIENTS, AND I WANT TO UNDERSCORE THAT BECAUSE I THINK WE DON'T PAY ATTENTION TO WHAT YOUR NEEDS ARE, YOU'RE NOT IN A POSITION TO TAKE CARE OF YOURSELF AND THEREFORE YOU'RE NOT IN A POSITION TO TAKE CARE OF SOMEONE ELSE.

SO WE'RE GOING TO GO ON TO THE NEXT SLIDE AND I WANT TO DEDICATE THIS WEBINAR TO THIS WOMAN, WHO I MET 20 YEARS AGO IN JACKSONVILLE, FLORIDA, AND WE WERE DOWN THERE WANTING TO UNDERSTAND WHAT FOLKS NEED, HAVING THE CONVERSATIONS AROUND VIOLENCE, AND SHE WAS THIS WISE WOMAN IN THE WORLD.

REBECCA, IF YOU WANT TO KNOW WHAT'S GOING ON WITH THIS STAFF, YOU NEED TO GET ME OUT OF THE ROOM AND EVERYBODY IN MANAGEMENT TOO, AND WE DID THAT ACROSS THE COUNTRY, AND REALLY LISTENED TO YOU.

WHEN WE FIRST ROLLED OUT HEALTHY MOMS/HAPPY BABIES, TO SUPPORT THE MIECHV-FUNDED PROGRAM AND SCREENING FOR DOMESTIC VIOLENCE BECAUSE IT WAS A NEW REQUIREMENT THAT CAME, I WILL TELL YOU FOR THOSE OF YOU WHO HAVE SEEN THE FIRST EDITION, TALKING WITH STAFF -- IN THIS VERSION, IT'S MARGINAL 1, A 20-MINUTE PRESENTATION, AND IT'S GOING TO

BE GIVING YOU HIGHLIGHTS, THIS
NEW THINKING.

AND SO WHAT ARE SOME OF THE MAIN
SOURCES OF STRESS AMONG HOME
VISITORS?

WHAT ARE SOME OF YOUR -- WHAT DO
YOU THINK THE MAIN STRESSORS
ARE?

FINANCIAL.

I CAN SEE YOU'RE WRITING.

PAPERWORK.

SAFETY.

OKAY.

EMOTIONAL BURNOUT.

SO FINANCE.

WE'RE GOING TO TOUCH ON MANY OF
THESE THINGS, IN THE WEBINAR,
THE RESOURCES, THE CASEWORK, TRY
SOME OF THOSE.

WE'RE GOING TO BE ADDRESSING
SOME OF THESE THINGS TODAY.

WE'LL GO ON TO THE NEXT SLIDE
HERE.

AND I GUESS HERE, I CAN SAY THAT
ONE OF THE THINGS THAT WE'VE
BEEN TALKING A LOT ABOUT IS WHAT
DO YOU NEED FOR SUPPORT.

AND WHAT ARE THE COPING
STRATEGIES WE CAN USE, HOW DO WE
START THINKING ABOUT THIS BIG
PICTURE.

SO ALITZ DID THE SAME ISSUES
AROUND STRESS, AND THEY SHARED
WITH US IN THEIR RESEARCH, SOME
MIGHT BE COLORING THE WORK THAT
THEY LOOKED AT HERE.

IF WE LOOKED AT THIS SLIDE, WE
WOULD SPEND SOME TIME ON IT,
TALK ABOUT IT AS A GROUP AND DO
SOME EXERCISE, AND I'M SORRY,
OUR CONVERSATIONS WILL BE --
WE'LL GO ON TO THE NEXT SLIDE.

AN IMAGE, AN IMAGE OF THE GREAT
WALL OF CHINA, AND IT LOOKS LIKE
THAT, BUT IT'S NOT LIKE THIS,
IT'S AN ART INSTALLATION PIECE
THAT WAS DONE IN THE HOPES OF
TELLING YOU ABOUT, MAYBE 30
YEARS AGO NOW, AND HIS NAME IS
CRISTO, AND THIS IS CALLED "THE
RUNNING FENCE," AND YOU CAN --
MILES AND MILES IN CALIFORNIA,
BUT IT WAS EXTRAORDINARY.

WHAT WAS NICE ABOUT THIS STORY,

THE VISION CAN BE ACHIEVED, TO
WORK WITH, FISH AND GAME, PARKS
AND REC, INDIVIDUALS FARMERS,
FOLKS WITH GUNS, ALL KINDS OF
PEOPLE TO FIGURE OUT HOW TO
CREATE THIS.

AND THIS IS A GREAT EXAMPLE OF
WHAT WE'RE TRYING TO DO IN OUR
WORK.

SO IT PUTS THE ACTION
PRINCIPLES -- WE HAVE TO FIRST
PUT THE NATION IN ORDER.

IN ORDER TO PUT THE NATION IN
ORDER, WE MUST PUT THE FAMILY IN
ORDER.

IF WE PUT THE FARMER IN ORDER,
WE MUST FIRST CULTIVATE OUR
PERSONAL LIFE, WE MUST FIRST SET
OUR HEARTS RIGHTS.

AND THAT'S WHAT WE'RE TRYING TO
DO WITH YOUR COMMUNITIES AND
MOMS AND DADS.

ONE OF THE THINGS THAT GETS IN
OUR WAY IS THIS NOTION OF
VICARIOUS TRAUMA, AND I LIKE
THIS DEFINITION VERY MUCH.

I DID SOME RESEARCH TO FIND A
BETTER DEFINITION FOR THE THIRD
EDITION AND I DIDN'T FIND IT SO
I DIDN'T CHANGE IT.

VICARIOUS TRAUMA IS DESCRIBED
HERE AS SOMETHING THAT AFFECTS
YOU SO MUCH THAT IT CHANGES THE
WAY YOU SEE THE WORLD.

WHEN YOU HAVE TRIGGERS,
ESPECIALLY YOUR CLIENTS, YOUR
MOMS, I THINK ONE OF THE THINGS
THAT WE KNOW IS THAT THAT MAKES
IT REALLY HARD TO CONNECT, FOR
THINGS THAT GET IN OUR WAY.

WHAT ARE SOME COMMON REACTIONS
TO CARING FOR SURVIVORS OF
TRAUMA?

WHAT COMES UP FOR YOU OR YOUR
CLIENTS?

PUT SOME IN THE CHAT BOX HERE.

WHAT ARE YOUR COMMON REACTIONS?

HOW DOES IT AFFECT YOU?

HOW DOES IT AFFECT OTHERS?

WHAT ARE YOU SEEING WITH YOUR
SPOUSE, WITH YOUR CO-WORKERS?

BURNOUT, FEELING EXHAUSTED.

EXHAUSTION.

JUDGMENT.

BURNOUT.

ANXIETY.

SO GO TO THE NEXT SLIDE.

YOU ARE NOT ALONE.

ALL OF YOU HAVE HAD THESE BIG EXPERIENCES, WHEN YOU'VE TALKED ABOUT A LOT OF THEM, WHEN IT'S -- HOW MANY HAVE AN AWARE T-SHIRT OR BELONG ON A T-SHIRT, SO MANY THINGS, THERE'S ONE -- THAT OF MY FUTURE, AS I WORKED THROUGH WHAT SHOULD I BE DOING ABOUT THIS CLIENT, DID I DO THE BEST I COULD.

I WORRIED ABOUT THAT.

BUT SLEEPLESSNESS, CHRONIC SUSPICION OF OTHERS, AND I WOULDN'T EXPECT THEM TALK ABOUT THAT.

ME HAVING -- TAKING CARE OF THEMSELVES AND OF COURSE WE NATURALLY ASSUME -- EVEN IF WE DON'T WANT TO.

AND HE THINK ABOUT BURNOUT, YOU CAN'T MAKE ME COME TO WORK TODAY OR SEE CLIENTS TODAY, AND CREATE A SYSTEM FOR YOU.

NEXT SLIDE.

I THINK ONE OF THE THINGS WE KNOW AFFECTS FOLKS IS YOUR EXPERIENCES OF CLIENTS.

WHEN PEOPLE DISCLOSE SEXUAL VIOLENCE, IN 2015, THE PARTNERSHIP, HOME VISITORS, HIGH RISK FOR VICARIOUS TRAUMA AND SECONDARY STRESS.

SO WE KNOW HAVING HEARD THIS STORY CAN MAKE IT DIFFICULT FOR YOU TO HOLD THEM TO HEAR SOME MORE.

AND I'LL GO TO THE NEXT SLIDE.

AND I ALSO WANT TO SAY THAT ANY OF YOU WHO ARE SURVIVORS -- AND I KNOW THAT THERE ARE MANY, ALMOST ANYTIME WE'RE DOING THIS, AND I FIND MORE AND MORE, OF THAT GRAVITATE TOWARDS HOME VISITATION BECAUSE THAT WAS VICTIMIZED THEMSELVES OR -- AS I LOOK AT THIS THIRD BULLET POINT, HOW DOES MY PERSONAL HISTORY OF EXPOSURE TO VIOLENCE INCREASES THE LIKELIHOOD THAT YOU'RE GOING TO HAVE SOME VICARIOUS STRESS

AND TRAUMA, AND IS YOUR SYSTEM SUPPORTING YOU AROUND THOSE EXPERIENCES?

BECAUSE WE KNOW WHEN IT'S NOT -- PRETEND LIKE YOU DON'T, ESPECIALLY FOR THOSE WHO ARE SURVIVORS.

SO WE REALLY WANT TO WALK THE WALK AROUND HOW TO SUPPORT OUR CLIENTS AND HOW TO SUPPORT OURSELVES.

SO WHAT DO YOU THINK YOUR WHOLE -- YOU STATE HOME VISITATION BURNOUT LOOKS LIKE? IS IT LOW, MEDIUM, HIGH, NOT SURE?

TYPE IN THE CHAT BOX.

I SEE HIGH, HIGH, MEDIUM, NOT SURE, LOW.

IF YOU WERE IN THE AUDIENCE -- A LOT OF YOU -- THAT'S THE BULK OF US.

AND I HAVE SPOKEN IN EVERY SINGLE STATE IN THIS COUNTRY WITH THE EXCEPTION OF DELAWARE, AND I'M GOING TO HAVE TO GO OUT THERE.

AND I THINK THAT, AGAIN, PART OF THE REASON I ASK THESE QUESTIONS IN A GROUP WAY, YOU CAN SEE THAT YOU'RE NOT ALONE IN YOUR EXPERIENCE.

FOR WOMEN WHO ARE IN A POSITION AS WORKING FOR THE DEPARTMENT OF PUBLIC HEALTH OR HOME VISITATION IN YOUR STATE, WE WANT TO BE LOOKING AT THIS AS SYSTEMS, BIG STATE SYSTEMS, TO BETTER SUPPORT US.

ONE THING TO ALL OF YOU, AND YOU CAN PUT THIS IN THE CHAT BOX TOO, THE TRAUMATIC STEWARDSHIP. HOW MANY OF YOU HAVE HEARD ABOUT THAT?

THE REASON I'M ASKING YOU ABOUT THIS, I THINK SHE HAS A LOT OF WISDOM.

I SEE SOME "I HAVE," "NEVER HEARD OF IT."
GREAT.

I WANT EVERYONE TO HEAR OF THIS, THE EXAMPLE, YOU HAVE TO UNDERSTAND HOW THAT WORK, AND I WILL TELL YOU, AFTER THE WEBINAR

TODAY, IF YOU HAVE AN OPPORTUNITY AMONG YOUR STAFF, A TED TALKS, YOU CAN WATCH THAT TOGETHER, BUT I RECOMMEND THAT ALL OF YOUR PROGRAMS -- THAT YOU STOP -- MAYBE YOU WATCH IT TOGETHER, MAYBE PEOPLE THINK IT'S MORE DISTRACTING OR DOESN'T MAKE A BIG DIFFERENCE.

SO IN FLORIDA, THERE WAS A BIG STUDY, WHAT WAS MAKING THE WORK HARD FOR THE HOME VISITORS AND WHAT DO THEY LIKE ABOUT THEIR JOB.

WHEN WE GO TO THE -- LOVE HELPING FAMILIES.

THIS WAS MY EXPERIENCE TOO.

I USED TO THINK THAT HOME VISITORS WERE THE MOST AMAZING -- TO HAVE THE OPPORTUNITY TO WORK WITH.

THEY LOVE THEIR CO-WORKERS, THEY FEEL LIKE THEY'RE A FAMILY, A REALLY POWERFUL -- THEY -- THE OTHER THING IS, WHEN STAFF HAS A SENSE OF CONTROL AND AUTONOMY AND FLEXIBILITY AROUND THEIR SCHEDULE, THEY'RE VERY HAPPY.

IS THAT HAPPENING IN YOUR STATE?

I WANT YOU TO THINK ABOUT IT.

AND COPING STRATEGIES AND SELF-CARE.

AND THE THINGS THEY DIDN'T LIKE WERE THE SAME THINGS YOU DON'T LIKE.

PAPERWORK.

CASEWORK.

AND THE ENVIRONMENT, YOU TALK ABOUT SAFETY.

SO WHAT YOU'RE EXPERIENCING NATIONALLY, YOU KNOW, MY 200 ODD PEOPLE WHO ARE ON THIS WEBINARS, YOUR STORIES ARE (INDISTINGUISHABLE).

SO I WANT TO TELL YOU WHAT FLORIDA DID, THE NEXT SLIDE.

AND ONE OF THE THINGS WE'VE LEARNED THOSE REALLY EXCITING AND INTERESTING, AND I KNOW THIS IS FOR MY LEADERS AND DIRECTORS AND SUPERVISORS, IT APPEARS THAT EMPOWERMENT IS A BETTER PREDICTOR OF BURNOUT.

WHAT DOES IT MEAN, WHAT IS

REALLY NEEDED AND WANTED TO DISCOVER ABOUT THEIR JOBS? IN THIS CASE, YOU GO TO THE NEXT SLIDE.

IT'S EMPOWERMENT.

AND THAT IS MEANING THAT YOU HAVE CONTROL OF YOUR WORK. SO LET'S THINK ABOUT THIS FOR A SECOND.

LET'S SAY YOU HAVE YOUR OWN AT HOME AND YOU NEED TO DROP THEM OFF ON A PART OF TOWN, SO YOU START WITH YOUR FIRST HOME VISIT AT 8:30, MADE FOR A HORRIBLE MORNING FOR YOU, YOU HAVE TO GET THE KIDS UP, GET THE JAMMIES OFF, GO ACROSS TOWN -- WHEN WE CREATE SOMETHING THAT ALLOWS STAFF TO BUILD, MAYBE WHAT WORKS BETTER FOR THAT, AND WE CAN EXPLORE SOMETHING LIKE THAT.

THAT LITTLE THING IS A HUGE THING IN OUR LIVES OF YOUR HOME VISITORS, AND IT'S ONE OF THE THINGS THAT WE REALLY -- TO THINK ABOUT HAVING FLEXIBLE PROCESSES FOR THEIR STAFF.

YOU ALL TALK ABOUT THE PAPERWORK, PLEASE DON'T STOP DOING YOUR PAPERWORK, BUT I DO WANT TO SAY THAT IT'S CLEARLY GOTTEN IN THE WAY OF CAPABILITY WITH YOUR CLIENT, SO HOW PAPERWORK CAN HINDER CLIENTS, WON'T ALLOW US TO PROCEED WITH THE PROGRAM, THE OPPOSITE OF WHAT WE WANT TO HAPPEN.

FOR EXAMPLE, THERE WAS ONE WHERE A PATIENT -- OFFERED IT INTERFERED WITH THEIR CLIENT BEFORE THE FIRST MEETING WAS OVER, THEY PROBABLY -- IF I HAD TO DO IT, DAY ONE, GOD KNOWS WHAT THEY'RE GOING TO HAVE ME DOING EVERY DAY.

WHAT THIS TELLS ME IS, YOUR SCHEDULED PAPERWORK IS -- HOW CAN WE CREATE A SCRIPT TO MAKE THOSE LESS TRAUMATIC?

HOW DO WE IMAGINE THAT IT'S NOT FUN FOR YOU AND THIS IS PART OF THE PROCESS FOR OTHERS, YOU KNOW, HAVE TO GO THROUGH THAT MUCH PAPER AGAIN.

I THINK DOING IN FRONT OF -- I
THINK THAT TRAUMA-INFORMED
APPROACH OF WORKING IS GETTING
IN FRONT OF PEOPLE HERE, WHICH
IS PAPERWORK IS YUCKY FOR
PARTIES, AND CREATING SOME
COMMUNITY AROUND THAT CONCEPT SO
FOLKS DON'T THINK THIS IS ONLY
HAPPENING TO THEM, BUT YOU'RE
ACTUALLY EXPERIENCING IT TODAY.
SO WHAT IS ONE SIMPLE WAY WE CAN
ACHIEVE GREATER GOOD IN THE
WORKPLACE, FOR BOTH OURSELVES
AND OUR WORK?

TYPE IN THE CHAT BOX.

I WELCOME ALL IDEAS.

WHAT DO WE NEED TO DO?

PRACTICING SELF-CARE.

SELF-CARE.

NICE.

SELF-CARE.

APPARENTLY, TRANSLATE -- I'M
GOING TO TRANSLATE THIS AFTER
THE FACT.

WE'LL GO BACK A SLIDE.

I'M GOING TO TRANSLATE SELF-CARE
INTO TAKING A BREAK.

WHAT?

IF I WERE LIVE IN THE ROOM WITH
ALL OF YOU RIGHT NOW, MOVE THAT
SLIDE A LITTLE BIT NOW, THE
EMPLOYEES WHO TAKE A BREAK EVERY
90 MINUTES REPORT A 30% HIGHER
LEVEL OF FOCUS THAN THOSE WHO
DON'T TAKE BREAKS.

IF YOU TOOK A BREAK EVERY 90

MINUTES, AND I HAVE WHOLE
AUDIENCES BURST OUT LAUGHING.

AND ONE OF THE THINGS I HEAR A
LOT ABOUT IN MY WORK ACROSS THE
COUNTRY AND WITH MY COLLEAGUES
IS THAT WE HAVE A VERY WARPED
SENSE OF WHAT SELF-CARE MEANS,
NOT ALL OF US, BUT MANY OF US.

AND I WOULD DO HOMEWORK IN
OREGON, OUR COMMUNITY CLINIC OUT
THERE, AND I WAS SHARING THIS --
WHAT IT WAS UNDER -- DO YOU WANT
TO KNOW THE DEFINITION OF
(INDISTINGUISHABLE)?

BASED ON -- I SAID, NO.

I DON'T THINK THEY WANT TO KNOW
THE DEFINITION.

NO.

DOESN'T EAT LUNCH AND THEY
DON'T PEE.
AND I REALLY THOUGHT ABOUT THAT.
IT'S A STORY I TELL BECAUSE IT
STAYED WITH ME.
WHEN I SHARE WITH ATSUNORI, WE
HAVE SOMETHING THAT WE TIE ON
WHEN WE GO TO HELP SUPPORT OUR
CLIENTS, AND THOSE CAPES ARE BIG
AND IMPORTANT AND THE BETTER YOU
ARE AT YOUR JOB, THE HEAVIER THE
CAPE IS AND THE LESS LIKELY YOU
ARE TO TAKE IT OFF AND TAKE A
BREAK.
AND THAT'S NOT HELPING.
AND SO FROM A SYSTEM
PERSPECTIVE, WHAT IF YOU TOOK A
BREAK EVERY 90 MINUTES, GOT UP
AWAY FROM YOUR DESK, OR NOT JUST
IN YOUR CAR, BUT ACTUALLY WENT
OUTSIDE, TOOK SOME DEEP BREATHS,
SHOOK OUT YOUR HANDS?
I THINK IT WOULD BE DIFFERENT.
WHY DO I CARE SO MUCH ABOUT
THAT?
I THINK THE DEFINITION OF YOUR
JOB IS BEING CREATED.
IF YOU LOOK AT THE BULLET
POINTS, 50% GREATER CAPACITY TO
THINK CREATIVELY, AND A 46%
HIGHER LEVEL OF HEALTH AND
WELL-BEING, TOO.
SO I WANT YOU TO THINK ABOUT
THIS PERSPECTIVE.
COULD YOU HAVE SOMETHING THAT
POPS UP ON THE COMPUTER EVERY 90
MINUTES AND SAY, EVERYBODY TAKE
A BREAK?
THEN IN THE MOMENT, BUT IN A
REASONABLE TIME FRAME, JUST TO
REMIND PEOPLE.
ONE OF THE THINGS THEY ALSO TALK
A LOT ABOUT IS THIS TOOL, AND
I'LL HAVE MY -- PERFECT.
I THINK THIS IS A VERY HELPFUL
TOOL, BECAUSE I BECAME
MANAGER/DIRECTOR IN A PROGRAM
WHERE I HAD STAFF, AND THIS
IS -- CASE MANAGEMENT, PRIMARY
CARE, REPRODUCTIVE HEALTH, AND I
WENT FROM BEING ME ON THE
FRONTLINE AND -- TO ME
SUPERVISING 95 PEOPLE.
AND I WILL TELL YOU, I DID NOT

GO TO MANAGER SCHOOL OR DIRECTOR SCHOOL.

I WENT IN COLD.

AND I THINK MANY OF YOU IN THE MANAGER POSITION HAVE COME THROUGH THE RANKS AND FIND YOURSELF IN CHARGE OF THESE PEOPLE.

SO THIS IS CALLED A TRAUMA-INFORMED ORGANIZATIONAL SELF-ASSESSMENT TOOLKIT, AT THE FEDERAL LEVEL, THIS IS DEVELOPED BETWEEN THE BURNOUT RATE AMONG WORKING WITH THE HOMELESS IS SO INCREDIBLY HIGH, AND I WILL SAY THAT IT IS A HUGE DEAL TO HAVE A LOSS OF STAFF, ANYTIME.

YOU'VE WORKED 15 YEARS, TWO YEARS OF KNOWLEDGE AND EXPERTISE.

IF YOU LEAVE AFTER TEN YEARS, I'VE LOST TEN YEARS OF YOUR KNOWLEDGE AND EXPERTISE.

WE WANT TO WORK IN AN ENVIRONMENT WHERE WE FEEL SUPPORTED AND RESOURCED IN TERMS OF THEIR ORGANIZATION AND SUPPORT, AND THIS HAS A WHOLE HOST OF IDEAS THAT SUPERVISORS CAN USE TO SORT OF CREATE THIS ENVIRONMENT.

SO YOU NEED TO REINVENT THE WHEEL.

THIS EXISTS.

YOU ARE GOING TO GET THESE SLIDES AT THE END OF THE WEBINAR.

DON'T WORRY.

EVERYTHING I'M SAYING IS GOING DIRECTLY TO YOU, BUT I WANTED TO TALK ABOUT IT, BECAUSE IT TALKS ABOUT INPUT AND CONTROL.

IF WE'RE GOING TO TALK ABOUT AN ENVIRONMENT WHERE PEOPLE FEEL THAT SENSE OF TIME, HOW PEOPLE MANAGE THEIR TIME, WE WANT THAT SENSE OF ENVIRONMENT, HOW DO I MAKE THIS BETTER, AND THERE ARE TOOLS THAT MAKE THAT BETTER AS WELL.

THIS IS -- THIS IS PROBABLY TOO BLURRY TO READ, AND IT'S AN ORGANIZING SELF-CARE CHECKLIST AND IT'S A GOOD PLACE TO START.

SO IN THE CHECKLIST, WE DO THIS TOGETHER, AND IF YOU'RE -- IF YOU'RE SITTING IN A DESK WITH OTHER PEOPLE, OTHER COLLEAGUES, THIS IS A TEST FOR YOU TO SHARE WITH ONE ANOTHER OR TYPE IN THE CHAT BOX.

WHAT HELPS OR SUSTAINS YOU IN YOUR WORK OR WHAT GETS IN THE WAY?

TYPE IN WHAT SUSTAINS YOU AND WHAT GETS IN THE WAY.

SUPPORTIVE RELATIONSHIPS.

I HAVE CONTROL OF MYSELF.

I WILL TAKE TO YOU LATER.

MY WORK SUSTAINS ME.

CASE CONFERENCING.

OKAY.

WHAT GETS IN THE WAY?

WHAT GETS IN THE WAY?

WHAT GETS IN THE WAY OF YOUR --

WHAT GETS IN THE WAY?

TALKING ENVIRONMENT.

PAPERWORK.

HEAVY BUREAUCRACY, NOT WORKING COLLABORATIVELY, TECHNICAL DIFFICULTIES.

OKAY.

SO WHAT WE'RE GETTING A SENSE OF, HOW DO WE FOCUS ON THE GOOD STUFF AND HOW DO WE ADDRESS THAT AND NOT JUST IGNORE IT?

ONE OF THE THINGS THAT I THINK REALLY MATTERS, AND, AGAIN, IN MY TRAVELS ACROSS THE COUNTRY, DOING WORK WITH HOME VISITORS, I OFTEN WALK IN AND ASK IF THEY HAVE A PROTOCOL FOR THEIR OWN STAFF.

WHETHER YOU ARE EXPERIENCING DOMESTIC VIOLENCE, DO YOU HAVE A PROTOCOL IN PLACE, DOES YOUR SUPERVISOR KNOW HOW TO HELP? CHANCES ARE THEY DON'T.

I THINK ONE OF THE THINGS THAT CAN SUSTAIN THEM THROUGH THE WORK IS FEELING THAT THE ORGANIZATION HAS YOUR BACK AND A WAY FOR YOUR ORGANIZATION, ALSO YOUR STATE, FOR THAT MATTER, TO HAVE YOUR BACK.

BUSINESS -- WORKPLACE RESPOND IN SOMETHING THAT'S ALSO -- FUTURES WITHOUT VIOLENCE AND THERE WILL

BE -- WHO YOU COULD PARTNER WITH AND ALL KINDS OF THINGS THAT ARE A REALLY USEFUL TOOL FOR YOU. THERE'S A SAFETY CARD FOR EMPLOYEES, A POSTER TO PUT IN THE BREAK ROOM, IF YOU HAVE THAT SORT OF THING.

HOW IN THE HECK DO YOU HANDLE A RESTRAINING ORDER IN THE WORKPLACE CENTER?

AND YOU'RE NOT ALONE IN NOT KNOWING THE ANSWER TO THAT. THERE'S A VIDEO FOR NOT THINKING THROUGH -- THERE'S A LOT RIGHT HERE, AND I THINK IT'S A GREAT EXAMPLE OF HOW WE CAN BETTER SUSTAIN THAT WORK AND FIND IT IRONIC THAT WE TALK TO CLIENTS ABOUT VIOLENCE BUT WE DON'T HAVE OUR OWN -- WE WOULD LIKE TO SEE THAT CHANGE.

I AM GOING TO SHARE THIS STUDY WITH YOU, SURGICAL NURSES, I'M ASSUMING THERE'S NOT MANY SURGICAL NURSES ON THIS CALL, BUT I THINK THEY HAVE A LOT OF STRESS, AND WHEN PEOPLE IN HEALTHCARE HAVE A LOT OF STRESS, THEY CAN HAVE POOR HEALTH -- HIGHER BLOOD PRESSURE, LESS WORK SATISFACTION, THEY MISS WORK MORE OFTEN, BURNOUT, AND CAN'T CONCENTRATE AND I WANT YOU TO THINK ABOUT FOR A MINUTE, BECAUSE A LACK OF CONCENTRATION AFFECTS THE WAY YOU MANAGE YOUR CASELOAD.

IF YOU'RE MY SURGICAL NURSE AND THE DOCTOR PUTS 22 PINS ON ME DURING THE SURGERY, I WANT TO MAKE SURE ALL 22 COME OUT.

IF YOU'RE TRYING TO PROBLEM-SOLVE SOMEONE, I WANT YOU TO CONCENTRATE ON WHAT YOU NEED TO DO TO HELP THAT CLIENT ACHIEVE THEIR GOALS.

SO WHAT ARE THE THINGS THAT HAPPENED IN THIS OHIO STATE UNIVERSITY STUDY IS THAT A WOMAN DECIDED SHE WANTED TO DO AN EXPERIMENT AND HELP PROVIDERS OF STRESS.

SHE BROKE THE SURGICAL NURSES INTO TWO DIFFERENT GROUPS.

ONE WAS THE NORMAL GROUP.
THE OTHER RECEIVED ONE HOUR OF
MINDFULNESS A WEEK FOR TWO
MONTHS.

THEY LEARNED DIFFERENT
TECHNIQUES.

AND WHAT DID SHE FIND IN THE
INTERVENTION ARM, THOSE THAT
RECEIVED THE MINDFULNESS
TRAINING, THERE WAS A 40%
REDUCTION IN STRESS HORMONES.
I WANT TO YOU THINK ABOUT IT FOR
A SECOND.

THINK ABOUT IT FOR YOUR CLIENTS,
TOO, NOT JUST YOURSELF.

IF WE WERE TO INTRODUCE A
REGULAR MINDFULNESS PRACTICE AS
PART AND PARCEL OF WHAT YOU WERE
DOING, I THINK THAT COULD REDUCE
THE STRESS AMONG YOUR STAFF.
ONE OF THE THINGS I FIND IS THAT
THE NURSES ACTUALLY BREATHED
DIFFERENTLY BETWEEN THE TWO
GROUPS.

HOW DO YOU BREATHE WHEN YOU'RE
ANXIOUS?

(DEMONSTRATING)

IT SOUNDS LIKE MY DOG.

YOU BREATHE SHALLOWLY AND
QUICKLY.

WHEN YOU'RE RELAXED, YOU TAKE
NICE, DEEP BREATHS, GET ALL THAT
BLOOD TO YOUR BRAIN.

WE FIND IN WORK, PEOPLE WERE
EXCITED TO BE THERE, AND IT
TALKS ABOUT RESILIENCY SCORES,
AND RESILIENCY SCORES, ALSO IN
THE HOME LIFE, AND I THINK A LOT
OF US CARRY OUR STUFF FROM WORK
BACK WITH US IN OUR CAPE HOME
AND DROP IT AT THE FRONT DOOR
AND THEN OUR FAMILY IS IMPACTED
BY IT.

SO I WANT TO ENCOURAGE THAT PART
OF WHAT WE'VE LEARNED IN THE
FLORIDA STUDY IS FOLKS, WHEN
THEY HAVE MINDFULNESS, IT MADE A
DIFFERENCE.

ONE OF THE THINGS THAT THIS NEW
THIRD EDITION TALKS ABOUT IS
BRAND NEW IS PARTNERSHIPS THAT
WE HAVE WITH THE ERIKSON
INSTITUTE, AND I HAD THE
ABSOLUTELY PLEASURE OF MEETING

SOMEONE WHO IS THOUGHT OF -- I THINK IS REALLY BRILLIANT, AND WE WERE REALLY WORKING FOR A WAY TO HELP PROVIDERS OR HOME VISITORS STAY CALM AND REGULATED AND PRESENT IN THEMSELVES WHEN THEY WERE HAVING CONVERSATIONS ABOUT DOMESTIC VIOLENCE OR DISCLOSURE ABOUT DOMESTIC VIOLENCE, AND WHAT WE LOVED ABOUT THIS FAN IS THAT IT REALLY HAD SOME GREAT STRATEGIES THAT WERE GOING TO HELP STAFF WHEN THEY WERE TRIGGERED, TALKING ABOUT DOMESTIC VIOLENCE OR OTHER KINDS OF TRAUMA, AND SHARE A LITTLE BIT OF THAT WITH YOU TODAY.

AND IF WE WERE TOGETHER, I WOULD ASK EVERYONE TO SLOW DOWN AND ASK EACH OTHER FOR TWO MINUTES WITHOUT INTERRUPTING THE OTHER PERSON.

IMAGINE THAT.

STOPPING FOR TWO MINUTES AND LISTENING AND STOPPING FOR TWO MINUTES AND BEING LISTENED TO. BOY.

HOW OFTEN DO YOU DO THAT? NOT VERY OFTEN.

BUT THE IDEA IS, ARE WE LISTENING IN THE WAYS THAT WE NEED TO TO MAKE A DIFFERENCE. AND FOR OURSELVES AND FOR OUR CLIENTS.

AND, YOU KNOW, AGAIN, THIS IS -- A LOT OF THIS IS WHAT WE HAVE -- HAPPENING LIVE, AND ONE THING I WANT TO MENTION ABOUT THIS CURRICULA, BECAUSE IT'S A TRAIN-THE-TRAINER CURRICULA, IF YOU WERE TO ESCAPE OUT OF THE REGULAR POWERPOINT PRESENT, THERE WOULD BE A LONG DESCRIPTION OF HOW IT IMPACTS THAT EXERCISE WE JUST DID, WHICH IS WHAT THIS SLIDE IS LOOKING AT.

SO AS A GROUP, RIGHT NOW, EVEN THOUGH I CAN'T SEE YOU, I WANT YOU TO TAKE A SECOND AND TURN INSIDE YOURSELF AND THINK ABOUT SOMEONE IN YOUR LIFE WHO REALLY GETS YOU, AND THEN I WANT YOU TO

THINK ABOUT HOW DO THEY SHOW
THEY GOT YOU?
HOW DO THEY SHOW THEY GOT YOU?
WHO GETS YOU, AND HOW DO THEY
SHOW IT?
YOU CAN TYPE IT IN THE CHAT BOX
IF YOU FEEL COMFORTABLE SHARING
THAT INFORMATION.
WHO GETS YOU AND HOW DO THEY
SHOW IT?
OR MAYBE YOU CAN JUST TELL ME
HOW THE PERSON -- EMPATHY,
COMPASSION, BY ACTIVELY
LISTENING WITHOUT INTERRUPTING.
I AM REALLY GLAD WE HAVE A
NICE -- BECAUSE IT'S WANTED,
RIGHT?
SO MAKE EYE CONTACT.
LISTENING WHEN THEY'RE PRESENT.
THESE ARE THINGS WE ALL ARE
HUMANS, RIGHT, ARE HUNGRY FOR,
AND OTHERS ARE HUNGRY FOR TOO.
HOW DO WE SHOW WE GET EACH
OTHER, AND HOW DO WE DO A BETTER
JOB LISTENING IN OUR
RELATIONSHIPS?
I THINK THIS IS REALLY IMPORTANT
BECAUSE WHEN SOMEONE -- THIS IS
THE SECOND PART OF THIS SLIDE,
THEY FEEL LESS FRAGMENTED, AND
THAT MAKES SENSE, RIGHT?
IF YOU MAKE REALLY GOOD EYE
CONTACT WITH ME AND GAVE ME A
HUG, WE WERE FEELING CONNECTED
WITH EACH OTHER, I WOULD FEEL
BETTER.
NOW, I WANT YOU TO THINK ABOUT
SOMEONE WHO HAS BEEN TRAUMATIZED
OR IN A VIOLENT RELATIONSHIP,
RIGHT?
MAYBE WE HAVE A MOMENT WHERE WE
FEEL LESS FRAGMENTED, THE
WORLD -- LIKE IT MAKES MORE
SENSE, AND WHAT IT DOES, IT
RELEASES -- THERE ARE ANXIETY
AND RELEASES -- YOUR SISTER OR
YOUR HONEY OR YOUR FRIEND, THIS
IS ABOUT US AND THE CLIENTS
VERSUS THE WORKERS, IT'S ALL
ABOUT ALL OF US.
SO WHAT WE'RE TRYING TO BUILD
ON.
SO WHEN WE'RE REALLY AWARE OF
OURSELVES, WE'RE ABLE TO DO A

BETTER JOB OF TAKING CARE OF
OURSELVES.

HOW MANY OF US KIND OF WALK
THROUGH THE DAY AND YOU'RE NOT
TOTALLY CONSCIOUS OF WHERE YOU
ARE, BUT YOU FIND YOURSELF
EATING MORE COOKIES?

WE WANT TO BE ABLE TO BE IN
TOUCH WITH OUR FEELINGS AND
WHERE WE ARE IN THE WORLD,
RATHER THAN BUMPING INTO
OURSELVES IN THE MOMENT VERSUS
REALLY BEING PRESENT IN
OURSELVES.

SO WE WANT -- AND I THINK WHEN
WE DO THAT, WE BELIEVE IN OUR
OWN CAPACITY AND BE AWARE OF
OURSELVES, THE BETTER WE'RE ABLE
TO TAKE CARE OF OTHER PEOPLE.
AND I LOVE THIS, I DON'T KNOW IF
YOU CAN TELL, AND IT'S ON THE
SLIDE, BUT IT'S -- IT'S A SLIDE,
AND YOU SEE THERE'S A MOMMY
HOLDING A BIGGER KID AND THE
BIGGER KID HOLDING THE BABY AND
THEY'RE GETTING READY TO SIT
DOWN FOR STORY TIME.

AND I THINK OF THE MOMMY OF THE
ORGANIZATION.

SO IF YOUR ORGANIZATION WERE TO
INVEST IN YOU, IN YOUR
EMPOWERMENT, TO SUPPORT YOU IN
HAVING THE TIME TO WORK ON THE
PAPERWORK AND TIME TO THINK
ABOUT VALUE, HOW TO -- PROTOCOL,
MAYBE ALLOW YOU TO HAVE MORE
TIME OVER YOUR SCHEDULE, REALLY
INVESTING IN STAFF, NOT PEOPLE
INTERESTED IN TAKING IT OFF,
WHEN OUR ORGANIZATIONS LEARNED
TO HOLD AND CONTAIN THEMSELVES
SO THEY CAN HOLD AND CONTAIN
YOU, THAT ALLOWS YOU TO BE ABLE
TO HOLD THE PARENTS AND THEN A
LOT OF THE PARENTS TO BE ABLE TO
HOLD HIM OR HERSELF AND THEN
HOLD THE CHILD.

SO THIS IS A PROCESS, THESE
NOTIONS ARE THINGS THAT CAN BE
FACULTY -- ALSO CONCEPTS,
CARRIED INTO YOUR BAG WITH YOUR
CLIENTS AND FAMILY.

HOW MANY OF YOU HAVE SIRI ON
YOUR PHONE?

MAYBE A BETTER QUESTION, HOW
MANY OF YOU HAVE BROKEN UP WITH
SIRI?

ANYBODY?

TO REPLACE SIRI -- I HATE SIRI.

OH, I LOVE YOU.

AND YOU REPLACE THEM WITH A MAN
FROM LONDON, PERHAPS, OR -- SIRI
IS THE VOICE ON SOME SMARTPHONES
OR -- ANYBODY WHO HAS WAVE OR
WHOEVER HAS A LITTLE VOICE TO
TELL YOU WHAT TO DO WHEN YOU'VE
TAKEN A WRONG TURN, AND I LOVE
THIS EXAMPLE, BECAUSE IF YOU
THINK ABOUT IT, WHEN YOU'VE
TAKEN A WRONG TURN ON THE ROAD
WITH YOUR GPS, WHAT DOES IT SAY
TO YOU?

MINE SAYS, IN A LOVELY ACCENT,
"RECALCULATING."

WHEN WE TALK ABOUT ATTENDANCE
AND WANTING TO BE WITH THE OTHER
PERSON, WE ARE ALL -- I REALLY
WANT GPS TO BE ON ALL THE TIME.
SO BEING PRESENT MEANS YOU HAVE
A GPS.

IT DOESN'T MEAN YOU NEVER TAKE A
WRONG TURN, RIGHT?

WE'RE GOING TO TAKE WRONG TURNS,
BUT WE CAN FIGURE OUT WE'VE GONE
IN A WRONG DIRECTION FASTER TO
RECONNECT, AND IT HELPS US GET
BACK ON TRACK WITH THE CLIENT
FASTER OR WITH OUR PARTNER OR
WITH OUR CHILD, AND, AGAIN,
THESE ARE BIG-PICTURE THINGS
THAT WE CAN USE ACROSS OUR
EXPERIENCE WITH PEOPLE IN OUR
LIVES.

SO ATTUNEMENT IS THIS IDEA ABOUT
WE SEE THE WORLD THROUGH THE EYE
OF THE OTHER.

SO I'M WATCHING CUES, I'M
SITTING ACROSS FROM ANISA,
WEARING A CUTE DRESS, AND RIGHT
NOW, WE'RE TRYING TO FIGURE OUT
THE SLIDE DECK, AND SHE'S
WATCHING ME, WITH THE HAND
GESTURES, THE CRAZINESS -- WE --
SHE IS DOING THAT TO HELP ME.
SHE'S HIRED WITH ME TO HELP ME
RUN THIS WEBINAR, AND I THINK
WHEN WE THINK ABOUT WHAT DO
PEOPLE NEED FROM US WHO ARE

SURVIVORS OF VIOLENCE, WHETHER THEY'RE OUR FRIENDS AND FAMILY OR CLIENTS, THEY NEED US TO LOOK TO THEIR (INDISTINGUISHABLE), RIGHT?

SO I WANT YOU TO THINK OF THIS, ESPECIALLY FOR TRAUMA AND DOMESTIC VIOLENCE SURVIVORS, THEY MAY HAVE EXPERIENCE WITH FRIENDS OR FAMILIES OR PROFESSIONALS, OFTEN THOSE WHO WANT TO HELP THE MOST.

WHY DO YOU THINK THAT IS?

WHAT DO YOU THINK THEY'RE THE ONES TO WANT TO HELP THE MOST?

THE FAN IS FACILITATED ATTUNED INTERACTION, AND THERE WILL BE MORE AFTER THIS, AND THE FIRST OF THE FAN WHICH IS FOCUSED ON ACHIEVEMENT AND MIND EXPERIENCE WITH THE STAFF, SO WE'RE NOT GOING TO BE LEARNING ABOUT THIS -- BUT I AM GOING TO BE ON THAT -- HOW DO WE TAKE OUR EYES OFF OF THAT?

LET'S SEE.

WE WANT TO -- IN SIX MINUTES.

BEAUTIFUL.

TOO BUSY TO FIX THE PROBLEM TO DO WHAT THE FAMILY WANTS.

AND THAT'S IT, BECAUSE THEY --

WE STOP BEING THE LISTENERS AND START TO BECOME PEOPLE WHO --

THE PEOPLE WHAT TO DO, AND THAT IS THE BIGGEST TURNOFF IN THE WORLD.

THE PERSON WHO REALLY GETS YOU DOESN'T DO THAT.

THE PERSON WHO GETS YOU LISTENS TO WHAT THEY HAVE TO SAY AND AT THE RIGHT TIME HELPS TO PROBLEM-SOLVE WITH YOU.

THIS IS A PITFALL THAT COMES UP AND I WANT YOU ALL TO BE AWARE OF IT, SO WHEN WE LEARN MORE ABOUT DOMESTIC VIOLENCE IN PART TWO OF THIS WEBINAR, YOU'LL HAVE MORE AWARENESS AROUND HOW TO AVOID THAT PITFALL.

OKAY.

THIS IS A TRUE STORY.

I HAVE FOUR CHILDREN.

PLEASE DON'T JUDGE.

AND THEY RANGE IN AGE FROM 29 TO

11.

SO MY LITTLE DAUGHTER, EVA, IS
MY WILDEST CHILD, BUT FAR, AND
SHE -- ALL THE WINDOWS, BECAUSE
SHE WAS CAUGHT STRADDLING A
WINDOW THAT SHE COULD PUSH OUT
THAT -- WHEN YOU PUSH OUT, SO
SHE WAS STRADDLING ON THE WINDOW
SILL BETWEEN A DROP OF FIVE FEET
ON TO THE BACKYARD OR ONE OF THE
KITCHEN -- STANDING THERE
BETWEEN THE -- AND I'M HOLDING A
WINE GLASS, ABOUT TO -- THINKING
OH, MY GOSH, SHE'S GOING TO
CRACK HER HEAD AND SHE'S GOING
TO DIE.

ANYWAY, SHE'S COMING TOWARDS ME,
AND SHE DIDN'T DIE, AND I DID
CALL MY HUSBAND,
(INDISTINGUISHABLE), AND SHE'S
DEFINITELY GIVEN US A RUN FOR
OUR MONEY.

AND I SHOULD HAVE KNOWN THAT
SOMETHING WAS WRONG WHEN SHE WAS
SITTING STILL, AND SHE WAS
SITTING STILL WEARING A DRESS
THAT LOOKED A LOT LIKE THIS ONE
IN THE MIDDLE, WITH HOT PINK
POLKA DOTS MY MOM HAD GOTTEN
HER.

SO IF I HAD BEEN ATTUNED, THINGS
WOULD HAVE GONE DIFFERENTLY.
BUT I WASN'T IN TUNE.

SHE WAS ON HER BED, AND I'M
SAYING, LET'S GO, LET'S GO.

AND SHE WAS SAYING, I KNOW I
SHOULDN'T HAVE DONE IT, AND I
WON'T DO IT AGAIN, BUT I WANTED
TO KEEP IT WITH ME ALWAYS.

AND I SAY, GET GOING.

AND SHE STANDS UP WHEN ONE OF
THE POLKA DOTS WAS OUT OF THE
PICTURE, HUGE, IN THE CROTCH,
BECAUSE SHE WANTED TO HAVE THAT
PINK POLKA DOT IN HER HAND
FOREVER AND EVER.

I WISH I COULD TELL YOU I HADN'T
YELLED, BUT THAT WOULDN'T BE
TRUE.

BUT I WISH I HADN'T YELLED
BECAUSE SHE TOLD ME, SHE KNEW
SHE SHOULDN'T HAVE DONE IT, SHE
WON'T DO IT AGAIN, BUT SHE
WANTED TO KEEP IT WITH HER

FOREVER.

SHE WAS CRYING AND WE WERE HOT
AND SWEATY AND I HAD TO COME TO
HER, MOMMY WAS AN IDIOT, I
SHOULDN'T HAVE YELLED AT YOU,
AND I HAD TO REPAIR MY
RELATIONSHIP WITH HER.

I'M SURE EVERYONE CAN THINK
ABOUT A TIME THEY BLEW UP AT A
PARTNER BECAUSE THEY WEREN'T IN
A PLACE TO LISTEN.

AND THIS IS MY EXAMPLE OF THAT.
NONE OF US ARE EXEMPT FROM
HAVING OUR GPS GO OFF-TRACK, BUT
THE QUESTION IS, HOW DO WE
REPAIR IT?

SO THE NEXT SLIDE, I THINK WHEN
WE DO SOMETHING THAT DOESN'T
WORK, YOU HAVE AN OPPORTUNITY TO
LEARN SOMETHING AND GROW CLOSER.
AND I THINK THAT'S TRUE, AGAIN,
FOR CLIENTS OR IN OUR OWN
PERSONAL LIVES.

AND WHEN ATTUNEMENT HAPPENS, WE
REALLY CAN REPAIR IT, AND I WANT
YOU TO HAVE A STRATEGY ON HOW TO
REPAIR YOUR RELATIONSHIPS WITH
YOUR CLIENTS OR WHEN WE BLOW IT
IN AN INTERVIEW OR WHEN YOU DO A
DISCLOSURE AND YOUR RESPONSE
ISN'T -- A TRIGGERED RESPONSE,
AN UPSET RESPONSE, RATHER THAN
BEING ABLE TO LISTEN, I WANT YOU
TO BE ABLE TO GET BACK TO YOUR
OLD CENTER FASTER.

SO IF YOU'RE SITTING WITH A
PARENT OR SITTING WITH YOUR
PHONE, YOU CAN TYPE.

I WANT YOU TO THINK ABOUT, JUST
SENDING A MINUTE ON WRITING DOWN
ADJECTIVES ABOUT YOUR LIFE WHEN
YOU'RE FEELING REGULATED AND
BALANCED.

WHAT DOES IT FEEL LIKE INSIDE
YOUR BODY, WHEN YOU'RE
REGULATED, WHEN YOU'RE FEELING
COMFORTABLE?

WHAT IS THAT LIKE?

HOW DOES THAT LOOK LIKE?

HOW DOES THAT SHOW UP, IN YOUR
FEELING, IN YOUR THOUGHTS, YOUR
BEHAVIOR?

WHEN YOU FEEL REGULATED, WHAT'S
GOING ON FOR YOU?

WHEN YOU'RE FEELING REGULATED IN
YOUR BODY, ENERGIZED, LOVED.
RIGHT.
BALANCED, THINKING CLEARLY, GOOD
FOCUS.
RELAXED, LIKE AT THE BEACH,
CLEAR, FOCUSED, RELAXED AND
CALM.
HOW ABOUT IN YOUR BEHAVIOR?
WHAT DOES THAT LOOK LIKE?
HAPPY, ENERGETIC, THOUGHTS,
FEELINGS, ANYTHING THAT COME UP.
SMILING.
GOOD.
GOOD TEMPER.
CONFIDENCE.
MORE PATIENCE, GOOD.
CALM.
THIS IS EXACTLY WHAT I WANT YOU
TO THINK ABOUT.
WHAT'S YOUR BODY LANGUAGE LIKE,
RIGHT?
NOW, SWITCH IT AROUND.
WHAT ARE YOU FEELING ABOUT WHEN
YOU'RE DYSREGULATED, WHEN YOU'RE
NOT A HAPPY CAMPER GRUMPY,
RIGHT?
COMFORT FOOD, ME TOO.
DISENGAGED, NOT FEELING
PREPARED, LAZY, NEGATIVE,
DISTRACTED, LETHARGY.
WHY DID I ASK YOU TO THINK ABOUT
THE DIFFERENCE BETWEEN THE TWO
STATES OF BEING?
SO THE REASON I ASKED TO YOU DO
THIS, YOU MIGHT GUESS, IF WE CAN
BETTER UNDERSTAND WHAT WE'RE
LIKE WHEN WE'RE DYSREGULATED, WE
CAN RECOGNIZE IT FASTER AND
CHANGE OVER INTO FEELING MORE
BALANCED AND REGULATED.
SO FOR ME, WHEN I AM UPSET,
MY -- I BOUNCE MY LEG.
I DIDN'T EVEN REALIZE, I BOUNCE
MY LEGS UP TO MY SHOULDER, MOM,
WHAT'S WRONG, ARE YOU UPSET?
AND IT'S BECAUSE I BOUNCE MY
LEG, RIGHT?
SO NOW WHEN I BOUNCE MY LEG, I
REALIZE, I'M NOT VERY HAPPY
ABOUT SOMETHING, I CHECK IN WITH
MYSELF.
WHAT'S GOING ON WITH ME, UP AND
DOWN, UP AND DOWN, UP AND DOWN,

AND THEN I TRY TO GET TO A PLACE OF, OH, YEAH, I'M ANXIOUS ABOUT A DOCTOR'S APPOINTMENT THAT'S COMING UP OR I'M WORRIED ABOUT THIS SET OF OTHER THINGS AND I CAN BE MORE IN A PLACE OF DOING WHAT -- OKAY, I NEED TO TAKE SOME DEEP BREATHS OR FIND A WAY TO GET MYSELF MORE REGULATED. NEXT SLIDE.

SO THE ABCs OF MINDFUL SELF-REGULATION, WHICH IS WHERE THEY'RE GOING TOWARDS, MORE OF WHAT WE JUST ABOUT, BEING AWARE OF THE OWN REACTIONS, THOUGHTS, FEELINGS, BODY TENSIONS.

BALANCED.

I'M GOING TO TEACH YOU SOME STRATEGIES IN A MINUTE, SO DON'T WORRY IF YOU DON'T KNOW HOW TO DO THAT.

AND WE CAN CONNECT WITH OUR COLLEAGUES, FRIENDS, WITH A NEW ABILITY AND REFRESHNESS.

SO WHAT KINDS OF STRATEGIES ARE YOU CURRENTLY USING TO STAY CALM RIGHT NOW?

WHAT ARE YOU DOING RIGHT NOW?

GREAT.

SO SITTING IN THE CAR, BOUNDARIES, BREATHING, PRAYING, EDUCATE MYSELF, EXERCISING, RELAX, STRETCHING.

BEAUTIFUL.

SO I LOVE THAT, RIGHT?

SO HOPEFULLY THIS LIST OF BEAUTIFUL THINGS PEOPLE ARE DOING, SOME OF YOU TO THINK ABOUT THESE THINGS TO DO FOR YOURSELVES THAT I LOVE YOU'RE DOING SOME THINGS RIGHT NOW.

I ALSO WANT TO SAY THAT -- NEXT SLIDE -- THERE ARE SOME THINGS THAT I THINK REALLY CAN MAKE A DIFFERENCE.

ONE OF THE THINGS IS BREATHING.

AND I KNOW, YOU KNOW, WE -- IF WE WERE LIVE, I WOULD ASK SOMEONE USING BREATHING TECHNIQUES TO USE IT WITH THE GROUP.

ANISA, DO YOU HAVE A BREATHING TECHNIQUE?

>> ANISA ALIL: NO, THAT WAS

NOT VERY ATTUNED OF ME.
I WAS CAUGHT OFF-GUARD.
BUT IF YOU CAN SHARE --
>> REBECCA LEVENSON: EVERYBODY
ON THE CALL, SIT UP ON YOUR
CHAIR, PUT YOUR FEET ON THE
GROUND, PUT YOUR HANDS ON YOUR
THIGHS, AND I WANT YOU TO TAKE A
DEEP BREATH AND COUNT TO FOUR
AND HOLD IT FOR FOUR AND EXHALE
FOR FOUR.
SO WE TAKE A DEEP BREATH IN AND
HOLD IT.
ONE, TWO, THREE, FOUR, AND BLOW
IT OUT.
AND ONE MORE TIME.
ONE MORE TIME IN.
DEEP BREATH.
HOLD IT.
ONE, TWO, THREE, FOUR.
AND BLOW IT OUT.
SO I ASKED YOU WHEN WE WERE
STARTING THIS BREATHING
EXERCISE, SHORTER LENGTHS --
REALLY FEEL YOUR FEET AND THE
BALLS OF YOUR FEET ON THE FLOOR.
TAKE YOUR HANDS AND RUN THEM ON
YOUR KNEES FOR A SECOND, AND
THEN TAKE A DEEP BREATH IN.
PART OF THE REASON I'M SHOWING
YOU THIS GROUNDING TECHNIQUE IS
BECAUSE I THINK IT'S ONE YOU CAN
DO IN FRONT OF YOUR CLIENTS AND
THEY'D NEVER KNOW YOU WERE DOING
IT.
SO IF SOMEONE SHARES WITH YOU
THAT THEY WERE SEXUALLY
ASSAULTED, SOMEONE SHARES WITH
YOU THAT SOMETHING TERRIBLE
HAPPENED TO THEIR CHILD OR
SHARES A STORY THAT'S REALLY
UPSETTING WITH YOU FOR SOME
REASON AND WHAT YOU DON'T WANT
TO DO IS HAVE AN IMMEDIATE
RESPONSE OR AN IMMEDIATE WAY TO
GET YOURSELF BACK INTO
ATTUNEMENT WITH THAT CLIENT OR
IN A SITUATION WITH
(INDISTINGUISHABLE), SO THAT'S
ONE STRATEGY.
YOU IN THE PHONE, SOME OF YOU
MIGHT BE DOING TRAINING WITH
THESE ACTIONS TOO.
I WANT TO -- PART OF THE

RESEARCH THAT WE'RE DO IS AROUND
GROUNDING, AND YOU SEE THAT
THERE'S A PICTURE OF A DOCTOR
WITH A LAB COAT WALKING DOWN A
HALLWAY IN A CLINIC OR A
HOSPITAL.

ONE OF THE THINGS THAT I KNOW IS
TRUE FOR ALL OF YOU IS THAT YOU
HAVE TO WALK FROM YOUR CAR OR
DOWN THE BLOCK TO KNOCK ON THE
DOOR OF THE NEXT PERSON YOU'RE
GOING TO SEE.

AND PART OF THE WAY WE CAN BE
MORE MINDFUL IS TO USE OUR
BODIES INTENTIONALLY WHEN WE'RE
MOVING FROM ONE PLACE TO
ANOTHER.

SO RATHER THAN YOU
WOULDA/COULDA/SHOULDA SHIRT THAT
YOU'RE WEARING, WHAT IF WE TOOK
OFF THAT SHIRT AND LEFT IT IN
THE CAR AND SEE AN EXTRA SHIRT
UNDERNEATH?

I'M NOT ASKING YOU TO TAKE OFF
YOUR SHIRT, BUT YOU WEAR A
WOULDA/SHOULDA/COULDA SHIRT IN
THE CAR AND YOU LOCKED IT AND
TOOK A DEEP BREATH THERE AND
HELD IT AND BLEW IT OUT, AND
LEAVE THAT WOULDA/SHOULDA/COULDA
IN THE CAR AND USE YOUR FEET TO
JUST PAY ATTENTION TO THE SKY OR
THE GRASS OR, YOU KNOW, THE
SMELL OR WHATEVER IS GOING ON,
IF YOU FIND SOMETHING SHINY,
PRETTY, JUST TO CLEAR YOUR MIND,
AND TAKE THAT AND -- YOU NOTICE
YOUR FEET AND TOES AS YOU'RE
WALKING.

NOW, IF YOU'RE IN A ROUGH
NEIGHBORHOOD, I'M NOT GOING TO
SAY I WANT TO YOU -- THAT MAY
NOT BE THE PLACE TO CLEAR --
MAYBE IT'S IN YOUR CAR -- OR YOU
GET OUT OF THE CAR AND BE AWARE
OF YOUR SENSES AND I WANT
SOMEONE TO BE PAYING ATTENTION
TO SAFETY, BUT USING THEIR ARMS
DIFFERENTLY AND TRYING TO BE IN
(INDISTINGUISHABLE), MORE
CAPACITY, AND THE OTHER THING I
WOULD SAY IS, CHANCES ARE, YOU
NEED TO KNOCK ON THE DOOR WHEN
YOU GET THERE.

SO (DEMONSTRATING)
I AM HERE TO LISTEN.
WHAT IF WE DID THAT ON EVERY
DOOR?
TO IMPROVE OUR -- THAT'S ABOUT
WHERE WE ARE IN THE STORY.
SEE THAT WE HAVE MORE CAPACITY
AS WE WALK TO THE DOOR.
SO THOSE ARE KEY STRATEGIES FOR
WHEN YOU'RE FEELING
DYSREGULATED.
AND THERE ARE MANY MORE.
HOW MANY USE SELF-TALK?
AND WHAT -- IF YOU DO USE
SELF-TALK, WHAT DO YOU SAY TO
YOURSELF?
ALL THE TIME.
SO I SAY, YOU'VE GOT THIS,
YOU'VE GOT THIS, YOU'VE GOT
THIS.
GOOD FOR YOU.
AND KEEP YOU GOING, RIGHT?
SO SOME PEOPLE WILL USE PRAYER
OR WHATEVER YOU'RE THINKING,
THEY TELL YOU TO COME IN, I
SPEAK KINDLY TO MYSELF OR -- A
CHICKEN WING, MY FAVORITE OF ALL
TIME THERE.
I THINK THAT -- WHEN -- GREAT
EXAMPLES, SO FOR SOME PEOPLE,
GOING TO THAT PLACE OF PRAYER OR
GOING TO THAT PLACE OF
REPETITIVE -- I'VE GOT THIS,
I'VE GOT THIS, CHICKEN WING --
EASY APPROACH FOR YOU TO GO TO
GET RECENTERED.
SOME PEOPLE USE IMAGERY.
THERE'S A FIELD HERE.
I WANT YOU TO THINK ABOUT
SOMETHING HARD OR UPSETTING THAT
HAPPENS AND I WANT YOU TO THINK
OF THAT AS A BIG, HUGE GUST OF
WIND OVER THE WHEAT.
WE SEE THE WEEDS START TO
FLATTEN, FLATTEN, FLATTEN DOWN,
DEEP DOWN TO THE GROUND, BUT
AFTER THE WIND CUTS IT, THE
WHEAT HOPS BACK UP AND IT'S JUST
AS BEAUTIFUL AS IT WAS BEFORE
THE WIND CAME.
SO FOR SOME PEOPLE, IMAGERY IS
REALLY HELPFUL, FEELING ABOUT
THEIR DOG, THEIR CAT, THEIR
CHILD, A BEAUTIFUL GARDEN, A

SACRED PLACE IN YOUR LIFE WITH YOUR COMMUNITY, OR -- YOU KNOW, MAYBE A SPECIAL RITUAL PLACE OR SOME COMMUNITY PLACE OF STRATEGY THAT YOU ARE THINKING ABOUT IN YOUR HEAD.

SO I THINK THE ANSWERS ARE AS DIFFERENT AS WE ALL ARE, BUT WHAT I WANT TO YOU DO NOW AS AN INDIVIDUAL, GO BACK TO THE SLIDE, TO THE DYSREGULATION SLIDE?

ONE MORE.

ONE MORE.

SO WHEN WE GO BACK TO THIS, WHAT AM I FEELING, WHAT DOES IT FEEL LIKE WHEN I'M DYSREGULATED AND NOT IN BALANCE, I SAY, YOU'VE GOT THIS, YOU'VE GOT THIS, YOU'VE GOT THIS, YOU'VE GOT THIS.

SO THAT TENDS TO BE MINE.

WHEN (INDISTINGUISHABLE) WHAT I WANT YOU TO DO, THINK ABOUT THE THINGS YOU'VE JUST LEARNED ABOUT.

WHAT'S GOING TO BE YOUR GO-TO ANSWER?

HOW ARE YOU GOING TO BEST BE ABLE TO GET YOURSELF BACK TO THE PRESENT?

IS IT SELF TALK, IMAGERY, BREATHING, A COMBINATION?

THERE'S NO RIGHT OR WRONG HERE, BUT IT'S ABOUT WHAT'S GOING TO HELP YOU IN THAT MOMENT.

ONE OF THE THINGS THAT WE ALSO DO IS -- WHAT I LIKE TO DO, IT'S ABOUT HOW -- HOW CAN WE HELP BUILD RESILIENCY AND HOW CAN WE HELP REDUCE BURNOUT AMONG STAFF THAT DOESN'T COST ANY MONEY?

SO HERE, IF WE WERE DOING THIS LIVE, AND YOU CAN DO THIS WITH ME RIGHT NOW, AT YOUR DESK OR WHEREVER YOU'RE SITTING, OR JUST THINK ABOUT IT IN YOUR HEAD.

THINK ABOUT THREE GOOD THINGS OF A COWORKER, AN INDIVIDUAL NAME OR PERSON.

SO I'M DOING THIS WITH ANISA, I WOULD SAY SHE'S ALWAYS STYLISH. SHE ALWAYS HAS A WARM, WONDERFUL SMILE ON HER FACE AND ALWAYS

EFFICIENT.

NOW, SHE'S ALL RED SITTING HERE
IN FRONT OF ME AND IF I HAD A
PIECE OF PAPER I WOULD HAVE
HANDED IT TO HER.

WHAT DOES THAT FEEL LIKE, ANISA?

>> ANISA ALIL: I FEEL WARM AND
FUZZY AND REALLY TINGLY INSIDE.

>> REBECCA LEVENSON: WHAT
ABOUT THE EMAILS OR CARDS OR
FROM YOUR BOSS OR YOU'RE
WONDERFUL, WHEN DO YOU PULL
THOSE OUT?

WHEN YOU'RE HAVING A REALLY
ROUGH DAY.

WHAT IF WE DIDN'T?

I'VE BEEN TELLING YOU SOME
THINGS WERE RELEASED AND
RELEASED IN ANISA'S BRAIN AND
SHE TALKED ABOUT THAT.

PART OF COMBATTING THE BURNOUT
IS BUILDING ON THE GOOD, AND I
THINK IT'S IMPORTANT TO TAKE THE
TIME TO BE INTENTIONAL.

AND SOME PROGRAMS ARE DOING A
GREAT JOB OF THIS.

SOME PROGRAMS HAVEN'T BEEN DOING
THIS AT ALL.

SO I JUST WANT YOU TO ENCOURAGE
YOU TO DO MORE OF THAT.

SO WHAT IF IT'S BEEN EITHER
DOING THIS ONCE, YOU MAY
PRACTICE AT YOUR WORKPLACE.

WHAT IF EVERY WEEK ANISA HAD
FOUR THINGS ON HER DESK THAT --
REPORTS FROM COLLEAGUES THAT ALL
OF THEM GO TO ANISA, INCLUDING,
I LOVE THE DRESS SHE'S WEARING
RIGHT NOW.

BUT SHE'S REALLY SKILLED.

BUT I THINK WHAT WE'RE TRYING TO
DO IS THINK ABOUT, IF WE HAD
FOUR STICKIES LIKE THAT ON
FRIDAY, HOW MUCH EASIER IS IT ON
MONDAY TO GET BACK IN THE CAR
AND GO TO WORK?

THREE THINGS ABOUT YOUR MOST
RECENT CLIENT.

I'M SURE YOU CAN COME UP WITH
MORE ABOUT YOUR CLIENTS.

BUT IF YOU CAN'T, THAT'S A PART
OF THE EXERCISE.

BUT I WANT YOU TO THINK ABOUT
THE POWER OF THIS AND ONE OF THE

THINGS THAT WE DO, RELY, AS I SAY -- IF YOU DID PICK THREE THINGS, WHAT ARE THE THREE THINGS THAT YOU SAID?
OH, SHE'S SUCH A GOOD MOM, OR SHE'S WORKING SO HARD ON THIS GOAL OR THAT GOAL, OR SHE GOT HER -- MADE THE SCHEDULE, GOT THE APPOINTMENT FOR THE G.E.D., WHATEVER THE GOOD THINGS WERE.
WHAT'S THE DIFFERENCE BETWEEN WORDS AND WRITING?
WHAT'S THE DIFFERENCE?
AND I THINK THERE IS A BIG DIFFERENCE.
I THINK WHEN SOMETHING IS WRITTEN DOWN, YOU CAN HOLD ON TO IT, EVEN IN HARD TIMES.
I DON'T KNOW ABOUT YOU.
BUT WHEN I'M IN A BAD PLACE, IT'S HARD FOR ME TO REMEMBER THE GOOD THINGS THAT HAVE BEEN SAID.
IT'S ALL IN THE BLACK HOLES.
IF YOU'RE SAD OR NUMB, IT'S HARD TO HOLD ON TO THAT.
IF WE HAVE SOMETHING CONCRETE AND PHYSICAL, IT'S EASIER TO HOLD ON TO.
I WANT YOU TO THINK ABOUT THIS FOR YOUR CLIENTS OR PEOPLE WHO HAVE TOLD YOU THEY HAD DOMESTIC VIOLENCE, AND HOW HARD -- WRITTEN DOWN FROM YOU, WRITE DOWN ALL THE TIME, MY MOM -- YOU KNOW, HAVE A BAD DAY, I WANT YOU TO REMEMBER ALL THE GOOD THINGS ABOUT YOU, EVEN IN BAD TIMES.
EVEN WHEN YOU'RE ANXIOUS ABOUT PAYING THAT DOCTOR BILL.
WHATEVER IS GOING ON.
THAT THEY HAVE A PLACE TO HOLD ON TO IT, AND YOU CAN MAKE IT ORIGINAL WITH THEM THAT THEY WILL GO THROUGH IT IN A RELATIONSHIP AND I THINK IT WILL MAKE YOU FEEL GOOD AND MAKE THEM FEEL GOOD.
CAN YOU BACK UP ONE MORE?
THOSE -- THREE GOOD THINGS ABOUT YOURSELF.
WHEN I DO THIS EXERCISE, THAT'S THE HARDEST ONE TO ANSWER.
SO WE DO THE -- WE DO THE THING ABOUT, YOUR CO-WORKERS,

PARTICULARLY, SOMETHING THAT SHARED -- AND I SAY, WHY IS THAT IMPORTANT?

BECAUSE FOR ALL OF YOU WHO CAN'T THINK OF GOOD THINGS ABOUT YOURSELF, YOU HEARD THEM FROM SOMEONE ELSE, YOU CAN BUILD ON YOUR OWN SELF-ESTEEM OR THINKING ABOUT YOURSELF IN THAT POSITIVE WAY, AND REDUCE BURNOUT AND THE LIKE.

NEXT SLIDE. ANOTHER, SIMPLE STEPS TO ORGANIZATIONAL SELF-CARE IS TO CHANGE THE WAY YOU'RE STRUCTURING YOUR MEETINGS.

WHEN WE'RE IN CASE CONFERENCE, WE'RE GOING TO TALK ABOUT EVERYTHING THAT'S WRONG WITH THAT FAMILY OR EVERYTHING WE'RE WORRIED ABOUT WITH THAT FAMILY. WHAT IF WE STARTED OFF WITH SOMETHING POSITIVE ABOUT THE FAMILY OR ENDED UP, INTENTIONALLY, WITH SOMETHING POSITIVE.

I WANT YOU TO THINK ABOUT WHEN YOU'RE IN A STRESS CONVERSATION ABOUT WOULD/SHOULD/COULD. YOUR HEART IS RACING, THEN YOU'RE GETTING IN A CAR TO GO HOME TO TAKE CARE OF YOUR THREE CHILDREN.

I WANT ANISA, EVEN THOUGH WE HAD TO TALK ABOUT SOME GOOD THINGS, I WANT HER TO BE GROUNDED WHEN SHE GETS INTO THAT CAR, AND IF YOU THINK ABOUT INTEGRATING SOME MINDFULNESS WHEN YOU LEAVE, SO WE'RE NOT TAKING IT OUT ON THE ROAD, NOT THAT ANY OF YOU ON THIS WEBINAR HAVE EVER DRIVEN TOO FAST OR HONKED YOUR HORN DRIVING AWAY FROM WORK BECAUSE YOU FELT FRUSTRATED.

I THINK WHAT WE'RE TRYING TO DO IS GET MORE INTO THE NITTY-GRITTY AND MANY OF THESE ARE THINGS THAT CAN ABSOLUTELY BENEFIT YOUR FAMILY TOO.

AND WE -- GRATITUDE IS THE OTHER THING THAT I THINK IS POWERFUL IN THIS WORK, AND WE DON'T SPEND TIME ON IT.

THIS IS RESEARCH BY MARTIN SELIGMAN AT THE UNIVERSITY OF PENNSYLVANIA, AND HE'S BEEN STUDYING GRATITUDE FOR A LONG TIME.

ONE OF THE THINGS WE HAVE TO DO IS TAKE A MOMENT AND THINK ABOUT A PERSON WHO MADE A TREMENDOUS DIFFERENCE IN YOUR LIFE.

SOMEONE WHO IS ALIVE.

SOMEONE YOU NEVER PROPERLY THANKED.

WHO IS THAT PERSON?

IS IT YOUR MOM?

IS IT YOUR MIDDLE SCHOOL

PRINCIPAL, YOUR PASTOR?

YOUR SISTER?

YOUR HUSBAND?

YOU'RE YOUR WIFE?

YOUR PARTNER?

AND THEN HAVE THEM WRITE DOWN JUST A PARAGRAPH, A COUPLE OF SENTENCES ABOUT THE IMPACT THIS PERSON HAS SO THEY CAN KEEP IT IN THEIR PHONES, WRITE IT ON A PAPER.

BUT I THINK WHAT'S POWERFUL, NOW, IF YOU DELIVERED THAT NOTE, LIKE IF I TOLD THEM I WAS REALLY GRATEFUL ABOUT SOMETHING THAT SHE DID FOR ME AND THAT SHE MADE A DIFFERENCE IN MY LIFE, NOT ONLY IS IT GREAT FOR HER, BUT ACTUALLY, IT'S REALLY GREAT FOR ME, BECAUSE THE TIME THAT I'M SPENDING ON THINKING ABOUT THE KINDNESS THAT SOMEONE ELSE BESTOWED ON ME IS GOING TO GIVE YOU THAT SKILL, IT'S GOING TO MAKE YOU A LITTLE TEARY.

THE IDEA THAT WHAT IT MEANT TO HAVE SOMEONE CARE ABOUT YOU IN THAT WAY, AND THAT IS SOMETHING THAT YOU CAN ALSO CARRY WITH YOU, AND THAT'S A PRACTICE THAT HELPS BOLSTER THE IMPORTANT WORK AROUND, YOU KNOW, MITIGATING THE REALITIES OF FEELING OF BURNOUT AND FEELING OVERWHELMED IN THE WORKPLACE.

SO THIS IS ANOTHER STRATEGY THAT DOESN'T COST ANYTHING, BUT IT'S SOMETHING YOU CAN THINK ABOUT INCORPORATING AND HOW YOU --

MAYBE YOU SPEND ON THE NEXT DAY
THE -- AS A PART OF YOUR STAFF
MEETING.

MAYBE YOU INDIVIDUALLY WANT TO
DO THIS.

SO THERE'S WHOLE WEBSITES
DEDICATED TO DO GRATITUDE AND
DEMONSTRATE HOW IMPORTANT THIS
WOULD BE TO A PARENT IN YOUR
PROGRAM.

THAT IS A -- IT'S A REAL MOMENT
WHERE WE CAN THINK ABOUT OUR
VALUE.

NEED SO I STARTED OUT WITH
FLORIDA, AND I WANT TO END UP
WITH FLORIDA.

IN THE PROGRAMS, THE THEY'RE
GETTING FUNDED -- I KNOW SOME OF
THEM (INDISTINGUISHABLE),
DIFFERENT KINDS OF PROGRAMS, SO
BUT I THINK, AGAIN, THAT
RESEARCH AND BEAUTIFUL AND LENDS
ITSELF TO ANYBODY WHO IS DOING
THIS WORK.

ONE OF THE THINGS THAT THEY DID
AS A RESULT OF LEARNING WHAT
WAS -- WHAT THE STAFF WANTS
MORE, WHAT THEY'RE LEARNING, THE
COMPETITIVE GRANT FROM MIECHV
THAT THEY RECEIVED STATEWIDE AND
THE SUPERVISION, AND REFLECTIVE
SUPERVISION, I'M THINKING OF A
LITTLE SLICE OF WHAT THIS WHOLE
BIG MODULE LOOKS LIKE, BUT WE
KNOW THAT REFLECTIVE SUPERVISION
MAKES AN ENORMOUS DIFFERENCE FOR
STAFF AND FOR ONE OF THE
SUPERVISORS IN HERE, YOUR STAFF
ARE GETTING REFLECTIVE
SUPERVISION FROM THEM BUT YOU'RE
NOT GETTING ANY REFLECTIVE
SUPERVISION, WE'RE DOING THIS
REALLY WELL, BOTH AT THE STATE
LEVEL, WE'RE MAKING SURE THAT
OUR SUPERVISORS ARE ALSO GETTING
REFLECTIVE SUPERVISION, EVEN
FROM AN OUTSIDE SOURCE OR A
COLLEAGUE, BECAUSE THE
SUPERVISION -- THE STAFF, WE'RE
LEARNING MORE.

THIS IS RESEARCH FROM 2018, HOW
MINDFULNESS MAKES A DIFFERENCE
IN THE LIVES OF THE CLIENTS WE
SERVE, SO YOU NEED TO SHOW AN

EXAMPLE TO YOUR LEADERSHIP ABOUT WHY YOU SHOULD MAKE CHANGES. THAT'S PART OF THE REASON THIS WAS PUT INTO THIS, INTO THIS MODULE AND THESE SLIDES, SO YOU CAN MAKE YOUR CASE. SO WE KNOW THAT TRAUMA AND ABUSE AND VIOLENCE ARE SOME OF THE MOST DIFFICULT THINGS OF THE STAFF TO SIT WITH, AND WE'RE TRYING TO THINK ABOUT HOW TO BETTER SUPPORT YOU IN DOING THIS WORK, AND TO DO THAT, I'M ASKING -- FORWARD THE SLIDE. SO ONE OF THE THINGS I WANT EVERYBODY TO THINK ABOUT FOR SUPERVISORS ON THE PHONE, FOR ANYBODY WHOSE INVOLVED IN THE CLAIM AND LOOKING ABOUT DOMESTIC VIOLENCE BENCHMARKS ON THE STATEWIDE SYSTEMS, YOU MAY WANT TO DO A PLAN TO, DO, STUDY, ACT IDEAS, AND ABSOLUTELY PERFECT FOR THIS PROJECT. WHAT IF WE DID THAT, TAKING A BREAK, AND MEASURING THE IMPACT OF THAT? YOU CAN DO THAT, AS A SYSTEM, AS CLAIM, AS A SUPERVISOR, AND TELL THAT STORY. AND THE FOCUS GROUP IS GRABBING THE POWER OF STORY TO FIGURING OUT, HOW DO WE MAKE THIS BETTER. TEAM BUILDING WITH THE TRAUMA STEWARDSHIP VIDEO OR BOOK, AND DO I FEEL BETTER HAVING THREE CONVERSATIONS ON THIS AND WATCHING IT WITH MY TEAM, AND WE TALK ABOUT ATTUNEMENT AND MINDFUL SELF-REGULATION, THAT'S WHAT MSR STANDS FOR, AND MEASURING HOW IT WORKS WITH STAFF BUILDING IN TIME WEEKLY FOR SOME ACTIVITY. YOU CAN DO THAT. AND SYSTEM REVIEW USING ORGANIZATIONAL TOOLS THAT WE TALKED ABOUT IN THE CENTER WITH HOMELESSNESS. I'M A LITTLE CONCERNED THIS SLIDE IS CUT OFF, AND IT'S THE ONE I SHOWED YOU, THE COVER OF THIS VERY LARGE DOCUMENT YOU CAN DOWNLOAD AFTER THE WEBINAR AND

THAT'S ON THE SLIDE, SO IF YOU GO BACK TOWARD THE BEGINNING OF THE SLIDE, THE TRAUMA AND FACIAL -- YOU CAN USE THAT AS TOOLS AND MAKE SOME CHANGES, INCLUDING, MAYBE YOU NEED TO CHANGE YOUR LIGHT BULBS FROM WARM ONES TO COLD ONES.

MAYBE GET RID OF SOME OF YOUR LIGHTING AND GO TO LED LIGHTING. IT'S AMAZING THE LITTLE CHANGE THAT PEOPLE CAN DO ACROSS THEIR SPACE.

WE TALKED ABOUT THESE POLICIES FOR YOUR STAFF.

I WOULD HOPE THAT ALL 200 OF YOU ON THIS CALL HAVE POLICY IN PLACE WHEN WE COME TO VISIT YOU OR NEXT TIME YOU'RE CHECKING IN BECAUSE YOU DESERVE THAT, YOU ABSOLUTELY DESERVE THAT AND YOU NEED TO BE A PART OF THE CHANGE WE WANT TO CREATE FOR OUR FAMILIES AND DO THAT TOO.

AND THINK ABOUT THE COMPLIMENTS AND GRATITUDE AS A PART OF THE WORKWEEK.

MAYBE YOU WANT TO DO SOME MEASUREMENT AROUND CASE CONFERENCING WITH SOMETHING POSITIVE, LIKE A COMPLIMENT, OR A GRATITUDE EXERCISE.

SO IN THE CHAT BOX, WHY DON'T YOU GO AHEAD AND PAIR AND SHARE, OR YOU CAN TURN TO THE PERSON, IF YOU'RE IN A GROUP SETTING, YOU CAN TALK TO EACH OTHER, BUT FOR THOSE OF YOU WHO ARE ON THE CALL, AND YOU'RE JUST WITH YOURSELF, I'D LIKE TO HEAR FROM YOU TO CONSIDER, TAKE A MOMENT TO CONSIDER THE SLIDES YOU JUST REVIEWED, DID ANY OF THEM GIVE YOU AN AHA MOMENT, TAKE BACK WITH YOU?

THESE ARE SPECIFIC TO EVERYONE, NOT JUST HOME VISITORS.

WHAT WE DO HAVE SPECIFIC FOR HOME VISITORS IS SOME BEAUTIFUL PROTOCOLS AROUND MAKING SURE THAT HOME VISITORS ARE SAFE WHEN THE ENTRANCE OF THE HOUSE.

THAT'S A PART OF THE LARGE DOCUMENT.

I'M GIVING YOU A TASTE OF WHAT THIS 2 1/2-HOUR TRAINING WOULD COVER, BUT IT'S APPLICABLE. YOU WERE HOPING FOR MORE OF THE DV ASPECT.

SO AS I SAID TODAY, IT'S ABOUT SUPPORTING THE STAFF TO GET A DISCLOSURE FROM THAT, AND ONE OF THE THINGS TO BE FOCUSED ON, THE IMPACT OF DV, HOW IT AFFECTS HEALTH, REPRODUCTIVE HEALTH, AND IT'S GOING TO SHOW OUR CUE INTERACTION, YAY, I'M A SUPERVISOR IN A DV PROGRAM, I'LL TAKE THIS BACK.

IT WAS REALLY HELPFUL. CONTROL OVER WORK TO PROTECT FACTOR. SO EASY TO IMPLEMENT.

YAY!
IS THERE A DATE FOR PART TWO YET, ANISA?

>> ANISA ALIL: YES, IT'S GOING TO BE JUNE -- WEDNESDAY, JUNE 12TH.

AT THE SAME TIME AS TODAY, WHICH IS 10:00 TO 11:30 PACIFIC TIME.

>> REBECCA LEVENSON: IF YOU HAVE SPECIFIC QUESTIONS OR SPECIFIC ISSUES, I AM ALL YOURS FOR 15 MORE MINUTES.

SO IF YOU HAVE SPECIFIC QUESTIONS OR MAYBE -- RESPOND IN THE CHAT BOX ANY THAT YOU WANT TO SHARE WITH ME.

>> ANISA ALIL: WE ALSO HAVE A Q&A BOX TOO.

I KNOW THAT A NUMBER OF YOU HAVE BEEN USING THAT THROUGHOUT THE WEBINAR, AND WE CAN TAKE A LOOK AT THESE QUESTIONS TOO.

>> REBECCA LEVENSON: A MANAGER WHO IS NOT A SUPPORTER OF ADVOCACY?

YEAH, IT CAUSES THE -- THANK YOU FOR YOUR REALLY SMART QUESTION. YOU KNOW, THIS IS WHERE I THINK THAT THE RESEARCH CAN BE REALLY HELPFUL AND MAYBE YOU'D WANT TO SAY, HEY, I WAS ON THIS WEBINAR TODAY AND I HEARD SOMETHING THAT REALLY STOOD OUT TO ME, AND I'VE BEEN WONDERING ABOUT WHY IT'S A DIFFERENCE FOR US, BECAUSE

APPARENTLY WHEN PEOPLE ARE REALLY -- TAKE CARE OF THEMSELVES AND THEY DON'T NEED TO TAKE AS MANY PERSONAL DAYS AS SICK DAYS, SO THAT MAY BE A WAY TO APPROACH IT.

I THINK WHAT WE'RE TRYING TO DO IS GIVE YOU THE EVIDENCE TO INFLUENCE THOSE IN YOUR COMMUNITY TO DO THAT.

SO YOU'VE GOT TO COME TO PART 2 FOR THE HOW.

>> ANISA ALIL: IT LOOKS LIKE WE ALSO HAD A QUESTION TO THE LINK TO THE TRAUMA-INFORMED ORGANIZATIONAL TOOLKIT, AND THANK YOU FOR THAT COMMENT. WE WILL DOUBLE-CHECK IT WHEN THE POWERPOINT IS SENT OUT.

>> REBECCA LEVENSON: THANK YOU.

ANY OTHER QUESTIONS?

A SUPERVISOR WHO CAN HELP SUPPORT THEIR TEAM MEMBERS AS WELL AS THEMSELVES.

THERE IS A REALLY GOOD RESOURCE FOR TOOLS AROUND REFLECTED SUPERVISION FOR SUPERVISORS AS WELL, SO THAT WOULD BE MY SUGGESTION THERE.

AND I CAN SEND THAT LINK WHEN WE SEND OUT THE OTHER SLIDES.

IT'S A GREAT QUESTION.

ANY OTHER THINGS?

GREAT.

I LIKE THAT.

THANK YOU FOR YOUR STRATEGIES.

HOW LONG SHOULD WE TAKE BREAKS FOR?

FIVE MINUTES.

SO IT'S A FIVE-MINUTE BREAK.

WHAT DO YOU FEEL IS THE BEST WAY TO COMMUNICATE THIS PRACTICE WITH THE COMMUNITY?

ARE THERE RESOURCES REGARDING INTERNATIONAL DOMESTIC ABUSE OR THE MULTICULTURAL BELIEFS ON THE SUBJECT?

WHAT I WILL SAY TO YOU IS I'M GOING TO TALK A LITTLE BIT ABOUT THIS PART 2.

AND THAT'S A BIG QUESTION, SO I DON'T THINK I CAN ANSWER IT HERE.

I WANT TO HAVE SOME OTHER SLIDES TO BACK UP WHAT I'M SAYING.

I WILL REMEMBER TO -- LOOK AT ANISA, WE'RE GOING TO TAKE NOTES AND I WILL ADDRESS THIS WHEN WE DO PART 2 OF THE WEBINAR.

PART 2 IS SCHEDULED FOR WHEN?

>> ANISA ALIL: FOR JUNE 12, AND I'LL PUT THAT DOWN RIGHT NOW, BECAUSE THERE'S A LINK TO REGISTER, JUNE 12TH FROM 10:00 TO 11:30 PACIFIC TIME, WHICH IS -- YES, 1:00 TO 2:30 P.M. EASTERN, AND THE LINK TO REGISTER IS RIGHT HERE ON THE SCREEN.

>> REBECCA LEVENSON: IF WE GO BACK A COUPLE OF SLIDES, WE'RE JUST GOING TO DO A QUICK MOMENT TOGETHER AND KIND OF CONCLUDE THE WEBINAR.

I WANT TO WALK THE WALK. AND I'D LIKE YOU TO WRAP YOUR ARMS AROUND YOURSELF, YOUR LEFT HAND OVER YOUR RIGHT ARM, SQUEEZE, AND SWITCH ARMS.

OH!

PUT YOUR ARMS IN THE AIR, WIGGLE YOUR FINGERS, SHAKE OUT YOUR HANDS, ROLL OUT YOUR SHOULDERS, AND I'LL LEAVE YOU WITH THIS LAST THOUGHT.

WHAT WE SAY AND WHAT WE DO ULTIMATELY COMES BACK TO US. SO LET US OWN OUR RESPONSIBILITY.

SO THIS IS OUR SELF-ATTUNEMENT, RIGHT?

PLACE IT IN OUR HANDS, AND CARRY IT WITH DIGNITY AND STRENGTH, BECAUSE I THINK THAT'S WHAT KEEPS US GOING MORE.

THANK YOU VERY MUCH.

IF THERE ARE OTHER QUESTIONS, I WILL STAY ON FOR A FEW MORE MINUTES.

FOR ANYBODY ELSE WHO NEEDS TO GO, I UNDERSTAND, SO WE'RE GOING TO GO BACK TO THE CHAT BOX AND WE'LL SEE IF THERE'S ANY MORE QUESTIONS, AND I THINK THERE IS ALSO AN EVALUATION.

NO?

NO EVALUATION.

I LIED.

NO EVALUATION.

>> ANISA ALIL: AND A QUESTION ABOUT THE RECORDING AND THE SLIDES, AND YES, IT IS BEING RECORDED AND WE WILL SEND THE RECORDING AND THE SLIDES TO ALL PARTICIPANTS, AND WE'RE ACTUALLY GOING TO HAVE IT ON OUR -- THE WEBINAR PAGE ON OUR FUTURES SITE AS WELL.

I CAN'T REMEMBER THE LINK OFF OF MY HEAD, GO TO RESOURCES, DROP DOWN TO WEBINARS, AND YOU'LL SEE TODAY'S WEBINAR, CLICK THAT, THE RECORDING WILL BE THERE, AND WE WILL EMAIL IT TO EVERYONE AS WELL.

>> REBECCA LEVENSON: HI, NICE TO SEE YOU, LOTS OF FAMILIAR NAMES ON THE WEBINAR TODAY. FOR THOSE WHO I HAVE COME TO DO TRAINING FOR OR TECHNICAL SYSTEMS FOR, IT'S A PLEASURE TO SEE YOU HERE.

I HOPE YOU FOUND THINGS THAT WERE NEW AND HELPFUL AND INTERESTING AND I THINK WE'RE AT THE "THANK YOU" PART.

LAST CALL FOR QUESTIONS.

ALL RIGHT.

SO FOR EVERYONE WHO IS ON THE CALL TODAY, THANK YOU SO VERY MUCH FOR THE BEAUTIFUL WORK THAT YOU DO WITH YOUR FAMILIES.

THANK YOU SO MUCH FOR DOING -- I REALLY DO BELIEVE THIS IS ONE OF THE WAYS THAT WE CAN ABSOLUTELY CHANGE THE FUTURE FOR CHILDREN, FOR MOMS, FOR DADS, AND OUR COUNTRY.

SO I AM ALWAYS DEEPLY GRATEFUL FOR PEOPLE DOING THIS WORK.

IT'S NOT PAID AS WELL AS IT SHOULD.

DOESN'T GET AS MUCH RESEARCH AS IT PROBABLY SHOULD, BUT CAN TRANSFORM ALL ENVIRONMENTS.

>> ANISA ALIL: THANK YOU, EVERYONE.

HAVE A GREAT REST OF YOUR DAY.

(END OF SESSION AT 11:23 A.M.)I

ON AUTO IS