



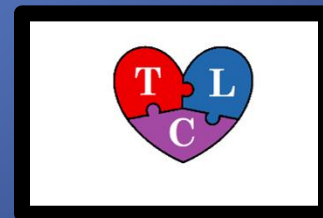
Resilience Is.....

Mental Health and Resilience: A Guide for Probation Officers

Therapeutic Learning Connections

Connie Palmer, LCSW

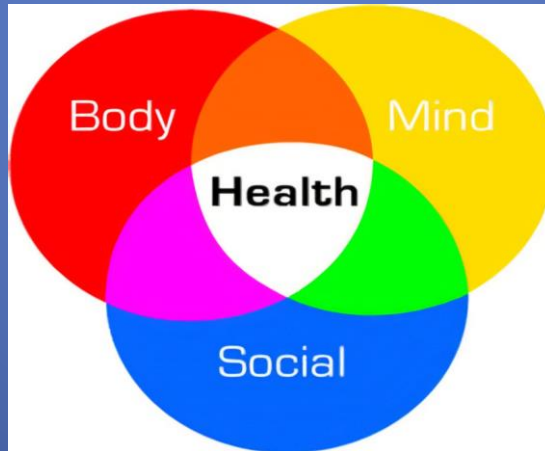
cqpalmer@yahoo.com



Health/Illness



Healthy 1 2 3 4 5 6 7 8 9 10 Ill



Things that Impact Wellness/Illness

1. Family history/genetics
2. Presence or absence of abuse/neglect
3. Presence or absence of a support system
4. Positive events/negative events or losses
5. Ability or inability to express and regulate emotion
6. Presence or absence of coping skills
7. Positive or negative self-talk
8. Physical health or illness
9. Family stability or disruptions
10. Presence or absence of traumatic events





Depression

1. irritability, anger, frustration
2. loss of interest in fun activities
3. isolation
4. feeling tired all the time
5. change in sleep or eating
6. unable to concentrate
7. feelings of worthlessness or shame
8. can't enjoy things you used to do
9. pessimism/negativity
10. thoughts of death or suicide

Anxiety

1. Persistent worrying
2. Overthinking
3. Perceiving threat or danger when risk is minimal
4. Difficulty handling uncertainty
5. Indecisiveness and fear of making the wrong decision
6. Inability to set aside or let go of a worry
7. Inability to relax, feeling restless, and feeling keyed up or on edge
8. Difficulty concentrating, or mind going blank
9. Irritability
10. Physical signs and symptoms may include: fatigue, trouble sleeping, muscle tension, shakiness, nervous or easily startled, sweating, nausea, diarrhea or irritable bowel syndrome



FACT

60% of adults with
diagnosable mental
illness report

children
with a
mental
illness
r.

S



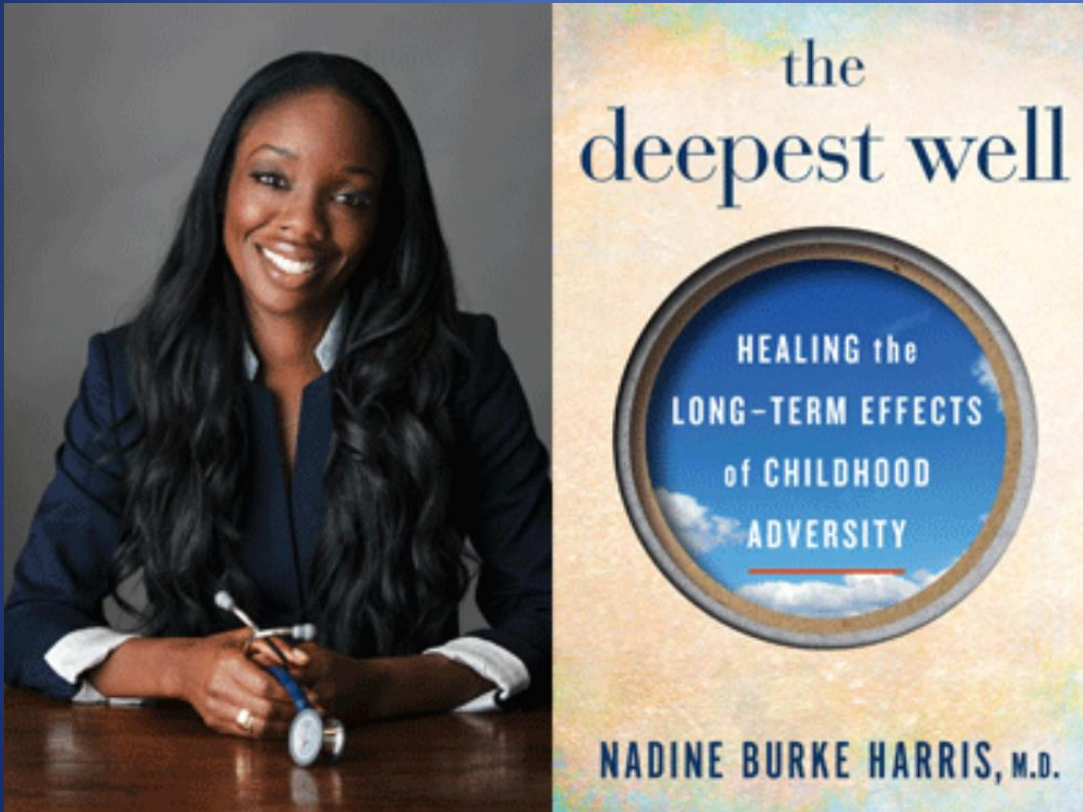
What Causes It?



MENTAL ILLNESS

- Intrapsychic
- Interpersonal
- Systemic

ACE's and Shame



ACEs and toxic stress thrive on secrecy and shame, at the individual level and the societal level.

Mean people are really just sad people.

They hurt others because they are hurting.

Every person is born beautiful, and much

of the ugliness in others was put inside of

them by other hurting people.

Bryant McGill

quote fancy

WHAT HAPPENED TO YOU?

CONVERSATIONS ON TRAUMA,
RESILIENCE, AND HEALING



BRUCE D. PERRY, MD, PhD
OPRAH WINFREY

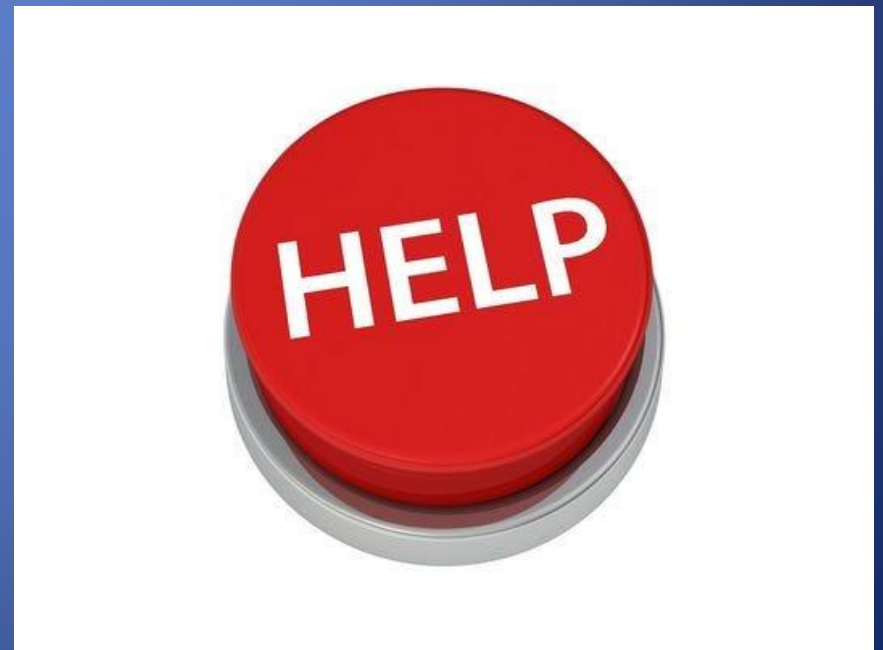
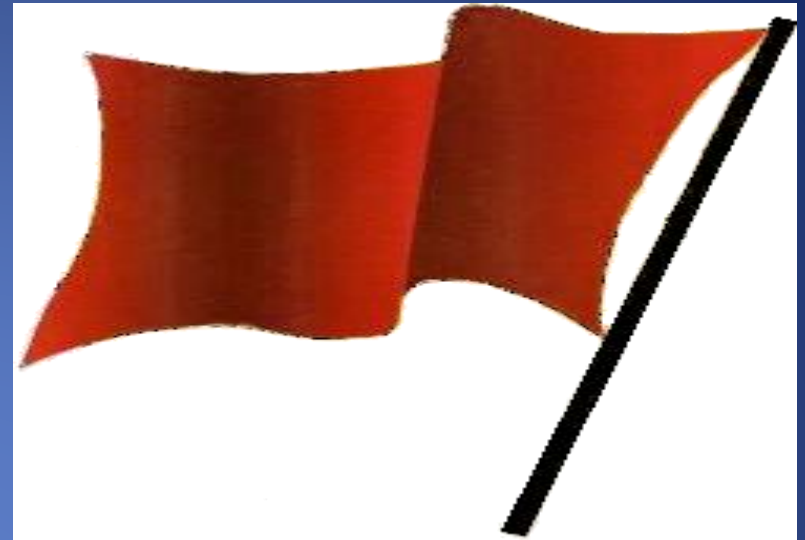
Result of ACE's and the Pandemic: “What Do You Expect Disorder”



The more healthy relationships a child has, the more likely he will be to recover from trauma and thrive. Relationships are the agents of change and the most powerful therapy is human love.

What Happened to You?
by Bruce Perry and Oprah Winfrey

- **Persistent intrusive thoughts or memories**
- **Low self-esteem/self-hate**
- **Hypervigilance or panic attacks**
- **Personality change**
- **Can't handle the tasks of daily living/low functioning**
- **Perfectionism/over-functioning**
- **Suicidal thoughts or plans**
- **Social isolation**
- **Not enough/too much sleep**
- **Lack of appetite or overeating**
- **Consistently having more bad days than good days**
- **Lack of enjoyment or pleasure**

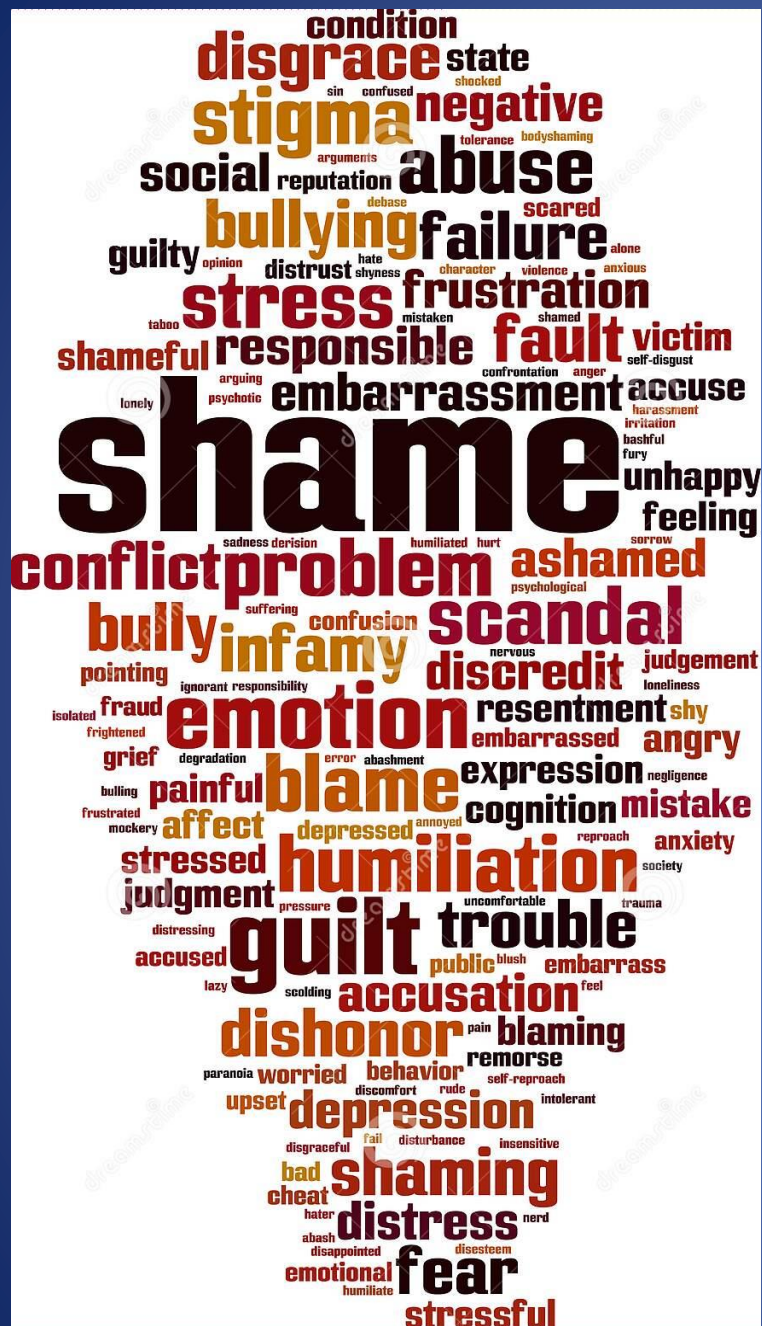


Suicide



If we are to
understand and
eventually heal
what ails the self,
then we must
begin with shame.
-Gershen Kaufman
Shame: The Power of Caring



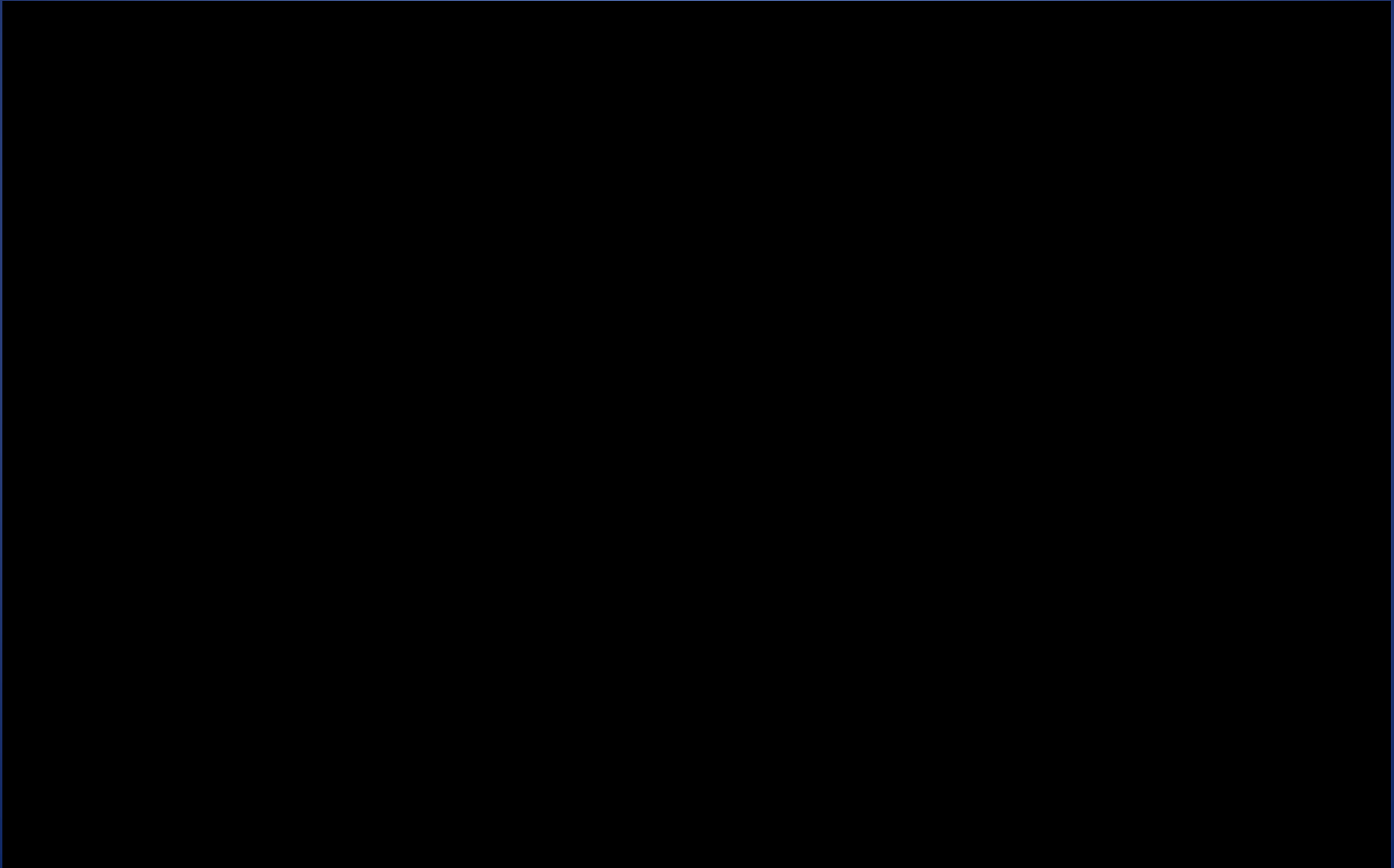


- Shame (n) is the experience that some part of you (or all of you) is defective/bad and therefore unworthy of love and belonging.
- Shame (v) is the act of causing someone to feel ashamed, less than, unworthy of love/ belonging.

A photograph of a brick wall with peeling plaster and the word "SHAME" written in large black letters. The wall is made of red bricks, and the plaster is cracked and peeling away in several places, particularly in the lower half. The word "SHAME" is written in a bold, black, sans-serif font across the center of the image. The floor is made of light-colored tiles.

SHAME

The Mask You Live In: Boys, Men and Shame



Shame

1. Presence of judgment
2. Presence of secrecy, silence, powerlessness and pain
3. Absence of love, support empathy and belonging

Love
Support
Empathy
Belonging

Losses
Illness/Injury
Trauma
Injustice
Abuse
Violence
Mistakes
Poverty

Public self
Self-sufficient
Happy
Powerful
In control
Strong

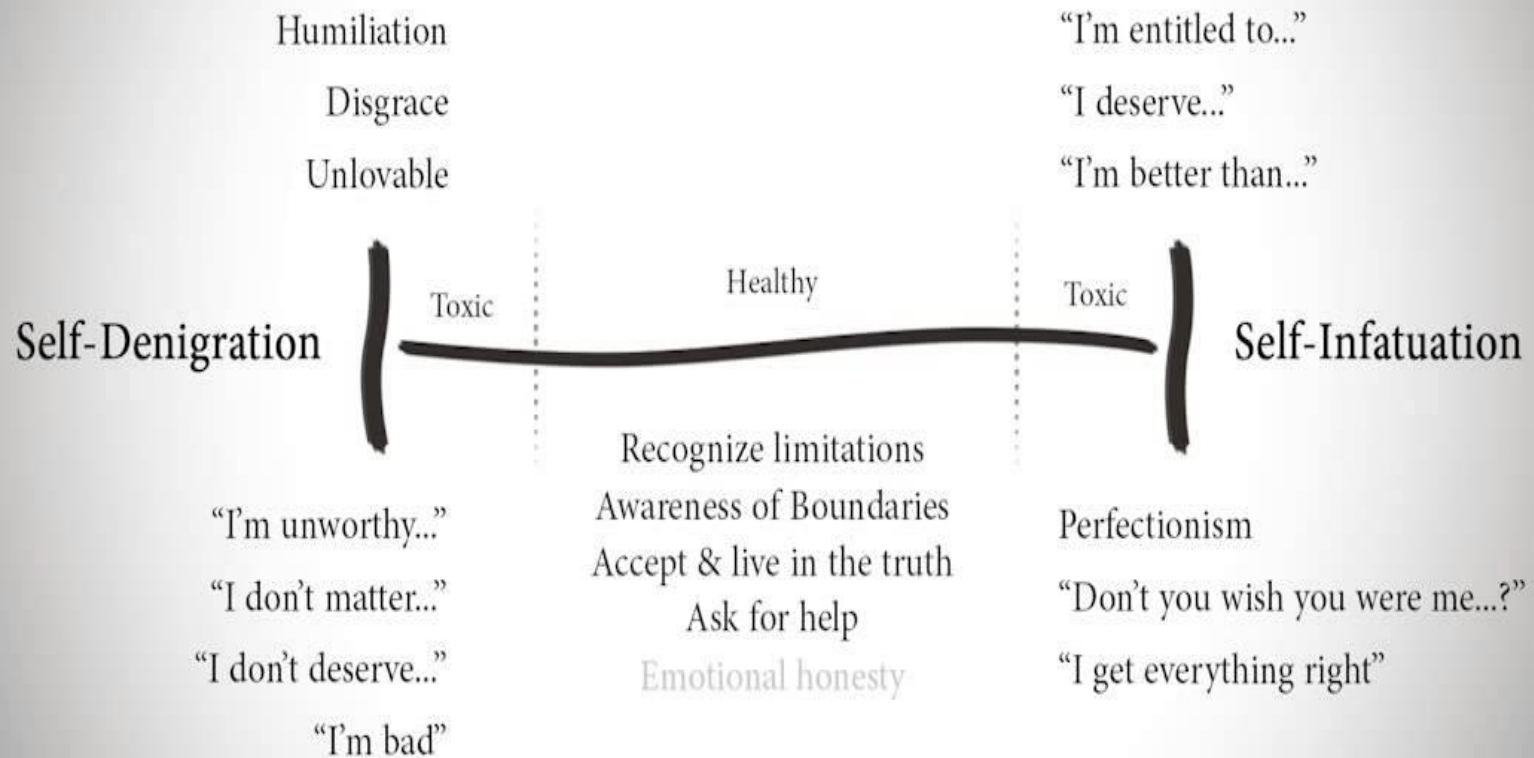
Love
Creativity
Asking for help
Receiving help
Taking risks
Play/Having fun
Being yourself
Positive changes

S
H
A
M
E

Private self
Need help
Sad, mad, scared
Powerless
Out of control
Vulnerable/weak

Ways we protect ourselves
FIGHT
FLIGHT
FREEZE
FIX or FAWN

SHAME CONTINUUM

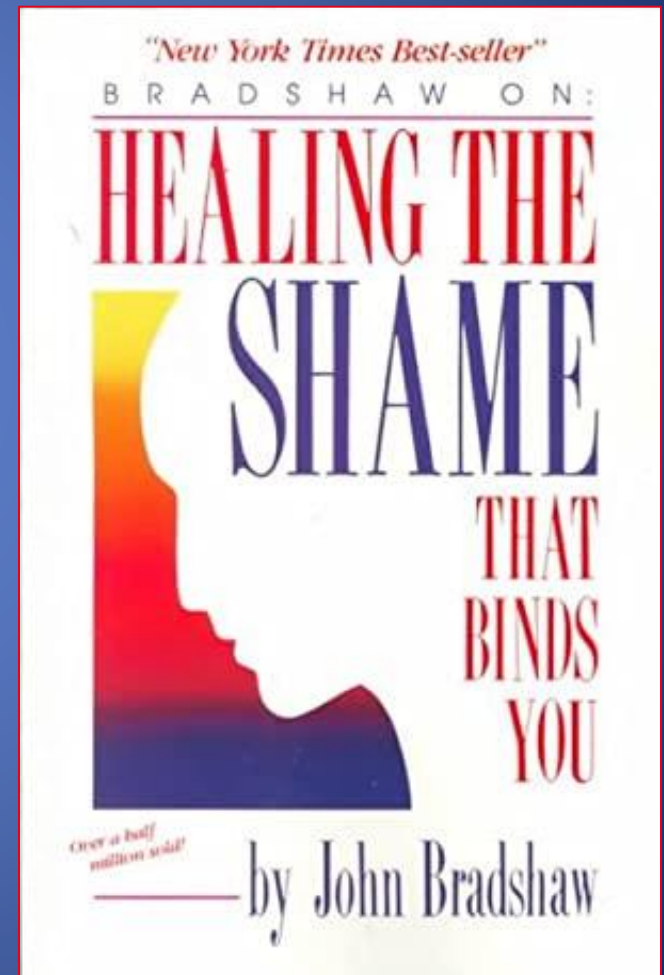


Guilt and Shame

What's the Difference??

Guilt says I've done something wrong; ... shame says there is something wrong with me. Guilt says I've made a mistake; ... shame says I am a mistake. Guilt says what did was not good; ... shame says I am no good.

John Bradshaw



Shame

Guilt

Focus on the entire self

Focus on the act that harmed them

Feel bad about who we are

Feel bad about what we did

Ask, how could I have done that?

Ask, how could I have done THAT?

Feel extreme distress and impairment

Feel moderate pain

Believe in no control over adverse outcomes

Believe in personal control over adverse outcomes

Desire to shrink, avoid, escape

Feel tension and remorse

Motivated to hide or attack self or others

Motivated to repair damage, made amends

Blame others, find scapegoats

Take personal responsibility

**The greatest
casualty of
trauma and
oppression is
vulnerability.**

-Brene Brown

**Avoiding your
vulnerability
eventually
causes
suffering to
you and to
those around
you.**

-Andy Crouch

Healing and Resilience Becoming Fully Human



DEPRESSION, ANXIETY AND
PANIC ATTACKS ARE NOT
SIGNS OF WEAKNESS.
THEY ARE SIGNS OF TRYING
TO REMAIN STRONG FOR
FAR TOO LONG.



Avoiding your vulnerability
eventually causes suffering
to you and to those
around you.

-Andy Crouch

THE GREATEST CASUALTY OF
TRAUMA IS VULNERABILITY.

-Brene Brown



New Jersey Probation Officers



What's your role?



A gold-colored, seven-pointed star-shaped pin is centered on a light gray, textured fabric background. The pin has a polished, metallic finish. In the center of the star, the words "change" and "agent" are engraved in a bold, black, sans-serif font, stacked vertically. The word "change" is on the top line, and "agent" is on the bottom line. The points of the star are rounded and have small circular indentations at their tips.

**change
agent**

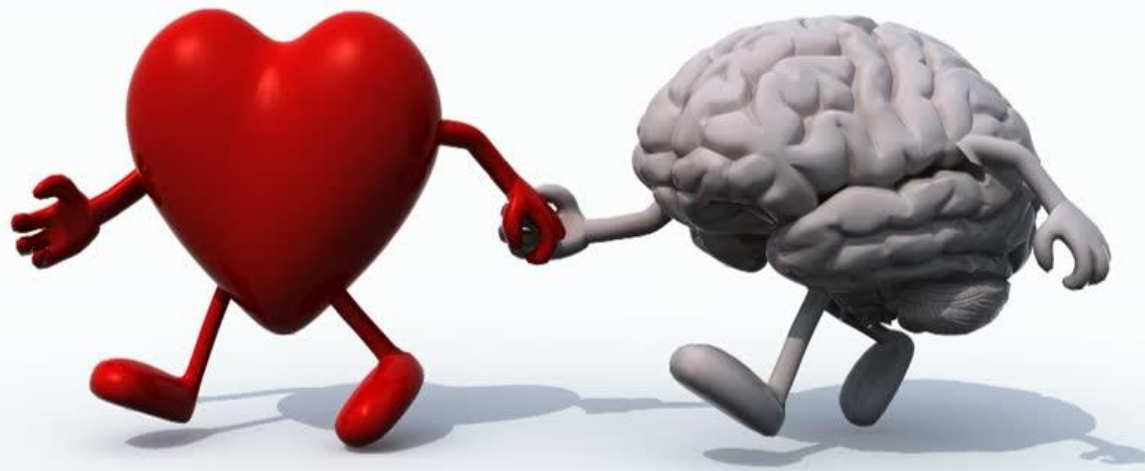
Evidence-Based Supervision Strategies

1. Quality Interpersonal Relationships
2. Effective Reinforcement
3. Effective Disapproval
4. Effective Use of Authority
5. Cognitive Restructuring
6. Anti-criminal Modeling
7. Structured Learning/Skill Building
8. Problem Solving Techniques



What's
in Your
Toolbox
???

EQ+IQ = Success



Emotional Intelligence

Intelligence Quotient

Quality Interpersonal Therapeutic Relationships



“If relationships
are where
things go
wrong, then
relationships
are where they
are going to be
put right.”

(Howe, 2011, IX)

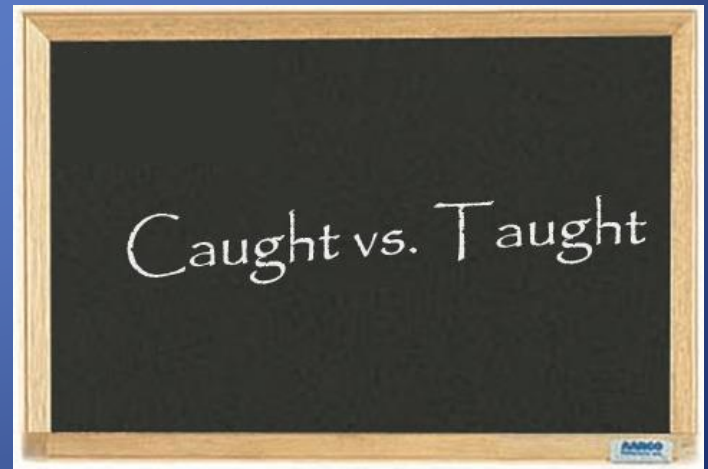


Responsible **“to”** not “for” our clients.

Anti- criminal Modeling



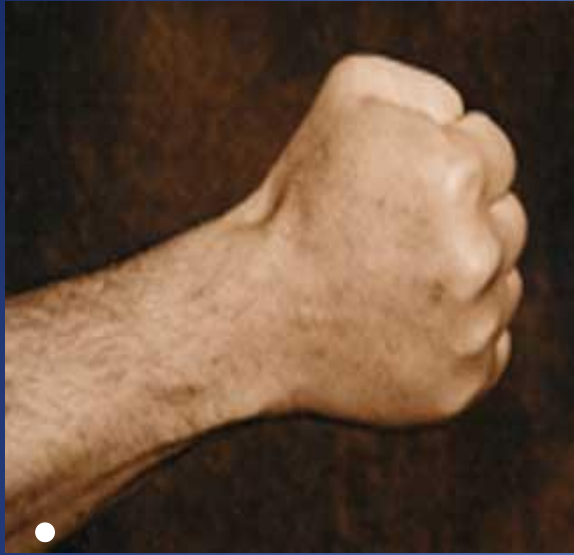
Teachable
Moments



Caught vs. Taught

Aggressive

Mean+Power Hungry



Assertive
Kind+Strong



Passive
Squishy



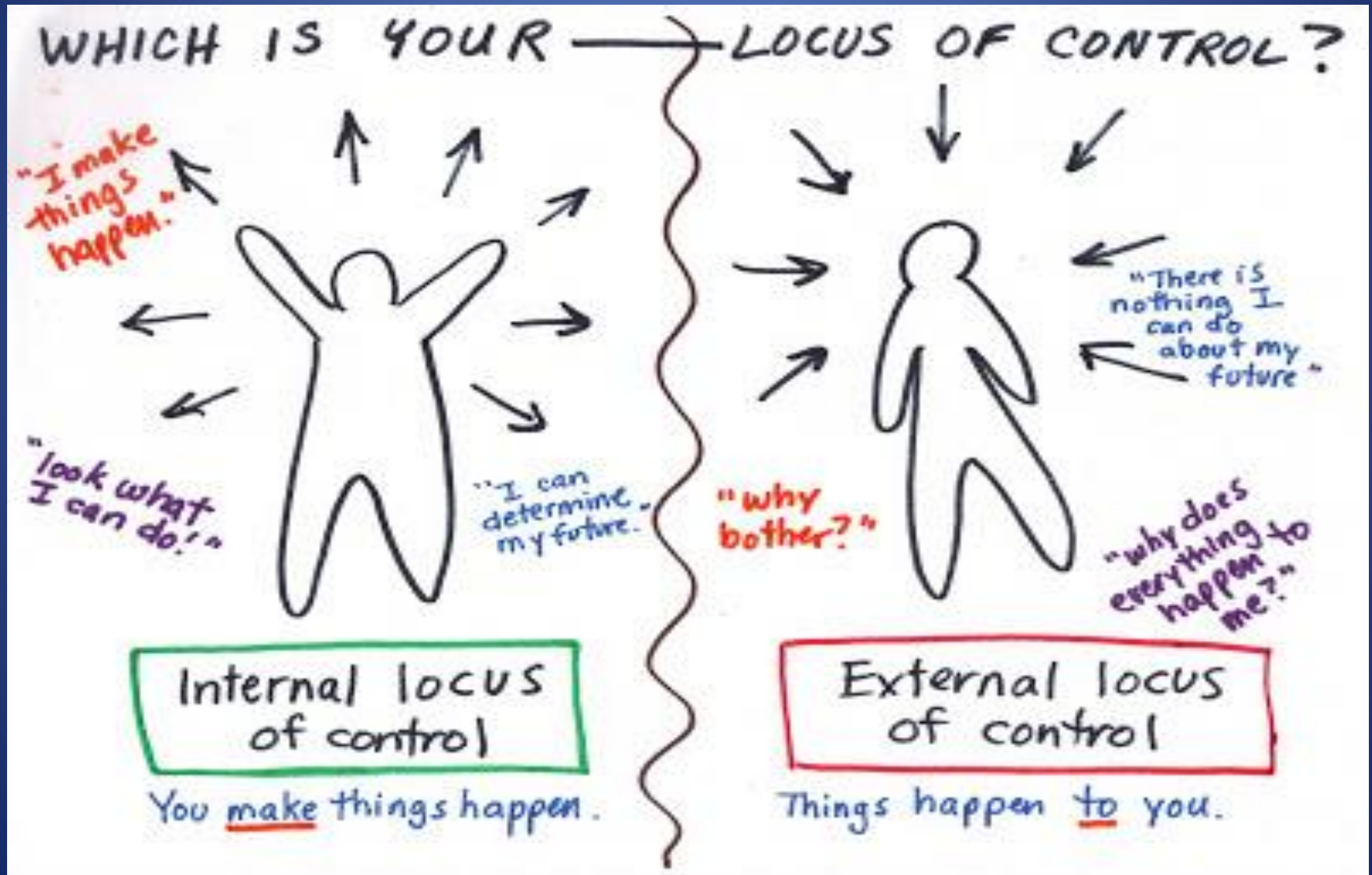
What Type of Power Will Your Clients Choose?



No control

Control

Locus of Control



Empathy in Action: Is a Noun and a Verb

Empathy is...

seeing with the **eyes** of another,
listening with the **ears** of another,
and feeling with the **heart** of another.





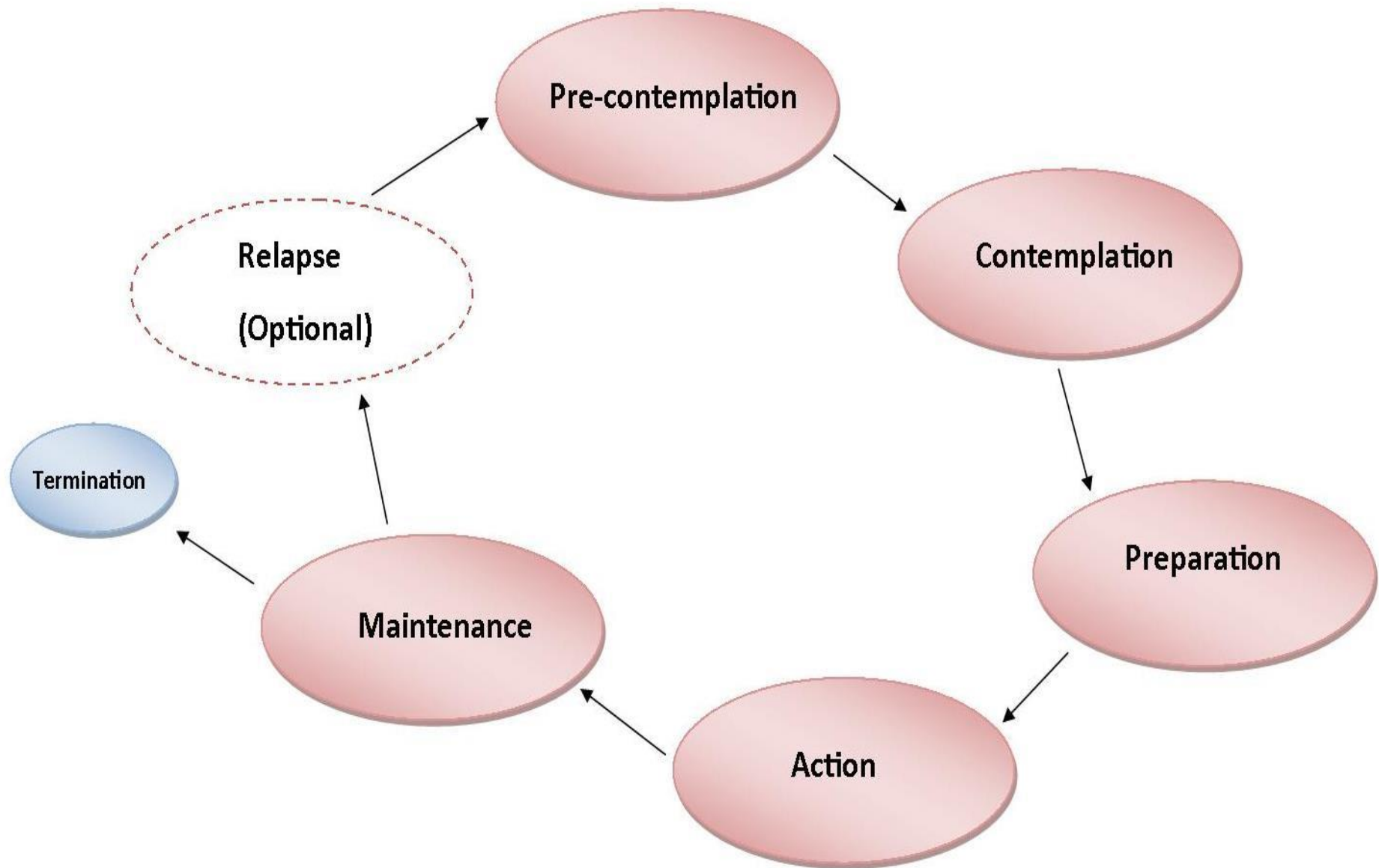
What blocks empathy?

- *Powerlessness*
- *Fear of losing power*
- *Anger*
- *Punishment*
- *Racism*
- *Fear*
- *Shame*
- *Inability to share your hurt*
- *Devaluing of vulnerability*
- *Multiple stressors*
- *Compassion fatigue*
- *Lack of self-awareness*
- *Burnout*
- *Unprocessed trauma and loss*

What is your theory of change?



Prochaska and DiClemente's Stages of Change Model

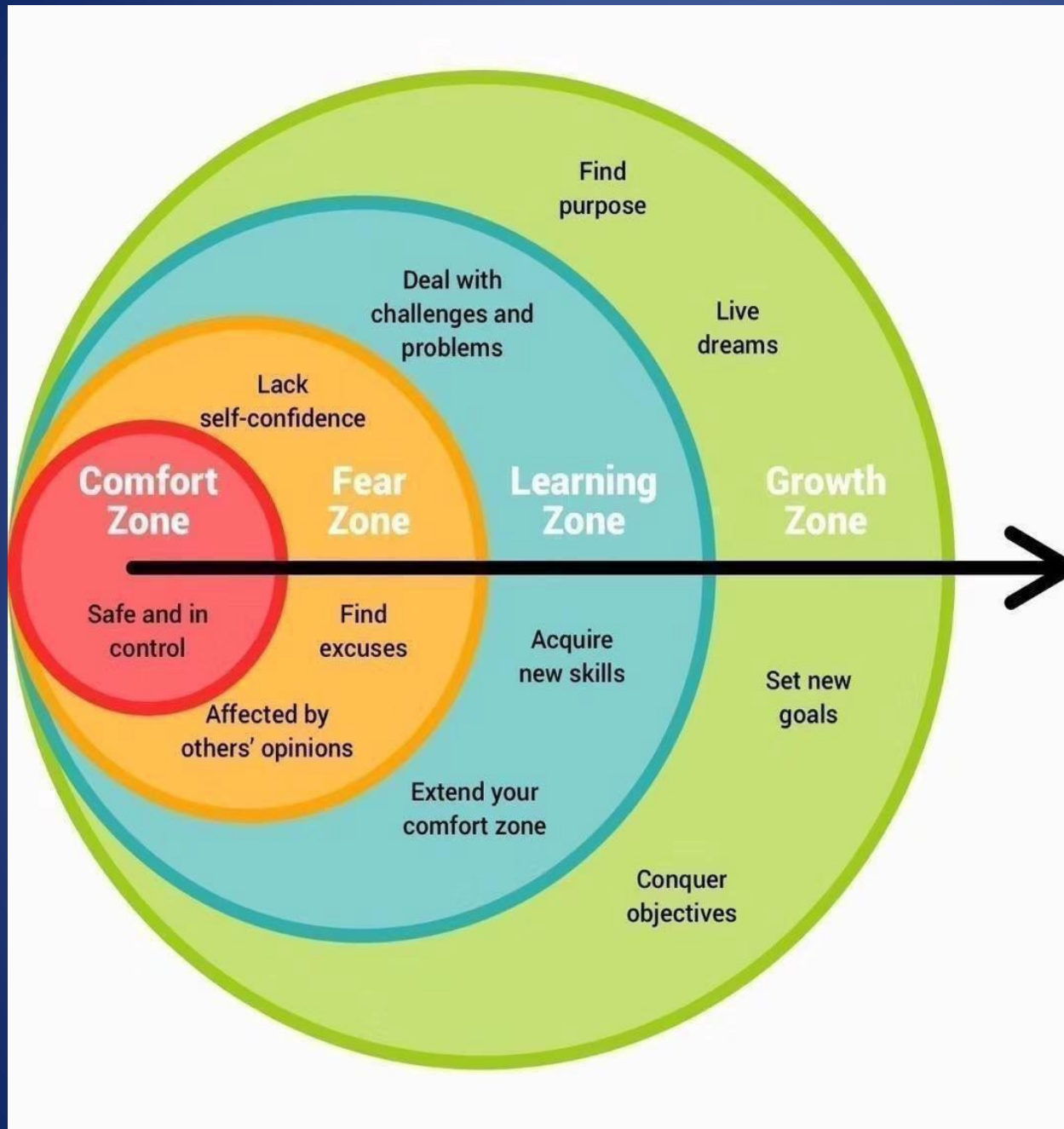


A wooden desk with a grainy texture. In the center, a piece of white, spiral-bound paper is laid out. The paper has the words "WORK SMARTER NOT HARDER!" written on it. "WORK" and "NOT HARDER!" are in black, while "SMARTER" is in red. To the right of the paper, a wooden pen with a silver clip is lying diagonally. There are three crumpled pieces of white paper scattered around the main paper: one to the left, one above, and one to the right.

WORK
SMARTER
NOT HARDER!

Qualities of a Therapeutic Relationship

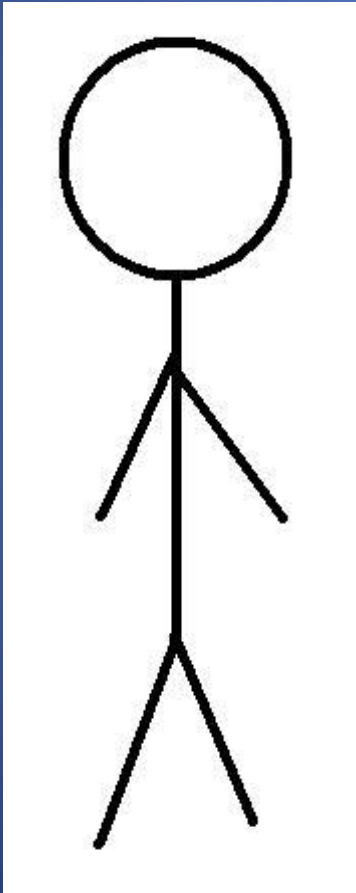
1. Mutual trust, respect, and caring
2. General agreement on the goals and tasks of the therapy
3. Shared decision-making
4. Mutual engagement in "the work"
5. The ability to talk about the "here-and-now" aspects of the relationship with each other
6. The freedom to share any negative emotional responses with each other
7. The ability to correct any problems or difficulties that may arise in the relationship



DISCOMFORT
points to what needs
to be addressed.

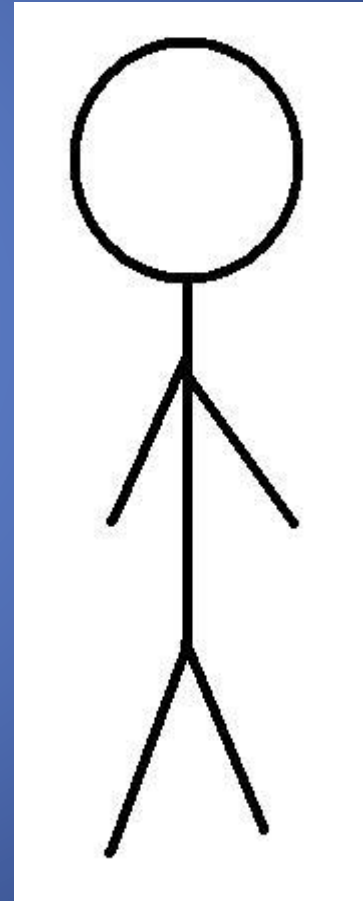
UNCOMFORTABLE
is where growth
and change happen.

What's Your Power Position?



You

||
^
^
X



Client

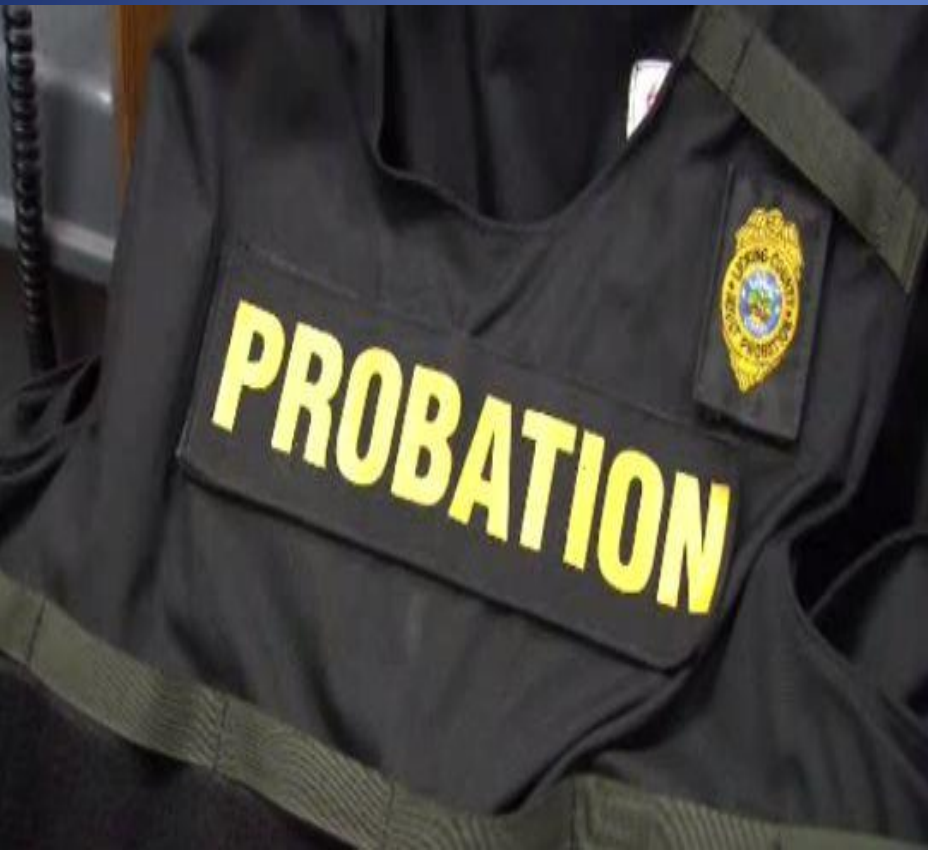
Barriers to Relationship

- 1) Ordering, directing
- 2) Warning, threatening
- 3) Giving advice (shoulds), fixing
- 4) Persuading with logic, arguing, lecturing
- 5) Interpreting, analyzing
- 6) Asking why
- 7) Focus on facts/information

Naming the Elephant



Control AND Care





Listening to Behavior

If they could, a client would tell us:

- *I don't always have words for how I'm feeling. I don't yet have a way to talk about my emotions, so I let my behavior do the talking for me.*
- *Until I have a way to express my feelings directly, please listen to my behavior.*
- *Instead of asking, "What's wrong with you?" Consider compassionately wondering, "What happened?"*

Compassionate Accountability

1. state the behavior you observe
2. state the limit or boundary
3. express empathy and curiosity

⇒ BE ⇐
COMPASSIONATE



How We Doin'?



The Cognitive Triangle

Is it true?
Is it kind?
Do I believe it?

THOUGHTS

EMDR-Eye
Movement
Desensitization
and Reprocessing

FEELINGS



BEHAVIOR



The Four Principles of Cognitive Intervention

1. Thinking affects behavior
2. Antisocial, distorted, unproductive irrational thinking can lead to antisocial and unproductive behavior
3. Thinking can be influenced
4. We can change how we feel and behave by changing how we think

Helping Clients Make Cognitive Behavioral Connections

- (1) identifying with the client the link between thoughts and behavior,
- (2) helping the client identify personal thinking patterns that cause that client's problem behaviors,
- (3) teaching the client concrete thinking and behavioral skills, and
- (4) facilitating the client's practice of and generalization of these new skills.

(Armstrong and Bourgon)

Emotional Flooding

@mentalwellnessforwomen

How does it show up?



Marc Brackett's RULER Model

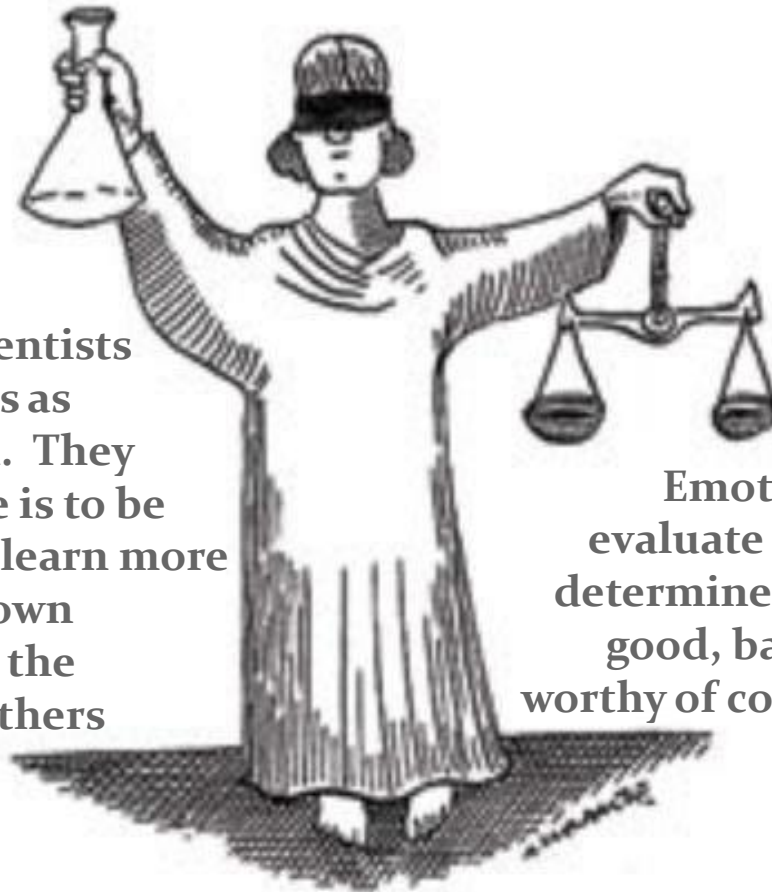
- R**ecognizing emotions in self and others
- U**nderstanding the causes and consequences of emotions
- L**abeling emotions accurately
- E**xpressing emotions appropriately
- R**egulating emotions effectively

Permission to Feel by Marc Brackett

Founder and Director for the Yale School for Emotional Intelligence

Emotion Judge or Emotion Scientist?

Emotion scientists see emotions as information. They have a desire is to be curious and learn more about their own feelings and the feelings of others



Emotion judges evaluate feelings to determine if they are good, bad, valid or worthy of compassion.

From Marc Brackett's book Permission to Feel

Companioning vs *Problem Solving*

Alan Wolfelt's Model

1. **Companioning is about learning from others; *it is not about teaching them.***
2. **Companioning is about being present to another person's pain; *it is not about taking away the pain.***
3. **Companioning is about going to the wilderness of the soul with another human being; *it is not about thinking you are responsible for finding the way out.***

Invite and Listen to the Telling of Their Stories

- Where are love, power and shame in the story?
- What role are you playing in the story?
- What are the repeating themes?







Resources

1. [The Importance and Role of Building Rapport for Effective Supervision – Justice Clearinghouse](#)
2. [Building probation relationships that support change – Discovering Desistance \(home.blog\)](#)
3. [The Importance of Connecting with Your Probation Clients: An Interview with Paul Ventura – Justice Clearinghouse](#)
4. [Building Rapport for Effective Supervision: An Interview with Paul Ventura and Michelle Hart – Justice Clearinghouse](#)
5. [Motivational interviewing with resistant clients.](#)
6. <https://liu.diva-portal.org/smash/get/diva2:1146378/FULLTEXT01.pdf>
7. https://melissainstitute.org/wp-content/uploads/2015/10/treating_perpetrators.pdf
8. <https://scholarworks.lib.csusb.edu/cgi/viewcontent.cgi?article=1517&context=etd>
9. [Motivational Interviewing for Probation Officers: Tipping the Balance Toward Change found at 70_1_5_0.pdf \(uscourts.gov\)](#)
10. [Shame, Anger and the Social Bond:
A Theory of Sexual Offenders and Treatment \(sociology.org\)](#)
11. [The Evolution of Community Supervision Practice: The Transformation from Case Manager to Change Agent found at 76_2_6_0.pdf \(uscourts.gov\)](#)
12. [What Happened to You by Bruce Perry and Oprah Winfrey](#)

Resources

1. Three components that allows healing from the book *Simply Sane* found at [Gerald May: The Chaplain as Physician | The Chaplain's Report \(chaplainsreport.com\)](#)
2. [Secondary Gain: What Is Secondary Gain? \(selfgrowth.com\)](#)
3. *The Sexual Abuse Victim and Sexual Offender Treatment Planner, with DSM 5 Updates* by [David J. Berghuis](#)
4. [Therapeutic Relationship Importance \(family-institute.org\)](#)
5. *Permission to Feel* by Mark Brackett
6. *Simply Sane* by Gerald May
7. [Living in the AND - Makeda Pennycooke](#)

Videos/Podcasts

1. [Gabor Maté – Authenticity vs. Attachment – YouTube](#)
2. [Secondary Gain - NLP Coach Training – YouTube](#)
3. [Motivational Interviewing - Case Management in Probation - Using Affirmations - YouTube](#)

Videos

1. Brene Brown's TED talks on Shame and Vulnerability found at <http://www.youtube.com/watch?v=bs93inbQPUo>
2. Edward Tronick Still Face Experiment found at <https://youtu.be/apzXGEbZhto>
3. The Mask You Live In (Available on Netflix and Amazon) found at <https://www.youtube.com/watch?v=hc45-ptHMxo>
4. [MARSHA LINEHAN - Shame - YouTube](#)
5. [Is Shame good? - YouTube](#)
6. [Gabor Maté - Authenticity vs. Attachment - YouTube](#)
7. [Why is Play Important? - Dr. Stuart Brown - Dirt is Good - Bing video](#)