

Creating Conversations Masterclass with Dr Linda Coates and Dr Allan Wade - Founding members of the Centre for Response-Based Practice, Canada)

ORGANISATIONS | EMPLOYEE ASSISTANCE PROGRAMS | WORKPLACE TRAINERS

This masterclass was funded by Domestic Violence Service Management (DVSM) as an [Insight Exchange](#) initiative. Insight Exchange centres on the expertise of people with lived experiences of violence and gives voice to these experiences. It is designed to inform and strengthen social, service and systemic responses to Domestic and Family Violence

Invites were circulated through direct networks and through Thriving Communities Partnership (TCP) and Employee Assistance Program Australasian Association (EAPAA).

ATTENDEES - MARCH 2019

45 individuals from 34 different organisations

20 Corporates

- AGL
- ANZ Bank
- Australian Digital Health Agency
- Commonwealth Bank of Australia (CBA)
- CSIRO
- EnergyAustralia
- Ernst and Young
- Fresenius Kabi Australia Pty Ltd
- Healthdirect Australia
- Heinemann Australia
- Lagardere Travel Retail
- Meat and Livestock Australia (MLA)
- National Australia Bank (NAB)
- Qantas
- Simply Energy
- South East Water
- Suncorp
- Sydney Water
- Thriving Communities Partnership
- Transurban

8 Employee Assistant Programs

- Acacia Connection
- Access EAP
- Benestar
- Converge International
- Mindset Psychology
- Pure Insights Group
- SMG Health
- Work Happy Employee Assistance Professional Association of Australasia (EAPAA)

6 Workplace Trainers

- Australian CEO Challenge
- Rape and Domestic Violence Services Australia
- White Ribbon
- Working Women's Centre - Northern Territory

What the session means to me:

It has made me think about what language I am using with victim and the language our people leaders use. (Anonymous)

As an EAP consultant, it's certainly broadened my skillset of not only being more mindful of the responses of the client and elements of resistance to be more cognoscente around, but essentially being all the language/feedback that can change how the client is feeling i.e. whether they feel they are being heard or alternatively feeling more isolated. (Converge International – EAP)

There are many take home learnings for me bit the greatest was the importance of language, both in accurately and factually naming incidents of power, control and abuse, and in challenging the socially acceptable 'definitions' of describing violence. (Converge International – EAP)

It has shed an incredible amount of light on how your language and dialogue can have a huge impact on the way in which we interact with victims of DV. (Ernst & Young – Corporate – Professional Services)

Content Feedback: The presenters were fantastic and engaging. The first half of the day had way too many examples. Felt a bit laborious. Breakout sessions were great. I would have liked more time to discuss, dive deeper and unpack further. I felt many companies are in the same boat on 'how do we tackle this?'

Takeaways: Collaboration, collaboration!! The more we work together the stronger we become as a community. Best practice policy and culture of this vitally important topic. (South East Water - Corporate)

Reflecting on what I have been set up in with regards to the 'Cycle of Violence' and its meaning (or lack of). Also 'resistance' will be a huge change in my practice. I have got an enormous amount out of today and am truly grateful. (Acacia Connection – EAP)

An opportunity to connect with like-minded professionals and consider best practice and support. To continue to work towards making a meaningful impact on our workplaces with an understanding of strength, gaps and resources. Understanding the 'role of EAP', its limitations, but the absolute importance of connecting with others, of acknowledging the lives of our own workforces and especially women. (Benestar – EAP)

This session was highly valuable in reinforcing the power of language to reclaim, reframe and empower narratives of and around experiences of violence. Love the resistance narrative. (Rape and Domestic Violence Services Australia)

Provided invaluable insight into how interactions with people in my life and 'customers' and assumptions/judgements I made can disregard may impact facts of their life I can't see. Learning when interacting with listener, situation the language used is very important and being non-judgemental to their situation. (Transurban – Corporate)

I think you should deliver this to media outlets if you are not already. The session was very helpful in re-framing the narrative in my mind. I am going to make sure the content is included in our training and do the further reading. Thankyou. (Working Women's Centre – Northern Territory – Workplace Trainers)

Yet another validation that like-minded corporates, communities are progressing in the space of Domestic and Family Violence and how we can help each other find a consistent supportive experience throughout a

victim's life. The more education and awareness on the topic, the more will change. Got to have the right people with the right passion to move this forward. (National Australia Bank – NAB)

This session allowed me to understand or gain an insight rather, into how the English language affects others, the importance of social responses and how what we think is a simple word can affect the victim. The use of mutual words and how those words effect the situation – particularly “I was in an abusive relationship” ... not it's not a relationship. (Lagardere Travel Retail)

We started off today with a statement that informed me “Violence is the most urgent problem of our time” – Wow – I didn't know this. It makes me think about what I can do/influence – what ACTION I can take. DFV is a conversation that needs to happen more. DFV training to EVERY person, educate more people, understand RESISTANCE, help to have better conversations, ask the right questions and NOT judge/assume and review language and old ways/methods. (Pure Insights Group - EAP)

Interesting and thought provoking, giving different perception of how to interpret victim responses. Making me re-think and re-evaluate what I am seeing re victim responses and the meaning of these. Also I am going to read more around trauma informed responses and critical evaluation of this. (White Ribbon)

This session has opened my eyes to the often unconscious nature of adding to the problem when we intend to assist. This will influence how new policies and information is written to start to change how society treats Domestic and Family Violence. (Sydney Water)

Demonstrates that we all have responsibility to respond appropriately to achieve better outcomes for DFV Victims. We can do this by looking at the situations through a different lens – things are not necessarily as they seem there are subtle clues that you might not see if you are not looking for them. (Sydney Water)

Language is important. Always treating people with dignity and respect. Each case is different – not a “one fits all” solution. (Anonymous)

4 Resources from DVSMs [Insight Exchange](#) initiative distributed to all participants:

- [Follow My Lead](#) – an awareness raising resource
 - [What does safety mean for me?](#) – an example of lived experience of Domestic and Family Violence
 - [Voices of Resistance](#) – one of the 4 narratives of lived experience of Domestic and Family Violence
 - [Guide to Selecting a Counsellor](#)
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