

YWCA- Evanston/ North Shore Case Study



Presented by:
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Case Study Overview

The Domestic Violence Department of the YWCA-ENS hired Courageous SHIFT to facilitate two workshops to address internal concerns and challenges.



The Obstacles and Challenges

Obstacle #1

The Domestic Violence Department leadership sought to address the concerns of its team members who are a) survivors of domestic violence and b) historically marginalized groups.

Obstacle #2

The Domestic Violence Department wanted to ensure outside presenters aligned with their core values.

Obstacle #1

- Courageous SHIFT facilitated our workshop, Workplaces to Brave Spaces. Workplaces to Brave Spaces focuses on understanding how organizations can prepare employees for topics and challenging conversations around mental health, depression, domestic violence, racial and gender bias, and other issues of concern.
- The workshop delves into a brave space and why it is needed.
- The program helped identify specific strategies and approaches organizations could use to create safe, sensitive, and brave spaces for employees, partners, and community members.

The Plan



Obstacle #2

- Courageous SHIFT consulted and collaborated with department members to develop a policy to align external presenters with the departments' values.
- In this session, participants discussed their current hiring policy, what's missing, what should be kept, and the challenges with outside presenters.

WILL WE GET THERE?



OBSTACLE #1 OUTCOMES

- 01 TOOLS TO HAVE DIFFICULT CONVERSATIONS
- 02 RECOGNIZE THEIR BIASES AND HOW TO ADDRESS THEM
- 03 HOW TO CREATE THEIR SAFE AND BRAVE SPACES
- 04 WHAT'S NEEDED IN THEIR DEPARTMENT'S BRAVE SPACES
- 05 WAYS TO CHALLENGE THEIR BELIEFS
- 06 TIPS TO PRACTICE EMPATHY AT WORK
- 07 KNOWLEDGE OF HOW BIAS IMPACTS RESPONSES
- 08 STRATEGIES FOR PRACTICING EMOTIONAL INTELLIGENCE AT WORK
- 09 TOOLS TO SUPPORT AND SHOW CARE TOWARDS COLLEAGUES WHO ARE SURVIVORS OF DOMESTIC VIOLENCE.
- 10 BETTER UNDERSTANDING OF THE POTENTIAL TRIGGERS FOR SURVIVORS AND HOW THEY IMPACT THE WORKPLACE.
- 11 RECOMMENDATIONS FOR THE NEXT STEPS TO CONTINUE DEVELOPING A CULTURE SHIFT WITHIN THE DEPARTMENT AND ORGANIZATION.

OBSTACLE #2 OUTCOMES

- 01 DETERMINED DEPARTMENT VALUES
- 02 DETERMINED GUIDING PRINCIPLES
- 03 DETERMINED WHAT INTERSECTIONALITIES SHOULD BE PRIORITIZED
- 04 WHAT QUALITIES OF A TRAUMA-INFORMED, SURVIVOR-CENTERED PRESENTER THE DEPARTMENT VALUED
- 05 DEPARTMENT'S MUST-HAVES AND DEALBREAKERS
- 06 DISCUSSED WHO HAS THE FINAL SAY IN HIRING
- 07 EMPOWERED TO ADDRESS REAL-TIME CONFLICTS
- 08 THEIR DEPARTMENT'S FRAMEWORK FOR ALIGNING EXTERNAL PRESENTERS

DEPARTMENT TEAM MEMBER

"I liked learning about various areas that can be improved in the workplace."

COMMUNITY SERVICES COORDINATOR

"It was an amazing opportunity to learn from my coworkers and from Melody, in a safe space."

100%

of those surveyed said they learned something new.

VIOLENCE PREVENTION TRAINING MANAGER

"I really appreciated how thoughtfully the activities built on one another. It was great to come together as a group to determine some of our philosophy and how that shapes concrete action across the department."

90%

of those surveyed found
the content useful.

DIRECTOR, DOMESTIC VIOLENCE DEPARTMENT

“Melody was respectful and invited feedback. She was approachable and authentic. It was presented clearly and grounded in lived experience. Melody was engaging and had good group activities.”

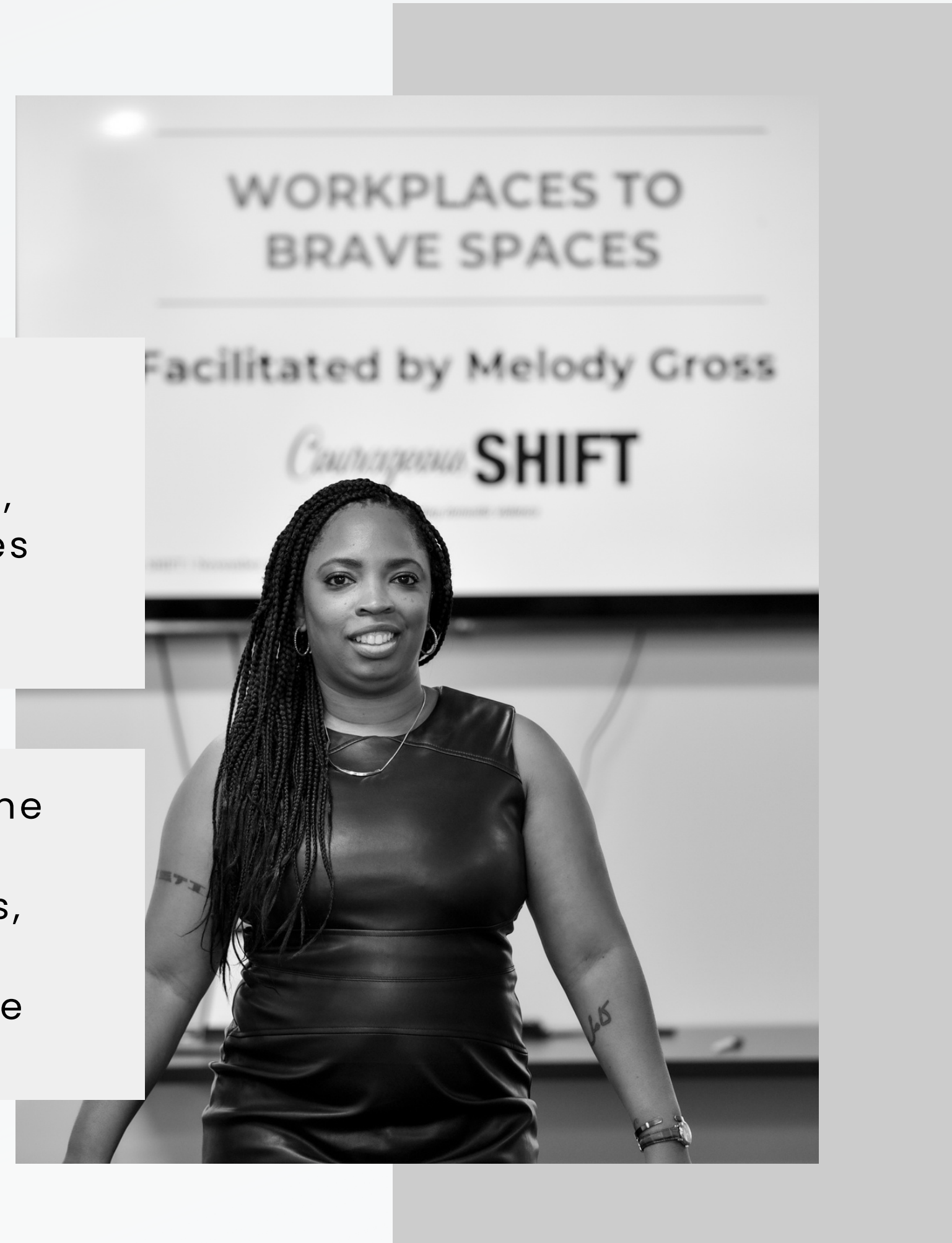
90%

of those surveyed would recommend Workplaces to Braves Spaces to other professional colleagues outside of their organization.

ABOUT US

Courageous SHIFT partners with value-driven, people-centered, action-taking organizations committed to compassionate, diverse, inclusive, and equitable solutions to support all employees through keynotes, programs, trainings, and policies.

We work to change systems through action at the intersection of domestic violence and DEI. Courageous SHIFT was founded by Melody Gross, a motivational speaker, facilitator, survivor of domestic violence, and certified professional life coach.





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