

बच्चों के साथ संवेदनशील संचार/संवाद

संवेदनशीलता: व्याख्या

Sensitivity has many shades of meaning but most relate to an individual's response to his/her environment — either physical or emotional.

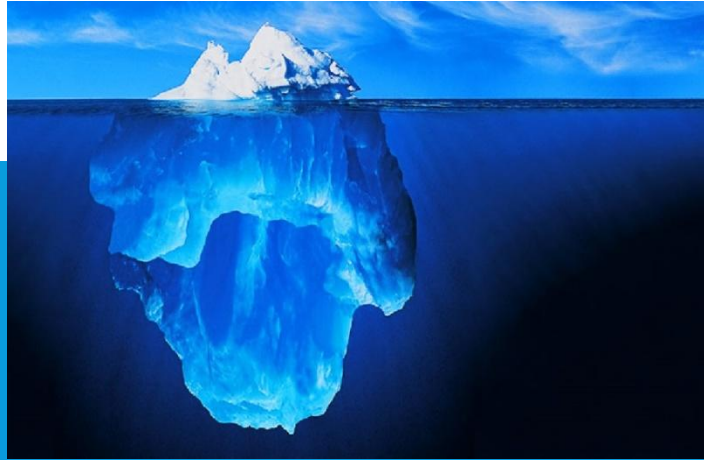
- sensitivity to emotional feelings (of self and others) awareness of the needs and emotions of others (स्वयं और दूसरों की) भावनाओं के प्रति संवेदनशीलता, दूसरों की जरूरतों और भावनाओं के प्रति जागरूकता
- the ability to respond to affective changes in your interpersonal environment
- an ability to understand what other people need, and be helpful and kind to them - यह समझने कि दूसरे लोगों को क्या चाहिए, और उनके प्रति मददगार और दयालु बनें

संवेदनशील व्यवहार निर्धारित होता है:

- Our Genetics - हमारी आनुवंशिकी
- Our External Environment - हमारा बाहरी पर्यावरण
- Our beliefs and attitudes [an expression of favor or disfavor toward a person, place, thing, or event] - हमारी मान्यताएँ और दृष्टिकोण
- Our Emotions: हमारी भावनाएँ
- Our Experiences : हमारे अनुभव
- Our implicit/explicit biases: हमारे अन्तर्निहित पूर्वाग्रह

- **“Explicit bias”** refers to the attitudes and beliefs we have about a person or group on a conscious level. Much of the time, these biases and their expression arise as the direct result of a perceived threat.
- **“Implicit bias”** refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. They are activated involuntarily and without an individual’s awareness or intentional control. Everyone possesses them, even people with avowed commitments to impartiality such as judges.

WHAT IS IMPLICIT BIAS?



- Operates at the **subconscious level**. We are **NOT** aware that we have them.
- They are activated involuntarily and without an individual's awareness or intentional control.
- Triggered **automatically** through the **rapid association** of people/groups/objects and our attitudes and stereotypes about them.

UNCONSCIOUS DISCRIMINATION/BIAS

- जेंडर: लड़कियां अच्छी इंजीनियर नहीं बन सकती/टेक्नालजी से कोई वास्ता नहीं/सुशील होनी चाहिए/यदि कोई लड़कों से बात करती है तो वह चालू लड़की होती है
- पारधी चोर होते हैं
- पन्नी बिननेवाले बच्चे चोरी करते हैं
- बच्चे नासमझ होते हैं; उनका अच्छा भला हम बड़े/व्यस्क ही समझ सकते हैं
- सभी मुसलमान देशद्रोही होते हैं

BIASED JUDGMENT

When, Bhanwari, a Saathin from Women's Development Programme in Rajasthan was raped by the villagers, the trial judge acquitted the accused on the reasoning that **'rape is usual'** and an **'upper-caste man could not have defiled himself by raping a lower-caste woman.'**

EMPATHY VS. SYMPATHY

- Sympathy reflects understanding another person's situation - but viewed through your own lens. It is here that bias seeps in
- Empathy is what you feel only when you can step outside of yourself and enter the internal world of the other person. one can experience the other's emotions, conflicts, or aspirations from within the vantage point of that person's world

संवेदनशीलता : लक्षण

- दयालुता
- सहानुभूति
- **lekuHkwfr**
- परोपकारिता
- करुणा
- सहायक (en~nxkj)





■ Man hit by truck ignored by 140 cars, 82 rickshaws, 181 bikers, 45 pedestrians In Delhi



NFYR VKSJ LEKT



THE UNA INCIDENT



SENSITIVITY: IS IT A STRENGTH ?

Sensitivity gives us the ability to be strong, capable and thriving, even in the face of adversity. Sensitive people have -

- **Awareness:** They are more aware of our surroundings and our own feelings.
- **Creative :** they devise methods to deal with Problem
- **Observant :** They notice details
- **Empathy :** They recognize other people's need
- **They have strong intuition :** have a closer connection with their intuition or gut instincts

1. Greet People with a smile.
 2. Donate blood.
 3. Be kind to someone you dislike.
 4. Talk to the shy person at a social event.
 5. Tell someone that you are thankful they are in your life.
 6. Thank your parents for all they have sacrificed for you.
 7. Do one simple random act of kindness a day for a stranger or someone you love every day.
 8. Compliment a work colleague for their excellence.
 9. While others are gossiping about someone, say something nice about that person.
 10. Buy a small useful gift for someone. Just like that.
1. Donate all your unnecessary possessions.
 2. Become an organ donor.
 3. Donate to your favourite charity.
 4. Are soft to animals.

संवेदनशील व्यवहार के लक्षण

- **Listen** सुनना – this is one of the greatest act of sensitivity
- **Empathy** समानुभूति - Try to understand the feeling of the victim / person and his anger and responding to it.
- **Trustworthiness** विश्वासपात्र -
- **Respect** Listening to someone else without judging; accepting their point of view as valid, even if you disagree.
- **Use of appropriate language** –
- **Rise above your own implicit Bias** –
- Patience
- **Generosity** उदारता– offer your assistance, time, wisdom.
- Gratitude

Three needs of the person in distress

You can help victims by understanding the three major needs they have after a crime has been committed:

- the need to feel safe;
- the need to express their emotions;
- the need to know “what comes next”



Need To Feel Safe

- Introduce yourself, also introduce any other person present. Ask his/her name and address by it. Find out if he/she has a nick name.
- Ask simple questions that allow victims to make decisions, assert themselves, and regain control over their lives. Eg: "Would you like to drink water?"; Are you comfortable?"
- Ensure privacy during your interview. Conduct it in a place where the person feels secure.

Establishing Rapport

Safety, Trust & Empathy

- Discussion of neutral topics, playing with toys if appropriate, and reassuring the child that they have done nothing wrong
- Understanding the personality and life circumstances of the child
- It is vital to make sure that the child understands the importance of telling the whole truth.
- Significance of body language: verbal/non-verbal communication
 - Hand , body & head movements make a part of gestures
 - Head nods acts as reinforce in speech
 - Gestures also reflect emotive state. Fist clinching, face touching, scratching, forehead wiping

Establishing Rapport Further

Tell me about...

- Your favourite food
- Your favourite animal (or pet)
- Your best friend
- Your favourite toy
- Your favourite television programme (or pop star, or cricketer etc)
- Brothers and sisters



How people exposed to Trauma communicate?



- As per research done by Dr. Judith and Allen Schore (2007)
- A trauma victim has an active right brain, and a rather sleepy left brain.
- Before stating facts (left brain), the female victim looks first for a sense of trust (right brain).
- They receive information by watching our **eyes, facial expressions and body posture** along with **the tone and reflection of our voice**, then use these expressions to communicate back to us.

वातावरण

बच्चों से बात कहाँ करनी चाहिए?

क्या ऐसी कोई जगह हमारे पास है ?



आपके बैठने की स्थिति कैसी होती है?



EYE CONTACT

- Maintain **eye contact** whenever you **talk** or the **child talks**.
- It is important to get **down** to the **child's** level when **talking** because it establishes connection with the **child**, and sends a signal that you're interested.



OBAMA & KIDS







बातचीत के समय ध्यान रखें

- अपना परिचय ज़रूर दें
- बच्चे के पर्सनल स्पेस का सम्मान करना
- अनावश्यक छूने से बचना
- बच्चे ने कुछ कहा – ऐसा अंदाजा मत लगाएं
- खुद से कुछ मत बताएं कि “ऐसा हुआ होगा”, “ऐसा तो नहीं हुआ न”.
- कोई वायदा न करें जो आपकी सीमा से बाहर की बात हो

Avoid these signals

- Narrowing of the eyes
- Raising one eyebrow
- Blinking several times
- Avoiding to look directly at the victim



Communicate
with **Compassion**

बच्चों से संवाद करते समय इन बातों का ध्यान रखें

- vuqdwy 'kCnkoyh dks mi;ksx djsa rFkk egRoiw.kZ tkudkjh dks nksgjk,;A
- fcuk fdlh Hkh izdkj ds vuqfpr iqokZuqeku ds] cPps }kjk vfHkO;Dr ckrksa esa Nqis gq, vFkZ ;k vfHkizk; dks le>us ds fy, lpsr jgsA
- cPps ds xq.k vkSj LokHkko dh fo'ks"krk dks igpkus vkSj mu ij tksj nsaA
- cgqr NksVs cPpksa dks [ksyus dks izksRlkfgr djsaa] D;ksafd os [ksy&[ksy esa csgrj lapkj dj ldrs gSaA

- Iquus dks utjvankt u djsaA
- [kkeks'kh dk jpukRed ;k ldkjkRed rjhds ls iz;ksx djsaA
bl ckr dk /;ku j[ksa fd dgha vki Lo;a ihfM+r ls vf/kd rks
ugha cksy jgsA
- cPpksa ds ikydksa dks lgkuqHkwfr nsuk uk Hkwysa
vkSj cPps ls dSlk O;ogkj j[ksa bu ckrksa ds fy, mUgsa
fo'ks"k funksZ'k nsaA
- /;ku j[ksa dh cPpksa dk /;kukd"kZ.k T;knk nsj rd cuk;s
j[kuk dfBu gksrk gS muesa cSpsuh ds non verbal signal
dks igpkus A
- NksVh mez ds cPps nokc ls fo'ks"k izHkkfor gksrs gSa
muds mij ncko uk cuk;sa mUgs ckj&ckj muds lg;ksx ds

Don'ts of compassionate Interview

- viuk vgadjk@?keaM uk fn[kk,aA
- Åaph vkSj jkscnkj vkokt+ esa ckr uk djsaA
- ihfM+r O;fDr ls ,sls okns uk djsa ftUgsa vki iwjk u dj ldsA

Recognize that mistakes will be made and that improved communication skills come from learning from your mistakes.

***"SCIENCE MAY HAVE FOUND THE CURE FOR MANY EVILS; BUT IT HAS FOUND NO
REMEDY FOR THE WORST OF THEM ALL -- THE APATHY OF HUMAN BEINGS."
--HELEN KELLER***

