

Core Concepts

Important DJC Principles

1. Pay attention – Take an interest in youth and those you work with – details are important

On average, we have approximately 50,000 thoughts per day, but according to some research, as many as 95 percent of them are exactly the same thoughts as we had the day before. There is so much we can learn from our everyday interactions with our co-workers and youth, to help us with our overall aim or purpose. This statement implies that paying attention is easy, but it is often anything but! It takes a decision, repetition and adjustment to effectively increase your capacity to pay attention in your work environment and to those around you.



2. Show Respect - Everyone deserves it!

Showing other people respect is a critical part of maintaining important personal relationships. Learning to respect people's efforts, abilities, opinions, and quirks will help keep you happy and successful in your personal and professional life.

3. Listen & Learn – Be an active listener

Given all this listening we do, you would think we'd be good at it! In fact most of us are not, and research suggests that we remember between 25 percent and 50 percent of what we hear. That means that when you talk to your boss, colleagues or youth for 10 minutes, they pay attention to less than half of the conversation.

Listening is a skill that we can all benefit from improving. How well you listen has a major impact on your job effectiveness and on the quality of your relationships with others. By becoming a better listener, you will improve your productivity, as well as your ability to influence, persuade and negotiate. What's more, you'll avoid conflict and misunderstandings.

7 ways to model respectfulness:

- **Show gratitude.** Thank people for their assistance and their support on a regular basis.
- **Remember to speak politely to everyone.**
- **Compliment the achievements of others.** When others are successful, draw attention to it and celebrate their ability and their achievement. Learn to recognize when other people put forth extra effort and achieve something and praise them for it with sincerity.
- **Be sincere.** Be genuine in your thanks and in showing your respect to other people's effort. Speak from the heart.
- **Do what you say you'll do.** If you commit to something, come through on your end of the deal. Being reliable shows respect for people's time, and shows that you're making a special effort to be there for them.
- **Offer your assistance.**
- **Respect the abilities of others.** Offering too much help can sometimes be disrespectful. Sometimes, it is beneficial to take a step back and let other people prove themselves and take care of manageable situations or problems on their own.

5 key active listening techniques:

- **Pay Attention:** Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.,
- **Show That You're Listening:** Use your own body language and gestures to convey your attention -- nod occasionally, smile and use other facial expressions, note your posture and make sure it is open and inviting. Encourage the speaker to continue with small verbal comments like yes, and uh huh.
- **Provide Feedback:** Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions, such as "What I'm hearing is," and "Sounds like you are saying." These are great ways to reflect back and also offer an opportunity to clarify any misunderstandings.
- **Defer Judgment:** Allow the speaker to finish each point before asking questions and don't interrupt with counter arguments.
- **Respond Appropriately:** Active listening is a model for respect and understanding. You are gaining information and perspective. Be candid, open, and honest in your response.

4. Relationships – Form positive ones

One of the most profound experiences we can have in our lives is the connection we have with other human beings. Here are a few tips to help you to develop more positive and healthy relationships in all areas of your life:

1. Accept and celebrate differences.
2. Listen effectively.
3. Give people your time.
4. Develop your communication skills.
6. Learn to give and take feedback.
7. Learn to trust more.
8. Develop empathy.



5. Empathy – Past traumas matter

'Empathy is the ability to see the world as another person, to share and understand another person's feelings, needs, concerns and/or emotional state.'

Empathy is a selfless act that enables us to learn more about people and relationships with people - it is a desirable skill beneficial to ourselves, others and society. Phrases such as 'being in your shoes' and 'soul mates' imply empathy. Being empathetic requires two basic components: **effective communication** and a **strong imagination**. Shared experiences can also help you to empathize.

Understanding is the desired outcome or goal in any communication process.

Basic understanding is easily achieved but a deeper understanding is the result of effective communication. This involves overcoming the various **barriers to communication**, being able to express yourself effectively **verbally** and **non-verbally**, by **active listening**, **clarification** and other interpersonal skills.

In addition to effective communication, good powers of imagination are required to empathize with others.

Everybody sees the world differently, based on their experiences, their up-bringing, culture, religion, opinions and beliefs. In order to empathize with another person you need to see the world from their perspective and therefore need to use some imagination as to what their perspective is based on, how they see the world and why they see it differently from you. Many people find it easier to empathize with people who are closer to them and have more shared experiences and views.

References and Resources

Thoughts: www.jenniferhawthorne.com/articles/change_your_thoughts.html and www.mind-sets.com/html/mindset/thoughts.htm

How to Show Respect: www.wikihow.com/Show-Respect and <http://www.skillsyouneed.com/ips/empathy.htm>

Active Listening: <http://www.mindtools.com/CommSkill/ActiveListening.htm>

Relationships: <http://www.trainingmag.com/content/8-tips-developing-positive-relationships>

Empathy: <http://www.skillsyouneed.com/ips/empathy.html>

For more information...

Katie Herrem, Juvenile Program Services Supervisor

Program Services Unit
Division of Juvenile Corrections
608-240-5934
katie.herrem@wi.gov