

How to Change the World in 360° Easy Steps

Norms v. Expectations

Communication

Social Connectedness

A Human Systems Approach

Ecological - Trauma Informed -
Cognitive Behavioral - Continuous
Improvement



Ground Rules



Life is a participation sport. . .Come to Play!!!



Volunteer v. Voluntold



Respect differences and the need for differences



Spelling does NOT count!!!

Ground Rules



Norms v. Expectations



Emotional safety is more important than physical safety



The mind and the body are located in the same place



Communication: Behavior is a form of communication and no matter how we communicate... we are *bad* at it!!!





Norms v. Expectations

Norm





Expectation

Trauma

Trauma refers to intense and overwhelming experiences that involve serious loss, threat or harm to a person's physical and/or emotional well being. The definition (SAMHSA Experts 2012) includes three key elements:

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as overwhelming or life-changing and that has profound effects on the individual's psychological development or well-being, often involving a physiological, social, and/or spiritual impact.



Trauma (cont.)

- ▶ These experiences may occur at any time in a person's life. They may involve a single traumatic event or may be repeated over many years.
- ▶ These trauma experiences often overwhelm the person's coping resources. This often leads the person to find a way of coping that may work in the short run but may cause serious harm in the long run.

How Does it Happen?

Physical, emotional and/or sexual abuse in childhood or adulthood:

In childhood:

- neglect or abandonment (food insufficiency, lack of money to meet basic needs, homelessness);
- death of a parent;
- divorce;
- family life that includes drug addiction, alcoholism, parental incarceration, violence;
- Rape;
- Serious medical illness or disease (disabling conditions, loss of function, invasive and distressing procedures);

How it Happens?

In adulthood:

- ▶ War, combat and civil unrest conditions including torture affecting soldiers and refugee civilians;
- ▶ Catastrophic losses of one's home, livelihood, people, pets due to flood, tornado, hurricane or other disasters of nature;
- ▶ Involved in or witnessing horrific events involving violence, gruesome accidents or death/serious injury;
- ▶ Other...?

More about the ACEs Study...

- ❑ 80% White, including Hispanic
- ❑ 10% Black
- ❑ 10% Asian
- ❑ About 50% men, 50% women
- ❑ 74% had attended college
- ❑ 62% age 50 or older

Impact

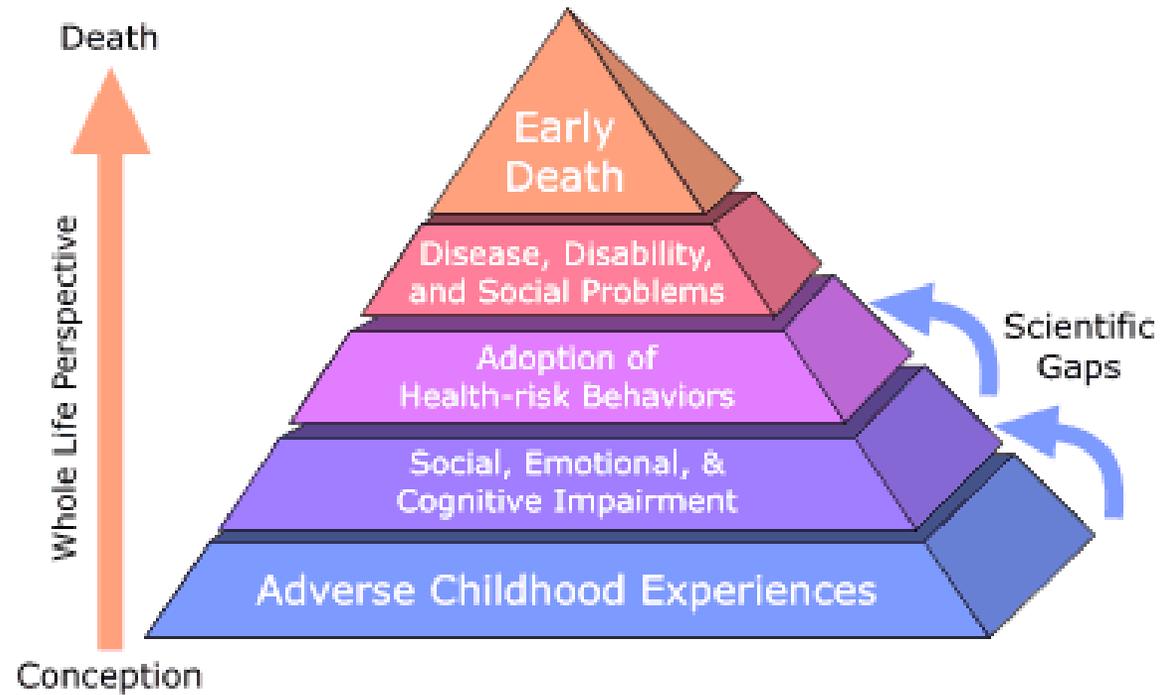
How does a failure to listen impact our health, safety and success?

Effects of Trauma: Physical, Social, Emotional, & Mental



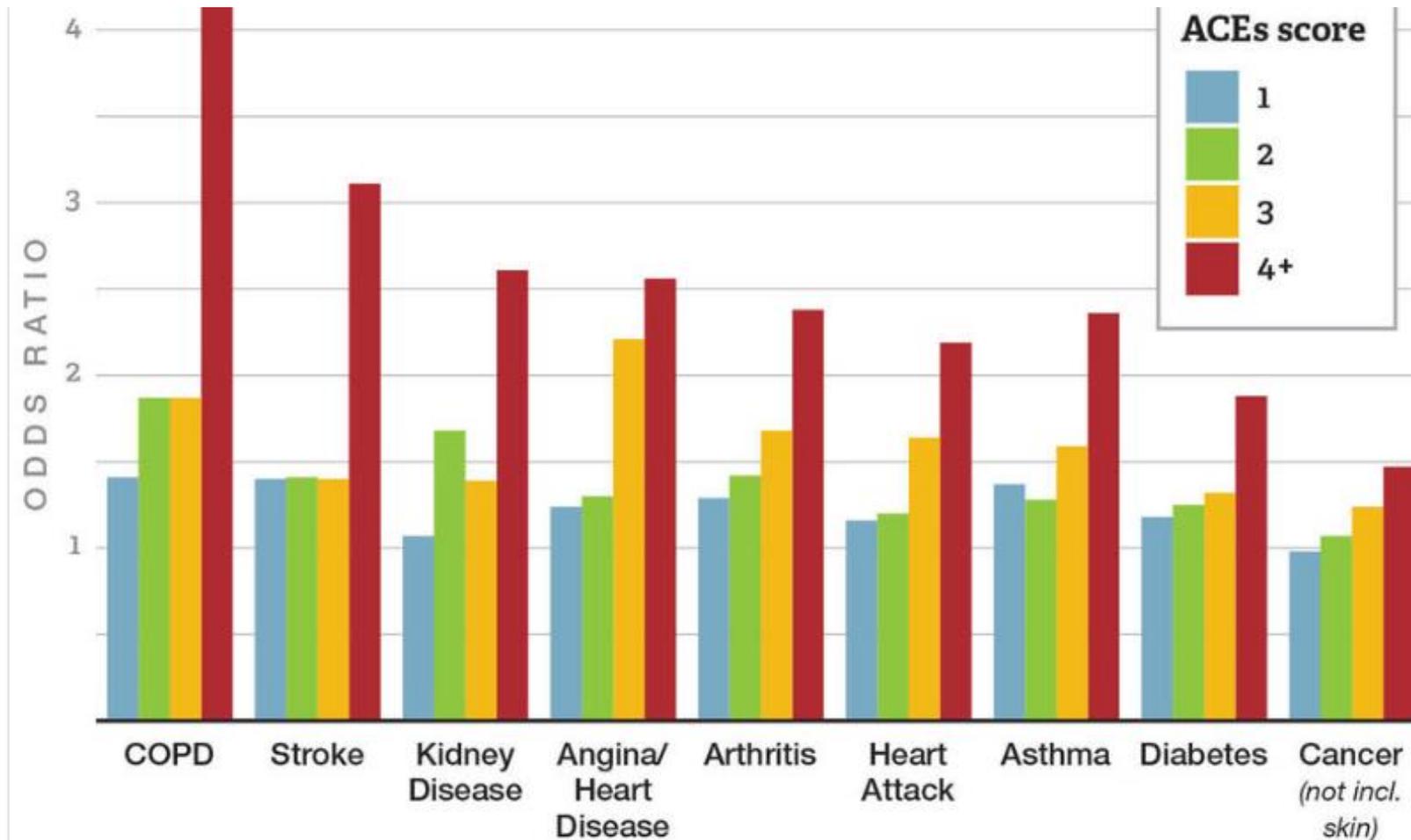
Physical Impact of Trauma on Health *How childhood trauma affects health across a lifetime*

Childhood trauma isn't something you just get over as you grow up. Pediatrician Nadine Burke Harris explains that the repeated stress of abuse, neglect and parents struggling with mental health or substance abuse issues has real, tangible effects on the development of the brain. This unfolds across a lifetime, to the point where those who've experienced high levels of trauma are at triple the risk for heart disease and lung cancer. An impassioned plea for pediatric medicine to confront the prevention and treatment of trauma, head-on.



The Impact....
Physical, Emotional, Mental, Social (Behavioral)

Trauma (Toxic Stress) Impact: Physical



This chart represents odds ratios, or how many times more likely an adult with ACEs is to experience a given health outcome compared to those without ACEs. For example, those with four or more ACEs are 4.3 times more likely to have chronic obstructive pulmonary disease (COPD), 2.4 times more likely to develop asthma, and 2.2 times more likely to experience a heart attack than those without ACEs.

Trauma (Toxic Stress) Impact: Emotional



Depression



Anxiety



Moodiness



Anger

Trauma (Toxic Stress) Impact: Mental



Brain Development

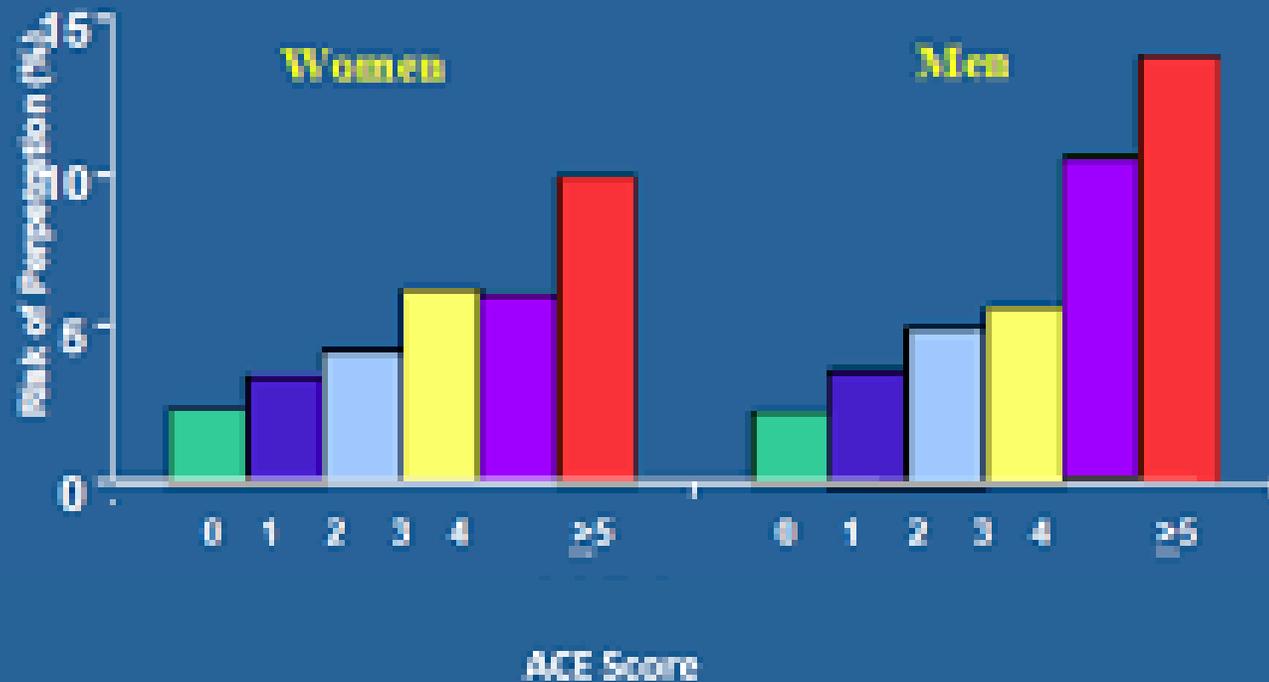


Confusion

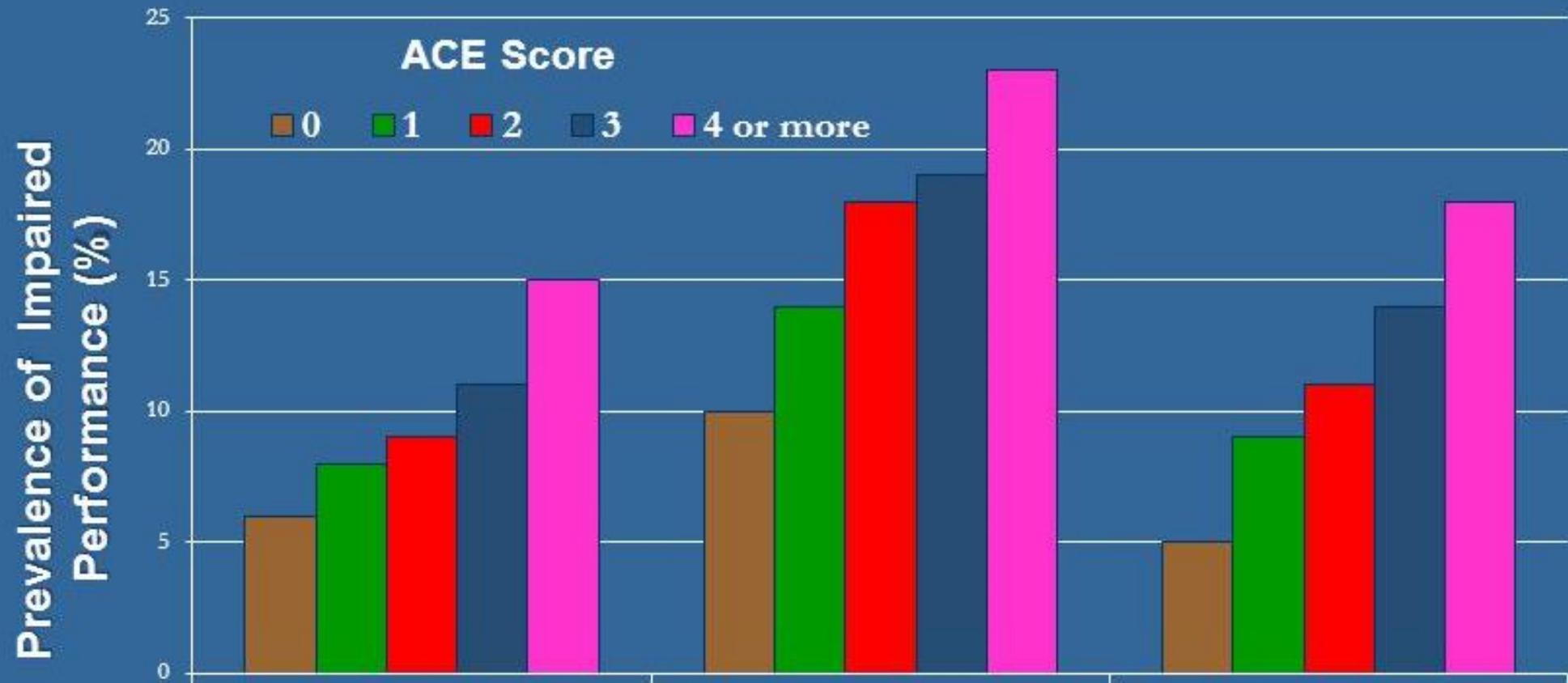


Distorted thinking

ACE Score and the Risk of Perpetrating Domestic Violence

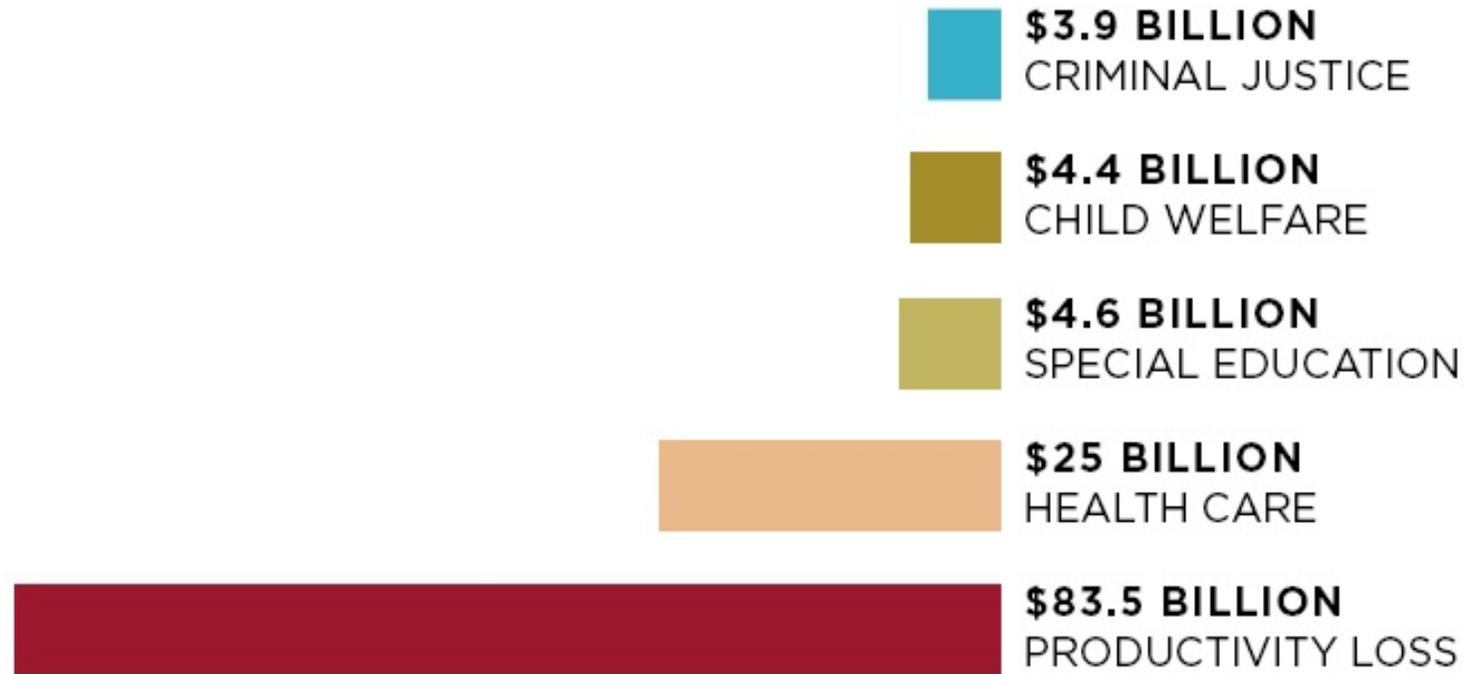


ACE Score and Indicators of Impaired Worker Performance

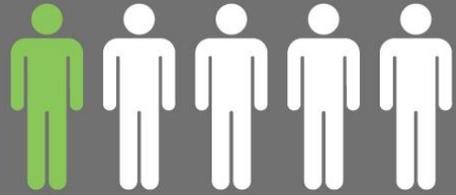


The Centers for Disease Control and Prevention (CDC) estimates that the lifetime costs associated with child maltreatment total

\$124 BILLION



Trauma (Toxic Stress) Impact: Fiscal Impact

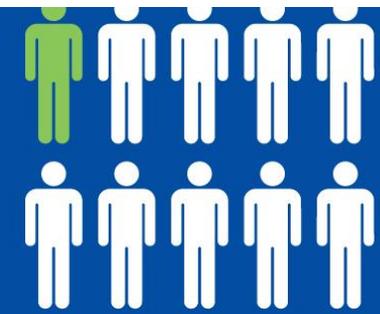


1 IN 5

American adults
has a mental illness



Mental illnesses are
the leading cause of
disability worldwide



1 in 10 full-time
employees
has an addiction

40%

of employees with a
mental illness take time

35%

more than 35% of
managers feel they
receive no formal

HR managers know the
toll mental illness can
take on the company.
Yet, only **15%** feel
managers are training
to recognize the

THE STIGMA
th
s and
e.



INCREASING MENTAL
HEALTH LITERACY.

THE
N between
th and
n.



TEACHING THE SKILLS
to safely and responsibly
address a co-worker's
mental health or
substance use concern.



35 MILLION

workdays lost each year due to **mental illness**.

\$105 BILLION

Cost of untreated mental illness in the U.S. each year - mostly due to **lost productivity**.

MENTAL HEALTH FIRST AID AT WORK CAN HELP...



After training in Mental Health First Aid, employees reported **increased confidence** in their ability to:

Recognize signs of someone who may be struggling with a mental health or substance use challenge.

67%
INCREASE

Reach out to someone who may be dealing with a mental health or

56%

CREATING A CULTURE OF HEALTH

Research shows that when employees succeed in life, they succeed in their jobs. They are more:



PRODUCTIVE



ENGAGED

ACES (cont.)

People enrolled in the Kaiser Permanente health plan were asked ten questions related to the following adverse childhood experiences....

- ▶ Physical, emotional and/or sexual abuse
- ▶ Neglect or abandonment
- ▶ Divorce
- ▶ Alcoholism or drug addiction in the family
- ▶ Family violence
- ▶ Poverty, homelessness, lack of food and basic needs
- ▶ Family member in prison
- ▶ Family member with mental illness

ACE Study Findings:

Of the 17,000 respondents:

- ▶ 1 in 4 exposed to 2 categories of ACEs
- ▶ 1 in 16 was exposed to 4 categories.
- ▶ 22% were sexually abused as children.
- ▶ 66% of the women experienced abuse, violence or family strife in childhood.
- ▶ Women were 50% more likely than men to have experienced 5 or more ACEs

ACES: Impact

- ▶ 1 in 6 men have experienced emotional trauma
- ▶ 80% of people in psychiatric hospitals have experienced physical or sexual abuse
- ▶ 66% of people in substance abuse treatment report childhood abuse or neglect
- ▶ 90% of women with alcoholism were sexually abused or suffered severe violence from parents

ACES Impact

- ▶ Are neurological, biological, psychological and social in nature. They include:
- ▶ Changes in brain neurobiology;
- ▶ Social, emotional & cognitive impairment;
- ▶ Adoption of health risk behaviors as coping mechanisms (eating disorders, smoking, substance abuse, self harm, sexual promiscuity, violence); and
- ▶ Severe and persistent behavioral health, health and social problems, early death.

(Felitti et al, 1998)

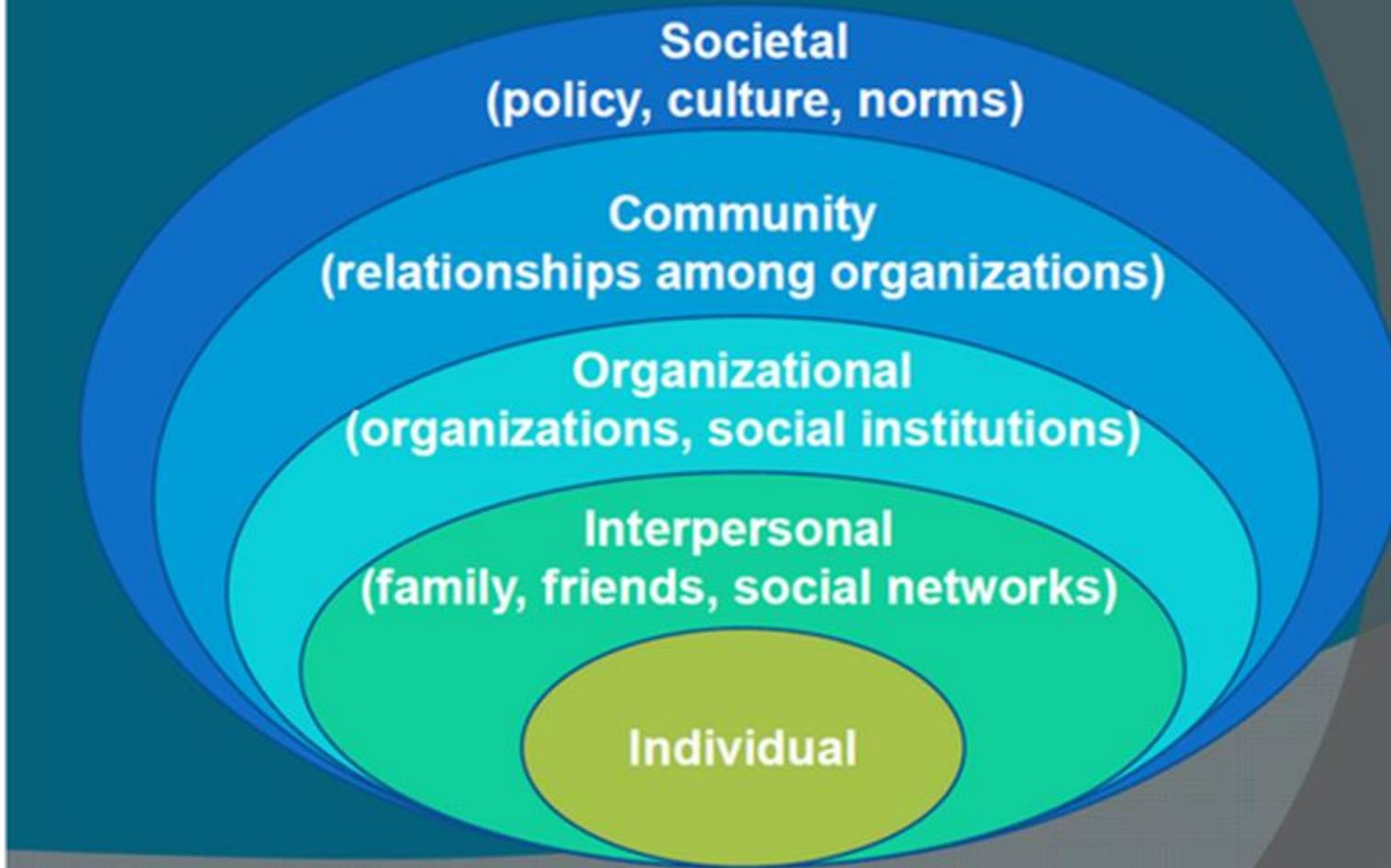
ACES: Impact

- ▶ 2/3 (67%) of all suicide attempts
- ▶ 64% of adult suicide attempts
- ▶ 80% of child/adolescent suicide attempts

Ecological Systems Theory

Ecological Systems Theory explains how the inherent qualities of a person and his/her environment interact to influence how s/he will grow and develop physically, emotionally, mentally, and emotionally (behaviorally).

The Social Ecological Model



Protective Factors v. Risk Factors

Protective factors are conditions or attributes in individuals, families, communities, or the larger society that mitigate or eliminate risk in families and communities, thereby increasing the health and well-being of children and families. Protective factors help parents to find resources, supports, or coping strategies that allow them to parent effectively, even under stress.

Protective Factors



- ❖ Social Connectedness
- ❖ Concrete Supports in Times of Need
- ❖ Social and Emotional Competence

Resilience

Emotional regulation: The ability to control our emotions, attention, and thus our behavior

Impulse control: The ability to manage expression of our feelings

Causal analysis: Accurate identification of the cause of adversity

Self-efficacy: The sense that we can solve problems and succeed

Realistic optimism: Being positive about the future and realistic

Empathy: Able to read others behavior, to understand their states, and build relationship

Reaching out: The continued drive to take on more challenges and opportunities

Social Connectedness: Attachment

A positive emotional bond between an individual and an attachment figure (caregiver) Attachment aids in survival and gives a sense of security.

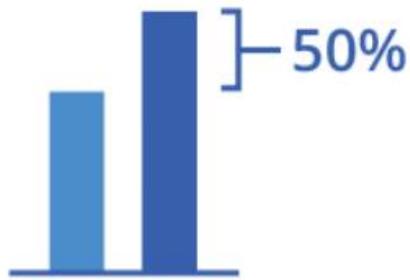
Social Connectedness / Attachment

The Still Face Baby Experiment

In 1975, Edward Tronick and colleagues first presented the “Still Face Experiment” to colleagues at the biennial meeting of the [Society for Research in Child Development](#). He described a phenomenon in which an infant, after three minutes of “interaction” with a non-responsive expressionless mother, “rapidly sobers and grows wary. He makes repeated attempts to get the interaction into its usual reciprocal pattern. When these attempts fail, the infant withdraws [and] orients his face and body away from his mother with a withdrawn, hopeless facial expression.” It remains one of the most replicated findings in developmental psychology.



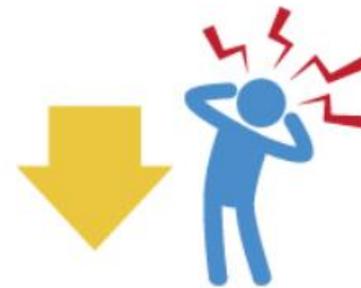
THE BENEFITS OF HIGH SOCIAL CONNECTION:



50% increased chance of longevity



stronger gene expression for immunity (research by Steve Cole, UCLA)



lower rates of anxiety and depression



higher self-esteem and empathy



better emotion regulation skills



Social connection creates a positive feedback loop of social, emotional, and physical well being.

Social Connectedness

Communication



Behavior is...

- A form of communication
- A symptom of underlying issues

Communication

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a dynamic, layered effect. The rest of the background is plain white.



**What percent of
communication
is nonverbal?**

Elements of Verbal Communication...



- ▶ What I say...
 - ▶ What I meant to say...
 - ▶ What you hear me say...
 - ▶ What you hear based on your perspective

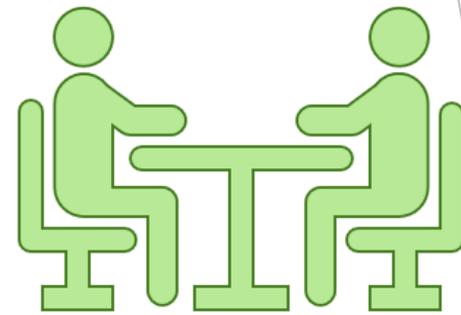
**Advice is what we ask for when we already
know the answer but wish we didn't.**

Erica Jong

 QUOTEPICS.COM
LEARN • SHARE • GROW

**Who do you
ask for
advice?**

We communicate
most effectively
when we are
listening?





Conduct a training needs assessment.



Review your company's existing policies and procedures.



Highlight your company's employee services.



Develop a local resource guide.



Design relevant practice scenarios for each audience.



Determine optional additional topics (like trauma, psychosis, etc.)

Empowering And Connecting People And The Organizations That Serve Them

A Human Systems Approach

- ▶ Health Across the Life-Span
 - ▶ Mental Health First Aid
 - ▶ Youth
 - ▶ Higher Education
 - ▶ Adults
 - ▶ Public Safety (Law Enforcement, Corrections, etc.)
 - ▶ Veterans
 - ▶ Older Adults
- ▶ Trauma, Resilience and Safe, Healthy Community (Work and Public)
- ▶ Positive Social Epidemics



1101 St. Paul St., Suite 111 Baltimore, MD 21202
(443) 682-9922 Info@EchoDevelopment.org
www.EchoDevelopment.org