

*The Office on Violence Against Women in partnership with Praxis International*

## Audio Conference Training Binder

***Train-the-Trainer: Effective Training  
Strategies to End Violence Against Women***

with trainer Melissa Scaia,  
Praxis Technical Assistance Partner

**Tuesday, November 6, 2007**

**Call at 2:00 p.m. Central Time**

**Dial 512-623-5114, then enter guest code 52533#**

AUDIOCONFERENCE  
TRAINING

ALL CALLS ARE  
FROM 2:00 - 3:30 P.M.  
Central Time

### Things to Know:

**Cost:** Long distance telephone call. All expenses can be covered by your OVW training funds.

**Participation:** Remember to say your name and state every time you start speaking – we can't see you!

**Muting:** Unless the operator has muted all of the lines, please keep your telephone on mute EXCEPT when you are speaking on the call. Press \*6 on your keypad to mute your line. To un-mute, press \*6 again.

**To Leave:** Hang up your telephone. This does not interrupt the session. If you need to step away temporarily, do not put the call on hold, as we may hear "on hold" music – simply rest the receiver on your desk.

**Problems:** Rarely, a caller may experience long-distance connection difficulties, such as a fast busy signal or message saying "All circuits are busy". You may simply re-dial the number to try to complete the call. If you have repeated problems, try using any standard long-distance calling card. Alternatively, you may use one of the following dial-around sequences: 1010636 + 1-405-244-5555 (Clear Choice – currently 5¢ / min), 1010220 + 1-405-244-5555 (MCI WorldCom – currently 99¢ for first 20 min, 7¢ / min additional), 1010834 + 1-405-244-5555 (Penny Plan – currently 9¢ / min). If you lose your connection when dialing the guest code, call in again, enter 9393 and do not press #, wait 15 seconds and you will be connected. For other problems, please call us at 218-525-0487, ext 100 and we'll do what we can to assist you.

## **Trainer Biography:**

### ***Melissa Scaia***

Praxis Technical Assistance Partner

[scaiangelo@yahoo.com](mailto:scaiangelo@yahoo.com)

Melissa Scaia is the Executive Director of Advocates for Family Peace, a six-program agency that provides services to families experiencing domestic violence and child abuse in Itasca County, Minnesota. She is a faculty member of the Family Violence Department of the National Council of Juvenile and Family Court Judges (NCJFCJ). Melissa is a co-facilitator of a group for women who have used force in battering relationships as well as a men's batterers' intervention group. She wrote her Master's thesis on the effects of domestic violence on children. She has done Doctoral dissertation work on the role of supervised visitation centers in the context of domestic violence.

Train the Trainer  
Praxis International  
Melissa Scaia

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Reflecting on the trainings you have been to

- Think about what made a particular training a good one.
- Think about what made a particular training a bad one.

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Preparing for the training

- What are my goals?
  - Put them in writing
- Think about what you want to accomplish

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### Who should do the training?

- No advocate should be left alone.....
- A team of someone inside/outside the organization should conduct the training

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### Thinking about the goals of the training

- What do I want to accomplish?
  - The trainee to have additional tools that they didn't have before
  - What new example or explanation can I give them that will enhance their thinking about their work in terms of domestic violence?
  - There is a uniqueness to domestic violence related crimes as opposed to a meth lab crime for example.

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### Example Goals of a Police Training

- To have police officers "fully think through" what they are seeing at a crime scene
- When their work is a domestic violence call, what shapes their work differently?
- How do they interpret what they are seeing at the scene?
- I want them to see the next crime seen differently
- I want the officers to have a clear understanding of what their agency's policy is and how to implement it

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## What I want to accomplish in a domestic violence related training

- **Policy** – For the trainee to have a clear understanding of the policy's purpose and application in the particular group you are training
- **Insight** – seek to have the trainees have clearer insight of the behaviors of the victim, perpetrator, and children in cases of domestic violence
- **See biases of the trainees** – help them work through frustrations in cases of domestic violence

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## Themes to include in every domestic violence related training

### The "realities" that battered women face

- To bring forth the "reality" of why battered women do what they do in relation to this workers work.
- Don't "moralize" battered women in a training
- Know how to talk about a "battered woman's reality"
- Stories of Bonnie Weber

### Power

- Relation of dominance in the relationship
- Battering relationship
- Imbalance of power and the vulnerabilities of victims in this position

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## Tailoring the training to fit their experience

- Trainers have to explain these topics through the trainees perspective and what the trainee experiences with battered women.
- Create a "connection" as to how the battered woman's response is "normal."
- Show how practitioners are not that different from the battered woman.
- Women who use violence example

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## Deciding the Purpose and Focus of the Training: Police Example

- Meet with sergeants ahead of time to discuss the goals and focus of the training
- Decide one or two modules to focus on
- Decide what you really have time to do
- Know the agency's policies before conducting and designing the training.
- Decide who will train on what

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## Use of video as a training method

- Make a list on a flipchart what they are thinking about the application of probable cause related to this video
- Listen for the "thinking" in the application of the law in the video in the discussion
- Listen for the operative words in the policy at work in the scenario
- Have the group "vote" about whether they would arrest or not

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## Probable Cause Video

Sample questions:

- What makes you think she assaulted him?
- What makes you think he assaulted her?
- Was there a predominant aggressor? If so, who?
- Was there probable cause to arrest? If so, who?
- Who would you have arrested? Anyone? One of them? Both?

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## Methodologies Used for Training Modules

- ▶ Have dilemmas available as a tool for discussion.
- ▶ Get the trainees talking.
- ▶ Find out the realities of the trainees' work.
- ▶ A good trainer will always be learning while training.

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## Resistance

- Expect resistance and don't be afraid of it
- What are they resistant to?
  - You?
    - What are they judging you about? Take it personally. What is your credibility with the audience? Why should they listen to?
  - Your message?
  - The information?
- Find a way to connect with the trainees
  - Stories create connection
  - Real-life connections

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## Identify resistance

- ▶ Eye rolling
- ▶ Falling asleep
- ▶ Reading the newspaper
- ▶ Turning their chair
- ▶ Disappearing

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## Be aware of who is resisting

- ▶ Individual resistance
- ▶ Small group resistance
- ▶ The entire audience

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## Exercise about resistance

- Describe how you have seen/experienced resistance at a training you have either attended or trained at.
- Talk about the effective and non-effective ways the trainer handled it.
- Discuss strategies in how to overcome resistance
- Have you heard any resistance on this ACT? If so, how was it handled?

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## How to approach resistance

- 1) Always treat your audience with respect
- 2) Acknowledge who you should train and who shouldn't
- 3) Don't be patronizing
- 4) Be authentic
- 5) Acknowledge and admire their work
- 6) Acknowledge the complexity of their work
- 7) Never ask a question that there is only one right answer to

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### How to approach resistance (cont'd)

- 8) Don't reject a comment made by a participant. Accept it as their experience.
- 9) Don't debate. Listen to their experiences
- 10) Don't use defensive tactics or rhetoric when talking about battered women.
- 11) Don't lecture – engage in dialogue while presenting information you know.

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### How to overcome resistance (cont'd)

- 12) Don't butt heads
- 13) Don't compete
- 13) Don't get "hooked"
- 15) Don't talk in "slogans"
- 16) Don't use automatic responses
- 17) Talk about your own development in your thinking – things that you used to think that you have changed
- 18) Do not try to be a salesperson – when you do this you don't take up the "complexity" of the situation
- 19) Talk about the "grey" areas of the work

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### Exercise Example

- Law enforcement / Advocate example

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## Four techniques to overcoming resistance

- 1) Try to "make friends" right away with those who you perceive as possible "resistors"
- 2) Don't push the "trainee" away; "fall" with them instead of "competing" with them
- 3) Starve the "plant" that makes an "ist" comment. When someone makes a racist comment bring it back to you as the trainer and make it a learning opportunity. Don't give a "direct comeback" statement.
- 4) Bring the problem back to the context of their work.

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## How to work within the trainee's context

- ▶ 8 administrative trails of the worker's work
- ▶ The "dictated" work
- ▶ Institutions coordinate the worker's work
- ▶ What conditions and constraints does the worker work under?

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## Exercise

- ▶ How is your work dictated by the audit trails described?



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## Training Methods

- Lecture – mini or long
- Lecture with visuals
- Using “building blocks”
- Small group brought back to large group
- Story telling
- Case studies
- Analogies
- Debate
- Dialogue
- Handouts
- Exercises
- Music/Audio/Video and Discussion
- Examples from the audience – applying the concept
- Role play

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## Examining One's Self as a Trainer

- ▶ assessing your own attitude
- ▶ judgment of others
- ▶ anger
- ▶ body language
- ▶ authenticity
- ▶ self-righteousness
- ▶ how you identify with the subject matter/agenda
- ▶ time management of the training

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## Conclusion

- ▶ Thoughts, comments, questions.....

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