



THE HINDA INSTITUTE
Changing Lives for Good

ENHANCING COMMUNICATION FOR RESILIENT SURVIVORS

JANUARY 8, 2025

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SEMINAR OBJECTIVES

- [] TO DEFINE AND INTRODUCE THE CONSTANTLY EVOLVING FIELD OF HUMAN COMMUNICATION
- [] TO HIGHLIGHT ESSENTIAL COMMUNICATION SKILLS FOR BUILDING RELATIONSHIPS
- [] TO PRACTICE MANAGING INTERNAL AND EXTERNAL COMMUNICATION BARRIERS USING ROLE PLAYS
- [] TO BUILD SELF CONFIDENCE LEADING TO ASSERTIVE COMMUNICATION, EVEN IF TRIGGERED





USE AND BENEFITS OF
SEMINAR
PRE-QUESTIONNAIRE



I. DEFINITION AND KEY COMPONENTS OF EFFECTIVE COMMUNICATION

[A.] PROCESS OF EXCHANGING IDEAS, THOUGHTS, OPINIONS, KNOWLEDGE, AND DATA SO MESSAGE IS RECEIVED AND UNDERSTOOD WITH CLARITY AND PURPOSE.

- [ 1.] **EFFICIENT COMMUNICATION:** ABILITY TO DELIVER A CLEAR, CONCISE MESSAGE IN SHORT AMOUNT OF TIME
- [ 2.] **AFFECTIVE COMMUNICATION:** EXCHANGE OF THOUGHTS, FEELINGS, OPINIONS WHICH HAVE POTENTIAL TO AROUSE EMOTION IN BOTH SENDER AND RECEIVER.





II. CURRENT RESEARCH INTO KEY COMMUNICATION CONCEPTS FOR RE-ENTRY INDIVIDUALS

[A.] RECOMMENDED CONTINUING EDUCATION FOR THOSE WITH RE-ENTRY INDIVIDUALS

- [ 1.] **ACTIVE LISTENING:** ACKNOWLEDGING OTHERS' PERSPECTIVES, SHOW EMPATHY
- [ 2.] **ASSERTIVENESS:** EXPRESS YOUR NEEDS/OPINIONS WITHOUT AGGRESSION
- [ 3.] **MANAGE CONFLICT**
- [ 4.] **PROFESSIONALISM**
- [ 5.] **BUILD RAPPORT**





II. KEY CONCEPTS CONTINUED

- [🌸 6.] **ISSUE FOCUS: NOT ON PERSON**
- [🌸 7.] **NEGOTIATE/COLLABORATE**
- [🌸 8.] **PUBLIC SPEAKING**
- [🌸 9.] **WRITTEN COMMUNICATION**



[B.] FACTORS THAT MAY CONTRIBUTE TO COMMUNICATION DIFFICULTIES FOR FORMERLY INCARCERATED PEOPLE.

- [ 1.] PRISON ENVIRONMENT: COMMUNICATION STYLE/CULTURE
- [ 2.] LIMITED SOCIAL INTERACTION OUTSIDE
- [ 3.] MENTAL HEALTH AND ADDICTION CONDITIONS
- [ 4.] ISOLATION INSIDE PRISON





- [ 5.] **LACK OF:** EDUCATION OR TRAINING IN COMMUNICATION SKILLS
- [ 6.] **LIMITED EXPOSURE:** TO DIVERSE LANGUAGES, CULTURAL NORMS
- [ 7.] **EXPOSURE:** TO VIOLENCE, STRESSORS THAT REDUCE COMMUNICATION FOCUS
- [ 8.] **SPEECH ANXIETY:** FEAR OF REJECTION OR EMBARRASSMENT





III. ROLE PLAY WITH SEMINAR PARTICIPANT & INSTRUCTOR

LISTEN, OBSERVE, AND RATE COMMUNICATION PROCESS.

MAKE RECOMMENDATIONS FOR IMPROVEMENTS, IF INDICATED.



IV. OUR JOURNEY: EMBRACE AND PRACTICE THE SEVEN “C’S” INTO YOUR TOOLBOX



SUMMARY AND DISCUSSION



**PARTICIPANT
FEEDBACK**



**REQUESTS FOR
ADDITIONAL SEMINAR
CONTENT**



**CONTENT OF
SEMINAR 2,
JANUARY 15TH**