THE LIBRARIAN’S GUIDE TO HOMELESSNESS

Reduce problems/conflict AND be inclusive

MINI - TRAINING HANDOUT

By Ryan J. Dowd
www.HomelessLibrary.com
Three “Types” of Homelessness

- 50% =
- 40% =
- 10% =

1. Trauma

People with trauma:

1. Misperceive ________________ stimuli.
2. Have difficulty regulating their ____________________.
3. More ____________________.

2. Time.

3. Everyday sadists
Part II
Punishment

How Punishment Works.

Two “levers” of punishment:

1) _____________ of harm.
2) _____________ of harm.
   a. Ability to punish.
   b. Willingness to punish.
   c. Likelihood of getting caught.

Punishment-immune populations
A New Paradigm

PUNISHMENT-DRIVEN ENFORCEMENT™    EMPATHY-DRIVEN ENFORCEMENT™

TOOLS

BENEFITS

It is not about __________________ you enforce the rules. It is about __________________ you enforce the rules.
Part III
Psychology of Voluntary Compliance

Neurochemical chemistry of aggression and empathy

<table>
<thead>
<tr>
<th>Chemicals</th>
<th>What they do</th>
<th>How you get them</th>
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<tbody>
<tr>
<td>Serotonin</td>
<td>Reduce _______ behavior; Reduce _______; Increase _______;</td>
<td></td>
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<tr>
<td>Dopamine</td>
<td>Increase _______;</td>
<td></td>
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<tr>
<td>Oxytocin</td>
<td>Increase _______;</td>
<td></td>
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<td>Cortisol</td>
<td>Increase _______;</td>
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Reciprocity

Two caveats:

1. __________________ treatment, not actual treatment matters.
2. The __________________ version is stronger than the __________________ version.

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Psychology of a Relationship

5:1 Ratio:

<table>
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<th>4 building blocks of relationship</th>
<th>4 relationship destroyers</th>
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<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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Mindset Tools

» Tool: Navy SEAL time

Pre-Conflict Tools

» Tool: Cup of Pennies
Non-Verbal Tools

» Tool: How to stand

Don’t:

1.

2.

Instead:

1.

Verbal Tools

» Tool: Active/Reflective listening

» Tool: One Problem, Two Issues

Single Problem

Issue #1: _______________   Issue #2 _______________

Focus of: _______________   Focus of: _______________
Crisis Tools

» Tool: How to do backup

Do not do this:

How to do backup correctly:

   Primary Person’s Role:

   Backup Person’s Role:

   1.

   2.

   Backup person should be ____________________ feet to the side, visible by ____________________.

In high-stakes conflict, who should be primary person?

In low-stakes conflict, who should be primary person?