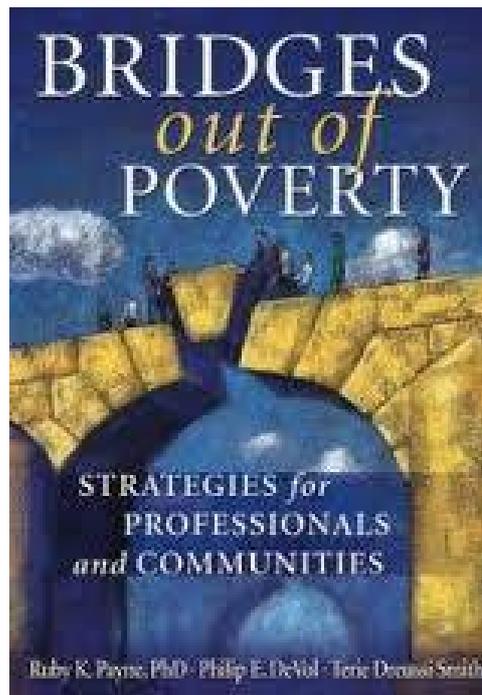


Australia
Handout Supplements
2014



Key Trainer: Nairn Walker

Proudly presented in Australasia & the UK by



PO Box 1241 Launceston
Tasmania 7250 Australia
+61 3 6328 1174
info@socialsolutions.com.au
www.socialsolutions.com.au

Copyright note

Please note:

- These handouts are copyright of aha! Process Inc.
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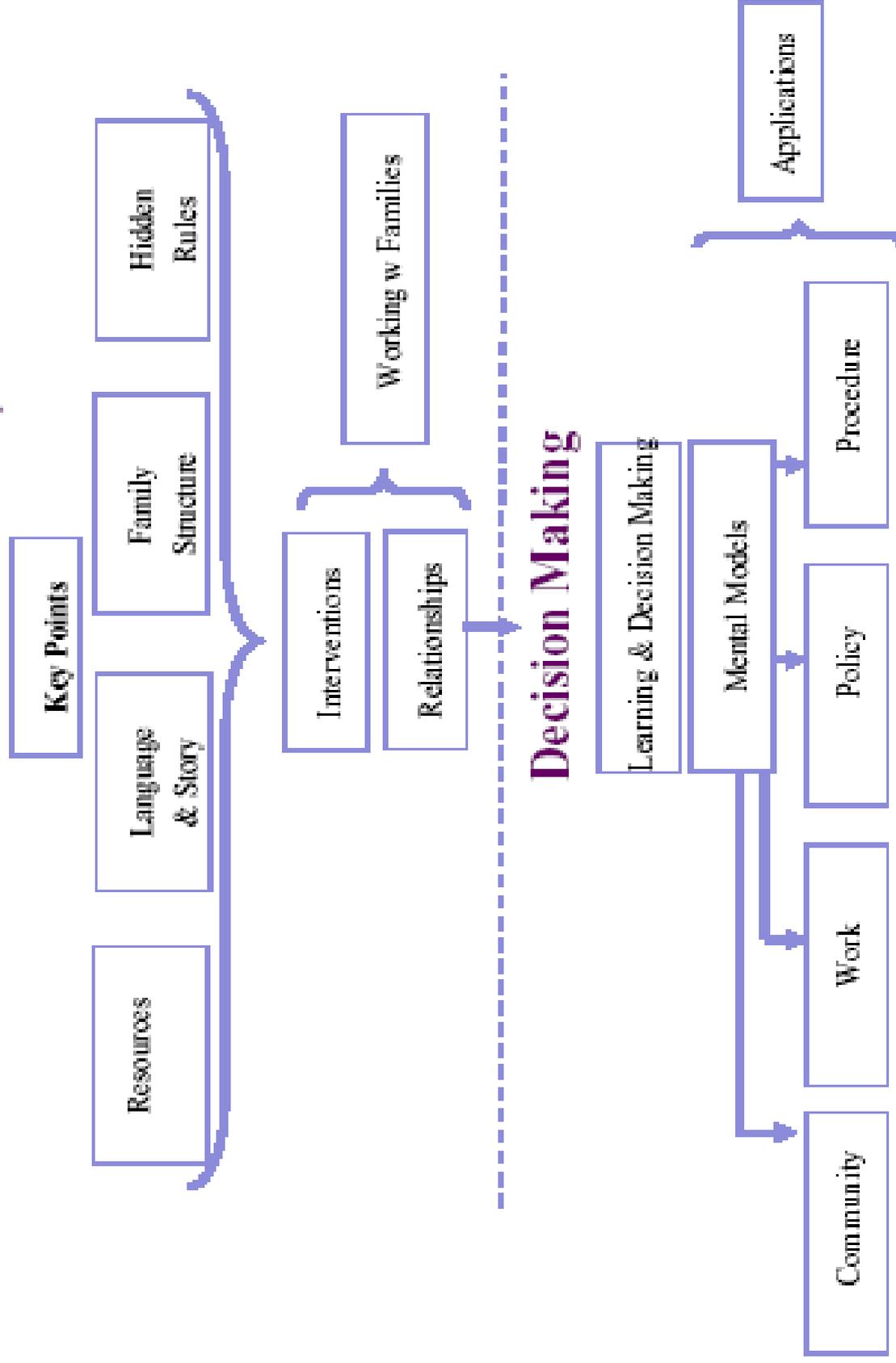
Context note

- These handouts are solely for the purpose of augmenting training provided to participants by Social Solutions when undertaking courses in aha! Process' *A Framework for Understanding Poverty* or *Bridges Out of Poverty* material.
- In-house agency specific training and consultation is available to suit your needs.
- Recommended Resource:
Bridges Out of Poverty, the supplemental text featured in this handout, from www.hbe.com.au.



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Bridges Out of Poverty



Creating Relationships

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Deposits

- Seek first to understand
- Keeping promises
- Kindness, courtesies
- Clarifying expectations
- Loyalty to the absent
- Apologies
- Open to feedback

Withdrawals

- Seek first to be understood
- Breaking promises
- Unkindness, discourtesies
- Violating expectations
- Disloyalty, duplicity
- Pride, conceit, arrogance
- Rejecting feedback

Creating Relationships - Addressing belief trends of GP mindset

Deposits

- Appreciation for humour and entertainment provided by the Individual
- Acceptance of what the person cannot say about a person/situation
- Respect for demands and priorities
- Using the adult voice
- Assisting with goal setting
- Identifying options related to available resources
- Understanding the importance of personal freedom, speech & personality

Withdrawals

- Putdowns or sarcasm about the humour or the individual
- Insistence/demands for full explanation of a person/situation
- Insistence on M/C view of relationships
- Using the parent voice
- Telling the individual their goals
- Making judgements/assumptions on value & availability of resources
- Assigning pejorative character traits to the individual

Effective Information Processing and Task Completion: Cognitive Strategies

**INPUT:
Quantity and
quality of
data gathered**

- 1 Use planning behaviors.
- 2 Focus perception on specific stimulus.
- 3 Control impulsivity.
- 4 Explore data systematically.
- 5 Use appropriate and accurate labels.
- 6 Organise space using stable systems of reference.
- 7 Orient data in time.
- 8 Identify constancies across variations.
- 9 Gather precise and accurate data.
- 10 Consider two sources of information at once.
- 11 Organise data (parts of a whole.)
- 12 Visually transport data.

- 1 Identify and define the problem.
- 2 Select relevant cues.
- 3 Compare data.
- 4 Select appropriate categories of time.
- 5 Summarize data.
- 6 Project relationship of data.
- 7 Use logical data.
- 8 Test hypothesis.
- 9 Build inferences.
- 10 Make a plan using the data.
- 11 Use appropriate labels.
- 12 Use data systematically.

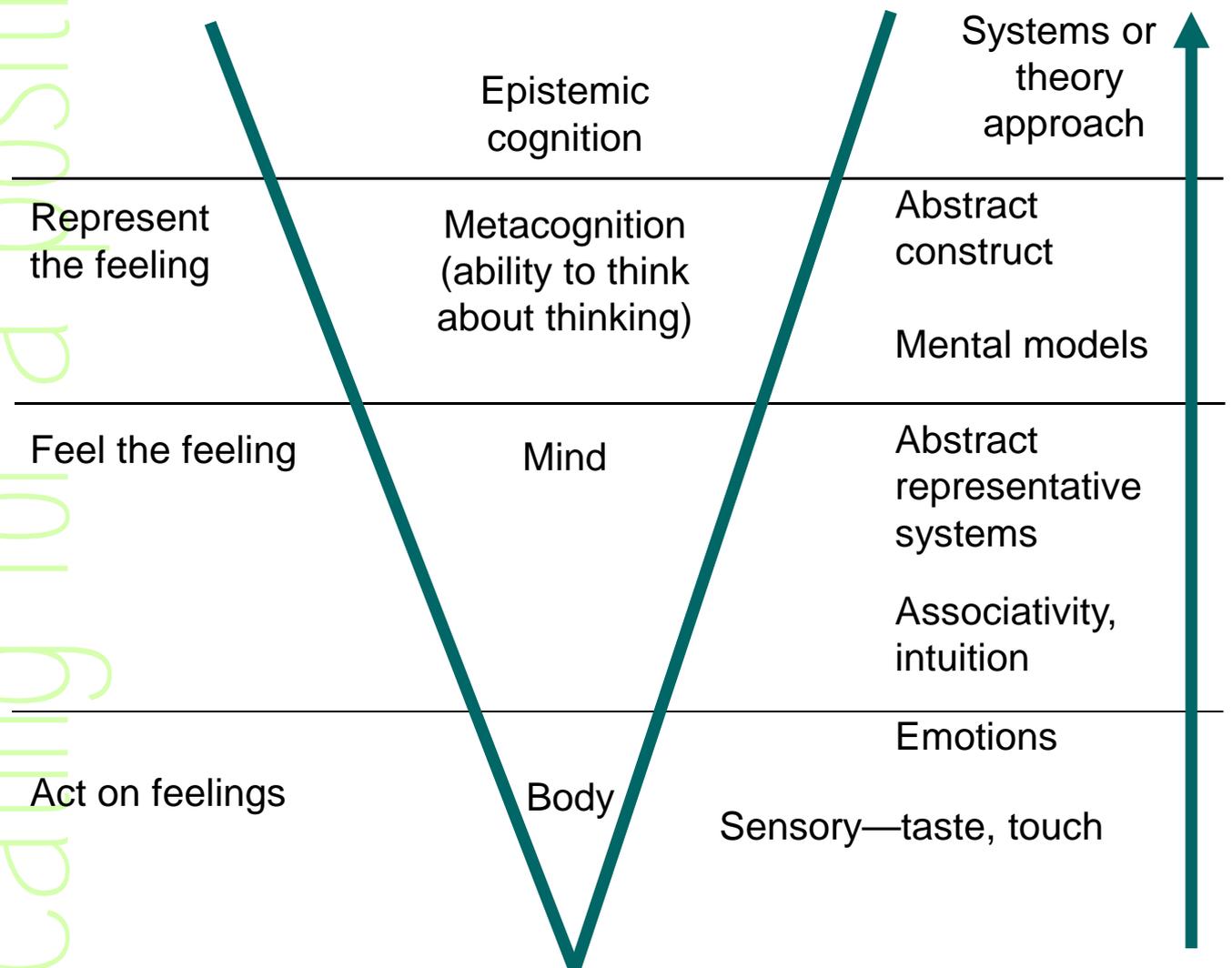
**ELABORATION:
Efficient use of the
data**

**OUTPUT:
Communication
of elaboration
and input**

- 1 Communicate clearly the labels & processes.
- 2 Visually transport data correctly.
- 3 Use precise and accurate language.
- 4 Control impulsive behaviour.

Processing & Decision Making

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World Development Report 2006: “Equity and Development”

“The report shows how wide gulfs of inequality in wealth and opportunity, both within and among nations, contribute to the persistence of extreme deprivation. This wastes human potential and, in many cases, can slow the pace of sustained economic growth.”



We must always go
the second mile.
When we go the first
mile, we simply do
what is required of
us.

It is when we go the second mile that
excellence is achieved and
miracles happen.