



Presenter's Guide

The materials included in this packet will be used throughout the training and will be a continued resource for you as a presenter.

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Welcome

Welcome! If you are reading this guide, you are well on your way to completing the “NAMI Sharing Your Story with Law Enforcement” presenter training. “NAMI Sharing Your Story with Law Enforcement” is a two-part training that is preparing you to share your personal story with a law enforcement audience. Before attending this session, you must have completed the modules in the online training and developed a draft of your story. You will use the draft of your story, and the materials in this guide, throughout the in-person coaching session. By the end of this training you will have new tools that will help you to be an effective presenter, including information about how to handle nervousness and how to facilitate a Q&A session. Keep this guide as a resource and look back on the tools every time you are preparing for a presentation.

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CLASS TIMING CHART

Module Name	Slides	Purpose & Concept of Activity	Duration
Introduction & Logistics	1 - 9	The purpose of this segment is to welcome participants, establish some common ground, communicate expected results, handle the logistics, and engage in an ice breaker activity.	30 min.
Crisis Intervention Team (CIT) Training	10-14	The purpose of this segment is to introduce the Crisis Intervention Team (CIT) program model, CIT in your community, and purpose of the Lived Experience Presentation.	15 min
Not as Seen on TV	15-18	The purpose of this segment is to begin to introduce law enforcement culture and prepare speakers to present to a law enforcement audience.	10 min.
Presenter Skills	19-25	The purpose of this activity is to explore our very normal and very natural nervous reaction that occurs with a presentation and what to do about it. The purpose of this activity is to practice hearing and answering the various types of questions that show up during a presentation.	35 min.
Break	26		15 min
Presenting to a Friendly Audience	27-29	The purpose of this activity is to rehearse your presentation in front of a “friendly” audience, to help each other by using NAMI support criteria (provided) and to get more comfortable delivering your presentation.	1 hr. 30 min.
Lunch	30		45 min.
Dress Rehearsal	31-34	The purpose of this activity is to deliver the full presentation in front of a “friendly” audience.	1 hr. 15 min.
Break	35		15 min.

Reviewing and Feedback	36-39	The purpose of this segment is to provide an opportunity for participants to apply the feedback they received during the “Team work” section.	30 min
Close	40-43	The purpose of this segment is to provide additional information about the logistics for presentations during CIT training, congratulate, and end.	15 min.

Facilitating a Successful Q&A Session

An important part of your presentation is the question and answer session. This is an opportunity for the law enforcement officers in the audience to continue to learn from you and for you to learn from them. This exchange can have a huge impact on the evolution of your audience's understanding of mental illness and people experiencing mental health crises.

When you are planning for your presentation, make sure that there is at least 10 minutes for your audience to ask you questions. Sometimes this will go smoothly - your audience will feel engaged and have lots of questions. Other times, your audience might be more reserved and not offer any questions, at least to start. If this happens it's always good to have a few questions prepared as "conversation starters." You can ask them out loud to your audience, and either provide an answer or ask the audience to respond to the questions.

Below are some questions you can use as "conversation starters":

- How has our presentation impacted you today?
- Did you hear anything today that might change the way you engage or approach someone with a mental illness?
- Were there parts of our stories that helped to reinforce the training that you have been receiving? Which parts?
- How will you be able to apply the things you have heard here today to your everyday work?
- What are some of the most difficult challenges you encounter when you are interacting with people who have symptoms of serious mental illness?
- What would you like to see NAMI or the advocacy community do to support the law enforcement community in responding to mental health crises?

- If you were responding to a crisis in any of our families, and you had been provided with information about the mental health history, would you have changed your response

NERVOUSNESS IS NORMAL – WHAT DO WE DO ABOUT IT?

Getting up and speaking in front of any size audience will cause even the most experienced public speakers to feel nervous. Nervousness is a natural part of being a public speaker. The key is that you don't allow it to interfere with delivering a successful presentation. Below are a few ideas to combat nervousness - before, during and after your presentation!

Before the presentation

- Be well rested. Get enough rest the night before so you'll have plenty of energy during the presentation.
- Eat well. Make sure you've eaten enough food that day and that you haven't overeaten. Try to eat healthy, balanced meals that day. Most people feel better when they avoid foods that are high in sugar or caffeine, which can make you feel jittery and anxious.
- Dress appropriately. It's important to feel confident in the way you look, so wear clothes you like and feel comfortable in. "Appropriate" dress might vary depending on the presentation venue. The first impression you make will affect how people receive your presentation. Looking clean and neat is critical.
- Practice and prepare. Don't wait until the last minute to put your speech together. Rehearse several times before the day of the training.
- Plan ahead. A few days before your presentation, gather handouts, evaluation forms, data survey form and local NAMI information.
- Visualize yourself doing well. Imagine the experience in a detailed way. See yourself walking to the speaker's stand. Hear yourself speaking smoothly and naturally. Hear the audience laugh if you say something funny. See yourself as successful and run several replays of your success. You will also find that, after a few presentations, this picture will be very easy to recall.
- Don't repeat negative beliefs about yourself. Don't say, "I know I'm going to do a bad job" or "I'm so nervous, I'll never get through this presentation."

Try reframing these thoughts, whether in your mind or out loud, as something like, “I’m nervous, and that’s natural. I know I will do a good job.”

During the presentation

- Stay focused on your message. When you believe you have something important to share, it’s easy to feel excited. When you focus on your message, you’ll probably feel less self-conscious.
- Take several deep breaths. Breathing deeply has a calming effect. A good approach is to breathe from the diaphragm (moving your belly rather than your chest). Breathe in for four counts, hold your breath for four counts, breathe out for four, pause for four and start again. You can do this while waiting to speak. This is sometimes called “Box Breath” (4x4x4x4).
- Move around. If you are waiting to appear in front of your audience, take some large steps and shake out your arms. This can release nervous energy and restore a feeling of calm.
- Be generous to yourself. It is okay to make a mistake. Speakers make mistakes. If you learn to laugh about it and let your audience enjoy it with you, it can lead to a better dynamic with your audience.
- Identify a focal point. Find friendly faces and make eye contact with them. Looking at people while you are speaking, or while they are speaking to you, is very important. You’re letting them know that you’re giving them your full attention and that you value the interaction.

After the presentation

- Congratulate yourself! Sharing the most personal parts of your life with complete strangers takes a lot of courage. Give yourself credit for what you’ve accomplished, even if you think you could have done better.
- Critique yourself without being critical. Choose one or two things you’d like to improve for your next presentation, but don’t make a long list of things you did wrong. Note the positive things you did.

MINDFULNESS RESOURCES

Stress and anxiety can be part of everyday life. But sometimes events such as speaking in front of a large audience or sharing a story about a traumatic event, can elevate our stress levels. There are lots of resources to help with stress and anxiety and we each have our own tools for staying calm and relaxed. Below are a few additional suggestions and tools to help you relax.

DIAPHRAGMATIC BREATHING

Diaphragmatic breathing can help us slow down, decrease our stress and think more clearly. It's how babies breathe when they are sleeping.

Why does it matter how we breathe? Because the brain relies on the oxygen we breathe to do its job. When someone is hyperventilating, often the only way they can stop this shallow, quick breathing is when someone surprises them to the point that they take a deep breath. That's when their brain gets enough oxygen to focus back on their situation and think clearly again.

To get a sense of how we respond to this breathing technique, it can be helpful to notice how we feel before and after doing it.

Take a moment to see how you are feeling in this moment. Are your muscles tight or are they relaxed? What are you thinking about? Are there any strong emotions?

DIAPHRAGMATIC BREATHING INSTRUCTIONS

1. Get comfortable in a seated position, preferably in a place where it is quiet
2. Close your eyes
3. Start by breathing normally by breathing in through your nose and out through your mouth
4. Put one hand on your chest and one hand on your belly, pay attention to whether your hands move as you breathe
5. Try to breathe so your belly hand moves, and your chest hand does not
6. Try this for a few deep breaths

7. Go back to your regular breathing for a minute or so
8. Slowly open your eyes

Keep in mind:

- You can try diaphragmatic breathing standing, sitting up, or lying down
- Stay focused on your breath
- If your mind wanders, just gently return your focus to your breath
- When you first try this, you may want to do it for only a few minutes
- Regular daily practice teaches you how to calm yourself when stressed
- Slow down and be gentle with yourself, especially if you cough or feel light-headed
- If diaphragmatic breathing makes you feel anxious, stop
- If you have COPD, asthma or other breathing problems, you may want to check with your health care provider before practicing on your own.

PROGRESSIVE RELAXATION

A benefit of this technique is being able to notice when you are tense, and then deliberately relaxing the area of the body that feels tense.

We are sharing a variety of breathing and relaxation techniques because science shows that regularly practicing a relaxation technique decreases stress and increases feelings of well-being. People respond differently to different techniques, so we want to expose you to a number of them.

PROGRESSIVE RELAXATION INSTRUCTIONS

1. Get comfortable, either sit or lie down and uncross your legs or arms
2. Close your eyes if you wish
3. Decide what part of your body you are going to tense and relax first
4. Take a few deep breaths
5. Slowly tense that body part, holding it for 5 seconds
6. Slowly relax that body part over the next 30 seconds
7. Repeat if you still feel tense
8. Continue onto the next area until you have relaxed tense areas throughout your body
9. Scan your body to notice if any other area is tense. Relax and tense that area
10. Notice the relaxed sensation throughout your body and slowly return to your day

BREATHING WITH WORDS

This technique involves relaxed breathing while concentrating on a word or a phrase. First, notice how you feel in this moment. Are your muscles tight, or are they relaxed? What are you thinking about? Are there any emotions? Next, we're going to make each part of our breath—inhaling, holding our breath, exhaling—last for four seconds.

BREATHING WITH WORDS INSTRUCTIONS

1. Choose a word that is relaxing for you
2. Take a deep breath, close your eyes if you want...and release it
3. Now inhale slowly to a count of 4, saying your word silently
4. Hold your breath for 4 counts, again silently saying your word
5. Slowly exhale for 4 seconds, saying your word
6. Now another series, inhale (*wait 4 seconds*), hold your breath (*wait 4 seconds*) and exhale (*wait 4 seconds*)
7. Continue breathing this way as long as you'd like

HANDLING NERVOUSNESS – Activity Sheet

Purpose

The purpose of this activity is to explore our very normal and very natural nervous reaction when presenting, and to prepare some strategies for how to handle those feelings.

Directions

Work in small groups (2 to 3 people) to answer the following questions.

- It's the night before your presentation and you feel nervous. What do you do to feel calm?
- It's the day of your presentation and you feel nervous. What do you do to feel calm?
- During your presentation you can feel your heart racing and you start to forget what to say. What do you do to feel calm?

Group Answers:

Feedback Form - Small Group Presentation

Presentation time: _____

Introduction: Did the presenter . . .

- Include information about NAMI?
- Include personal information other than their experience with the justice system or about their mental illness?

What happened: Did the presenter . . .

- Use “I” statements?
- Share challenging experiences (symptoms, stigma or barriers to support) in a way you could relate to?
- Limit their story to the topics in this section?

What helps: Did the presenter . . .

- Use “I” statements?
- Include when they realized that they needed support?
- If the presenter was a peer, did they share their experiences of creating a personal wellness plan, and healthy coping skills, or about the difficulties of accessing care and support?
- If the presenter was a family member, did they share their experiences of success and challenges of finding ways to support their loved-one?
- Limit their story to the topics in this section?
- Avoid sharing specific names of medications, doctors and facilities?

What’s next: Did the presenter . . .

- Use “I” statements?
- Focus on things that represent success?
- Share what they are looking forward to – hopes and dreams for the future?
- Limit their story to the topics in this section?
- Share why these things are meaningful to them?

Overall Feedback: Did the presenter . . .

- Speak clearly and maintain a steady pace throughout the presentation?
- Share their personal experience and not discuss police protocol?
- Use techniques to relate to and engage the audience?

Open Feedback – Use the space below to provide feedback to the presenter. What went well? What are some opportunities to improve the presentation? Please limit your feedback to one or three comments.

Feedback Form - Small Group Presentation

Presentation time: _____

Introduction: Did the presenter . . .

- Include information about NAMI?
- Include personal information other than their experience with the justice system or about their mental illness?

What happened: Did the presenter . . .

- Use “I” statements?
- Share challenging experiences (symptoms, stigma or barriers to support) in a way you could relate to?
- Limit their story to the topics in this section?

What helps: Did the presenter . . .

- Use “I” statements?
- Include when they realized that they needed support?
- If the presenter was a peer, did they share their experiences of creating a personal wellness plan, and healthy coping skills, or about the difficulties of accessing care and support?
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Open Feedback – Use the space below to provide feedback to the presenter. What went well? What are some opportunities to improve the presentation? Please limit your feedback to one or three comments.

HANDLING QUESTIONS – The C-A-R-E Technique

Purpose

The purpose of this activity is to practice hearing and answering the types of questions that are asked during a law enforcement presentation. You reviewed these in the online portion of this training. We are going to explore how you can prepare to answer them here.

C-A-R-E Formula

C – Check: Make sure you understand what’s being asked and, if necessary, ask a question to check your understanding.

A – Acknowledge: Identify the feelings underlying the question. In most cases, this is something you do in your mind. You just sense or feel what might be motivating the person to ask that question and, if necessary, use your own words to acknowledge what you hear.

R – Respond: Answer the question with an honest response from your personal perspective (remember “I” statements).

E – Encourage: Inspire others to ask a question. Asking a question can feel vulnerable to audience members, so how you answer one person’s question will determine if others will participate. Be kind, honest and supportive.

Directions

In your groups:

- Review the questions and identify one that your group will answer using the C-A-R-E method.
- Discuss how to respond using the C-A-R-E method
- Come up with an appropriate response using C-A-R-E
- Be prepared to share with the larger group

Question #1: How do you deal with the reality that at any moment you could relapse and be a danger to your family or the community?

Question #2: Why don't you just make your child get treatment? Why can't you convince them that receiving treatment will make them better?

Question #3: I have taken lots of people experiencing a mental health crisis to the emergency room and it seems like the next day they are back in the community without accepting help. Why don't they just get help and get better?

Answer:

C – Check:

A – Acknowledge:

R – Respond:

E – Encourage:

REVIEWING AND FEEDBACK

Use the space below to jot down a few ideas about how you can improve your presentation.

- Does your presentation run over the allotted 20-25 minutes?
- Can you remove anything without affecting the overall message of your story?
- Are there other examples you could provide that are relevant to law enforcement officers?

NOTES:

NOTES:

Presenter Pre-Training Evaluation

Please complete the following brief pre-training evaluation. We will use the information to determine the effectiveness of this training.

1. Overall, my **knowledge and skill level** as a presenter to law enforcement is . . .

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

2. Overall, my level of **confidence** as a presenter to law enforcement is . . .

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

3. Overall, my feelings of **preparedness** to present to law enforcement is . .

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

Presenter Training Evaluation

Thank you for taking the time to provide feedback on your training experience. This information will help us improve the training for future presenters.

Section 1: Post Evaluation

Please answer the questions below about your level of knowledge, confidence and preparedness after the training.

1. Overall, my **knowledge and skill level** as a presenter to law enforcement is:

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

2. Overall, my level of **confidence** as a presenter to law enforcement is:

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

3. Overall, my feelings of preparedness to present to law enforcement is:

5	4	3	2	1
Excellent	Very Good	Good	Fair	Poor

Section 2: Overall training evaluation

4. Rate **each** of the following aspects of the online training according to this scale:

5 = Excellent **4=Very Good** **3 = Good** **2 = Fair** **1 = Poor**

_____ Drafting your story online

_____ Guidance and tips for preparing and practicing your story

_____ Getting ready and tailoring your story online

5. Rate each of the following aspects of the in-person training to this scale:

5 = Excellent 4=Very Good 3 = Good 2 = Fair 1 = Poor

- _____ Practicing in-person
- _____ Handling nervousness in-person
- _____ Handling questions in-person

6. Rate each of the following aspects of the overall training to this scale:

5 = Excellent 4=Very Good 3 = Good 2 = Fair 1 = Poor

- _____ Overall quality of the training
- _____ Your trainers
- _____ Set up and environment of in-person training

7. In your own words, what were the **most helpful** aspects of this training for you?

8. What is one thing we can **improve about the training**? What would have made this a better experience for you?

9. List three (3) words that describe **how you feel** about being a presenter?

10. Check the one response that best reflects your **overall satisfaction** with your training experience.

- Very satisfied Satisfied Somewhat satisfied
- Dissatisfied Not sure

11. Anything else you'd like to share about your training experience?

Thank you for your feedback!

Trainee Emergency Contact Form

Trainee's name _____

1. Contact name _____

relationship _____

day phone _____

cell phone _____

evening phone _____

2. Contact name _____

relationship _____

day phone _____

cell phone _____

evening phone _____

