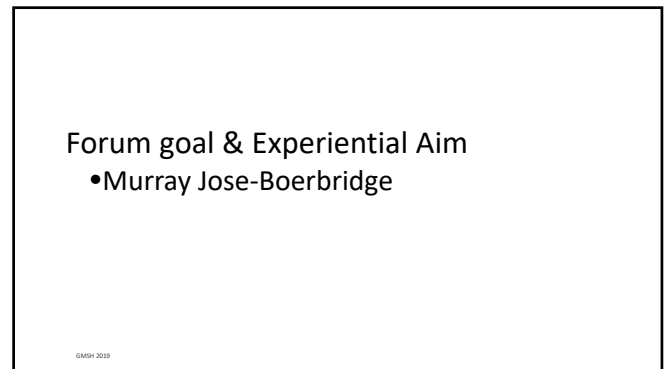
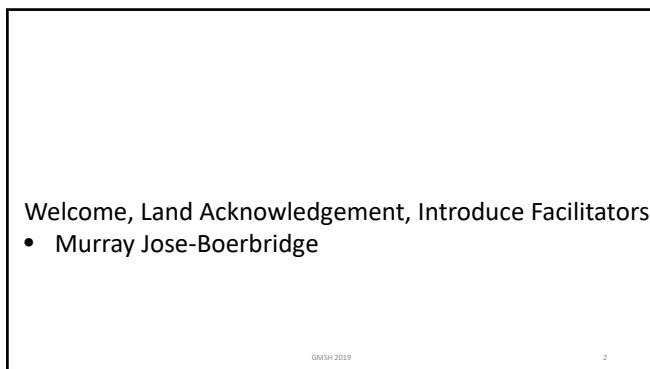




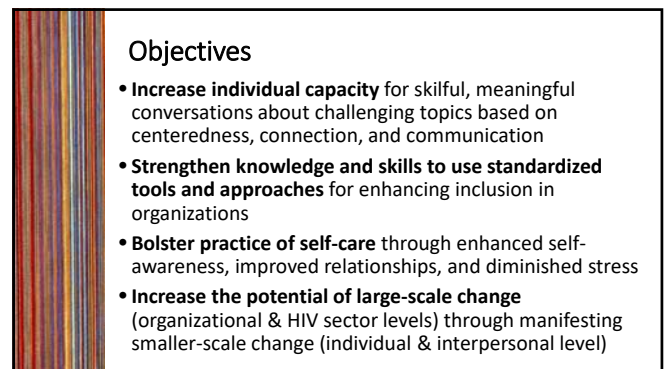
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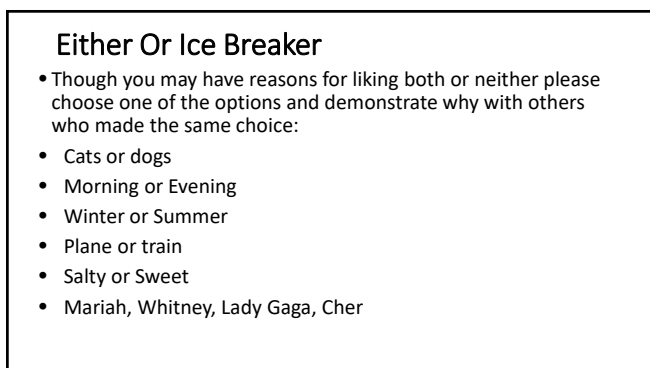
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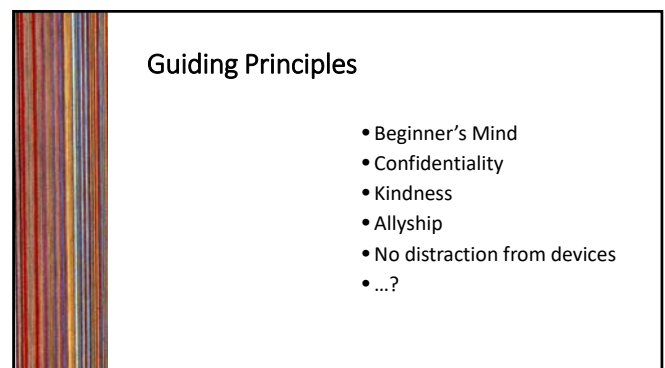
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3



6

Review, Refresh & Expand

7

Mindful Breathing

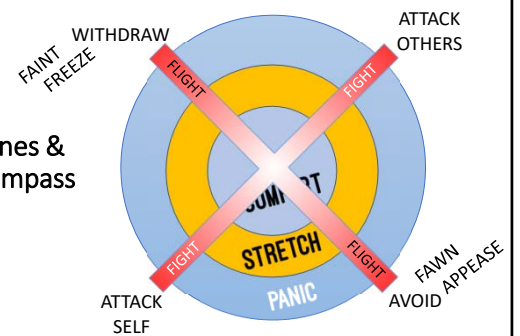
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Anti-Oppression Framework

- Privilege/Power
- Dominant/Non-dominant groups
- Systemic injustice
- Internalized oppression
- Adaptive coping strategies
- Share vigilance
- Allyship
- Address microaggressions
- Safe space

8

Zones & Compass



11

Centeredness

9

Connection

12

Empathy

13

• BREAK

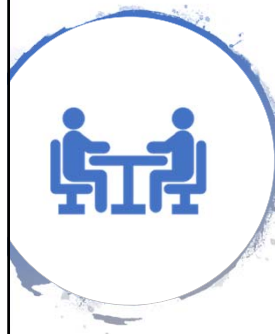


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Communication

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Table Talk 1



- At your table share your reflections on the questions on your worksheet
- Assign a discussion leader and a recorder to make notes on flipchart
- You will have 30 minutes for this discussion
- Post your flipcharts on designated wall of the room
- 5 min report back summary or highlight of your discussion in creative way: song, poem, statue, role-play, drawing, etc...

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FIRR

Fact: Describe what happened

Impact: Describe how you felt

Request: Make a request for the future

Respect: Do it in a respectful way

15

• LUNCH



18

Non-Violent Communication (NVC)

Feelings tell us about needs (met/unmet).
Needs can be met in many ways.

NVC removes “story” feelings from lists.

Feelings and needs are the foundations of empathy.

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Non-Violent Communication (NVC) and Mirroring - **FEELINGS**

1. Think back to the story you heard from your partner.
2. Guess what feelings they felt during the event they described. Be curious. Use the format:
Were you feeling _____?
3. The storyteller responds honestly:
Yes / No / A little / Not at all / I'm not sure
4. After 8-10 guesses, the storyteller shares any other feelings that have not been guessed.
5. Switch.

22

Non-Violent Communication (NVC) and Mirroring – **Step 1**

1. Each person think of an experience they would be willing to tell another.
2. The story should:
 - Be about 2 minutes long
 - Have an emotional intensity of 3-7 (out of 10).

20

Non-Violent Communication (NVC) and Mirroring - **NEEDS**

1. Consider the feelings your partner acknowledged they felt.
2. Pick 2-3 feelings. Guess what needs each feeling may be coming from. Be curious. Use the format:
Were you feeling _____ because you needed _____?
3. The storyteller responds honestly:
Yes / No / A little / Not at all / I'm not sure
4. After 3-4 guesses for each feeling, the storyteller shares any other needs that have not been guessed.
5. Switch.

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Non-Violent Communication (NVC) and Mirroring – **Step 2**

In pairs:

1. A tells B their story one sentence at a time, pausing after each sentence.
2. B mirrors each sentence back to A, before A continues on.
3. You can use the same words, but you don't have to.
4. Aim to feel and show empathy for the storyteller.
5. Then switch.

21

Scenario Small Group Discussion

Discuss this scenario using a diversity, inclusion and anti-oppression lens.

Using the tools and techniques discussed today, how could you handle it to create a more respectful and inclusive environment?

How do you respond from the Stretch Zone?

Consider what you can do both immediately (responsive) and long-term (proactively)

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Scenario: Waiting Room

A client has brought her young child with her to meet with your agency's intake counsellor. You are at the reception desk as she sits in the waiting room. She says to you, "Do you have another waiting room? I've got my kid here. It's not the best for her with these drug addicts and, you know, queers. If not, are there other places I can go for services that are catered to families and young kids?"

25

IBI

- ~~• Intention~~
- Behaviour
- Impact

28

• BREAK



26

Concealing vs Revealing

Conceal: *Withhold* → *Withdraw* → *Project*

Reveal: *Authenticity and Connection*

29

Scenario: "Kidding Around"

Sean and Rohit work together. They kid around a lot and often tell sexual jokes. Others can often hear them giggling, laughing, and swearing at each other. Allan, who works nearby, has had just about enough. While Sean and Rohit are professional in their dealings with Allan, they don't invite him into their banter. Recently, Allan overheard them joking about "rice queens". Allan began to talk to other coworkers about filing a complaint.

27

Negative Bonding

- Forming a bond between two or more people at the expense of a third person or group.

30

Appreciative Inquiry: Whatever You Focus On Grows

31

Table Talk 2

- With a partner at your table share your reflections on the questions on your worksheet
- You will have 15 minutes for this sharing
- Each pair share one highlight from your sharing in your closing reflection.

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Appreciative Inquiry

In pairs, think of 2 questions you'd like to ask your partner:

Questions should be:

1. **Open-ended** (not Yes-or-No)
2. Coming from a **curious** place
3. Elicit a **positive, strength-focused** response
4. Have **integrity** – you'd be willing to answer it too!

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Wrap-up and Adjourn

Closing
Reflections

Next Steps

Thank you's

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"We can't solve problems by using the same kind of thinking we used when we created them."

~Albert Einstein

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