

Global Gratitude Alliance  
Healing Advocacy Training  
Feedback

Report Compiled by Ashley Newell - 2020

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with others and themselves. Participants walk away from the immersive experience of the workshops equipped not only with the theory and a full toolkit but also equipped from an emotional place to continue their own healing, further providing a strong foundation from which to support others in their healing journeys.

Throughout the various data sets, participants express having gained a deep understanding of what trauma is, in its many forms, and how it is experienced both by individuals and collectively in society. This process of defining and demystifying trauma appears to be empowering for the participants as they recognize their role and capabilities both within their professional work and as an individual in their community to support those who have experienced trauma and the importance and value healing advocacy can play. The role of a healing advocate is not left to some “other” professional or formal qualification but through the workshop, they are equipped to take on this role themselves and are aware of how to do so both from a personal internal state of resilience and self-care but also with the tools and resources to interact with others in a safe and caring way.

## Method

This report analysed eighteen data sets of participant workshop feedback surveys, in-depth interviews, and email testimonials primarily from participants in Nepal, Uganda and The United States with additional testimonies from the Democratic Republic of Congo (DRC), Rwanda and Kenya. It should be noted that the quantity of data was not evenly spread amongst the countries, with Nepal having the largest data set and therefore most detailed insights followed by The United States and then Uganda. The additional data from DRC, Rwanda and Kenya were reviewed holistically for context but not separately coded.

The data sets were analysed across six key questions through both holistic and categorical analysis to identify key themes in individual narratives as well as comparing the themes running across the set of narratives (Heath, Brooks, Cleaver, & Ireland, 2012). Supported by NVivo, a qualitative data analysis computer programme designed to assist researchers to organize and analyse qualitative data, the researcher undertook an iterative process of coding beginning with initial codes assigned to relevant quotes. The open coding led to the ongoing refinement of what becomes a final coding schema (Dale Bloomberg & Volpe, 2012). The coding schema is outlined below.

The in-depth interviews were coded in NVivo and Word Frequency Queries were run for two of the key questions: “What were the highlights of training?” and “What changes would occur if the whole world had access to this training?”. Additionally, a Word Frequency Query was run across all in-depth interviews to create a summary word cloud included above in Figure 1. This served as a way of generating an overall visual reflection of the participants’ answers.

Anonymized quotes from the participants are included throughout the findings to retain their voice within the research process and to best illustrate their experiences.

## Data Sets:

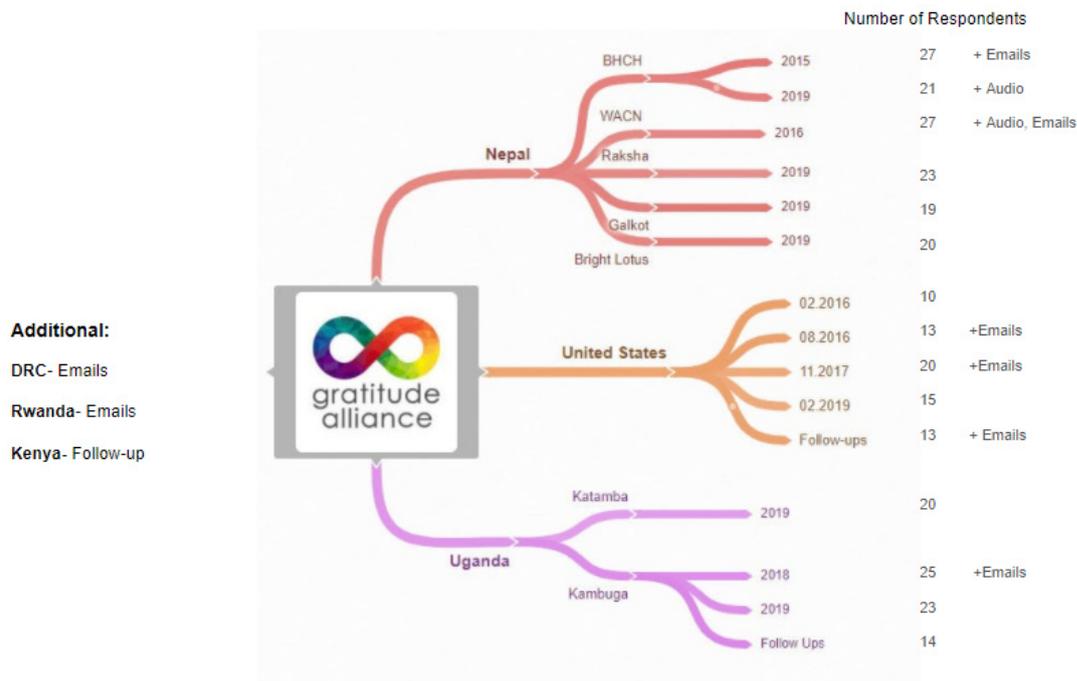


Figure 2 Data Sources examined in this study

## Key Questions

1. What were the highlights of training?
2. How will the training be utilized and implemented?
3. What were the most helpful concepts for your own healing and how have you integrated them?
4. What were the most helpful concepts for healing work with others and how have you integrated them?
5. Any suggestions for changes and additions to training?
6. What changes would occur if the whole world had access to this training?

## Coding Schema

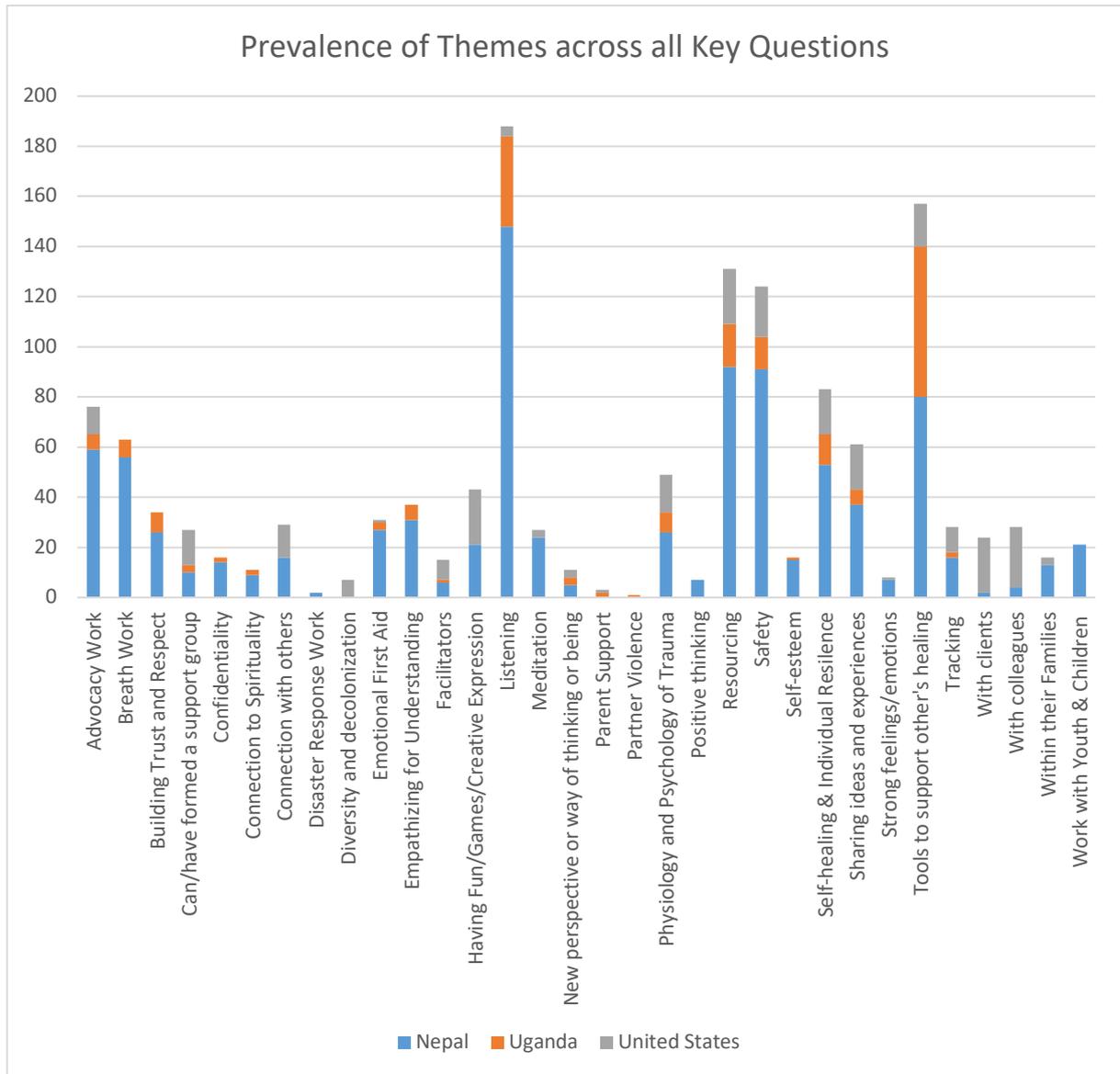
Theme	Description	1	2	3	4
Advocacy Work	Advocating for trauma awareness in their community.		X	X	X
Breath Work	Using breathing as a resource.		X	X	X
Building Trust and Respect	Utilizing tools to establish trust and respect with someone who has experienced trauma.		X	X	X
Can/have formed a support group	Participant equipped to form a support group.		X	X	
Confidentiality	Honouring the privacy of another's story creates safety. When broken, this can		X	X	

	damage a survivor’s sense of trust in others.				
Connection to Spirituality	Participants expressed a connection with the workshop material and their spiritual practice.	x	x	x	x
Connection with others	Participants expressed forming a connection with others within the workshop.	x	x	x	x
Disaster Response Work	Trauma Advocacy in response to a natural disaster.		x		
Diversity and decolonization	Diversity acknowledges differences between individuals or groups of people and recognising their differences as positive values. Decolonization is a process of rejecting systematic and internalised norms and taboos that are the products of colonialism.	x	x	x	
Emotional First Aid	Techniques to use when individuals are “triggered”.		x	x	x
Empathizing for Understanding	Using communication tools to understand someone who has experienced trauma.		x	x	x
Facilitators	The GGA team members facilitating the workshop.	x		x	
Having Fun/Games/Creative Expression	Activities and exercises in the workshop including games, drama, art, dance, and music.	x		x	x
Listening	Letting someone feel valued by being heard – not just what they are saying, but how they are feeling. Not trying to solve their problems.	x	x	x	x
New perspective or way of thinking or being	Participants expressed a shift or change of perspective or experience of self.	x			
Meditation	Meditation is a practice where an individual uses a technique – such as mindfulness or focusing the mind on a particular object, thought, or activity – to train attention and awareness, and achieve a mentally clear and emotionally calm and stable state.	x	x	x	x
Parent Support	Trauma Healing Advocacy work with parents.		x	x	
Partner Violence	Intimate partner violence is domestic violence by a current or former spouse or partner in an intimate relationship against the other spouse or partner. IPV can take several forms, including physical, verbal, emotional, economic and sexual abuse.		x		

Physiology and Psychology of Trauma	The science of trauma outlined in the workshops to inform the exercises and techniques.	x	x	x	x
Positive thinking	Positive thinking is an emotional and mental attitude that focuses on the good and expects results that will benefit you.		x	x	x
Resourcing	Building healthy coping and resilience-building habits.	x	x	x	x
Safety	Establishing safe places, safe relationships, and a sense of internal safety.	x	x	x	x
Self-esteem	A person's overall sense of self-worth or personal value.			x	x
Self-healing & Individual Resilience	The journey of healing one's experience of trauma. Psychological resilience is the ability to mentally or emotionally cope with a crisis or to return to pre-crisis status quickly.	x	x	x	x
Sharing ideas and experiences	Participants discussed the value of being seen and heard in the exchange of ideas and experiences within the workshop.	x		x	x
Strong feelings/emotions	Particularly salient emotional experience felt within the workshop.	x			
Tools to support other's healing	The array of skills and resources participants were exposed to and equipped with throughout the training.	x	x	x	
Tracking	Noticing how one is feeling at any particular moment. Can involve assigning a number to the feeling state.		x	x	x
With clients	Trauma Healing Advocacy work with the participants' clients and the community.		x	x	
With colleagues	Trauma Healing Advocacy work within the participant's professional workplace.		x	x	
Within their Families	Trauma Healing Advocacy work within the participants' own family.		x	x	
Work with Youth & Children	Trauma Healing Advocacy work with youth and children.		x	x	x

# Findings

Table 1 Prevalence of Themes across all Key Questions



## Top Ten themes within participant feedback:

1. Listening
2. Tools to support other's healing
3. Resourcing
4. Safety
5. Self-healing & Individual Resilience
6. Advocacy
7. Breath Work
8. Sharing ideas and experiences
9. Physiology and Psychology of Trauma
10. Having Fun/Games/Creative Expression

## What were the highlights of training?

The most commonly mentioned highlight of the training across all countries was the practical tools participants were taught which would enable them to support others in their healing. Other significant common highlights were having a space to share experiences and ideas as well as listening to others, and learning the specific tools of how to listen to survivors. The value of the space the workshop created was significantly discussed across all countries as an opportunity to share and connect with others. This opportunity to form positive connections in the community of the workshop group is a pivotal experience for the participants which are intentionally designed into the curriculum and structure of the workshops to support the healing process.

### Nepal



Figure 3 Word Frequency Query Highlights of training according to participants in Nepal

Table 2 Thematic Highlights of training according to participants in Nepal



“The biggest strength of this training is that it teaches us to know ourselves better, to love ourselves enough and most importantly if we want to change the society we first need to learn how to accept and love ourselves.”

“I think the thing that touched my heart is sharing. Because when we share things and we got to know that, “oh, that also happens”

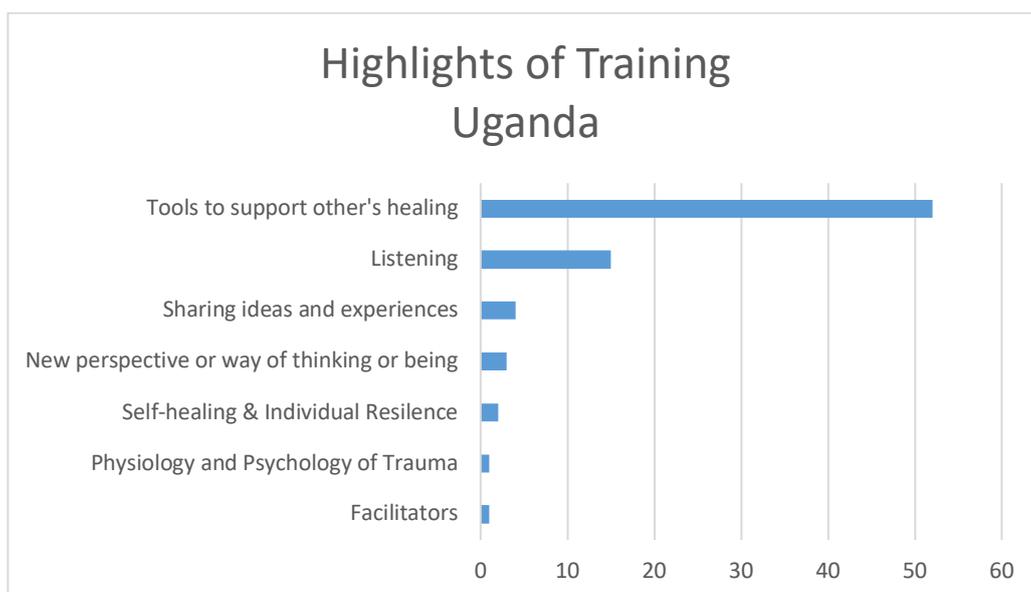
“The one thing I will always remember is the moment we joined there and creating the place, inside the workshop we created that kind of environment inside that we can express ourselves or even can express our personal feelings or even our things that happened in the past.”

Uganda



Figure 4 Word Frequency Query Highlights of training according to participants in Uganda

Table 3 Thematic Highlights of training according to participants in Uganda



“I can now receive survivors and handle them professionally because I can listen to them attentively, give them time, sympathize with them, and I have learnt that everyone is of value and has to be respected.”

The United States

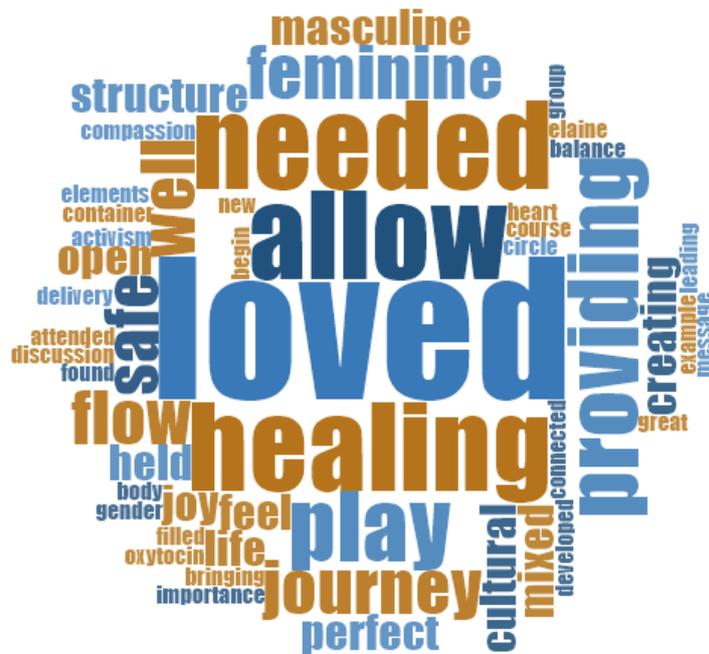


Figure 5 Word Frequency Query Highlights of training according to participants in The United States

Table 4 Thematic Highlights of training according to participants in Nepal



*“The strengths were having a clinician in the room, expansive, spacious agenda design, comfortable intimate space, sufficient break times, [and the] resources [and] readings!”*

*“Feeling safe, sharing, the exercises, the concepts, the setting and the space, the shared facilitation”*

*“Safety was clearly established. Shifting from the mind to the body was a powerful, emphasized message. Knowing how well this has worked in other cultures somewhat dissimilar from the US was significant. Seeing how those among us with certifications and degrees responded and played so well with others in this process was profound. The open physical contact and attentiveness of all or the lack of it and the voicing of discomfort were key elements to perpetuating the safety. The variety of cultural backgrounds and, of course, the combination of the male and female genders in the same room was also of equal importance. I don't think this training session would have been as powerful if we were missing the mixed-gender and the mixed-culture.”*

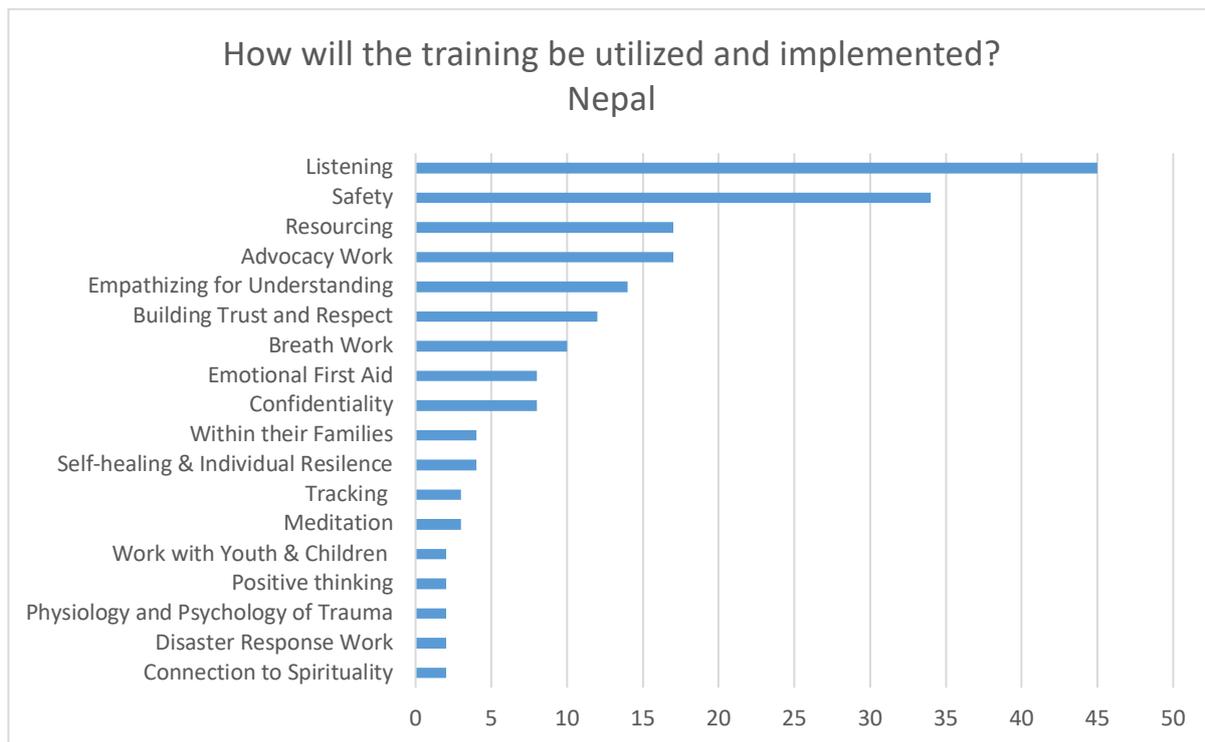
*“The facilitators' compassion and the safe pace they created was wonderful. The comprehensiveness of the workshop was great, in terms of creating an inclusive space that allowed for professional and personal development. I sincerely enjoyed my time and found space to grow and explore facets of my personal healing journey.”*

### How will the training be utilized and implemented?

The participants leave the workshops feeling capable of implementing the training in several different ways. Listening is taught as a key method of Community Counselling to equip the participants to compassionately listen to trauma survivors and offer the emotional support they need. Additionally, these tools can be used in a group setting and many participants mentioned intending to or having had established a support group in their communities. Additionally, particularly for the US participants, the training will be implemented in a professional setting with clients and within their organizations with colleagues.

Nepal

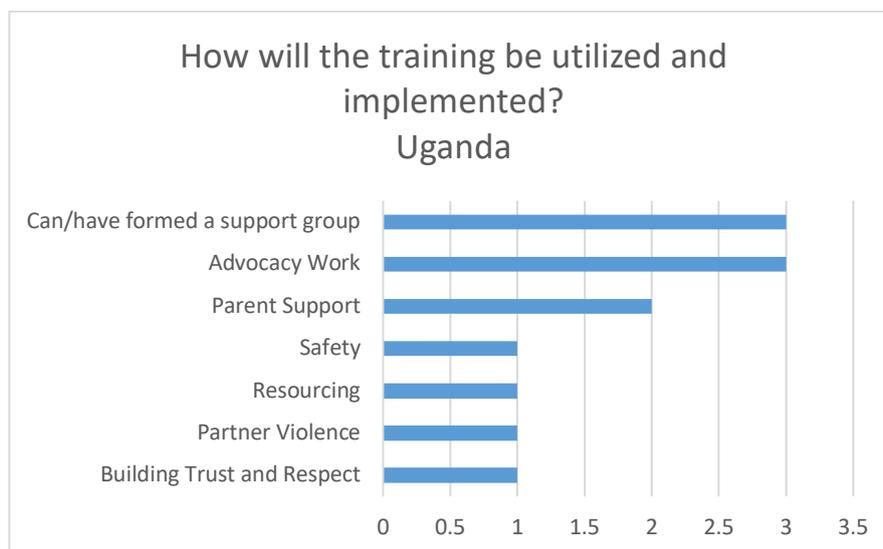
Table 5 Themes of how the training will be utilized and implemented by participants in Nepal



*“As a healing advocate, first of all, I will keep the survivor in a safe place or making them feel safe and understanding their feelings and emotions. Listening in a good way, using resources and I can provide them the chances of problem solving.”*

## Uganda

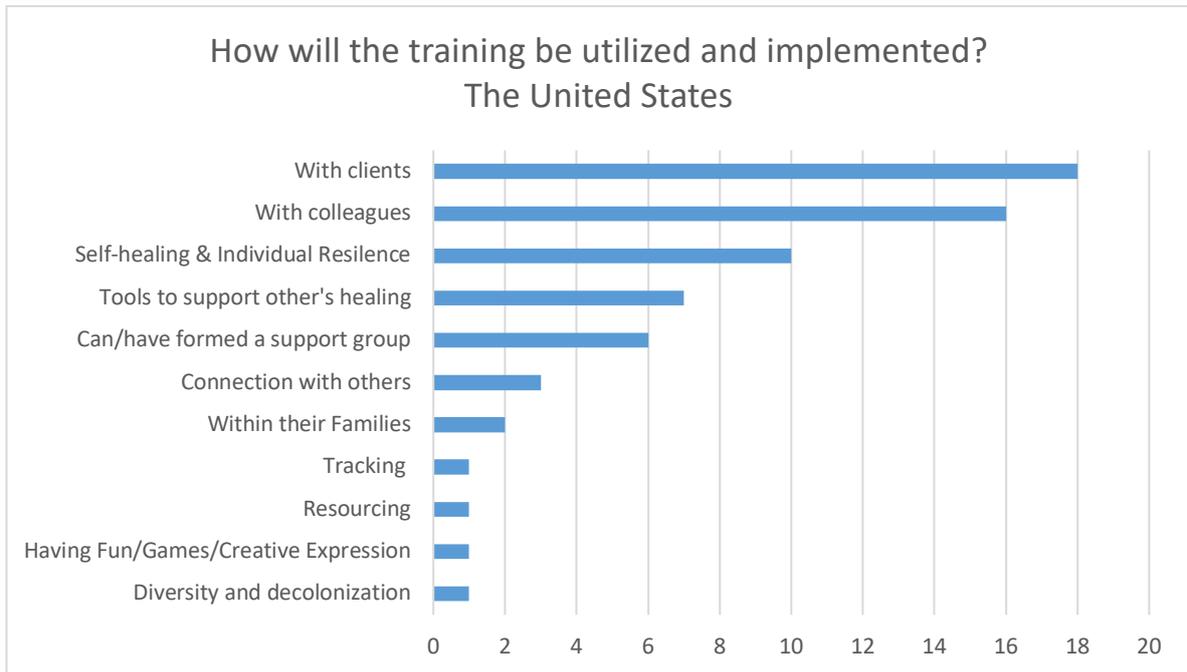
Table 6 Themes of how the training will be utilized and implemented by participants in Uganda



*“I have formed groups at our school. These groups are helping students to overcome their problems. In these groups, students are able to express themselves. I guide them, comfort, counsel and encourage to stay in school, report any case, and have hopes for the future.”*

## The United States

Table 7 Themes of how the training will be utilized and implemented by participants in The United States



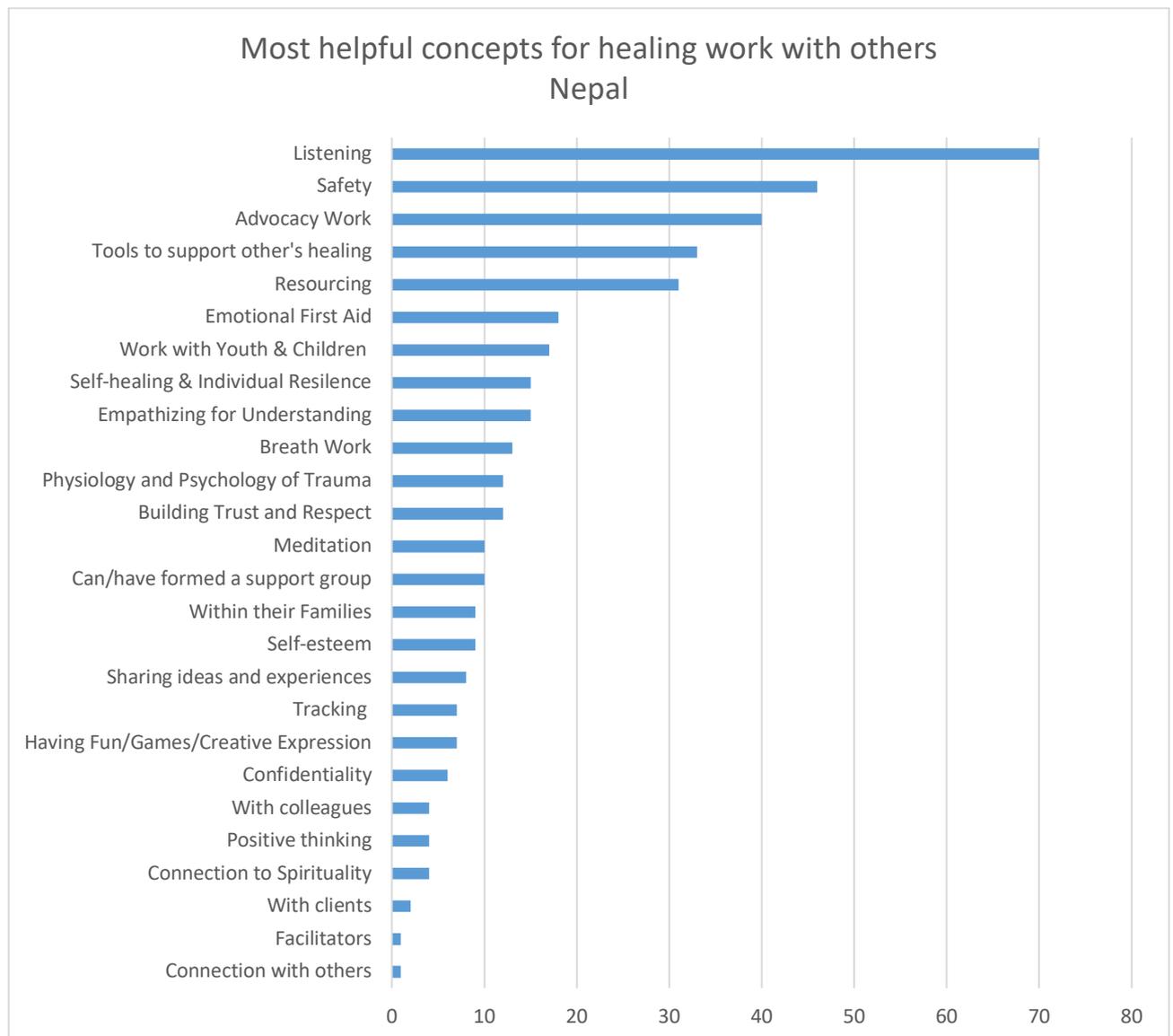
*“Particularly I feel much more equipped with my self-care kit, and understanding of tracking and resourcing and I especially loved the focus on art ad expressive creativity.”*

**What were the most helpful concepts for healing work with others and how have you integrated them?**

As previously discussed the community counselling techniques of listening and establishing safety are reflected by the participants as key takeaways from the training. These tools, amongst the others covered in the training, appear to offer a strong foundation that the participants feel confident in their ability to approach their work or role in their community with a renewed perspective or enhanced confidence in their capabilities.

**Nepal**

Table 8 Themes of skills learned in the training by participants to assist with others' healing in Nepal



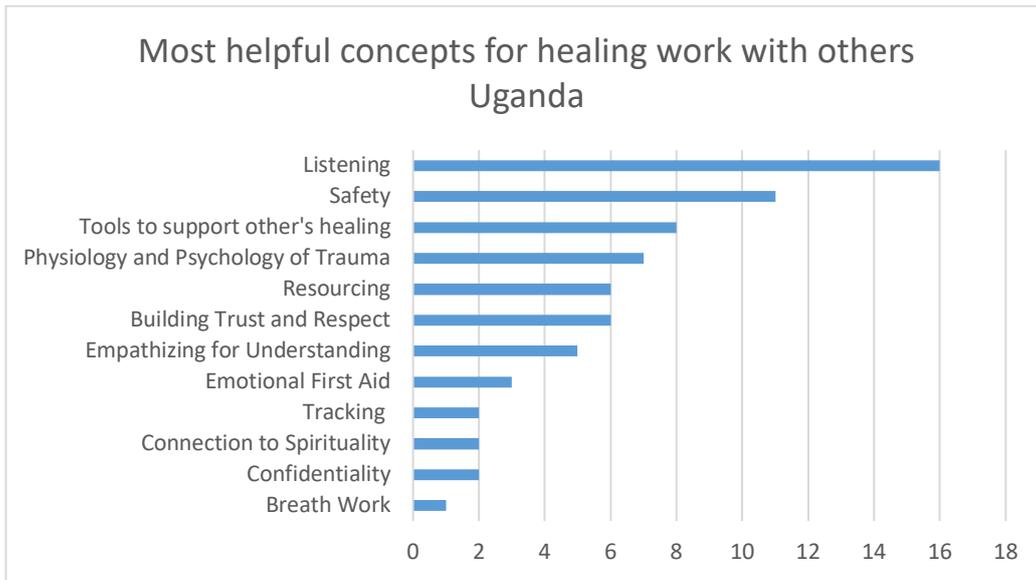
*“The difference is that sometimes children come to me with but I used to provide direct action or provide solution. Like when a child have a pain, I would give direct solution but later I got to know that I have to listen to them and have to bring their heat’s feelings out.”*

*“Therapy. Dance therapy, Art therapy, Music therapy and like Caricature. It was fun, really fun. I implement the music during my class time. I tried and students played nice to do the task. For 5 to 10 minutes before starting the class, I used to do that. Sometimes meditation, sometimes dance.”*

*“For that when I say techniques, like meditation, breathing and then listening to others, doing listening and more than judging help them to heal themselves and supporting them from the side. More than suggesting them, if possible, encourage them to be aware of themselves and help them to come out of it. Motivating them.”*

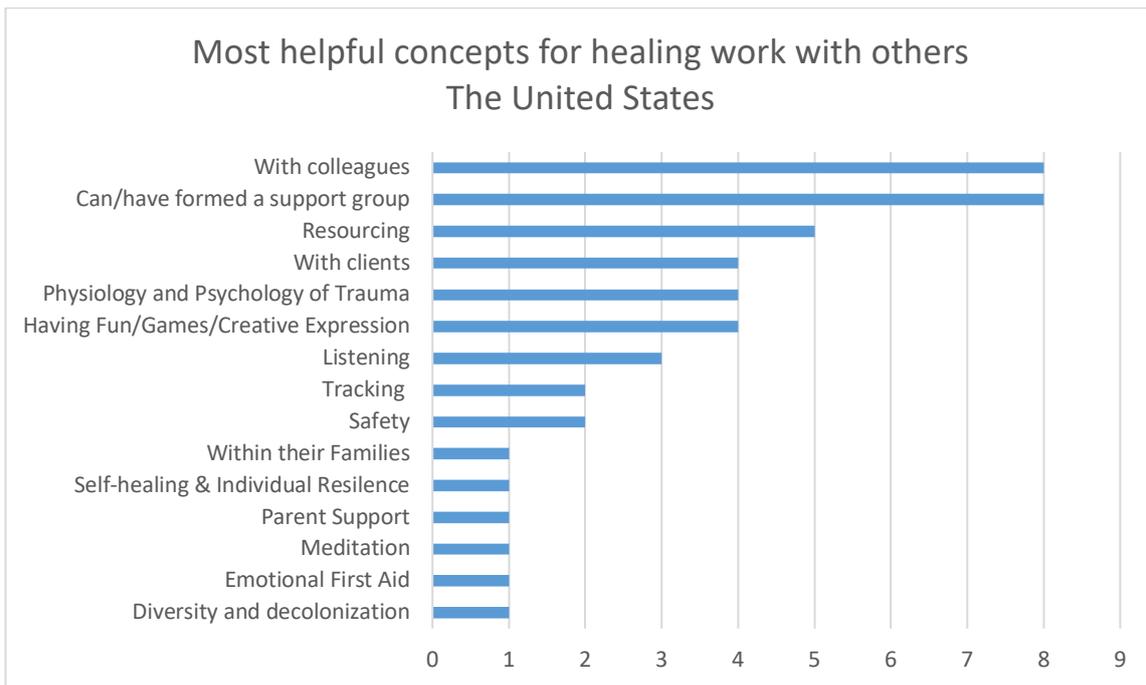
Uganda

Table 9 Themes of skills learned in the training by participants to assist with others' healing in Uganda



### The United States

Table 10 Themes of skills learned in the training by participants to assist with others' healing in The United States

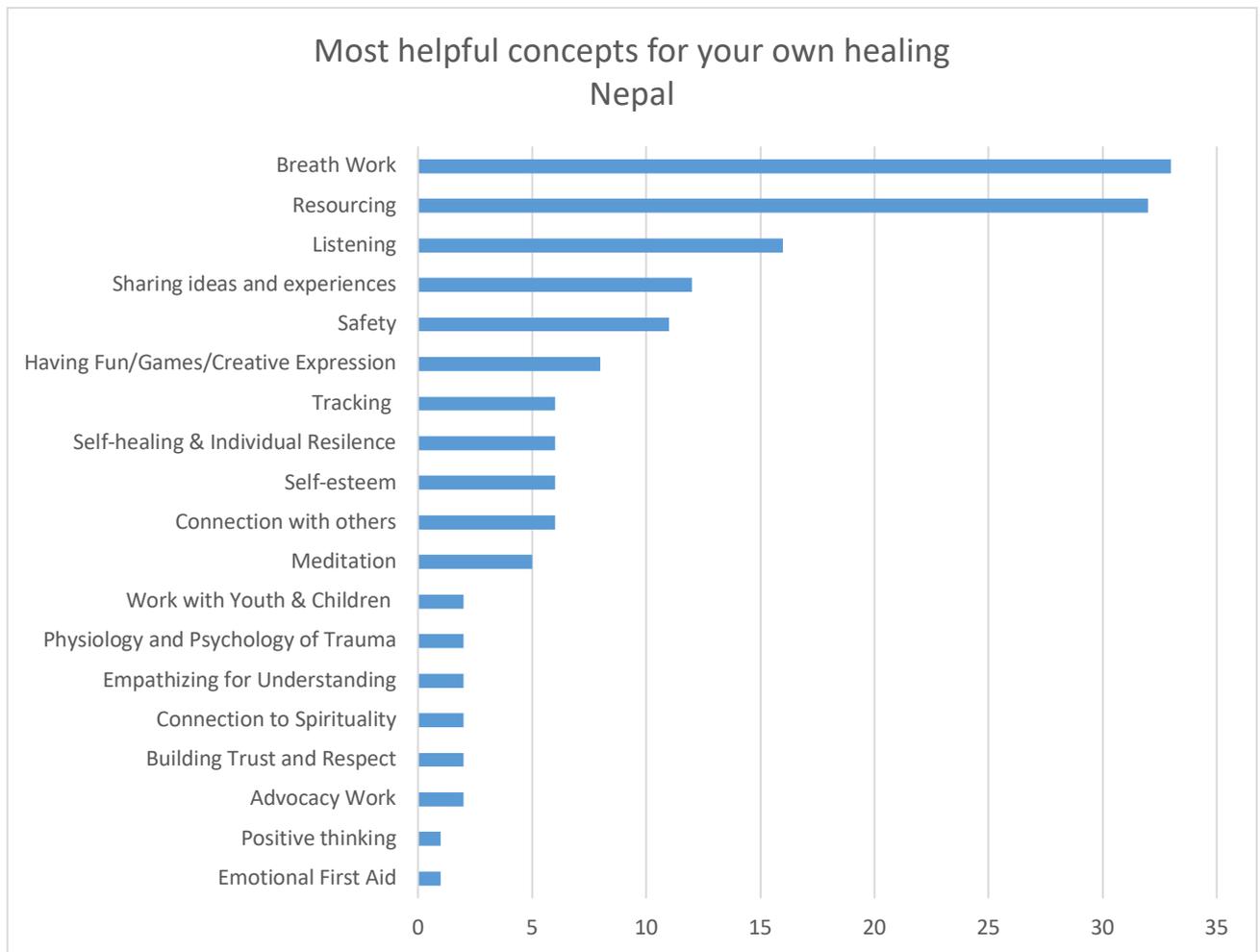


**What were the most helpful concepts for your own healing and how have you integrated them?**

Across all the participant feedback resourcing was received as a key concept to support them on their own healing journey. The practice of resourcing, or engaging in or with a thought, person, activity or exercise that creates a sense of calm and stability, resonates with the participants and appears to be a practice they carry forward. The breath work offered through the mindfulness and meditation exercises appeared to also be significant to many of the participants as a self-care practice they can implement in their own healing.

## Nepal

Table 11 Themes of skills learned in the training by participants to assist with their own healing in Nepal



*"I learned a lot of things for myself in the three days training. Before something happened to me I wouldn't know what to do, how to do but now I have a lot of ideas, like meditation and doing things that I like. How to feel relief, that I learned from here."*

## Uganda

Table 12 Themes of skills learned in the training by participants to assist with their own healing in Uganda



## The United States

Table 13 Themes of skills learned in the training by participants to assist with their own healing in The United States



### Any suggestions for changes and additions to the training?

All prominent feedback from participants regarding how the training could be improved is listed below. Primarily participants were very satisfied with the content and delivery of the training and only highlighted a few additional topics they would like more in-depth training on.





## **Additional Testimonies**

*“Thank you for such warmth, for embodying joy and play, and for such an inclusionary circle. Also, for new model of activism as compassionate!” - US*

*“After training this class, I have gained a new freedom in me” -NE*

*“Our culture has taught us not to show the tears. Yes, hiding. That has been the trauma for us. And we will deposit a lot of rubbish in our heart. We have forgotten this precious thing of happiness, joy, love and sharing. And we will (48:29). Thank you very much. Thank you very much for reminding all of us the precious thing in life is the love gratitude and sharing and caring. Thank you whole Gratitude Alliance and our Swiss board members and whoever are involved in Bright Horizon. This has been most useful for me being a man. It saved me from being a robot.” - NE*

*“I didn’t realize that I might have been committing acts of abuse against women or even girl child in my family, even if I didn’t intend to hurt them.” -NE*

*“Educative and informative about crucial and sensitive issues”- UG*

*“It is the best training I ever got and it was inclusive” – UG*

*“I have learned that for traumatic cases, you don’t need clinical medicine. You only need confidence, consolation, and trust.”-UG*

*“The training of our social workers helped them not only improve their healing services for survivors but also build their capacities in their profession as healers. And survivors who are subjected to the ingredients of the SETH training find themselves on their path to healing. The approach is a key tool we use to have all the women and girls start a new journey which result[s] into self-esteem and confidence, blossoming and love, and hope - after the release of their trauma - and vision for their future. It's one of the best program[s] I have experienced for trauma.” - DRC*

*“These workshops truly cemented the practices of deep listening and the influence/power of emotions in our lives into my awareness. Over time, I've pursued significant change in my life to accommodate the learnings from these workshops. For a time, I saw the world through a trauma-informed lens. While that's still present, it is now integrated into a larger toolset and perspective. I committed to take an active role in showing up for others in their healing process as I continue to heal and change.” – US*

## **Conclusion**

This analyses of the participants' experiences during and after the Global Gratitude Alliance’s Healing Advocacy training revealed the specific ways in which the training equips practitioners for both their own self-care and healing journey but also as a community counsellor, advocate and clinician. The findings demonstrate that the training itself acts as a catalytic experience which the participants carry with them long afterwards and are able to practically implement the skills gained in both their personal and professional lives. The testimonies and surveys provided by the participants overwhelmingly demonstrate the multifaceted value the participants find in the training and the overall practical effectiveness of the training.

While the data demonstrated many consistencies across the different countries it has been implemented in, it also exposed some unique themes which differentiate between countries which may assist in the tailoring the training to different contexts.

## Ongoing Data Collection

The six key questions explored in this analysis have provided a foundation for continued collection of participant feedback and a framework for ongoing reflection and development of the training. The participant feedback questionnaires can be found in the Appendices which were co-developed after an initial review of a draft of this report by Amy Paulson with feedback from GGA partners. It is recommended that the same questionnaires are used consistently across all trainings globally to simplify the ongoing data analysis of the trainings over time. Additional testimonies can be collected via Whatsapp voice note to be transcribed and archived for both future analysis and with consent, public facing communications.

## Appendix 1 : Training Questionnaire

### Pre Question:

- Rate your knowledge and skills about trauma and healing on a scale of 0 to 10, 10 being expert level

### Post Questions:

1. Rate your knowledge and skills about trauma and healing on a scale of 0 to 10, 10 being expert level
2. The knowledge and skills I learned in this workshop will help me support **myself** to heal - Likert scale 1-5
3. The knowledge and skills I learned in this workshop will help me support **others** to heal - Likert scale 1-5
4. What about this experience was the most impactful for you personally? Please be specific.
5. What knowledge or skills did you learn that you can apply in your professional work / interactions with survivors, or for your own healing? Please be specific.
6. What would you change or improve about the workshop?
7. If everyone had access to healing resources, what would change in the world?
8. Do we have permission to share any of your comments above in reports to our donors, on our website, on social media, etc.? Your comments will be anonymous.
  1. Yes
  2. No
  3. Other \_\_\_\_\_

## Appendix 2 : Follow Up Questionnaire (After 12 months)

1. Mark a X in each column if you have used any of the following knowledge or skills for your own **self healing** or to **help others**:

Knowledge or Skill	Self Healing	Help Others
Tracking - What's your number 1 to 10?		
Resourcing		
Trauma responses (fight, flight, freeze)		
Emotional First Aid		
Listening		
Sharing Feelings & Emotions		
Cycles of Harm		

2. Self Healing: How have you changed, grown, or transformed as a result of our workshop?
3. Helping Others: Please mark "X" next to any individuals you have impacted as a result of your knowledge and skills in mental health and trauma healing:
- Clients / people you serve in the community
  - Spouse or romantic partner
  - Professional or work colleague
  - My own child / children
  - Other family member(s) - please describe \_\_\_\_\_
  - Friend(s) \_\_\_\_\_
  - Any others - please describe \_\_\_\_\_
4. Helping Others: Are there any other knowledge or skills you have used to help others which are not listed in the table above?
5. Please provide a specific example or "case study" of a trauma survivor you have supported. What did you do? How did they respond? How are they now?
6. How many people have you impacted / supported since you attended our training?
- 1-10 people
  - 11-20 people
  - 21-30 people
  - If more, how many (estimate): \_\_\_\_\_
7. Anything else you want to share?
8. Do we have permission to share any of your comments above in reports to our donors, on our website, on social media, etc.? Your comments will be anonymous.
- Yes
  - No
  - Other \_\_\_\_\_

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