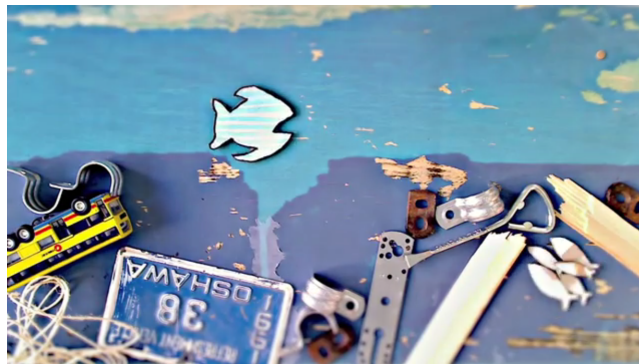
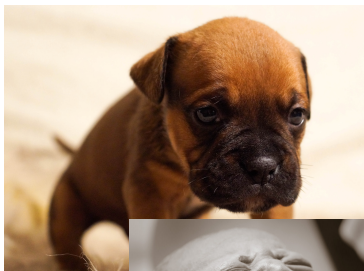


# EMOTIONAL INTELLIGENCE TOOLS TO ENGAGE AT-RISK YOUTH

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[FLUIDEXCHANGE.ORG](http://FLUIDEXCHANGE.ORG)

## STORIES OF ADAPTATION

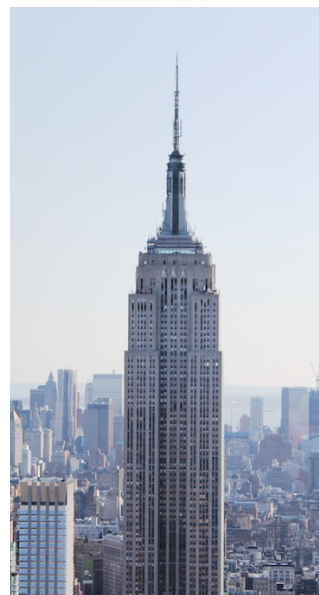


Conscious / Unconscious  
Helpful / Unhelpful

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## TRAUMA-INFORMED LENS

- How we understand trauma determines our approach to work & people
- Trauma is unprocessed, overwhelming stress
- Problem-solving survival adaptations  
Vs. Pathology or deficiency
- How do I understand this person?  
Vs. What is their diagnosis?
- “Your life makes sense”



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## PRACTICE! {UNDERSTANDING ADAPTIVE BEHAVIOUR}

- Reflect and recognize a behaviour or habit you have developed to cope with a stressor in your environment

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## TRAUMA

- Not what, but how -> not single event, can be continuous, and/or inter-generational
- Fight, flight, dissociation
- Unprocessed, may be without memory or narrative
- Imprint of trauma is in animal brain, not thinking brain (van der Kolk, 2004)

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## HOW TRAUMA SHOWS UP

- Emotion awareness, regulation, attachment, executive functioning
- Triggers: Reactivation of traumatic experience
- Hypervigilance: Heightened/inaccurate detection of threat, miss important cues
- Various diagnoses: ADHD, high-conflict personality, oppositional defiance, etc.
- Mental and physical illness: Depression, obesity, heart disease, cancer, diabetes
- Substance use and dependence
- Conflict with law
- Coping strategies can increase vulnerability to further trauma

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## HOMWORK! {STRENGTH-BASED LENS}

Think of one client who is likely a survivor of trauma. List:

- 2 coping strategies they have developed
- the function of each strategy (i.e., What did it allow them to do?)
- whether it is now helpful or unhelpful

Coping Strategy	Function of that strategy	Helpful? Unhelpful?
Aggressive against authority	Protection from humiliation or harm	Both

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## EMOTIONAL INTELLIGENCE — BUILDING BLOCKS

- A literacy
- Not against rationality
- Not positive/negative
- Complex + contradictory
- Essential for change

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## DOT. ARROW. CIRCLE.



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## RAPPORT & INFLUENCE

- There is no influence without rapport
- Rapport is what they feel, empathy is what we do

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## EMPATHY

1. Pause & stay present
2. Be open
3. Be of service (not about you!)
4. Don't fix (yet)
5. Ask & observe
6. Take their perspective (pause yours)
7. Echo & mirror
8. No goals, no judgement

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## COMMON RELATIONAL MISTAKES

- Cheerleading
- Minimizing
- Emotion vs. Positionality
- Professional façade
- Looking away from the can of worms
- Leaving elephants in the room



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## SCENARIO

A youth who accesses your services has missed two appointments. You want to tell them about a new program that's perfect for them. When he finally meets with you, he tells you that he has missed other job-related appointments too.

"Listen, I really just don't care. I've got nothing going for me. Even my girlfriend just left me, so why don't you just get off my back. I've had enough of your saviour complex."

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Whatever you do will be insignificant. But it is very important that you do it.  
-Mahatma Gandhi

# THANK YOU!

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