



Keys for Building Successful Adult Mentoring Relationships

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Speakers

Presenters:



K. Jason Krafsky
Managing Director,
Healthy Relationships
International



Bento Leal
Program Specialist,
Healthy Relationships
California

Moderator:



Nicole Jarrett, PhD
Senior Policy Analyst,
National Reentry Resource Center
CSG Justice Center

Overview

About HRC and HRI

Five Relationship Skills Everyone Needs and Wants

The Big Secret Behind the Skills

How These Skills Help You and Your Efforts

How These Skills Help Those Who You Work With



- HRC started in 2005
- Largest Federal Healthy Marriage Grantee (HHS/ACF)
- Promote & Teach Relationship Education, Marriage Education, Parent Education
- Train in Various Relationship Education Curricula
- Served over 200,000 people in 8 hours of RE

Five Relationship Skills
Everyone Wants & Needs

Key Skill #1:
Listening Skills

Common Communication Killers

Probing with Questions

- *“Why did you do that?”*
- *“How long have you felt this way?”*
- *“Well, what did you say to him?”*
- *Jumping in and interrupting by asking about “details” of what the person is talking about.*

Common Communication Killers

Probing with Questions

- *“Why did you do that?”*
- *“How long have you felt this way?”*
- *“Well, what did you say to him?”*
- *Jumping in and interrupting by asking about “details” of what the person is talking about.*

>> Comes across as you’re interested, but takes emphasis off what THEY are saying and onto what YOU are thinking.

Common Communication Killers

Offering Advice, Solutions and Answers

- *“Just put it out of your mind.”*
- *“If I were you, I’d...”*
- *“This will solve it...”*
- *“Get over it!”*

Common Communication Killers

Offering Advice, Solutions and Answers

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- *“If I were you, I’d...”*
- *“This will solve it...”*
- *“Get over it!”*

>> While well-intended, when a person shares a problem, your unsolicited advice robs them of problem-solving themselves and triggers resistance.

Common Communication Killers

Giving Woulda-Coulda-Shouldas

- *“You shouldn’t think like that.”*
- *“What you ought to do is...”*
- *“What you should have done...”*
- *“How I would have handled that is...”*

Common Communication Killers

Giving Woulda-Coulda-Shouldas

- *“You shouldn’t think like that.”*
- *“What you ought to do is...”*
- *“What you should have done ...”*
- *“How I would have handled that is...”*

>> Monday morning quarterbacking is easier for everyone. But it comes across as preachy and can quickly keep people from sharing anything ever.

Common Communication Killers

Hijacking with Me-Too's

- *“Right, the same thing happened to me.”*
- *“I’d feel the same way.”*
- *“Oh yeah, I know exactly what you’re talking about.”*

Common Communication Killers

Hijacking with Me-Too's

- *“Right, the same thing happened to me.”*
- *“I’d feel the same way.”*
- *“Oh yeah, I know exactly what you’re talking about.”*

>> Anytime someone shares THEIR problem or story, and you respond with sharing YOUR OWN story, you have hijacked their conversation and taken their story hostage. They feel like one too.

POLL

**Thinking of your closest relationship, which
Communication Killer do you most often do?**

- 1. Probing with Questions**
- 2. Offering Advice, Solutions and Answers**
- 3. Giving Woulda-Coulda-Shouldas**
- 4. Hijacking with Me-Too's**
- 5. All of the Above**
- 6. None of the Above**

Key Skill #1: Listening Skills

Hear the Message!

Listen with Empathy

- Get in the other person's shoes.
- See things from their perspective.
- Goal is understanding their thoughts and feelings, not comprehension of all the details.

Key Skill #1: Listening Skills

Hear the Message!

Listen with Empathy

Feedback to Them

- Focus on their thoughts and feelings.
- Avoid the Communication Killers.

Key Skill #1: Listening Skills

How to Hear the Message!

- *“So, you felt pretty upset about the situation.”*
- *“You are excited about the new job!”*
- *“You are really angry how they treated you.”*

Five Relationship Skills
Everyone Wants & Needs

Key Skill #2: Speaking Skills

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Speak the Truth!

Communicate Honestly

- Share what thoughts and feelings you are experiencing.
- Speak for yourself with “I-messages,” such as:

“I felt ...” “I am ...” “I need ...”

Key Skill #2: Speaking Skills

Speak the Truth!

Communicate Honestly

Avoid Being Blameful

- Don't blame others for your feelings.
- Eliminate accusatory "You-messages":

"You make me feel ..." "You are ..."

"You never/always do this ..."

Five Relationship Skills
Everyone Wants & Needs

Key Skill #3: Conflict Management Skills

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Work It Out!

Have a Plan for When Conflicts Arise

- What tools or strategies will you use?
- Different conflict management and resolution tools work for different types of conflict.

Key Skill #3: Conflict Management Skills

Work It Out!

Have a Plan for When Conflicts Arise

Know How to Resolve a Conflict Fully

- XYZ-Message to communicate about a problem and open door for change.
- Bigger issues demand Problem Solving.

Key Skill #3: Conflict Management Skills

Work It Out!

Have a Plan for When Conflicts Arise

Know How to Resolve a Conflict Fully

Be Ready to Find a Win-Win Solution

- Take steps to problem solve that creates solutions so both sides get their needs met.

Key Skill #3: Conflict Management Skills

How to Work It Out!

Steps to a Win-Win Solution

- Brainstorm solutions
- Decide on a solution
- Implement the solution
- Follow up and evaluate the solution

Five Relationship Skills
Everyone Wants & Needs

Key Skill #4: Apology & Forgiveness Skills

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Make It Right!

Never Underestimate the Power of an Apology

- Recognize and accept that they hurt another person.

“I hurt you and I’m sorry...”

Key Skill #4: Apology & Forgiveness Skills

Make It Right!

Never Underestimate the Power of an Apology

Forgiveness is Also Important

- Forgive the other person for offending you.

“What you did to me really hurt, but I forgive you for it.”

Key Skill #4: Apology & Forgiveness Skills

Make It Right!

Never Underestimate the Power of an Apology
Forgiveness is Also Important

Encourage Self-Forgiveness

- Self-Forgiveness is a necessary step where a person admits they made a mistake, they forgive themselves, and can be freed to move forward in their life.

Five Relationship Skills
Everyone Wants & Needs

Key Skill #5:
Fostering a Better
Relationship

Key Skill #5: Fostering a Better Relationship

Do Your Part for the Relationship!

Be Intentional

- Be thoughtful and interested in their personal life and things important to them.
- Take proactive steps to help them experience life more fully.

Key Skill #5: Fostering a Better Relationship

Do Your Part for the Relationship!

Be Intentional

Let Them Know You Care with Your Words

- Share what you appreciate about the other person (strengths, talents, etc.).
- Say it in person, over the phone, in a note, through email, by text, on social media.

Key Skill #5: Fostering a Better Relationship

Do Your Part for the Relationship!

Be Intentional

Let Them Know You Care with Your Words.

Be a Positive Coach in Their Life

- Speak into their life with Empathy, Acceptance, and Genuineness.
- Encourage and support the positive steps they take ... no matter how small they are.

Keys to a Successful Mentoring Relationship

The Big Secret Behind the Skills

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“No one cares how much you know, until they know how much you care.”

The Big Secret Behind the Skills

“No one cares how much you know, until they know how much you care.”

So how do you show you care?

The Big Secret Behind the Skills

Core Conditions Underlying These Skills

Empathy

- The ability to see the world through another person's eyes without judgment or advice.

The Big Secret Behind the Skills

“Empathy is the most important way you can help a person grow, which is the goal of any relationship.”

The Big Secret Behind the Skills

Core Conditions Underlying These Skills

Empathy

Acceptance

- The willingness to allow the other person to be who they are right now, without needing to change them.

The Big Secret Behind the Skills

Core Values Underlying These Skills

Empathy

Acceptance

Genuineness

- Being real, authentic, and honest. Not pretending to care, playing a role, or being arrogant.

The Big Secret Behind the Skills

**Research shows that
Empathy, Acceptance, and
Genuineness are necessary
and sufficient for change.**

How These Skills Help You & Your Efforts

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Connect with Your Participants Faster

- Build trust more quickly.
- Create connectivity with them.
- Foster their growth.

How These Skills Help You & Your Efforts

Connect with Your Participants Faster

Participants Express Themselves More Fully

- Creates a safe place for them to share.
- They find value from your use of skills.
- They “learn” from your example.

How These Skills Help You & Your Efforts

Connect with Your Participants Faster

Participants Express Themselves More Fully

Make the Skills Something You Pass On

- Take time to teach relationship skills.
- Helps them apply the skills in other relationships.
- Gives you better mastery of the skills yourself.

How These Skills Help You & Your Efforts

Relationship Education Teaches These Skills

- Relationship Education (RE) started in 1960s, grew in 70s-80s, expanded in 90s-00s
- Various RE programs teach core concepts:
 - ***Communication Skills***
 - ***Conflict Management & Resolution Skills***
 - ***Problem Solving Skills***
 - ***Other Relationship Skills***

How These Skills Help You & Your Efforts

Ample Research on Relationship Education

- Markman, H.J., et al. **“Prevention of Marital Distress: A Longitudinal Investigation,”** *Journal of Consulting and Clinical Psychology*. Vol. 56 (1988), pp. 210-217, and **“Preventing Marital Distress through Communication and Conflict Management Training: A Four and Five Year Follow-up,”** *Journal of Consulting and Clinical Psychology*. Vol. 62 (1993), pp 1-8.
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- Howell, Patty, et al. ***Impact Report: Research on the Impact of Relationships and Marriage Education in California***, Healthy Relationships California, 2013.
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How These Skills Help Those You Work With

How These Skills Help Those You Work With

Gives Them a Step Up With Work

- Better with job interviews and job inquiries.
- Improve their relationship and communication with supervisor and co-workers.
- Improve ability to interact with customers and vendors.

How These Skills Help Those You Work With

Gives Them a Step Up With Work

Helps Them With Their Significant Other

- Improves health and safety in relationship.
- Reduces stress in home life.
- Increase cooperation with co-parent.

How These Skills Help Those You Work With

Gives Them a Step Up With Work

Helps Them With Their Significant Other

Makes Them a Better Parent

- Shows them new and better ways to communicate with their kids.
- Allows them to speak calmly with co-parent.
- Helps them be the parent they want to be.

**“Relationship skills can
break down barriers and
create a bridge for the
mentor-mentee relationship
to THRIVE!”**

Keys for Building Successful Adult Mentoring Relationships

Questions & Answers

Presenter Contact Information



- **K. Jason Krafsky**
Managing Director
Healthy Relationships International
Email: jason@relationshipsca.org
Phone: 425-432-8433
- **Bento Leal**
Program Specialist
Healthy Relationships California
Email: bento@relationshipsca.org
Phone: 510-333-3478

National Reentry Resource Center

Senate Committee Approves Second Chance Reauthorization Act

Congress took a significant first step toward continuing the work of the Second Chance Act on September 18 as the Senate Judiciary Committee voted to reauthorize the bipartisan bill.

[Learn More](#)



The National Reentry Resource Center provides education, training, and technical assistance to states, tribes, territories, local governments, service providers, non-profit organizations, and corrections institutions working on prisoner reentry. To learn more, [click here](#).

Visit the *What Works in Reentry Clearinghouse*

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