## LEARNING TO LISTEN & BEING HELPFUL: TAKING RESPONSIBILITY FOR THE CHOICES I AM MAKING

Making The Invisible Visible



- I looked at all "challenging behaviors" first and foremost as feedback, as a gift offered to ME by the person I am trying to help and support
- I chose to be present, to slow down and hear what is conveyed to ME loudly and directly.... To see what probably has been invisible but is right there in front of ME:
  - That no matter what MY intent or where MY heart might be at that moment, I am simply not helpful with the person ...
  - That the "challenging behavior" is simply a strategy the person is desperately using with ME to try to get their needs for understanding, empathy, compassion, respect and cooperation met...
  - That the person is ALWAYS requesting for ME to STOP doing or saying what is not helpful...
- I realized that the "challenging behavior" gives ME a choice:
  - 1. Make a judgment about this feedback; Dismiss it; Continue what I am doing; Then unintentionally invalidate and oppress the person
  - 2. Honor the feedback and provide *emergency empathy* so I can reconnect with the person I am trying to support or help

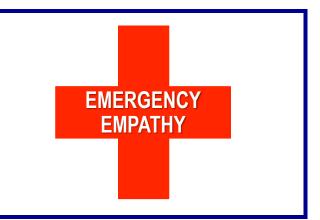
Moralistic Judgment

Microviolence

Invalidation

Dehumanization

Oppression





## 1 - Listening & Connecting Empathically

Strategy

Feelings

Feedback

Needs

Preference

Request

Choice -

Challenging Behavior

## 2 - Partnering & Being Person Directed

**Safeguard**: The two (2) most powerful predictors of a positive outcome according to the Heart & Soul of Change (1999 and 2010) are:

- The person is experiencing and rating the quality of the helping relationship with ME positively.
- The person is <u>enthusiastically embracing</u> what we are doing together.

Eliminating Microviolence From Everyday Lives

## 3 - Seeking Feedback & Learning

Safeguard: Feedback is a gift!

Systematically seeking AND looking for feedback:

Relational Support – Process: How you are experiencing what I do...

So I can understand how I need to change, shift and adjust how I do
what I do in order for you to experience ME as truly helpful

Progress & Outcome: If what we do is working and helping...

So I can understand how I need to change, shift and adjust what I
do in order to support you in creating the change you want

