

Leveraging Mutuality & Strategic use of Self to build Strong Working Alliances

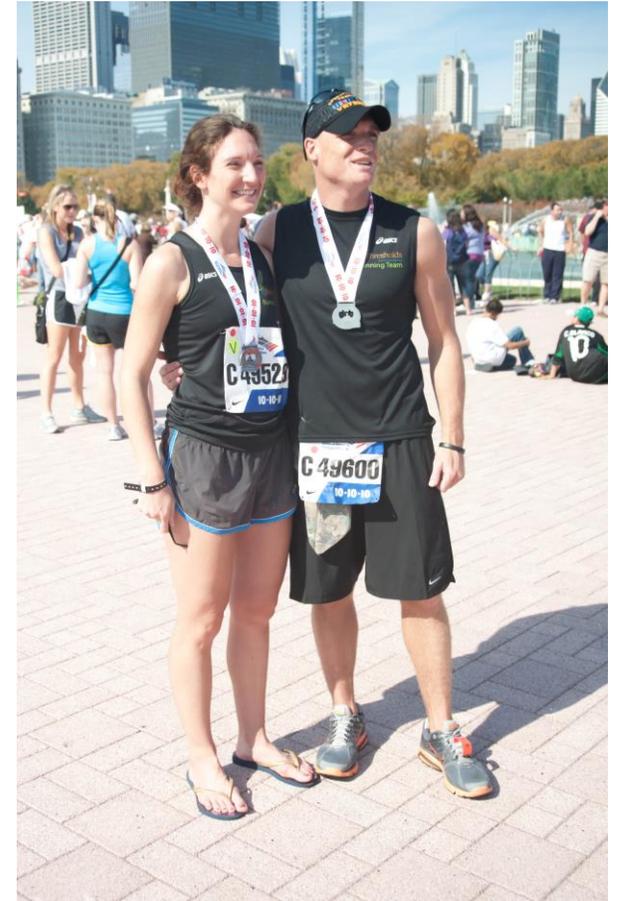
THRESHOLDS

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Youth & Young Adult Services
Research & Innovation

A little more about Vanessa...

- Multiple projects that aim to better integrate peer support into clinical & vocational services for older youth & young adults
- Have been reading a lot about best-business practices. I keep coming back to the working alliance & peer practice principles
- Excited for us to learn together this afternoon!



2010. Ran Chicago Marathon with brother to raise \$ & awareness about serious mental health challenges



**There is
minimal comfort
in our growth
zone**

**& minimal
growth in our
comfort zone**

Objectives

- Identify core components of the working alliance.
- Learn how to leverage mutuality & strategic use of self-on the job to improve working alliances.
- Be more efficient & effective in your job as IPS specialist or supervisor.

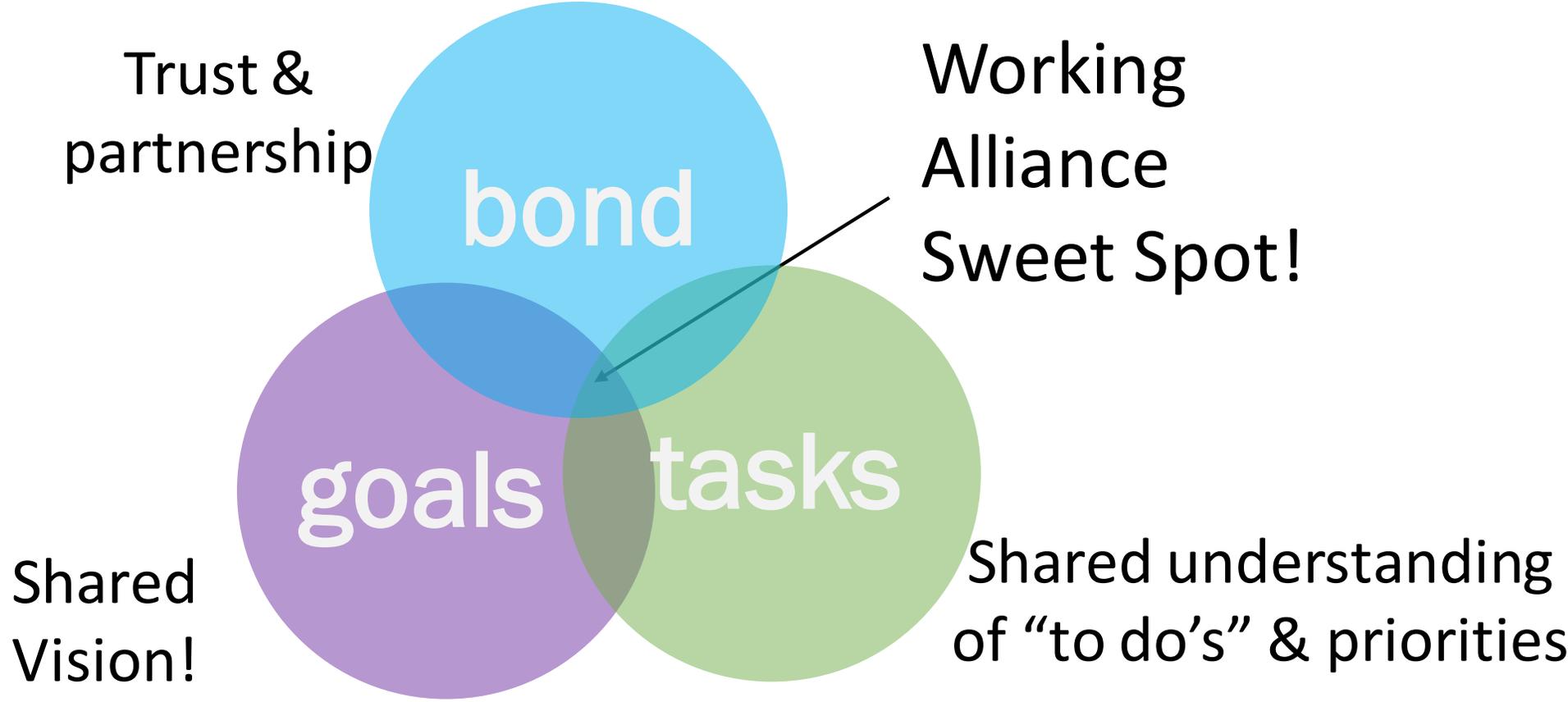
Get paper & writing utensil!

Activity Time!

- Think of a co-worker who helps you to do your job **efficiently & effectively**.
- Reflect on the following:
 - **Why** you think you have such a good partnership with them?
 - **Why** do you work well together?
 - What is your **relationship** like with this person?
- Breakout Time!
- Breakout facilitators will take notes so we can report back

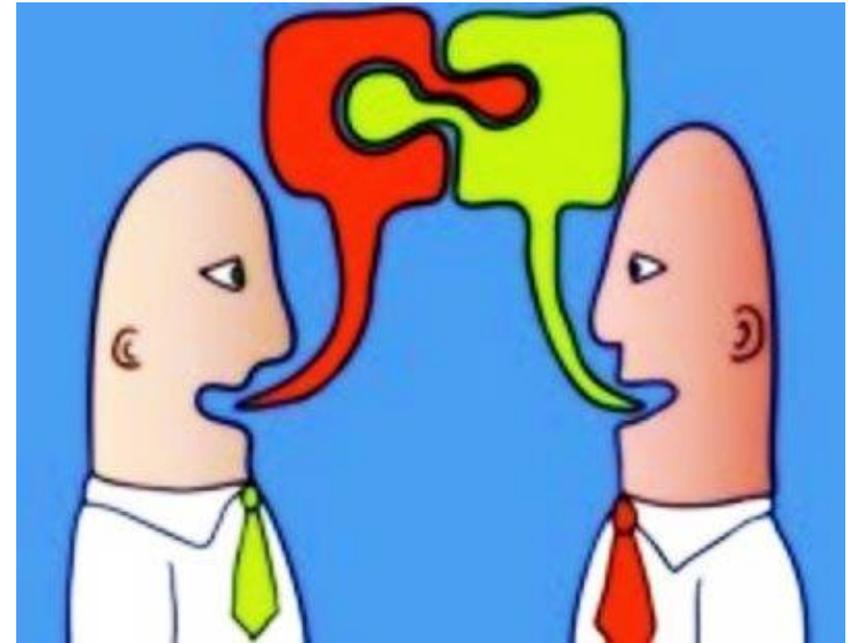


THE Working Alliance



Why does the working alliance matter?

- Improves impact of evidence-based practices
- Working together is easier with stronger alliances, thus improves productivity & staff happiness/wellness on job
- Easy concept to apply in work to improve engagement & outcomes
- Excellent to employ strategically with employers & job development



It's more than just developing rapport & conducting a voc assessment.

- Co-creation & co-refinement of goals & tasks
- Being transparent about the process & committing to examine the process together
- It's a responsibility we have as providers if we are truly going to deliver culturally responsive care
- It's recognizing that our work inherently is rooted in relationships



**When frustrated with a person
at work (or in general) or you had a client who is not
“engaging,” ask yourself:**

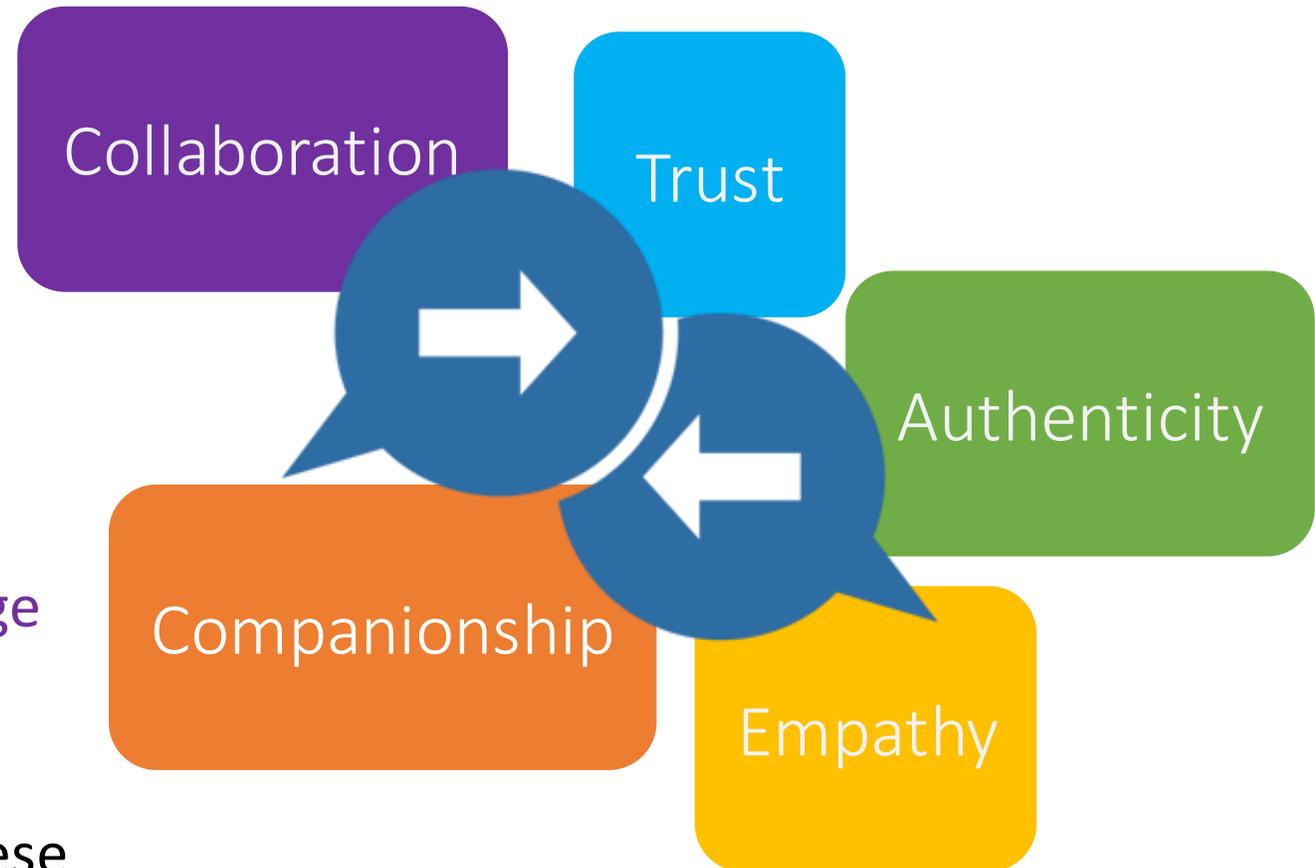
- Bond: How strong is y’all’s bond?
- Vision: To what extent is y’all’s vision shared?
- Tasks: How well are y’all’s tasks aligned?



Let's take this one step further. Think of a client, colleague, employer, or client who:

- you get easily frustrated by
- maybe you put off meeting with
- you feel like they're hard to engage

Get out that paper. We will take 1 minute to self-reflect on each of these critical relationship processes.



Picture that person...& rate:

1. How well are we collaborating? To what extent do we both feel that it is a true collaboration?



1 2 3 4 5

1 2 3 4 5



2. How much do I experience trust in this alliance? Does the other person trust me? Why or why not?

1 2 3 4 5



3. How authentic am I able to be with this person? Can I be myself? What do I keep from this person? How authentic is this person during our interactions? Why?

5. To what extent are we companions? How close do I feel to this person? Would this person feel the same way? Why or why not?



1 2 3 4 5



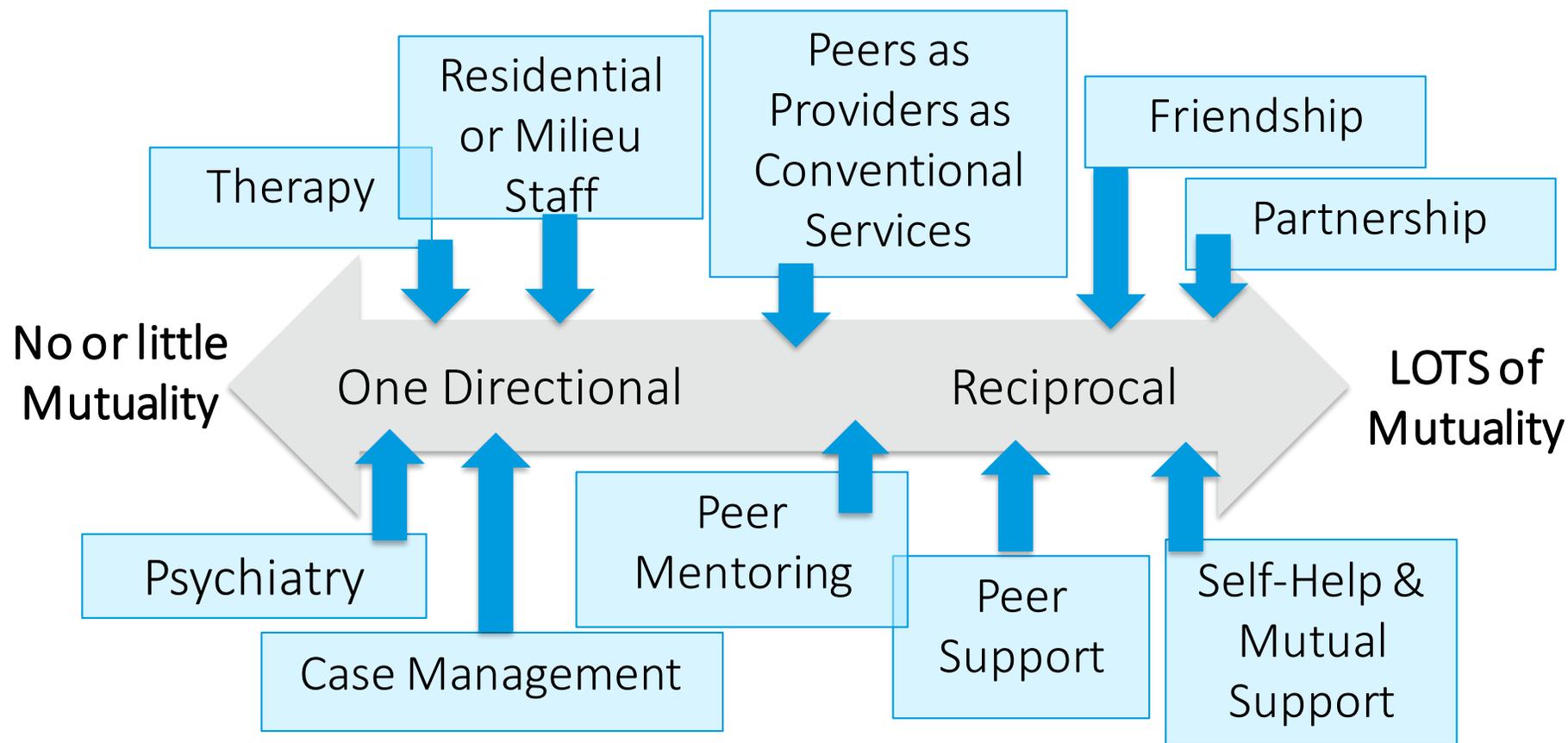
1 2 3 4 5

4. How empathetic do I feel with/towards this person? When am I not empathetic? Does this person empathize with me? Does this person feel validated by me? Why or why not?

So, how do I as an IPS worker build these strong working alliances?

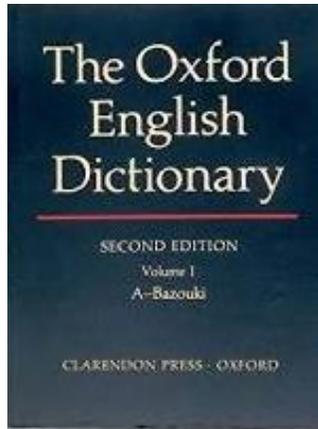
1 of many solutions:
Build Mutuality.

CONTINUUM OF HELPING RELATIONSHIPS

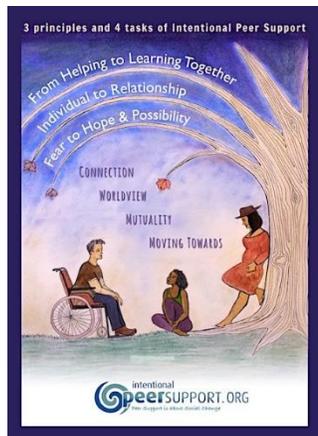


Adapted from Davidson et al., 2006

What is Mutuality?



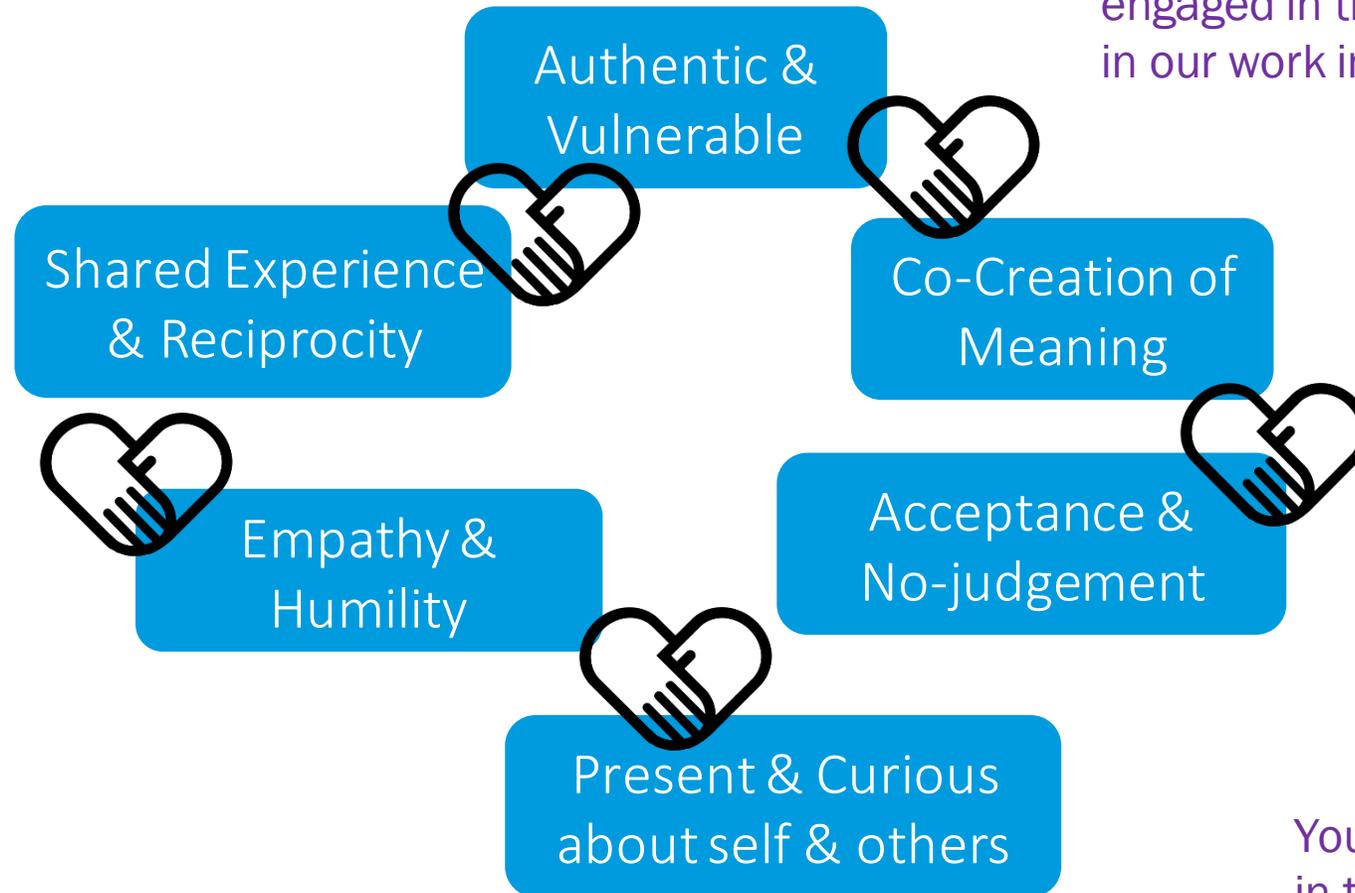
“the sharing of a feeling, action, or relationship between 2 or more parties”



“being together for the purpose of being known. It is the sharing of responsibility and effort so we can enjoy the experience of being part of something bigger than ourselves. Moving toward is being together for the purpose of being fulfilled.”

MUTUALITY UNPACKED

Let's go back in our breakout rooms - & share examples of how we have engaged in these mutuality elements in our work in IPS.

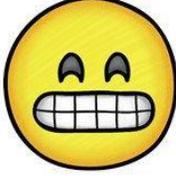


Your facilitator will take notes in the breakout room.

How do you think a lot of clinically-trained people respond to this idea?

How are you responding to mutuality at work?

FEELINGS CHART

		
SCARED	HAPPY	SAD
		
ANGRY	EXCITED	WORRIED
		
SURPRISED	SILLY	FRUSTRATED

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Our work in community mental health in helping people defy the odds – & secure employment (& education opportunities) is inherently **emotional & relational**, not transactional.



We may be taught approaches that work, but it is with the **assumption** that we are building strong working alliances.



Yet, we [higher education, providers, state systems] **don't often teach** how to build strong working alliances. **Or, reward or reinforce it.**



And, **we have the power to change** this by simply thinking more about how we are connecting & altering our own behavior.

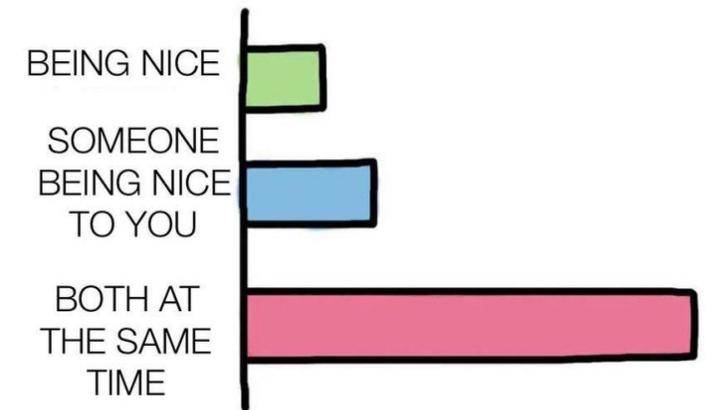
Y'all are set up well given IPS principles & practices to cultivate mutuality...

Remember, it's "the sharing of a feeling, action, or relationship between two or more parties"

- **Feeling** – you can encourage self-reflection in the moment; what are you feeling; what am I feeling; and co-sharing; stay CURIOUS.
- **Action** – you actually DO things with participants in the community; you can co-create and co-experience action
- **Relationship** – you have the opportunity to develop deeper relationships by learning from our on-the-job bonding experts: our peer providers.

- Healing & wellness through peer support is rooted in:
 - **Respect & shared responsibility** for healing & wellness
 - **Connection**, belonging, & community
 - **Mutuality** through co-creation, co-caring, co-sharing, co-collaboration, & co-healing
 - **Strategic use of self** & authenticity
 - *“Nothing about us without us”*
 - **Deep self-knowledge & growth** through self-reflection

WHAT GIVES PEOPLE THAT FUZZY FEELING



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How can we strategically use our lived (& living) experiences at work?

By reflecting on our own experiences.

Gaining insight into who we are.

Being vulnerable & strategically sharing.

This builds strong bonds.

SELF-REFLECTION ACTIVITY:

What led you to doing what you do today?

- What were you really good at & drawn to in your youth?
- What were you not so good at & avoided in your youth?
- What did you “want to be?”
- How did your career path change overtime?
- What changed your path or focus? Who was a major influencer? What was a major influencer?
- What something that you’ve struggled with on the-job (or in the classroom) that you’ve overcome? How did you do that?

Watching & Hearing a Peer Share

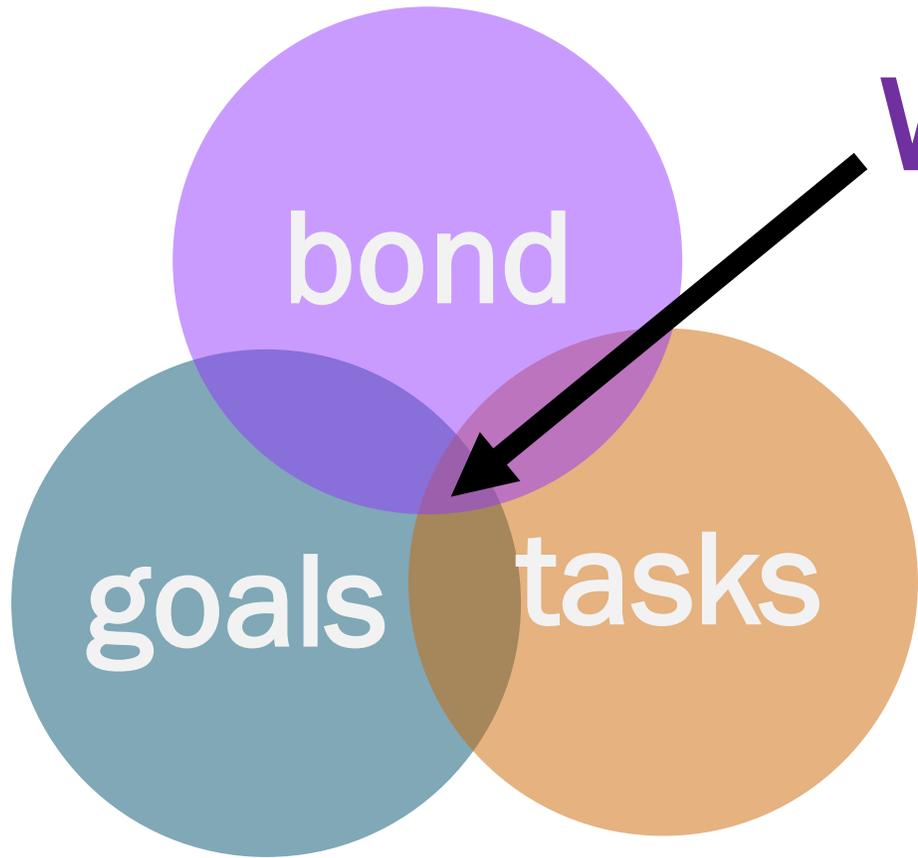
Add photo!

Welcome special guest!

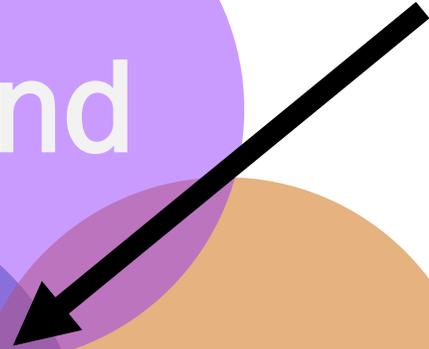
- what can you relate to?
- what resonates with you?
- how might you use some of your lived experiences to validate; empathize; demonstrate understanding & respect?

Strategic Sharing for the **PURPOSE** of Mutuality

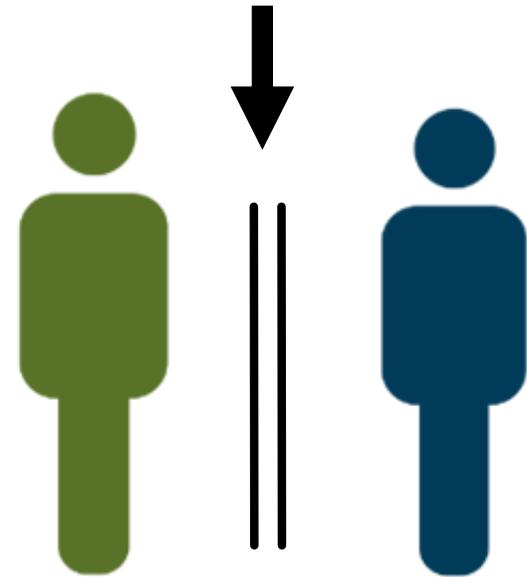
- how & why am I sharing?
- what is the information shared going to have on our relationship?
- how will I react?
- how will the other person react?
- will it be relatable? Validating?
- what am I getting out of my sharing? what is the other person getting out of my sharing?



Working Alliance



Mutuality



**SHARE 1 THING
YOU LEARNED
OR YOU WILL TRY
WHEN YOU LEAVE HERE**

Get in touch:

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