Just checking in to see how answering my texts is going. :)

someecards
user card
“The hardest tests in life is the patience to wait for the right moment.”
Language Matters

“LANGUAGE IS OFTEN A REFLECTION OF CULTURE, and when unchecked, can be used to perpetuate violence and oppression. Words have the power to reinforce stereotypes, marginalize the most vulnerable among us, and support harmful ideas about race, gender, sexual orientation and gender identity, socioeconomic status, and other factors. Language also has the power to be a revolutionary tool in dismantling existing power structures. Language has the capacity to liberate and empower.”

National Black Justice Coalition: Words Matter Justice Toolkit
A lot of people are learning about gender. If you're comfortable, you can share your own pronouns!

**Gender Pronouns**
Describe a person's gender identity.

Examples of pronouns are she/her, they/Them, and ze/zir!

**Gender Pronouns**
We can't tell someone's gender just by looking at them, and shouldn't assume we know. There are many gender identities beyond "girl" or "boy". Some people don't identify as any gender!
Active Listening Skills

Build trust and establish rapport.

Ask specific questions.

Demonstrate concern.

Use brief verbal affirmations like:

Active listening techniques can help you truly understand what people are saying in conversations and meetings.
STEER
Used when individual is very upset

- **Summarize**
  Reflect back what you heard the person say

- **Test it Out**
  Confirm whether your understanding is accurate

- **Empathize**
  Show you can understand how they might feel
  Common feelings: afraid, threatened, defensive, frustrated, invalidated, devalued

- **Empower & Refocus**
  Refocus energy onto an enjoyable or aspiration-focused conversation

Follow these first three steps as many times as necessary until the person is visibly more relaxed

https://beckinstitute.org/center-for-recovery-oriented-cognitive-therapy/
### Trauma: Feelings Elicited & Response

- Fear
- Shock
- Sadness
- Distrust
- Paranoid
- Shame
- Loneliness

![Brain Image](https://beckinstitute.org/center-for-recovery-oriented-cognitive-therapy/)

### Trauma-Based Beliefs

<table>
<thead>
<tr>
<th>Self</th>
<th>Others</th>
<th>Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>It must have been my fault</td>
<td>People can’t be trusted</td>
<td>The world is unsafe</td>
</tr>
<tr>
<td>I am unsafe</td>
<td>Others will take advantage of me</td>
<td>There is no hope for the future</td>
</tr>
<tr>
<td>I should have ______</td>
<td>Others don’t understand</td>
<td>I can’t do the things I want to do</td>
</tr>
<tr>
<td>I am worthless</td>
<td></td>
<td>There is no point in trying</td>
</tr>
<tr>
<td>I am weak</td>
<td></td>
<td>I can’t do it anyways</td>
</tr>
</tbody>
</table>
Verbal Aggression: Responding

If someone says
- They hate providers
- Cursing
- Family hates them

Reflect understanding
“What I hear you saying is ... do I have that right?”

Empathize
“I can imagine you might be feeling [angry, frustrated]. Do I have that right?”

Collaboration/Connection
“Let’s get you those things you want. You’ve helped me understand what’s going on, maybe together we can get them to understand too?”

Normalize
“I can see why you would feel that way. You’re not alone in that fear.”
YES,  
- Appreciation  
- Acknowledgement  
- Heard  
- Validation  
- Encouragement  
- Acceptance  

AND...  
- Adding  
- Building  
- Collaborating  
- Connecting  
- Inspiring  
- Creating
MIRROR

you are saying...

Did I get it?

is there more???

VALIDATE

You make sense to me because...

EMPATHIZE

I imagine you might feel...

jessica Perkins

intentional • play/ful • living
Everybody Loves Raymond Uses Active Listening - from Parent Effectiveness Training
https://www.youtube.com/watch?v=aP55nA8fQ9I