



**THE HINDA INSTITUTE**  
Changing Lives for Good

# ENHANCING COMMUNICATION FOR RESILIENT SURVIVORS

JANUARY 15, 2025  
SESSION 2

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# SEMINAR OBJECTIVES

[  ] TO UNDERSTAND AND PRACTICE POSITIVE NONVERBAL COMMUNICATION.

[  ] TO BUILD CONFIDENCE IN SELF-EXPRESSION.

[  ] TO PRACTICE TECHNIQUES LEADING TO AUTHENTIC COMMUNICATION.







I. BODY LANGUAGE ADJUSTMENTS THAT  
SUPPORT EFFECTIVE AND EFFICIENT  
COMMUNICATION





“I SPEAK TWO LANGUAGES-  
BODY AND ENGLISH.”

-MAE WEST, 1930's ACTRESS



## [ A. ] EYE CONTACT

[  1. ] **MAINTAIN STEADY GAZE:** SHOWS CONFIDENCE, ATTENTIVENESS, RESPECT




[  2. ] **AVOID STARING:** RISK OF PERCEIVED AGGRESSION OR INTIMIDATION

[  2. ] **AIM FOR 3-5 SECONDS:** BREAK THEN RE-ESTABLISH





## [ B. ] POSTURE

- [  1. ] **AVOID SLOUCHING:** RISK OF SHOWING DISINTEREST OR SUBMISSION
- [  2. ] **STAND TALL:** GOOD POSTURE CONVEYS CONFIDENCE & RESPECT
- [  3. ] **RELAX SHOULDERS:** MINIMIZES ANXIETY, DEFENSIVENESS






## [ C. ] FACIAL EXPRESSIONS & GESTURES

- [  1. ] SMILE APPROPRIATELY: SIGNALS FRIENDLINESS & APPROACHABILITY
- [  2. ] AVOID SCOWLING/ EYE ROLLING: EASILY MISINTERPRETED
- [  3. ] MIRROR SUBTLE FACIAL EXPRESSIONS: BUILDS RAPPORT





## [ D. ] GESTURES

- [  1. ] OPEN/UNCROSSED ARMS/LEGS: CONVEY INTEREST
- [  2. ] AVOID CLOSED/CROSSED ARMS/LEGS: REFLECT DEFENSIVENESS
- [  3. ] USE PURPOSEFUL GESTURES: REFLECT SPEAKER'S KNOWLEDGE AND EXPERIENCE




NO POINTING  
(PLEASE)!







## [ E. ] PERSONAL SPACE





- [  1. ] AVOID INVADING PERSONAL SPACE: RESPECT BOUNDARIES
- [  2. ] ADJUST TO CULTURAL NORMS: UNDERSTAND PREFERRED DISTANCE/CLOSENESS
- [  3. ] EXCESSIVE PHYSICAL DISTRESS: LIMITS HEARING/UNDERSTANDING







# I. COMBINE BEST PRACTICE TAKEAWAYS: VERBAL AND BODY LANGUAGE

- [  1. ] FOCUS TO UNDERSTAND/CLARIFY SENDER'S MEANING
- [  2. ] USE CONCISE, SIMPLE, DIRECT LANGUAGE- AVOID TECHNICAL TERMS
- [  3. ] MATCH YOUR VOICE/TONE (TONE) WITH BODY LANGUAGE FOR AUTHENTICITY
- [  4. ] SEEK COMMON GROUND TO ADVANCE COMMUNICATION  
BUILD RAPPORT







## II. ROLE PLAY: COMMUNICATION POWER DIFFERENTIAL

**"PAROLE OFFICER AND RE-ENTRY PERSON"**

**\*SEMINAR PARTICIPANT**



# III. BUILDING CONFIDENCE: IN SELF-EXPRESSION IS KEY



[ A. ] RECLAIMING YOUR IDENTITY IF INCARCERATION STRIPS YOUR SENSE OF SELF AND AGENCY

[  1. ] PROCESS TRAUMA: TRAUMA INFORMED COUNSELING, SUPPORT GROUPS, SAFE SPACES

[  2. ] BUILD CONFLICT RESOLUTION COMMUNICATION SKILLS

[  3. ] DEFINE YOURSELF BEYOND LABEL OF OFFENDER: "YOUR STORY"

[  4. ] BUILD RESILIENCE BY ENGAGING IN PERSONAL INTERESTS AND/OR NEW CREATIVE ACTIVITIES





[ B. ]

SELF EXPRESSION: ABILITY TO COMMUNICATE THROUGH EMOTIONS, INDIVIDUAL IDEAS, KNOWLEDGE & TALENTS

## SHARE WHO YOU ARE



### CREATIVE ARTS

PAINTING, DRAWING, THEATER, JOURNALING, STORYTELLING



### HOBBIES

GARDENING, SPORTS, COOKING, BIKING



### LIFELONG LEARNING

COURSES, CERTIFICATIONS, DEGREES



### SPIRITUAL

PRACTICE/STUDY



### PERSONAL STYLE

DRESS, HAIRSTYLE





## [ C. ] EXAMINE WHAT LIMITS YOUR SELF-EXPRESSION

[  1. ] FEAR OF EMBARRASSMENT, REJECTION, CRITICISM

[  2. ] EARLY LIFE EXPERIENCES AFFECTING SELF-ESTEEM

[  3. ] INTERACTION WITH MANIPULATIVE PEOPLE

[  4. ] UNADDRESSED ANGER, RAGE, ANXIETY

[  5. ] LEARNED BEHAVIOR DUE TO ABUSE, VOLATILITY, TOXIC RELATIONSHIPS







# ROLE PLAY: THE JOB INTERVIEW

## SCENARIO:

- **INTERVIEWER:** ASKS DIRECT QUESTION ABOUT THE APPLICANT'S CRIMINAL HISTORY
- **APPLICANT:** A SKILLED RESPONSE

## OBSERVATION & DISCUSSION



# IV. PRACTICE SKILLS FOR AUTHENTIC COMMUNICATION

[ A. ] RECOMMENDED

[  1. ] BEING TRUE TO YOURSELF & OTHERS

[  2. ] FOSTER OPEN, HONEST DIALOGUE



[  3. ] BUILD RELATIONSHIPS BASED ON TRUST







## [ B. ] KEY ATTRIBUTES

- [  1. ] **SELF-AWARENESS: UNDERSTAND YOUR OWN COMMUNICATION STYLE, STRENGTHS & LIMITATIONS**
- [  2. ] **OPENLY SHARE THOUGHTS, FEELINGS, INTENTIONS EVEN IF CHALLENGED/UNCOMFORTABLE**
- [  3. ] **SHOW EMPATHY BY CONNECTING COMPASSION & UNDERSTANDING**





# SUMMARY AND DISCUSSION



**PARTICIPANT  
FEEDBACK**



**REQUESTS FOR  
ADDITIONAL SEMINAR  
CONTENT**



**CONTENT FOR JANUARY  
22ND SEMINAR,  
FOCUS: PERSONAL BARRIERS,  
ASSERTIVE COMMUNICATION,  
PROCRASTINATION,  
MOTIVATION**