



HUMAN CENTERED COMMUNICATION

Human-centered communication is an approach that focuses on empathy, active listening, understanding, and respect for the other person. It creates a compassionate and supportive space for individuals to express their feelings, needs, and experiences without fear of judgment or retribution. Here are some reasons why human-centered communication is crucial for healing emotional abuse using Integrate's 5 Elements of Human Centered Communication

By Julie Johnson

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WHY COMMUNICATION MATTERS

Peer coaching helps build a coaching culture in your organization as you solve problems.

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VALIDATION

Validation can help survivors feel seen and heard.

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MIRRORING

Using mirroring to help people get in touch with their own experience.

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ALIGNING WORDS AND ACTIONS

Words and action alignment can help build trust and transparency.

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CULTURAL IMPACT

Employ language that is rooted in care and cultural understanding.

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BOUNDARIES

Communicating with boundaries helps build connection on your terms.



WELCOME

Human-centered communication plays a crucial role in trauma-informed care by emphasizing the importance of empathy, respect, and collaboration. Through active listening, validation, and non-judgmental responses, human-centered communication can help create a supportive and empowering space for individuals who have experienced trauma. By prioritizing the individual's unique needs and perspectives, professionals can build trust and foster a sense of agency and control, essential for healing and recovery. Human-centered communication also encourages transparency, clear communication, and mutual feedback, which can help prevent retraumatization and promote positive relationships between professionals and individuals seeking care. Ultimately, incorporating human-centered communication into trauma-informed care can help create a more compassionate and practical approach to supporting those impacted by trauma.

[CLICK HERE](#)



ABOUT

My experience is a bit like fusion food: a unique blend of using evidence-based adult learning methods, and behavioral science to develop human-centered brands, to enhance accessibility features in performance development for employee-facing training and customer-facing content marketing.

With over 10+ years in Instructional Coaching in K-12 and 4+ years working in Corporate Learning Experience Platform Design (LXP). I am passionate about ensuring the learner's needs are considered from end to end of the design process.

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Validation

By validating a survivor's perspective, individuals can rebuild their sense of self and trust their experiences. Knowing that their feelings and perceptions are acknowledged and understood by others can be incredibly healing.

- I can hear the sadness in your voice.
- That must have been really scary.
- You have every right to feel this way.
- Your experience matters.
- It's okay to not know what to do.

Mirroring

Human-centered communication helps survivors establish a foundation of support and trust in their interactions.

Mirroring is a communication technique that subtly matches another person's speech patterns, tone of voice, body language, and gestures to build rapport and establish deeper connections, ultimately creating trust and understanding between individuals in various contexts.

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- Embodies a neutral body language when someone is upset.
 - Uses a tone of voice that can support a person's sense of comfort.
 - Engages language that can be easily understood.
 - Uses inquiry based questions.
 - Reflects back with curiosity instead of non-judgement.

Aligning Words and Actions

Emotional abuse can silence the voices of survivors, making them doubt their thoughts and feelings. Understanding how words and actions align with emotional abuse survivors is crucial, as language or seemingly minor misunderstandings can inadvertently perpetuate a trauma response. Being mindful of one's words and actions can help create a compassionate, more supportive environment for healing from emotional abuse.

- Ensure you are following through with appointment times and callbacks.
- Be transparent when a change is coming the further out the better.
- Ask for consent before doing any kind of touch based care.

The Social Impact on Language

Recognizing the unique experiences and perspectives of individuals from different backgrounds can foster deeper connections and understanding within the community. Likewise, it can help us be flexible and adaptable in our word choice.

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- Study the racial and cultural implications of language and society.
 - Understand the cultural implications of your own race and it's impact on other people
 - Ask for consent before doing any kind of touch based care.

Boundary Setting to Connect

Using boundaries in communication is essential because it helps establish clear expectations and guidelines for interacting with others. When people are emotionally abused, the use of language can become a tool for manipulation and boundary violations. Purposeful communication involves being intentional, respectful, and empathetic toward others' needs and perspectives.

- Set clear expectations with a trauma informed protocol
- Consent and permission: Encouraging open dialogue and actively listening to client feedback can help maintain appropriate boundaries.
- be mindful of respecting personal space during the session.

Use this tool when you are needing to make a trauma informed decision..

The Trauma-Informed Decision Making Table

Pros/Benefits

Cost/Cons

WHAT IS THE
BENEFIT OF NOT
CHANGING TO
A TRAUMA
INFORMED LENS?

IDENTIFY THE COST
OF
NOT CHANGING?

START
HERE

WHAT/WHO WILL
BENEFIT IF THE
CHANGE IS MADE?

WHAT WILL THE
COST BE FOR
CHANGING?

FINISH

Effective Listening

Listen for:

- Statements that reveal the person's self-image
- Current perceived barriers
- Their motivation for change

Peer Coaching Journal Notes

Use the space below to reflect on individual or group insights from your Peer Coaching session.



Make a plan.

Write down the actionable steps you can take to meet your goal.

SUNDAY:

MONDAY:

TUESDAY:

WEDNESDAY:

THURSDAY:

FRIDAY:

SATURDAY:

NOTE:



BOOK A SESSION

Ready to schedule a Peer Coaching Session with me to move through the steps with a team?

[CLICK HERE](#)