

Enhancing the translation of Wingerdbloei vision into competencies by integrating the insights and methodology of NVR and NA.

Underlying ideas

As we understand, the NVR approach was developed in answer to feelings of helplessness among parents confronted with extremely difficult behavior, and (shortly summarized) reinforcing their ability to focus on their own behavior, avoiding escalations, creating space for constructive interactions, and getting the legitimation for their parental authority and active support by a “community”.

In transferring this to a professional setting we believe that it is the responsibility of the organization to support all educators, home counselors, staff members and management, by providing systematic training and support on individual basic communicational and interactional skills, creating and activating the internal authority network and stimulating and investing in the broadening of this network beyond the borders of the organization with parents, schools etc... in such a way that "remediation programs" are not needed. Everyone in the organization should be involved in this process.

This believe could be reframed in the “statements” that:

- for the residential care: the organization should proactively support and enhance the competence of educators, their team and other authority figures in such a way that there is no need to initiate a residential NVR trajectory.
- for the home counselors: the organization should proactively support and enhance the competence of home counselors to assure that they can initiate and support an NVR training program for parents if needed (when other approaches seem less effective).

Overview of the training programs

Based on:

- the feed-back of many co-workers that they needed support on the level of translating the vision in “acting and communication” in stressful situations,
- the experience that some co-workers sometimes tended to use some techniques as e.g. “the sit – in” in a non appropriate, nor embedded way, which was clearly counterproductive,
- our understanding of the NVR protocol for parents and the similarities and differences in a professional educational setting

we decided to split up the training in two separated but additional training programs, different in time and setting, but, more important, different in focus.

The first basic training, called “Non-violent educating” focuses on mindset, basic attitude and communication skills”.

The following training-program(s) focuses on using the NVR protocol as “remediation program” in residential work or home counseling.

Basic training program: “Non-violent educating”

This training focusses on the development of a new mindset by the authority figure, a basic attitude and the necessary interactional and communication skills, as an alternative for a “behavior-punishment approach” and as prevention of violence, escalation or rupture in the care process.

We integrated some basic insights of NVR and NA with basic interaction/communication models into the training program, and linked them to each other.

Basic insights of NVR and NA that were introduced and linked to the Wingerdbloei vision are: “parental presence, escalation, vigilant care, new authority and authority network, focus on self-control instead of on controlling child’s behavior”.

We linked those insights to the Interaction Rose of Leary, which is a clear model that not only helps to understand how escalation processes arise and can persist as a consequence of the interactive position both actors take, but also provides clear guidelines and support on how to position yourself in the interaction to invite the other to join you in a non-violent interaction.

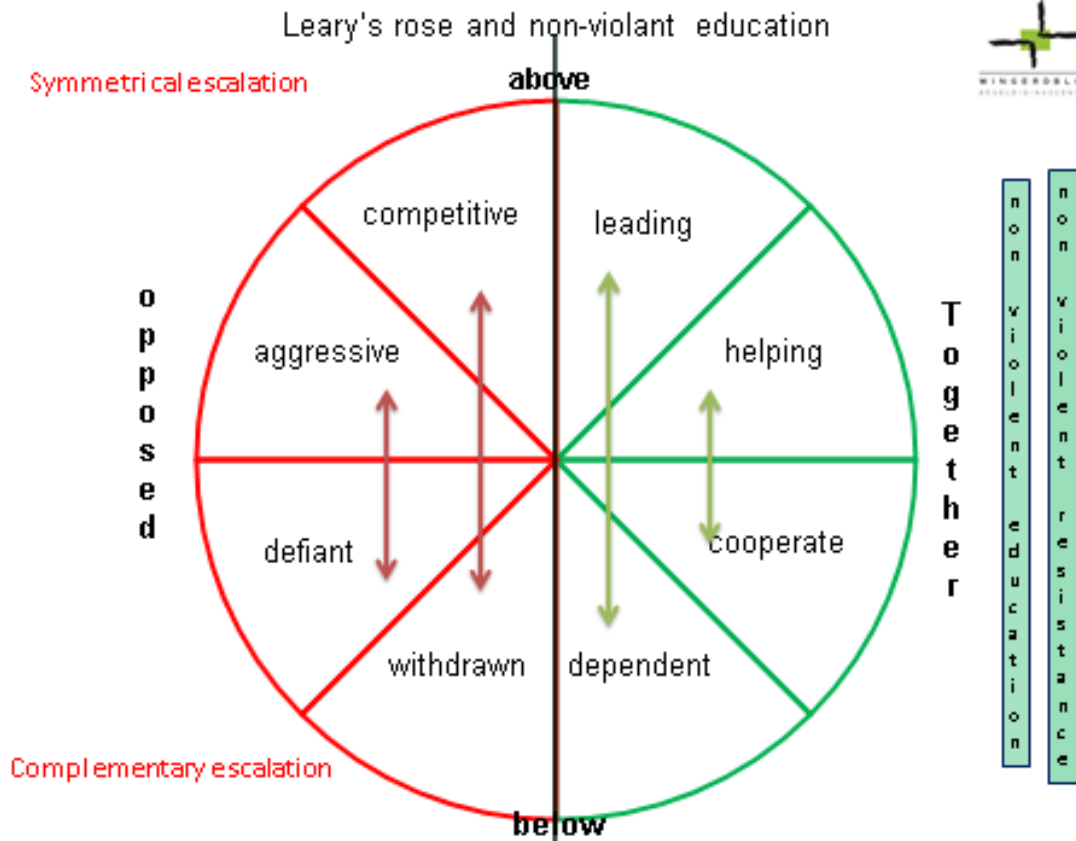
We also introduced and trained on using “structured feedback” as a tool to formulate difficult messages in a non-violent way creating space for solution focused dialog between authority figure and client.

The structure of the training is as follows: “one day introducing NVR and NA insights and basic models linking them to concrete cases and two follow up sessions.”

This training program was organized for the first time in 2011 for all care providers in the organization regardless of function or assignment.

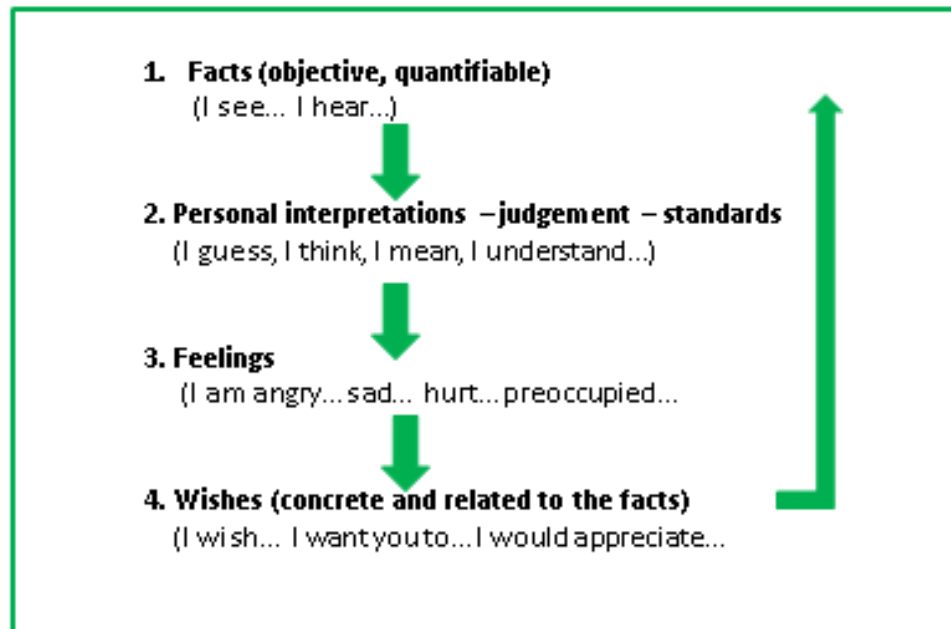
Since then we organize this training twice a year for all interns and new employees (starting to work in Wingerdbloei.)

Of course the impact of training sessions is rather limited unless tools and attitude are translated, elaborated and coached in daily practice. Regardless of their assignment all co-workers are expected to participate in this process. The basic models are visually present in the organization. Staff members and supervisors link consistently concrete cases to the vision and models.



Structured Feed-back

(as a tool to formulate difficult messages in a non violent way)



Training “Non Violent Resistance” for residential teams

In the training program for residential teams we chose to focus first on the idea of a team as “authority network”, and the quality of” their parental presence”, before going in to the specific tools and flow of an NVR trajectory. We believe that these first two sessions are the most powerful and effective

The training is organized on team level in cooperation between the trainer and the supervisor of the team. The trainer introduces the insights and methodology of the NVR approach, leads the exercises and facilitates the process. The supervisor leads the translation and implementation into concrete action and communication processes for her/his teams.

The training program consists out of six sessions (+- 2 hours) with all team-members.

First session: The team as authority network

The team analyzes how the team and individual team-members act and communicate as member of the team community, as well as the way they focus on seeking cooperation and support with other authority figures within or outside the organization. Agreements for improvement are discussed and installed.

Second session: Parental presence

Team members analyze the way they organize their work in order to provide adequate parental presence whenever youngsters are present in the residence, as well as in the time they spend outside the residence. Any individual resistance, difficulties and/or blockages are addressed. Group rules on the use of common or private spaces are adapted or reinforced.

In the following four sessions concepts and tools as: “the three baskets and the announcement, the silent message sending, relation gestures and reconciliation acts and increasing parental presence outside the residence, are explained, practiced and translated/adapted to the specific team situation.

Training “Non Violent Resistance” for home-counselors

Is training for home counselors and context-workers to be qualified to initiate and support a NVR training-trajectory for parents whether in a pure ambulant home counseling trajectory or to inform, support and involve parents when a NVR trajectory is used in the residential setting.

The training trajectory consists out of 6 sessions of 3 hours.

Training program for “parent groups”

Within the broader framework of work with parent groups a 8 session training trajectory was developed for parents with adolescent children. This training program offers 1 session on development psychology, two sessions grounded on the ideas of

The triple P trajectories for younger children but adapted to adolescents, and 5 sessions based on the content of the training program “non-violent education”.

All parents of the children and youngsters are invited and can subscribe if they are interested. Up until today the training program was organized 3 times over the past two years.