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Compassionate
Confrontation

Developed and Presented by:
The Indiana Child Welfare
Education and Training Partnership

INDIANA DEPARTMENT OF CHILD SERVICES

INDIANA UNIVERSITY
SCHOOL OF SOCIAL WORK

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Welcome to the Compassionate Confrontation training. Developed and presented by the Indiana Child Welfare Education and Training Partnership.

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Course Competencies

At the end of this training, participants will be able to:

1. Define Compassionate Confrontation
2. Develop skills in order to utilize Compassionate Confrontation in the workplace

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At the end of this training, participants will be able to: ;
define compassionate confrontation.; and develop skills in order to utilize Compassionate Confrontation in the workplace.

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Confrontation is a necessity in the work of DCS. It is an agency that consistently handles challenging situations that require change.

When change needs to occur, and confrontation is avoided it can create a(n)

- False sense of success
- Unhealthy workplace environment
- Increased risk of child safety

However, the act of confronting is not automatically effective just because we did it. Effectiveness is dependent upon how we confront others.

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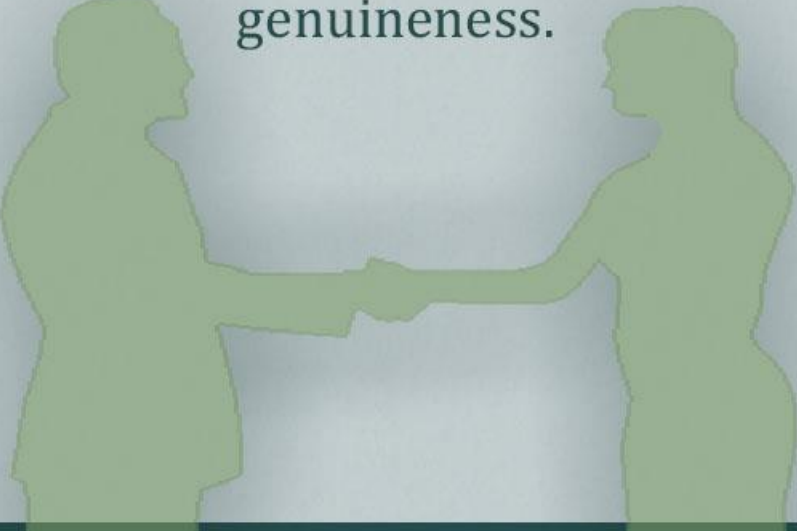
When change needs to occur, and confrontation is avoided it can create a false sense of success, an unhealthy workplace environment, or even increased risk of child safety. ;

However, the act of confronting is not automatically effective just because we did it. Effectiveness is dependent upon how we confront others.

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Confrontation:

However, confrontation does not need to be an aggressive act. Rather, it should be a healthy, compassionate confrontation marked by empathy, respect, professionalism and genuineness.



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Confrontation is defined as a face-to-face discussion between two parties with the desired outcome of change in the behavior of the confronted party.

However, confrontation does not need to be an aggressive act. Rather, it should be a healthy, compassionate confrontation marked by empathy, respect, professionalism and genuineness.

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Compassionate Confrontation is centered on positive, constructive, and meaningful messages. This contributes to a respectful exchange of ideas and leads to an understanding, caring tone.



Utilizing Compassionate Confrontation can be beneficial in interactions with clients as well as co-workers.

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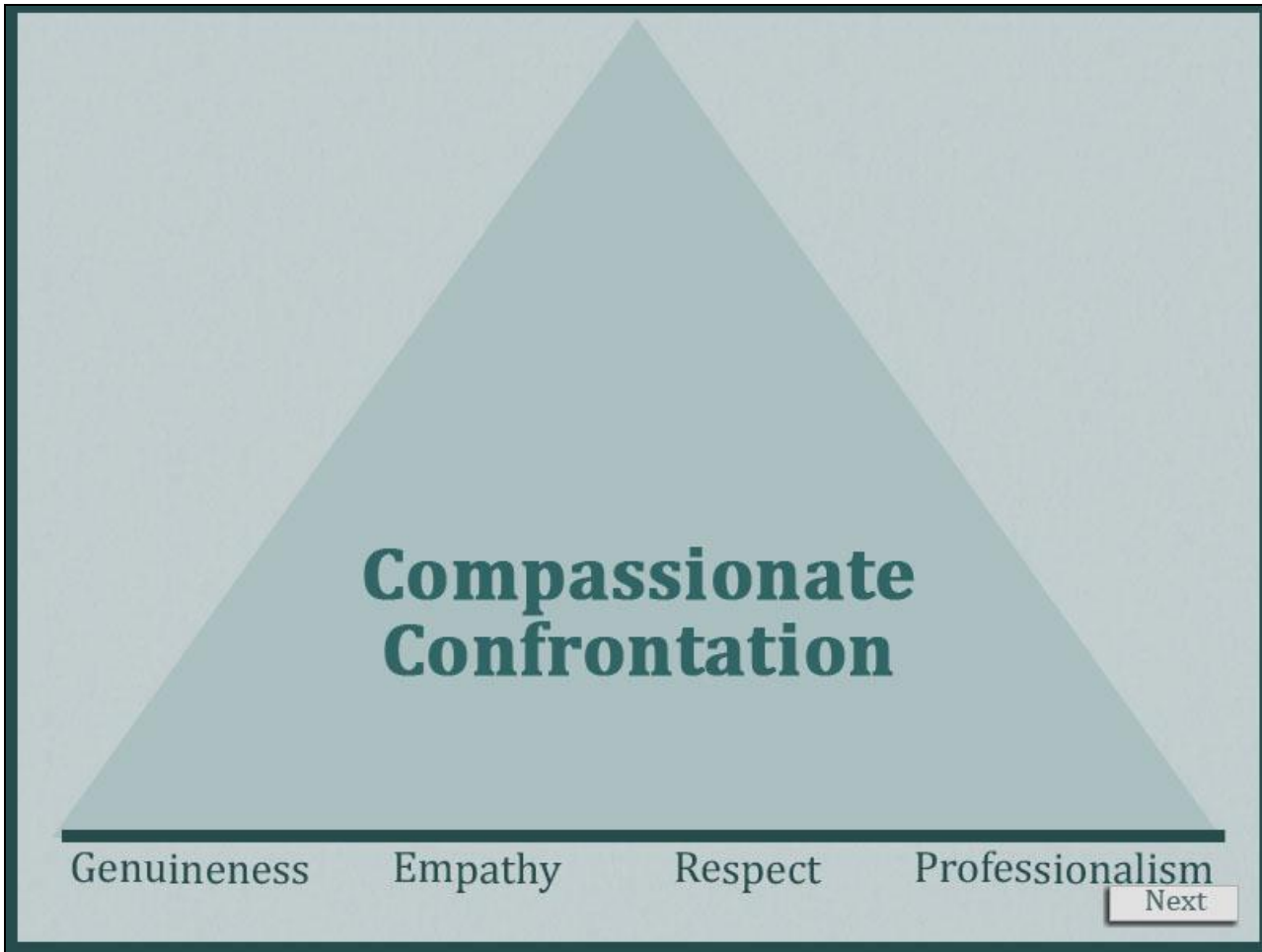
Compassionate Confrontation is the ability to address a situation with a person while maintaining an empathetic, caring tone.

This means presenting corrective or concerning information with the best of intentions, and holding a common goal to help this person succeed.

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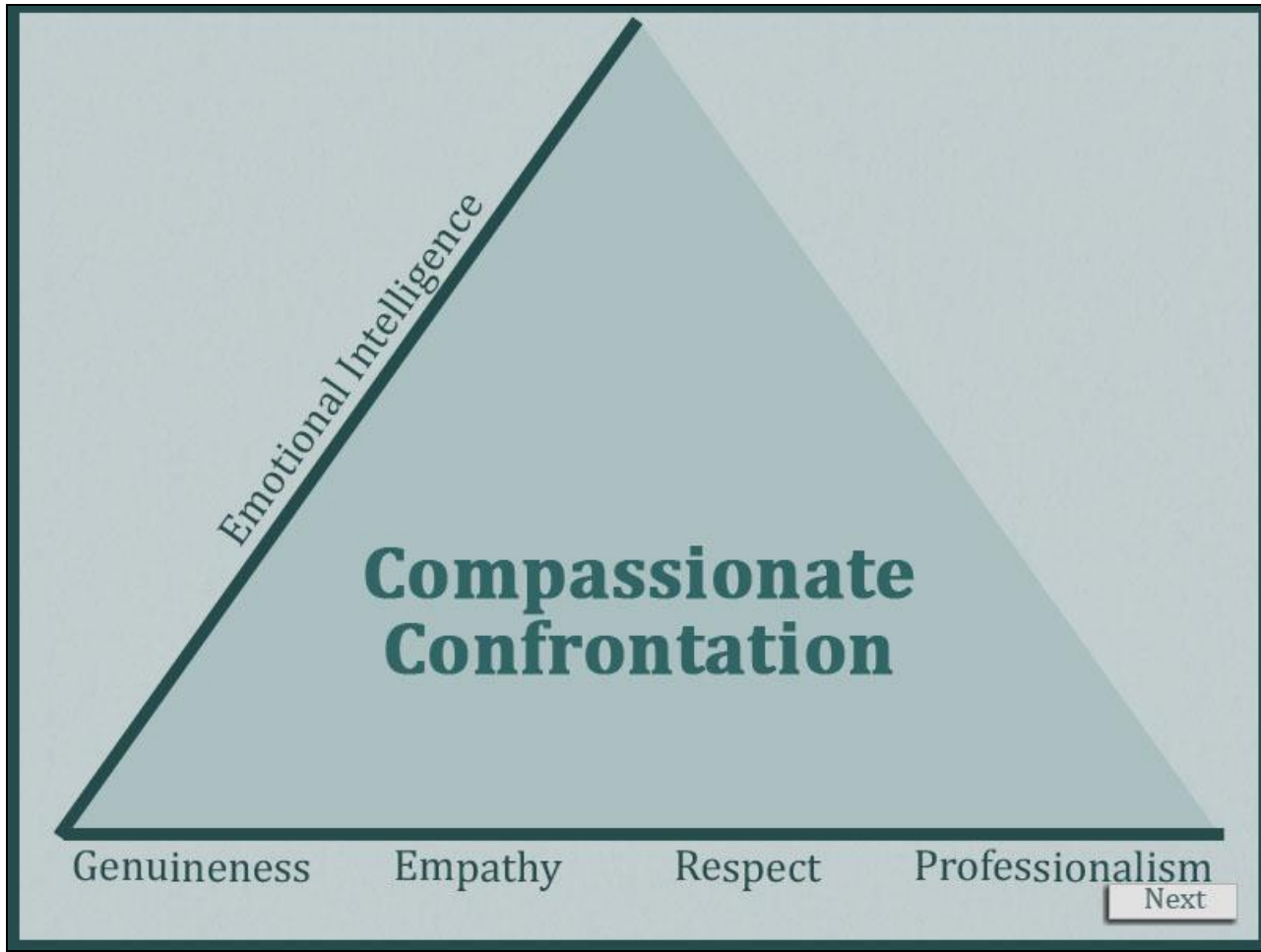
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At the foundation of compassionate confrontation are the DCS core values. These include Genuineness; Empathy; Respect; and Professionalism. In order to conduct a compassionate confrontation, these values must be present.

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The next core element of compassionate confrontations is emotional intelligence.

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Emotional Intelligence

The ability to understand our own emotions as well as the emotions of others.

Emotional Intelligence affects our relationships, decision making skills and our communication skills

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Emotional Intelligence is the ability to understand our own emotions as well as the emotions of others. ; Emotional intelligence affects our relationships, decision making skills and our communication skills.

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Emotional Intelligence

	Understand	Act
Self	1. Self-Awareness	2. Self-Management
Others	3. Social Awareness	4. Relationship Management

Self-Management:

- Awareness of your emotional state
- Recognizing how your behavior impacts others
- Paying attention to how others influence your emotional state

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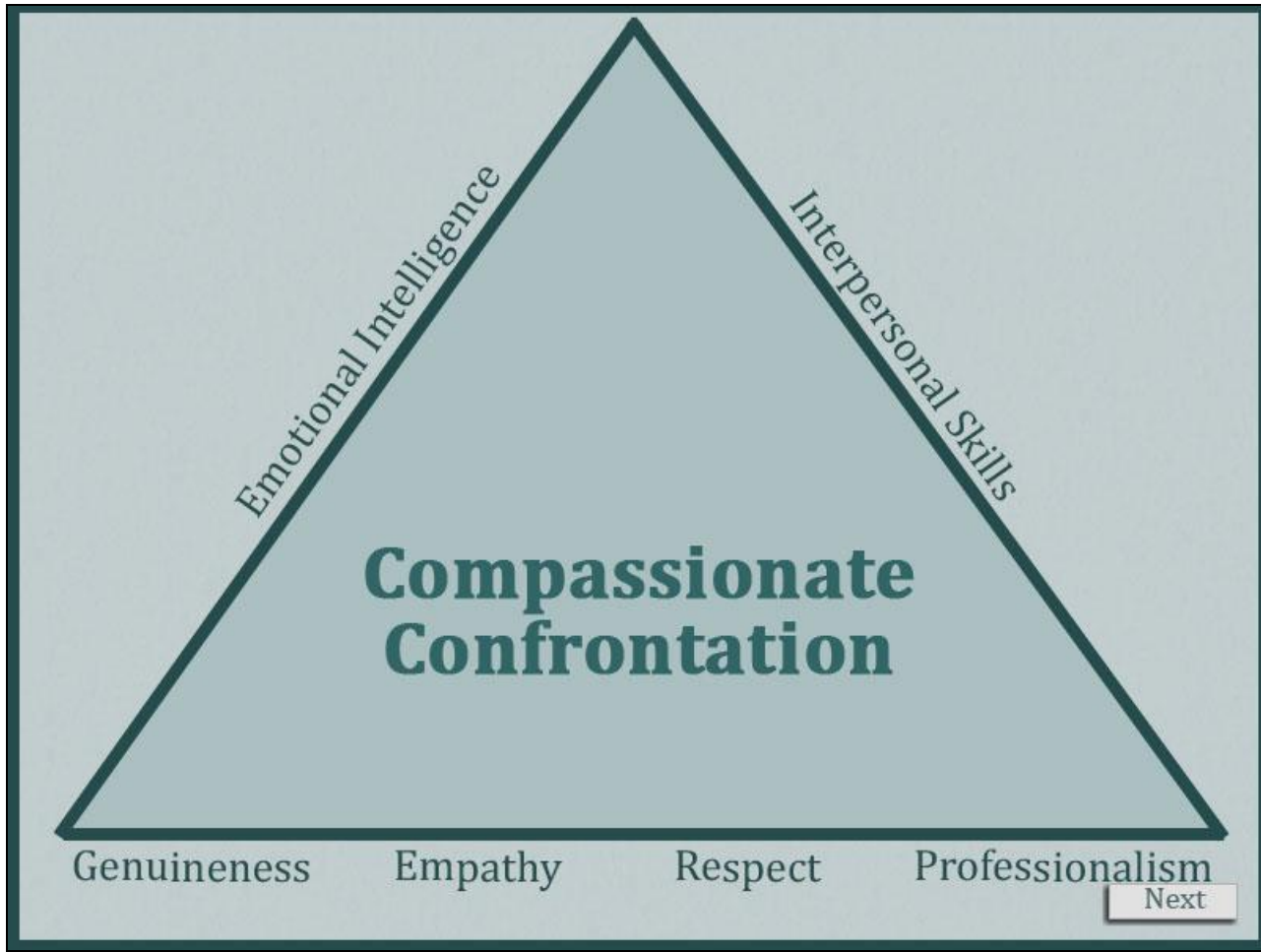
Emotional Intelligence is a concept that encompasses four subsets. ; It starts with understanding yourself. ; Self-awareness is awareness of your own emotional state.; recognizing how your behavior impacts others; and paying attention to how others influence your emotional state. ;

After you gain an understanding of your own emotions, then you can start to act on your own emotions through self-management. Self-management requires controlling your emotions and clearly expressing ideas and information during confrontation. It also requires using sensitivity to another person's feelings to manage interactions successfully. ;

After understanding and adjusting your own behavior, you can start to develop and understanding of others through social awareness. ; Social awareness can be as simple as picking up the mood in the room. ; You can show your social -awareness by caring what others are going through during a confrontation and hearing what the other person is really saying. ;

The last subset involves adjusting your actions based on others. Emotional intelligence can help build your relationship management by promoting teamwork; collaboration; and trust-based relationships.

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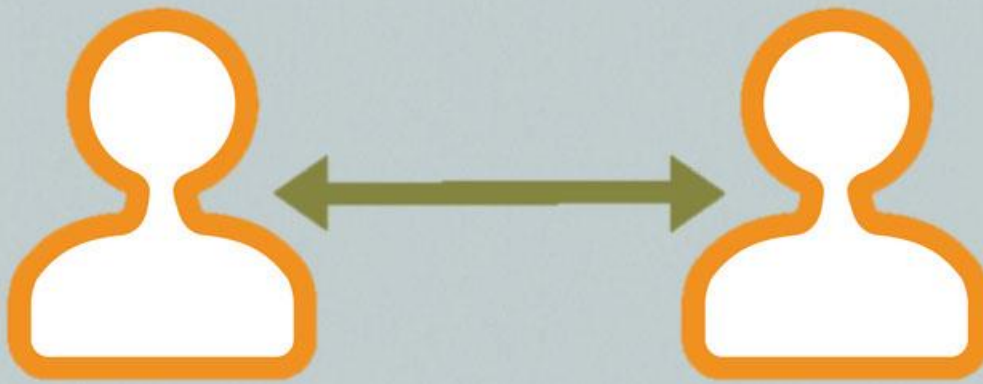
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The third core element of compassionate confrontations are interpersonal skills.

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Interpersonal Skills

Interpersonal skills are the skills we use to interact and communicate with other people.



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Interpersonal Skills are the skills we use to interact and communicate with other people.

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Interpersonal Skills

Verbal communication

- What we say and how we say it

Non-verbal communication

- What we communicate without words (e.g. body language)

Listening skills

- How we interpret both the verbal and non-verbal messages sent by others

Negotiation

- Working with others to find a mutually agreeable outcome

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There are four interpersonal skills that are key in conducting a compassionate confrontation. The first is verbal communication. ; Verbal communication is what we say, and how we say it. ; Second, is non-verbal communication. Non-verbal communication is what we communicate without words, for example, body language. ; Third, are our listening skills. Listening skills are how we interpret both the verbal and non-verbal messages sent by others. ; and finally, negotiation. Negotiation is working with others to find a mutually agreeable outcome. ; Together, these skills can help create effective compassionate confrontations.

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Parallel Process

The act of genuine collaboration on all levels through consistent modeling of respect and empathy to ensure professional communication and partnership between DCS, children, families, providers, stakeholders, and communities.



To give compassionate confrontation to an individual, you must be prepared and ready to receive it. It is easy to identify and address the deficiencies in the work of others, but it can be difficult to receive the corrective feedback and judgment.

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Thank you for taking the
Compassionate Confrontation Training

ELM will reflect your completion in
24-48 hours.

  Developed by:
Colbi Harmon, Instructional
Technology Developer

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