

# Table Exercise

Share around the table.

Tell about a time over the holidays when you benefitted from an act of kindness.

How did it make you feel?





# **Enhancing Connections: Coming Together in Kindness and Gratitude**

**2023 Spring FLEX session**

**Thursday, February 2, 2023**

**Facilitator: Dr. Dianne Van Hook**

# Here is What We Will Cover Today

In our Fall 2022 FLEX workshop, we focused on the theme of **Forging Connections**. In today's session, we carry this theme forward with **Enhancing Connections and Coming Together in Kindness and Gratitude**.

Here's what we will cover:

- The Meaning of Kindness
- The Power of Kindness
- The Benefits of Kindness
- Connecting Through Kindness
- Promoting a Culture of Kindness
- Kindness Begins with YOU!
- Communication is the Engine that Drives Kindness
- Nonverbal Communication is Powerful
- Becoming the Change We Wish to See
- What Can We Do Moving Forward?



*Do all things  
with kindness.*

# **The Meaning of Kindness**





**“True kindness expects nothing in return  
and should never act with conditions.”**

~ Roy T. Benett

**The purest form of kindness has no audience and offers no credit.  
When you are kind – when there is no payback, the reward is sweeter.**

## **Kindness is:**

- **Giving hope to those who think they are all alone in this world**
- **Seeing the best in others when they cannot see it in themselves**
- **Inspiring and helping others to feel and experience joy**
- **Kindness is not what you do, but who you are!**

# Random Acts of Kindness

A random act of kindness is a non-premeditated, inconsistent action designed to offer kindness towards the outside world.

- The phrase “practice random kindness and senseless acts of beauty” was written by Anne Herbert on a placemat in Sausalito, California in 1982.
- The phrase is commonly expressed as the suggestion to “Practice random acts of kindness.” There are groups around the world who are sharing acts of spontaneous kindness.



# The “Random Acts of Kindness” Story

Danny Wallace is the accidental hero who inspired the social phenomenon “Join Me!” that eventually become known as the “Karma Army”.

As the story goes, initial “joinees” arranged a meeting and demanded a purpose. In response, Danny sent disposable cameras and a recorded message instructing his followers “to go out and make an old man happy; take a picture, and send it back”. It didn’t matter who they chose, as long as the kindness recipients were happier after meeting them than they were before.

After lots of good deeds, they expanded their reach to include everyone (no longer concentrating on old men) with their focus being to start a wave of good karma all over the world.

They renamed their collective, **The Karma Army** and were charged to perform at least one **Random Act of Kindness** each and every Friday and report back. These Fridays became known as “Good Fridays”. Their mission was to share kindness through completely random and unexpected ways, from offering to carry groceries for someone in line, to offering your seat on the train to someone else.

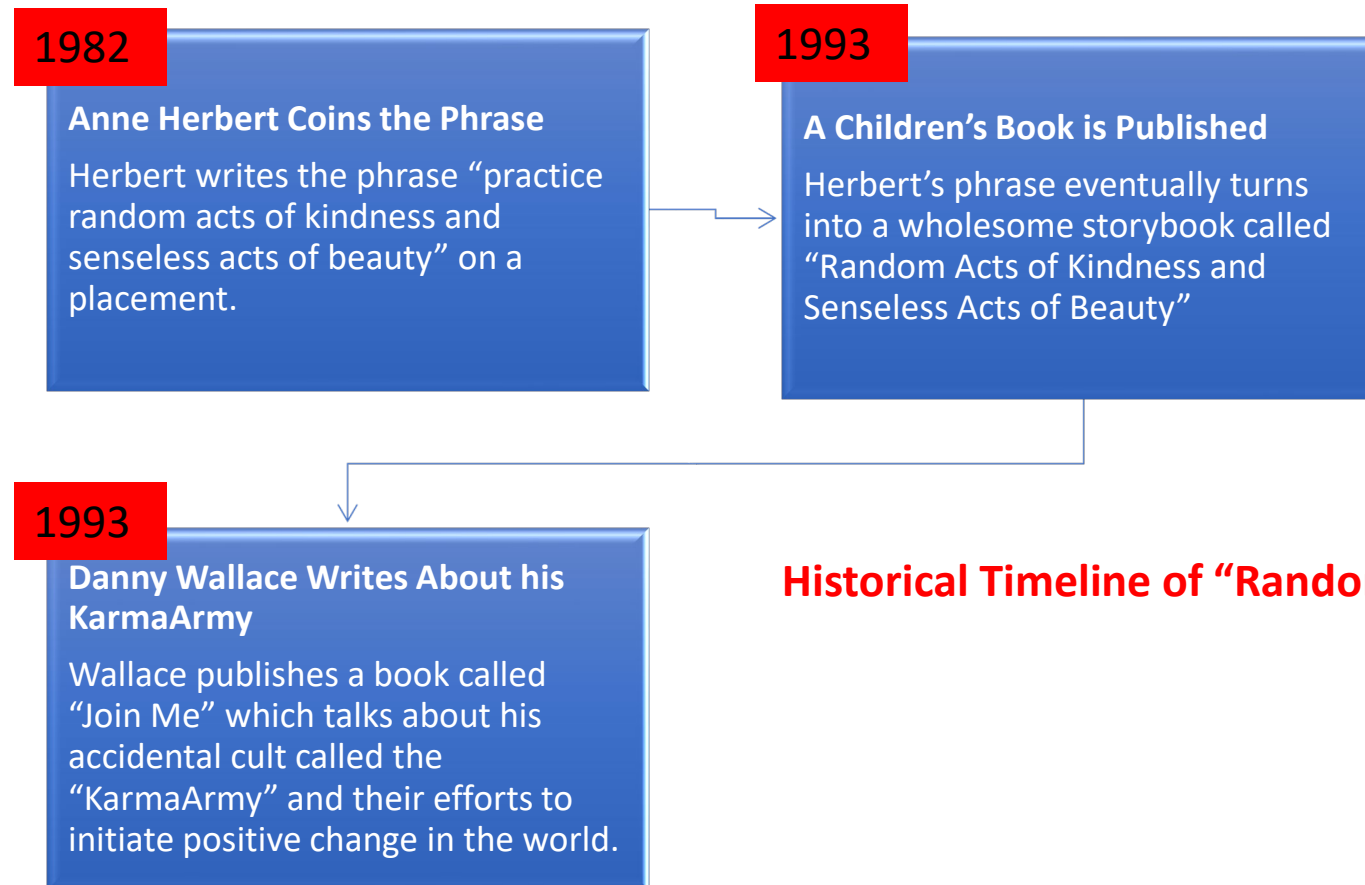
The Karma Army continued to grow into the thousands – that’s over thousands of good deeds each week...over **52,000** of them a year. The good deeds continue to grow and the world is improving as a result!





# History of Random Acts of Kindness Week

A random act of kindness is in most cases, a non-organized and spontaneous gesture of kindness towards someone who needs it. The phrase “practice random kindness and senseless acts of beauty” was coined by Anne Herbert in 1982.



## Historical Timeline of “Random Acts of Kindness”

# Kindness is About Recognizing That We Are All Human

***“To be kind is to accept that each person is a created and complex human being – and to treat them as if you believe this to be true.”***

One of the most important elements of kindness is the recognition of our shared humanity.

- Kindness begins with being able to accept that each person is an individual human being; and has experienced the highs and lows of life and is shaped by these memories, lessons, and perspectives.
- When we recognize that we all belong to the human race, then it is likely that we will feel kindness towards one another.



*Do all things  
with kindness.*

# The Power of Kindness



# What Sort of Power does Kindness Really Have?

Kindness give us the power to make life better – for ourselves and those around us. Kindness makes you bulletproof as you are unconditionally kind – you have control of your feelings – you take away others' power to make you crazy!

Kindness:

- Has an ability to change your inner angst
- Disarms the attacker
- Gives you x-ray vision
- Melts through walls
- Makes the invisible visible
- Keeps you going

"IF YOU HAVE THE POWER TO MAKE SOMEONE HAPPY, DO IT. THE WORLD NEEDS MORE OF THAT."

- UNKNOWN



**RANDOM ACTS OF KINDNESS  
FOUNDATION**

[www.randomactsofkindness.org](http://www.randomactsofkindness.org)



**“When you are kind to others, it not only changes you, it changes the world.” ~**  
Harold Kushner

# What the World Needs Now is Kindness

Over the past few years, the world has become more divided and disconnected than ever.

- The price we pay when we lose connection includes self-absorption and blindness to the concerns and welfare of others.
- In our world today, more people have become rude and arrogant toward each other. Racism, homophobia, transphobia, and other forms of hate speech have become more apparent in our society.
- Kindness can foster connection, bring people and communities together, and can even heal past wounds.
- Acts of kindness can make the world a happier place for everyone.





# One Way to Help Us Out of Crisis is Through the *“Power of Kindness”*

There has been no other time when acts of kindness are needed more! Our way out of crisis and back to wholeness is to connect and build a sense of belonging for ourselves and each other.

We can accomplish this through the power of kindness.

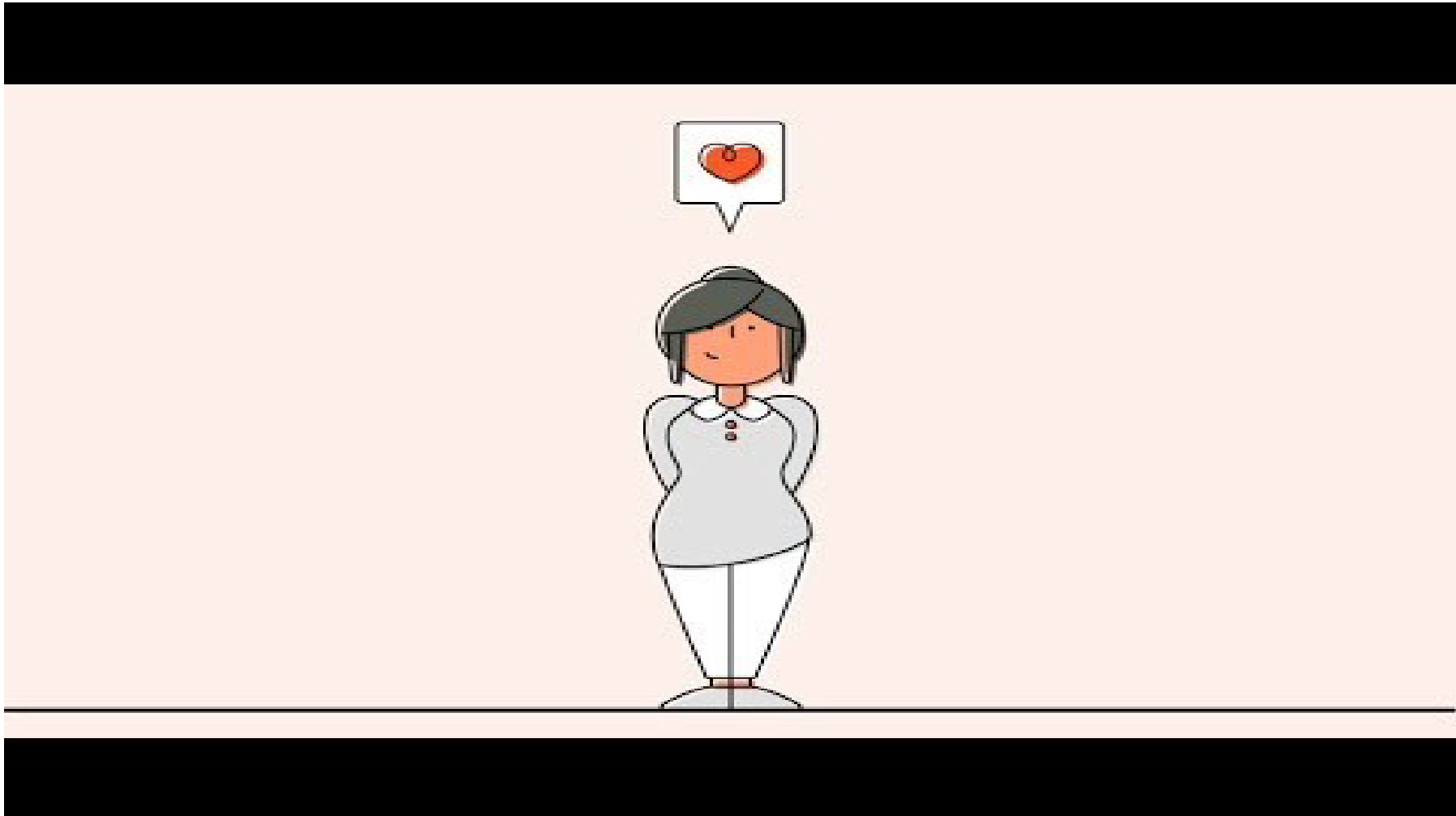
- Kindness offers us the opportunity to connect with others and to build a stronger sense of community and unity.
- When we embrace and cultivate kindness, we can improve the lives of others, and we can create a better world.
- Kindness impacts people for a very long time.
- Acts of kindness – those special moments remain forever in our memory.



# Video – The Science of Kindness

## The Science of Kindness

<https://youtu.be/O9UByLyOjBM>

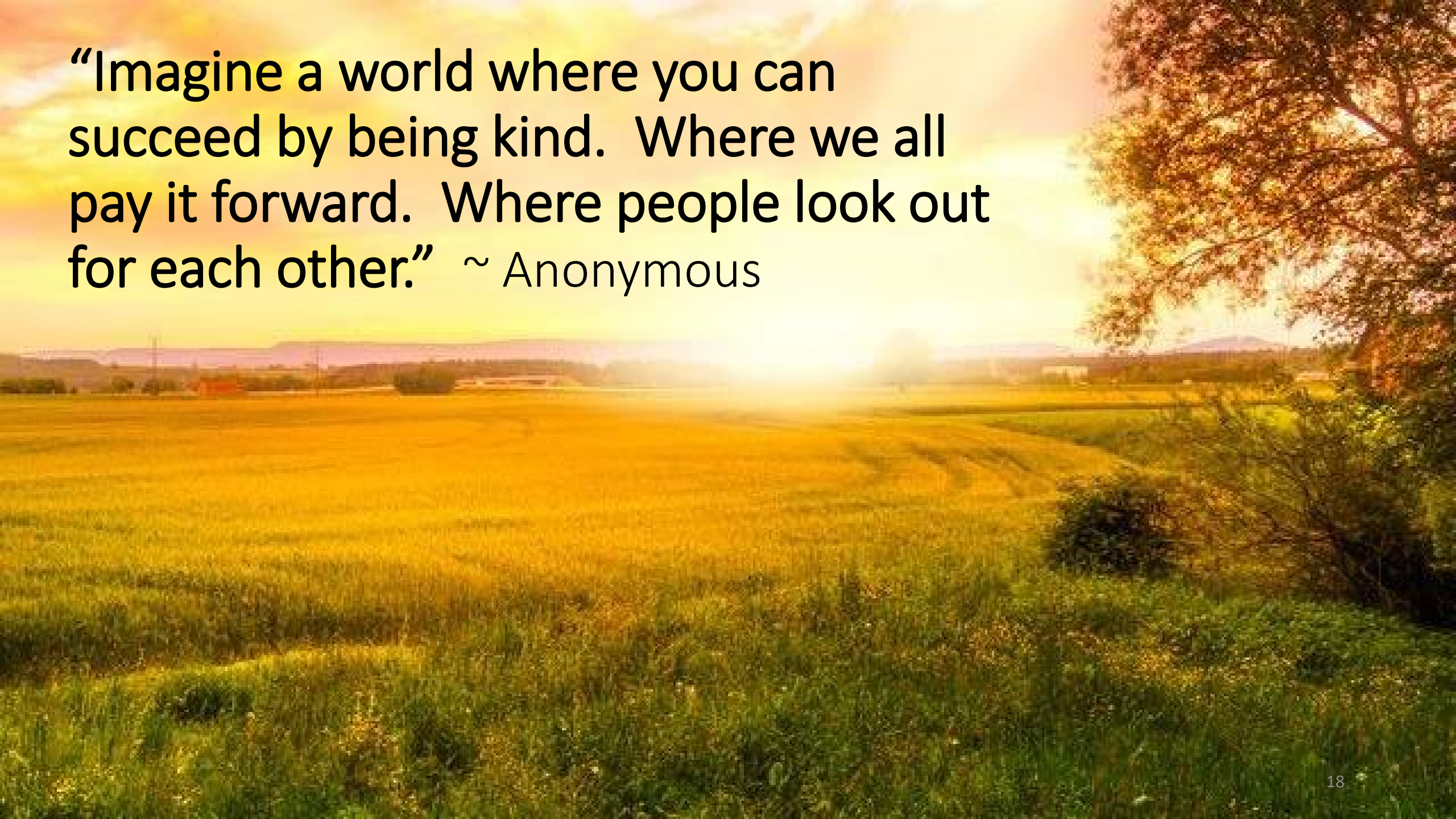


*Do all things  
with kindness.*

# **The Benefits of Kindness**



“Imagine a world where you can succeed by being kind. Where we all pay it forward. Where people look out for each other.” ~ Anonymous



# Why Choose Kindness?

- Kindness makes us happier
- Kindness is good for our health
- Kindness is a simple way to make a difference
- Kindness is contagious
- Kindness makes our lives better



# Kindness as a Cure for Loneliness

The long-term impacts of the pandemic have had adverse effects on mental health.

Even as the pandemic fades, the mental health crisis lingers.

- In September 2022, the City of New York's Graduate School of Public Health reported that depression has reached epidemic levels in the U.S. and is the leading mental health in the nation.
- The National Alliance on Mental Illness reported that the recent rise in suicide seen in the U.S. could be tied to the growing prevalence of depression.
- Social isolation and loneliness are still widespread and have a serious impact on mental health. A recent report suggests that **36%** of all Americans feel "serious loneliness".
- The costs of loneliness include early mortality, depression, anxiety, heart disease, substance abuse, and domestic abuse.

There is still a real concern about what impact the pandemic will have on suicide as people are still contending with the lingering effects of economic uncertainty, social unrest, and prolonged isolation.

**Stepping up to help others feel less lonely helps you and them!**



# Spotlight on Kindness

**Priscilla Benites**  
**Mental Health Awareness**

# Kindness is Good For Your Health

Research shows that kindness generates a response in your brain. Oxytocin, an important neurotransmitter responsible for communicating around different parts of your brain, helps to:

- Promote social bonding
- Lower blood pressure
- Strengthen your immune system
- Protect your heart
- Reduce pain
- Improve energy
- Increase self-esteem
- Lead to a longer life span

*\*University Hospitals, The Science of Health. The Art of Compassion*



# Spotlight on Kindness

**Joe Gerda**  
**Neuroscience**



# Overview

Brief Overview of Some Neurotransmitters  
Prosocial v. Defensive

Brief Overview of the Quantity of Neurotransmitters Research

A Few Examples

Power of Kindness v. Rudeness

# Prosocial “Happy” Neurotransmitters

Neurotransmitters: chemical messengers whose job is to carry chemical signals (“messages”) from one neuron (nerve cell) to the next target cell.

- **Serotonin - happy, focus and calm, feelings of rewards, motivation, and being productive**
- Dopamine - movement, “craving”, feelings of rewards, motivation, being productive
- Oxytocin – cuddle or love hormone; also involved in childbirth. Releases nitric oxide that dilates your blood vessels and thereby reduces your blood pressure and improves heart health

# Defensive “Fight Or Flight/Stress” Neurotransmitters

- **Cortisol: lowers Serotonin level (increases uptake/absorption)**
- Epinephrine/adrenaline: anxiousness, nervousness, or pure excitement

*Prosocial and Defensive processes are in a seesaw relationship*

*Why? Biology: Survive, Procreate & Protect their Young*



# Ice Bath – Prosocial or Defensive?



# Gratitude is...

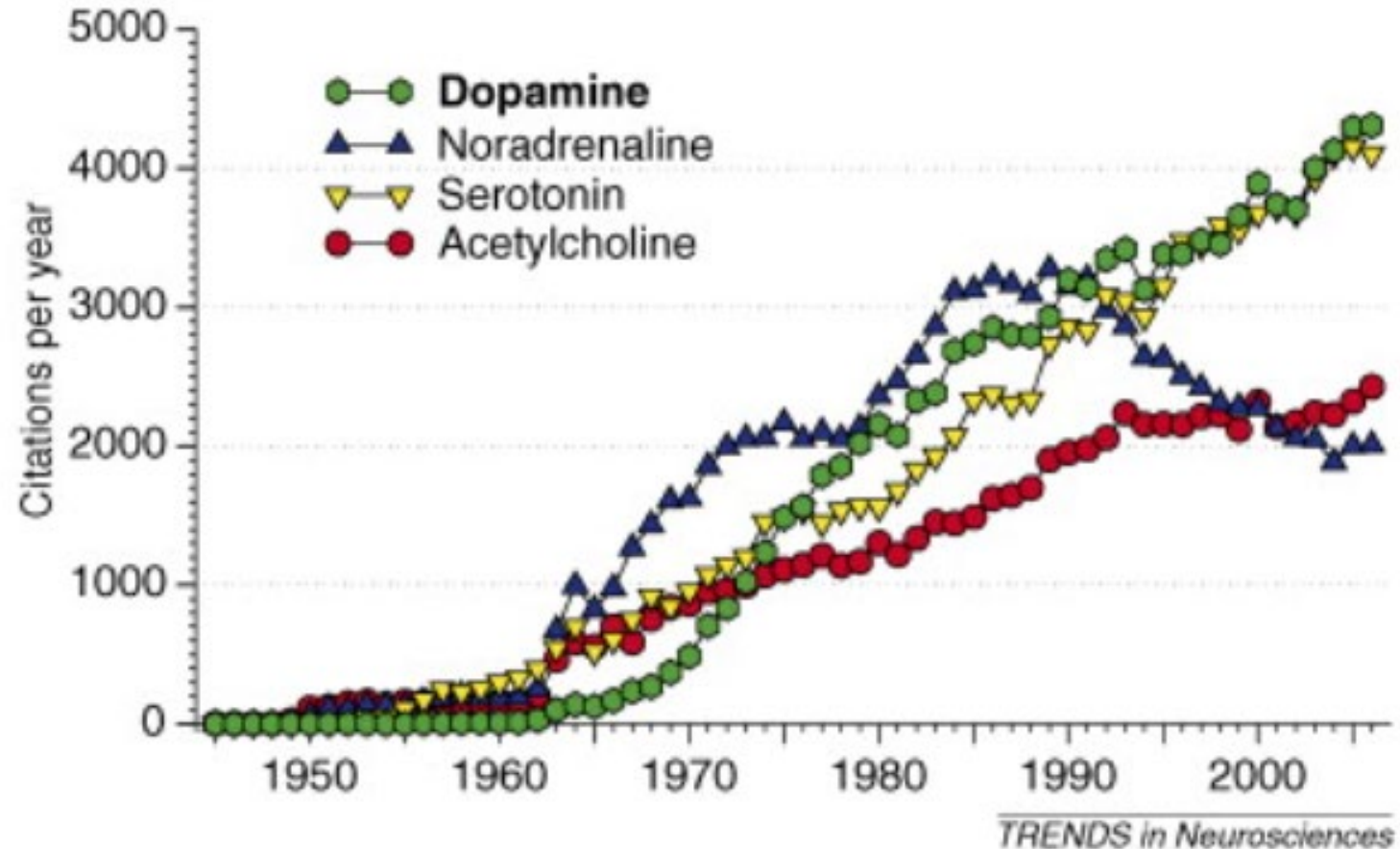
the mindset that activates the medial prefrontal cortex and creates the context for experience.

Andrew Huberman, Huberman Lab Podcast

The Science of Gratitude & How to Build a Gratitude Practice

Stanford University

# How common is peer-reviewed research in this area?





# Physiological Impacts of Kindness

Physiologically, kindness can positively change your brain. Being kind boosts **serotonin and dopamine**, which are neurotransmitters in the brain that give you feelings of satisfaction and well-being, and cause the pleasure/reward centers in your brain to light up. **Endorphins**, which are your body's natural pain killer, also can be released.

<https://www.mayoclinichealthsystem.org/hometown-health/speaking-of-health/the-art-of-kindness#:~:text=Being%20kind%20boosts%20serotonin%20and,killer%2C%20also%20can%20be%20released.>

## More Articles Including **Allogrooming**:

Oxytocin reduces amygdala activity, increases social interactions and reduces anxiety-like behavior irrespective of NMDAR antagonism

[Behav Neurosci. 2015 Aug; 129\(4\): 389–398. doi: 10.1037/bne0000074](#)

Research has shown that simply petting a dog lowers the stress hormone cortisol, while the social interaction between people and their dogs actually increases levels of the feel-good hormone oxytocin (the same hormone that bonds mothers to babies).

[https://www.hopkinsmedicine.org/health/wellness-and-prevention/the-friend-who-keeps-you-young#:~:text=Research%20has%20shown%20that%20simply,that%20bonds%20m others%20to%20babies](https://www.hopkinsmedicine.org/health/wellness-and-prevention/the-friend-who-keeps-you-young#:~:text=Research%20has%20shown%20that%20simply,that%20bonds%20m%20others%20to%20babies)).

<https://www.scientificamerican.com/article/is-the-gaze-from-those-big-puppy-eyes-the-look-of-your-doggie-s-love/>

# Compassion and/or Social Support Alleviating Physiological Markers of Stress & Distress

Brown, C. L., West, T. V., Sanchez, A. H., & Mendes, W. B. (2021). Emotional Empathy in the Social Regulation of Distress: A Dyadic Approach. *Personality and Social Psychology Bulletin*, 47(6), 1004–1019. <https://doi.org/10.1177/0146167220953987>

- John-Henderson, N. A., Stellar, J. E., Mendoza-Denton, R., & Francis, D. D. (2015). Socioeconomic status and social support: social support reduces inflammatory reactivity for individuals whose early-life socioeconomic status was low. *Psychological Science*, 26(10), 1620–1629.

## Students and Biomarkers of Stress & Stress Recovery

Stephens, N. M., Townsend, S. S., Markus, H. R., & Phillips, L. T. (2012). A cultural mismatch: Independent cultural norms produce greater increases in cortisol and more negative emotions among first-generation college students. *Journal of Experimental Social Psychology*, 48(6), 1389-1393.

Stephens N. M., Townsend S. S. M., Hamedani M. G., Destin M., **Manzo V.** (2015). A difference-education intervention equips first-generation college students to thrive in the face of stressful college situations. *Psychological Science*, 26(10), 1556–1566. <https://doi.org/10.1177/0956797615593501>



# Other Biomarkers

Stellar, J. E., **Manzo, V. M.**, Kraus, M. W., & Keltner, D. (2012). Class and compassion: socioeconomic factors predict responses to suffering. *Emotion, 12*(3), 449.

**Manzo, V. M.** (2016). The Effect of the Student Identity on Prosocial Values, Intentions, and Well-Being (*Doctoral dissertation, Northwestern University*).

# Kindness v. Rudeness (Prosocial v. Defensive)

1. Julie & John Gottman (U of Washington): 5-1, 8-1, 30-1 ratios
2. Amos Tversky & Daniel Kahnman: overrate fear by 8 fold

**Joe's Hypothesis:** Corresponding acts of fear are 5-10 times more toxic than acts of kindness

Lessons for all of us in service industries:

Physician bedside manner linked to malpractice suit

Maya Angelou

“I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

# Video – The Science Power of Kindness

## The Scientific POWER of Kindness | Simon Sinek

<https://youtu.be/1XMZPmJgFDU>





*Do all things  
with kindness.*

# Connecting Through Kindness

# Video – Parkinson's Fund Raiser

**Hiking trip brings mother and daughter closer, for a good cause**  
(CBS Evening News story – Parkinson's Fund Raiser)

<https://youtu.be/3mvmG9E-slc>





**“Together we can change the world, just one random act of kindness at a time.”**

~ Ron Hall



# Spotlight on Kindness

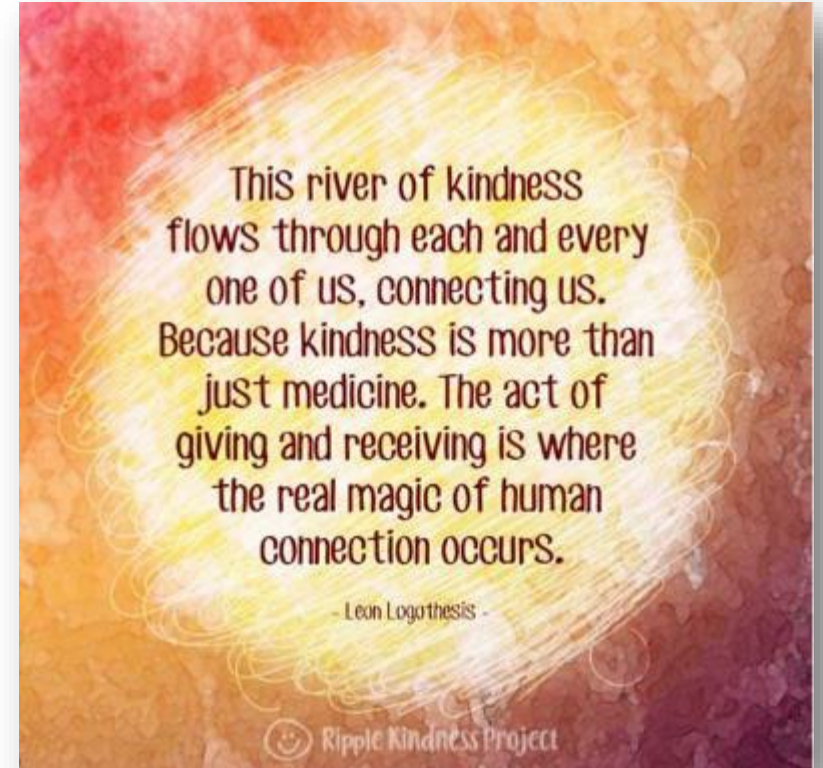
**Justin Hunt**  
**Backpack Project**



# We Cultivate Our Capacity for Kindness through Connection

Connection is a door through which kindness can flow.

- Feeling connected satisfies our fundamental need to belong, fosters a sense of trust, and allows us to turn towards a perspective of kindness.
- Without a sense of connection to others, everything becomes gray and automatic. Our interactions lack substance or kindness, consisting of exterior politeness and empty, heartless rituals.
- When we reach out and connect, we have the chance to develop closeness, to touch the lives of others, to be kind and to show people that they matter.



# Video – See Something More in People

## Patch Adams - Patch Earns His Nickname (1998)

<https://youtu.be/bKLQBuSPVwQ>



# Video – Unexpected Act of Kindness

Officer's unexpected act of kindness caught on video

<https://youtu.be/uN2-h3laKVA>



A vibrant rainbow arches over a sea of white, fluffy clouds against a soft, pastel sky. The rainbow's colors are bright and saturated, contrasting with the soft, ethereal tones of the clouds and sky. The overall mood is peaceful and hopeful.

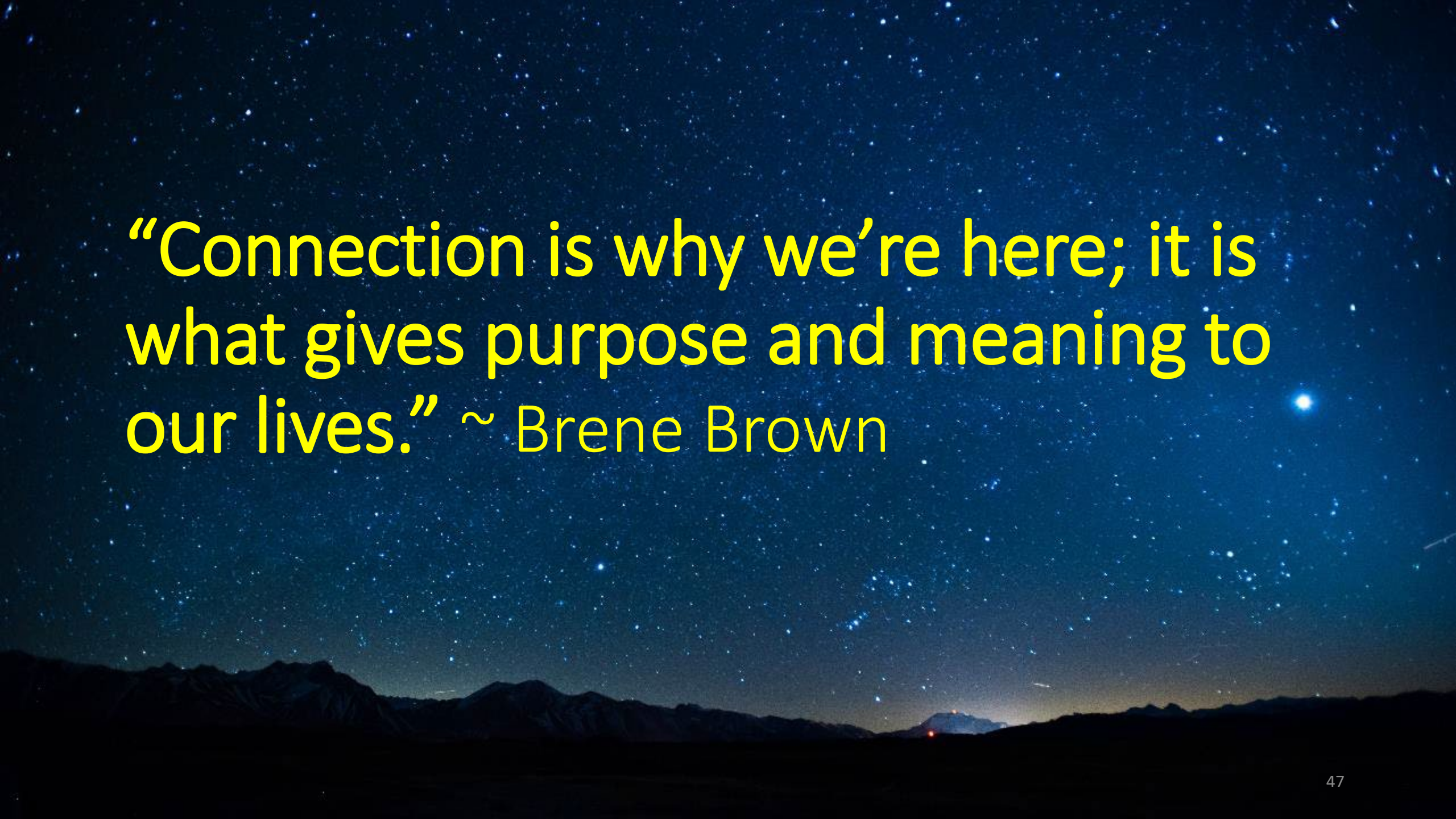
**“Be kind whenever possible. It is always possible.” ~ Dalai Lama**



*Do all things  
with kindness.*

# Promoting a Culture of Kindness





“Connection is why we’re here; it is what gives purpose and meaning to our lives.” ~ Brene Brown

# Promoting a Culture of Kindness

Kindness can become a catalyst for positive change in the workplace.

A recent HR study shows that employees who are respectful and kind to each other have:

- **26%** more energy,
- **36%** more satisfaction with their work
- **44%** more commitment to their organization.

Kindness in the workplace also:

- Motivates employees
- Improves creativity
- Increases productivity



**How can we start spreading kindness at COC?**

# Video – Kindness Can Be the Norm

Kindness can be the norm

<https://youtu.be/YYnWsAoGRPE>





# Empathy is the Gateway to Kindness

We are kind because we possess the capacity for empathy. The ability to show empathy helps to promote a culture of kindness.

- It's thanks to empathy that we care about experiences that are not our own. And that is why we are kind.
- Empathy is a superpower. We don't control it; it just happens. It is the ability to notice someone in pain and to feel some part of that pain.
- When we observe someone feeling a feeling, we feel some shadow of what they are feeling, we feel motivated to make them feel better, and we act kindly toward them.
- Sharing in each other's pain, sorrow, and joy will always be enough to make people a bit kind to one another.





# How Do We Increase Empathy and Kindness?

We learn about others and share our experiences through communication.

When we develop effective communication skills, we become aware of how:

- We come across to others
- Our actions affect others
- Other people's lives are different from ours

When we focus on communicating with respect and kindness, we:

- Steer conversations towards positive and respectful behavior.
- Form better relationships
- Exercise our empathy muscles



# Learning About Others Enables Us to be Kinder

Empathy has an off switch and that off switch is ignorance. Ignorance leaves us insensitive to the suffering of those whose pain we would otherwise feel.

We may be making some of the following mistakes that limit our empathy:

- **False or mistaken beliefs about others.** Believing something that isn't true can turn your empathy off toward a group or an individual.
- **Lack of knowledge.** Not knowing enough about the experiences of someone, or about how your actions impact their experiences, can switch your empathy off. What you don't know is often what causes you to hurt others. Without knowledge of other people's feelings, we cannot empathize as we would if we knew a little more.

Don't assume! Ask and listen.



# Spotlight on Kindness

**Tara Williams & Garrett Rieck**  
**Rising Scholars**





# Rising Scholars: Changing the Lives of Justice Involved Students; Their Families and the Communities They Will Ultimately Return to Upon Release

- ❖ DR. TARA WILLIAMS, CHEMISTRY FACULTY AND RISING SCHOLAR FACULTY COORDINATOR
- ❖ GARRETT RIECK, FACULTY DIRECTOR OF ADULT AND CONTINUING EDUCATION



# Why is this program important?

- ▶ Every study in the field confirms that the higher the education level achieved, the lower the rate of recidivism. The data shows a different correlation: for every additional year of education, the recidivism rate is significantly reduced.
- ▶ Among inmates who have completed some high school courses, recidivism rates can drop to about 54.6%. Those who complete high school or the GED, have an even lower rate. Vocational training brings recidivism further down to 30%. For prisoners who attain a bachelor's degree: only 5.6% recidivism; and for prisoners who attain a Master's degree: 0% recidivism!



# Brief History of our Program

- ▶ College of the Canyons joined the Rising Scholars Network in 2015 offering only credit courses in the beginning
- ▶ We currently offer 30 credit classes and 24 noncredit classes to justice-involved students at four facilities
- ▶ Noncredit courses were first offered at both PDC and CRDF in summer 2020, at the height of the pandemic as correspondence



# What we Offer our Students – Credit/Noncredit courses

- General Education courses that meet IGETC requirements for transfer to 4-year University (UC or CSU) including, CHEM 100, GEOGRPH 104, MUSIC106, SOCI 104, and THEATR 110
- New credit courses offered in Spring 2023– ENG101 and MEA116, In Fall we introduced WELD 101C and ART100
- For Non-Credit, we offer Life Skills, Career Skills, English Support, Counseling, CPR/First–Aid, Health & Wellness, and Vocational Courses
- Future Non-Credit courses in Print-Shop and Culinary Arts



# Noncredit CPR/First Aid and Gardening/Landscaping Classes



CPR/First Aid  
Class at Century  
Regional  
Detention  
Facility



Practical skills test  
on manikins



Pond maintenance and benefits of  
watering plants with fish waste.



Ongoing landscape design project.



# Enrollment Totals

- ▶ Credit total enrollments 15/16 - 162
- ▶ Credit total enrollments 16/17 - 343
- ▶ Credit total enrollments 17/18 - 192
- ▶ Credit total enrollments 18/19 - 183
- ▶ Credit and noncredit total enrollments 19/20 - 371
- ▶ **Credit and noncredit total enrollments 20/21 – 4,118**
- ▶ **Credit and noncredit total enrollments 21/22 – 4,893**

# On-Campus Efforts Moving Forward

- ▶ Website for interested students with contact information for our team of faculty, administration, and staff
- ▶ Working with probation to recruit students when released
- ▶ Working to identify and contact our Rising Scholars students
- ▶ Building partnership resources with our community to distribute to our students while in custody
- ▶ Bringing awareness to our on-campus groups/resources to assist our Rising Scholars students
- ▶ Presenting whenever possible to showcase our program



# The Path Forward and our “Why”

- ▶ Justice impacted students are underserved in several ways
- ▶ Being one of the few educational institutions, and the only higher learning institution with a contract with LASD, we can offer both the students and the Sheriff’s Department quality instruction on important topics which make a difference not only to the students but also to their families and the communities they live in.
- ▶ The courses we currently have and those we plan to develop are all part of the overarching goal to help reduce recidivism and increase employability in justice impacted students.



# Why Teach for Rising Scholars?

- In order to close equity gaps
- Be part of the change you want to see – educational opportunities reduce recidivism which in turn makes communities safer
- Serving an underserved and often neglected student population, sometimes due to stereotypes or misunderstanding of the students and their needs
- Incredibly fulfilling experience. Join the Rising Scholars program and see why each and every one of us are passionate about serving our justice involved students



# Questions and Final Thoughts?







“You cannot do kindness too soon, for you never know how soon it will be too late.”  
~ Ralph Waldo Emerson



*Do all things  
with kindness.*

**Kindness Begins with YOU!**

“Three things in human life are important: the first is to be kind; the second is to be kind; and the third is to be kind.

~ Henry James



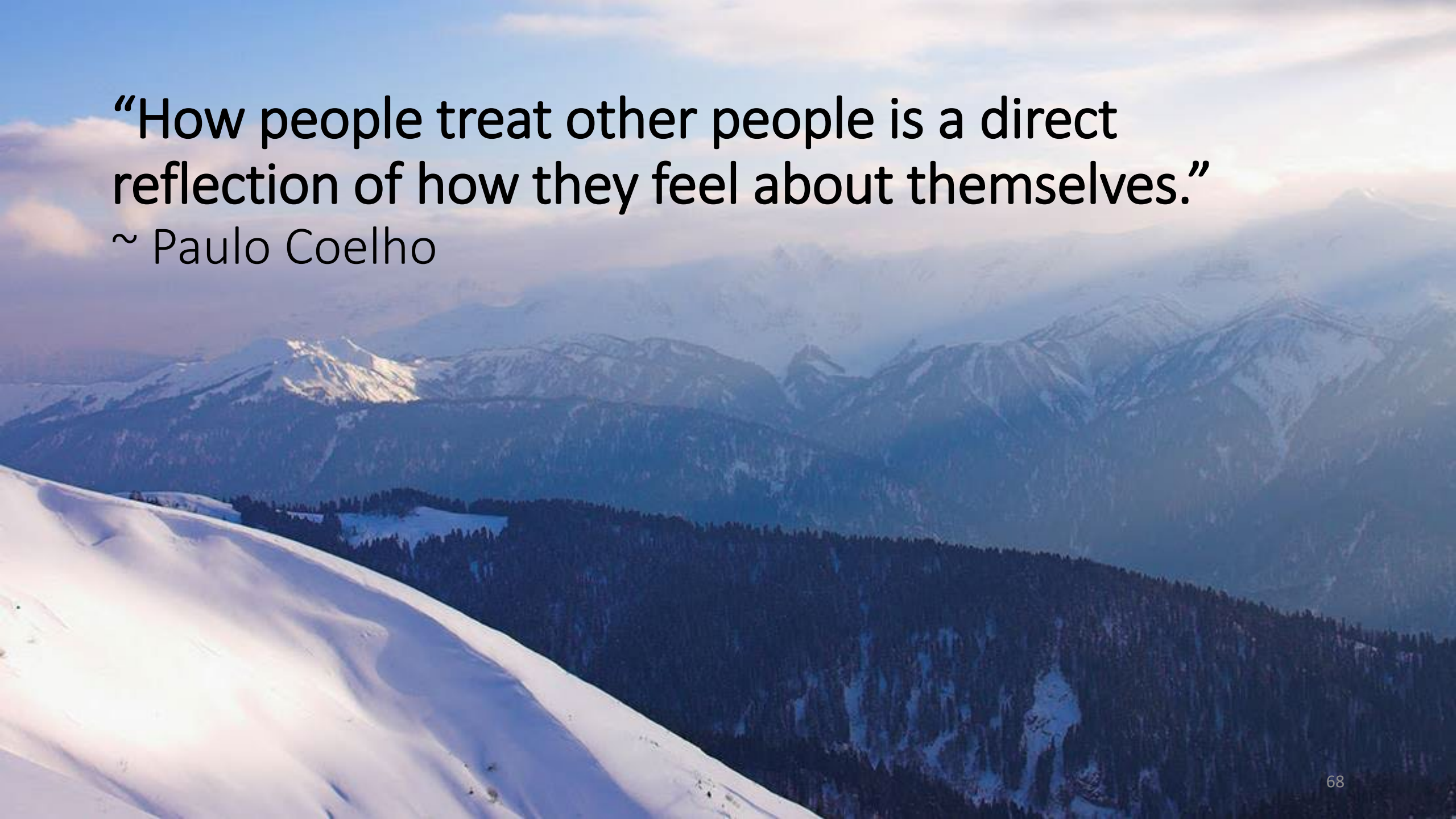
# Kindness is a Choice

While we do not have control over others, we do have control over ourselves.

- We can't make anyone else be kind, but that does not have to prevent us from being kind, no matter what.
- We have the choice to be our best selves and to be kind every day.







“How people treat other people is a direct reflection of how they feel about themselves.”

~ Paulo Coelho

# Spotlight on Kindness

**Gina Thompson**  
**Canyons Cares**



# Canyons Cares

*"It's What We Do!"*



# What is CANYONS CARES?

A Classified Professional-led initiative that seeks to improve the student experience through student-employee supportive and personalized interactions.



## ESTABLISHES A CULTURE OF CARING AND EMPATHY

While imparting a sense of belongingness to both our students, staff and campus visitors.



## IMPROVES STUDENT SATISFACTION

Connectedness, COC pride, engagement and retention.



## BREAKS BARRIERS

Causes the college to reexamine policy barriers to student success.

# *Meet the Cares Force*



# Work We Have Done

Stuffed 50 backpacks with essential school supplies and distributed to any student in need of a new backpack.

Hosted a Financial Literacy Event (Money Talks) that educated students and staff on money management/investment options.

Helped Ujima Scholars launch this Fall with providing shirts, backpacks and pens for their incoming students.

Having a significant on-campus presence by participating in Discover Day, Welcome Day, Cougar Fest, and Fall Fest.

Awarded \$7,900 in Barnes & Noble (Bookstore) gift cards to participating students.

Awarded 98 graduating students (in-financial need) with Cap and Gown Packs for Commencement; totaling over \$4,500.

Helped the SEED Library expand its inventory and open up the CCC branch.

Provided funding support to our Ukrainian students and a survivor of the Uvalde school shooting.







# THANK YOU!

- If you would like to join our fun team, please email [joanna.kelly@canyons.edu](mailto:joanna.kelly@canyons.edu)
- We would love more to expand our team and have more representation from different areas of COC!
- Meetings: 2nd and 4th Thursday of each month from 3:00-4:00pm via Zoom.
- Website: [www.canyons.edu/cares](http://www.canyons.edu/cares)
- Follow us on social media: [canyons\\_cares](#)



# Kindness Takes Practice

Becoming kinder takes practice.

So – PRACTICE!

- No act of kindness, no matter how small, is ever wasted.
- Try to do one small, kind thing each day for someone. Then pay attention to the impact on you.
- Does it become easier the more you do it?
- Do you begin to notice and act on opportunities to be kind?
- Do you start to feel lighter? Kinder?





# Kindness Inspires More Kindness

Just as bullying behavior triggers that in others, acts of kindness foster kindness in others. We take our cues from others many hours a day.

- Why not be the kind person from whom others take their cues?
- Why not be the person who helps people turn to one another in small and big ways that illustrates a spirit of generosity?



# Video – Seeing Opportunities in Others

## Be a Mr. Jensen

[https://youtu.be/4p5286T\\_kn0](https://youtu.be/4p5286T_kn0)



# Spotlight on Kindness

**Dora Lozano**  
**Inspire Scholars**



Everything I ever needed to know about connections, kindness, and gratitude I learned at...

- Creating relationships
- Innumerable kindnesses
- Value of gratitude
- Throw away the box thinking



# Why and Vision



# Kindness to yourself



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# Genuine

- It's about the students providing:
  - Safety
    - Safe spaces
  - Predictability
  - Seeing them
    - Welcome them
- Advocate for them
  - Educationally
  - Legislatively
  - Regionally



# Open to Opportunities

- Fostering Youth Independence (FYI)
- San Fernando Valley Scholars Network: COC, LAVC, LAMC, Pierce and CSUN
- SCV Assistance League



# Interdependence can get you \$ and Services

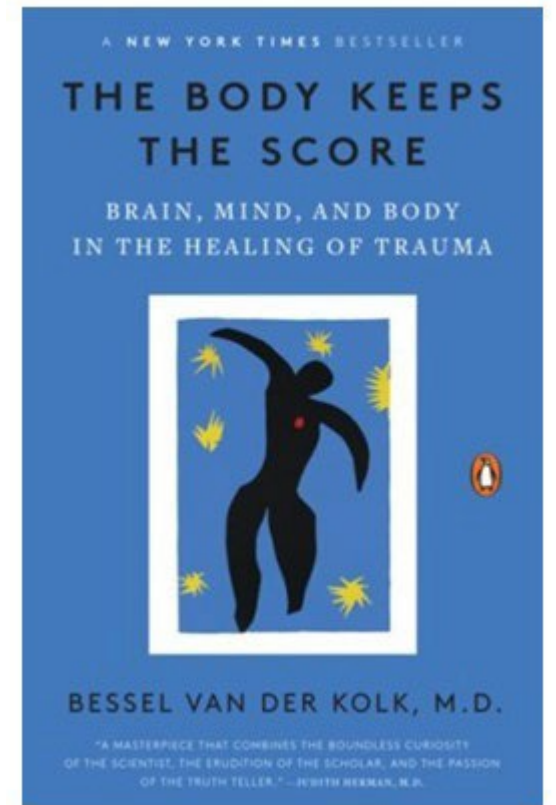
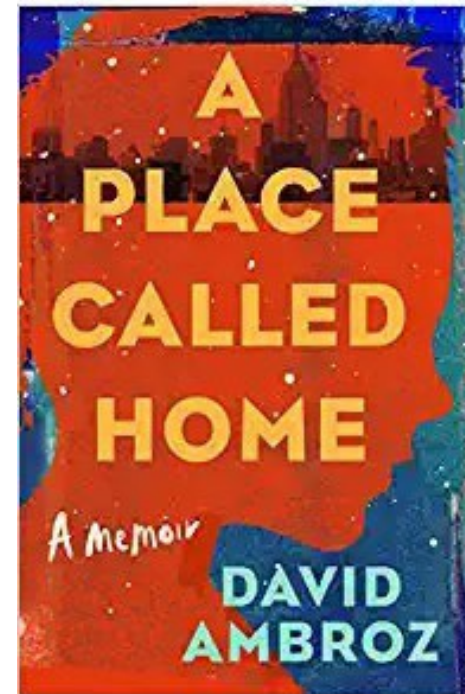
- Pritzker grant - \$40,000 each year for the last five years
- CA College Pathways/Whittier Trust grant - \$50,000 one-year grant
- Mental health services





# Learning

- Read
- Training
- Assess



# Ask for Help

- Volunteer Bureau
- Share your vision
  - Social Work Intern (CSUN)
- Empowerment Programs Summer Bridge
  - Noncredit
  - English and Math Departments
  - Outreach and School Relations



# Gratitude

- Say, “Thank you”
- Handwritten thank you cards
- Certificates
- Shoutouts!
- Share success with colleagues
- Thank you posters signed by students





THANK YOU!



# Kindness is About Including Others

A sense of belonging is a basic need, like the need for food, water, or shelter. Humans have an instinctive need to belong. In his *Hierarchy of Needs*, Maslow placed belongingness just above physiological and safety needs. Since the dawn of our species, belonging to families and tribes led to an increased level of survival.

- Feeling that we are part of a whole greater than ourselves is a necessary factor to our well-being.
- Being part of a group or a community makes us feel recognized and included, allows us to connect with others, alleviates feelings of loneliness, and helps us to feel a sense of support.
- We can make others feel included or excluded in different ways through our words and actions.
- As we cultivate a sense of belonging and include others – that has everything to do with kindness!



# Kindness Follows Compassion

Everyone has challenges – many hide them from sight.

- When we lead with compassion, it can guide us to kindness. Perhaps we keep our mouth shut instead of calling out a minor slip. Sometimes kindness is bringing someone a cookie, or tacos, or that special cinnamon roll.
- If you knew what struggles someone else was dealing with, would you deliver the snarky response to a question, or would you cut them some slack? Would you maybe reach out to them with support?
- When we are compassionate, we experience and recognize our shared human condition.





# Kindness is Contagious

If someone does something kind for you, you feel better and are more likely to help out someone else. That person's kindness has infected you.

Each time you do something kind for anyone, your kindness is also contagious. Repercussions of your kind behavior continue to ripple on, just as a pebble dropped in a pond.



# Spotlight on Kindness

**Erik Polanco**  
**ASG**

ASG Presents

# Kindness







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**Clarissa Zuo**  
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Tovmasyan**  
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**Chaio Chi**  
Cultural Student  
Involvement  
Coordinator I-  
Valencia



**Caitlin Herron**  
Social Student  
Involvement  
Coordinator I-  
Valencia



**Kaelani Keese**  
Social Student  
Involvement  
Coordinator - CCC



# Therapy Dogs





TAILGATE







FALL FEST



## FUTURE PROJECTS & EVENTS

- Cougar Fest
  - Pet Day (concept)
  - Paw Print: **Spring Edition**
  - Multicultural Day
  - Discovery Day
- And many more being planned with how we can further spread kindness



## HOSTILE VOCABULARY





# KINDNESS



*Do all things  
with kindness.*

# Being Kind to Yourself

# Kindness Starts With Being Kind to Yourself

You will treat others better when you take care of yourself.

- In a fast-paced environment, it's easy to work through lunch or respond to emails at 11:00 p.m.
- However, you do yourself a favor when you take a moment to breathe, assess what we need, and seek it.
- Are you kind to yourself when you misstep (which happens to everyone)?
- Or, do you make others the target of the disappointment you feel about yourself?





# Self-compassion Increases Our Capacity for Kindness

In order to have a capacity for kindness, we must learn to be kind to ourselves and practice self-compassion.

- When we are unkind to ourselves, it is difficult to be kind to others.
- Learning to have greater self-compassion can put us in the right emotional and mental state to be kind to others.
- Negativity creates a vicious cycle of beating ourselves up.
- Ease up on yourself, be kinder in your self talk, practice gratitude, and let your best be good enough.



# Find a Friend in You!

Nurturing and encouraging ourselves is important.

- We are sometimes hard on ourselves.
- We need to treat ourselves with the same kindness, gentleness, understanding and compassion we would show to a good friend.
- When we are kind to ourselves, we not only happier, but are also more successful.

Be your own  
Best friend

# Self-Kindness is being kind and understanding to yourself

Here are some ways to be kind to yourself:

- Carve out some time for you
- Give yourself recognition
- Cultivate your inner advocate
- Ask for what you need
- Forgive yourself
- Respect yourself
- Treat yourself
- Remind yourself of your good qualities
- Lift yourself up
- Tell yourself, “I am enough”
- Honor your dreams
- Stop trying to be perfect
- Believe in yourself
- Accept yourself



# Spotlight on Kindness

**Teresa Ciardi**  
**NASA HASP project**

# High Altitude Student Platform (HASP)

- Student designed & built science experiments in near space conditions
- Flight time 15-20 hours at about 120,000 ft
- Encourages student research & fosters excitement for a career in the aerospace industry



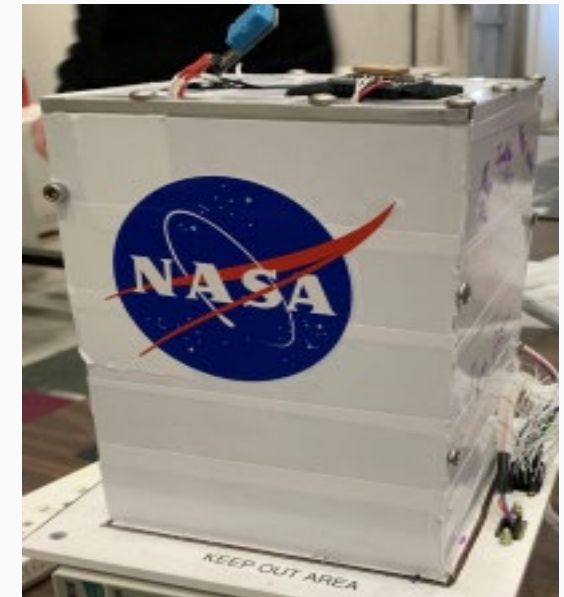




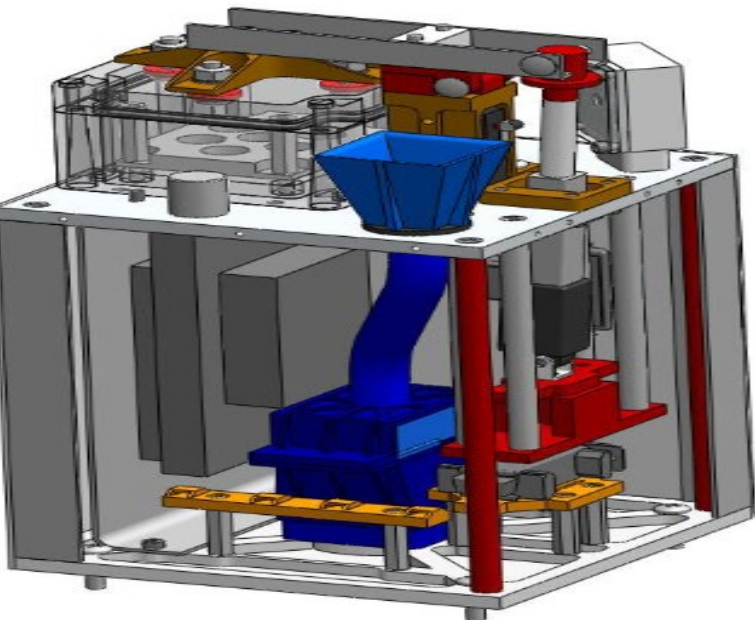
2016 Electrostatic Comic Dust



2018 Acidic Reduction Inspection System



2021 Particle Detector



2017 Electrostatic Particle Collector



2019 Acidic Reduction Inspection System II

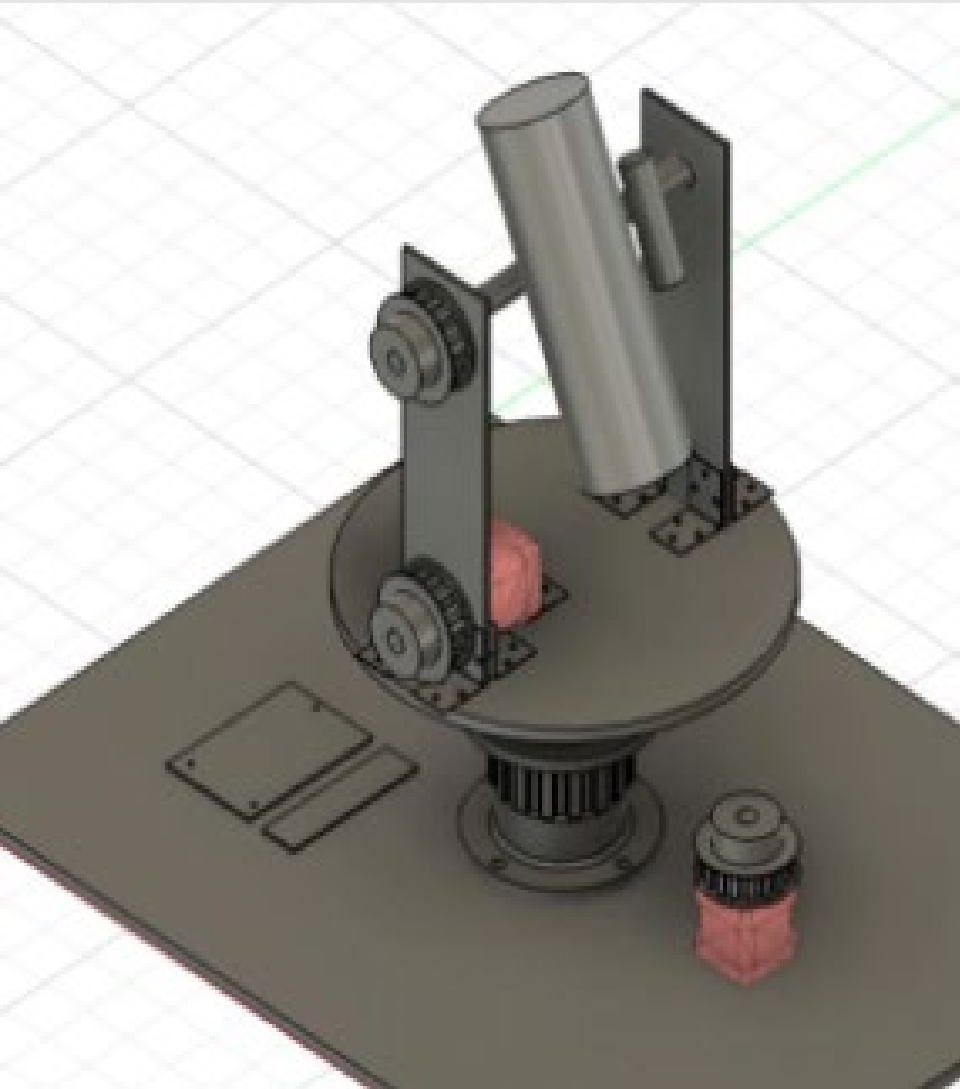


2022 Partical Detector with Functional Art

6 students teams have successfully flown with HASP from College of the Canyons



# 2023 HASP flight team & mission



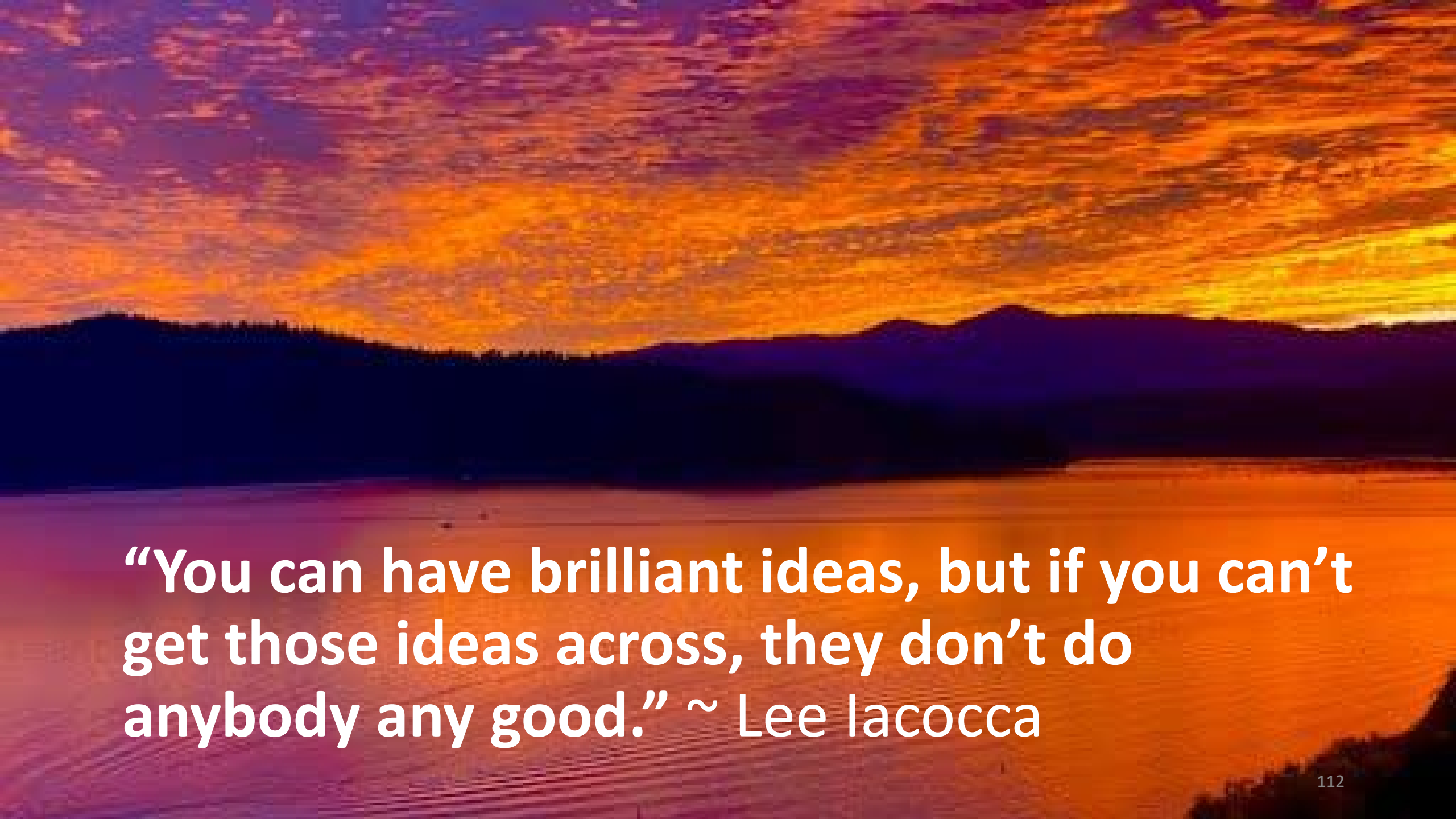
**Sun Tracking Telescope**



**Sol Seeker Team**

*Do all things  
with kindness.*

**Communication is the Engine that  
Drives Kindness**

A vibrant sunset scene with a sky transitioning from deep purple to bright orange and yellow. The sun is partially obscured by a range of dark, silhouetted mountains. The foreground shows the calm surface of a lake, reflecting the colors of the sky.

**“You can have brilliant ideas, but if you can’t get those ideas across, they don’t do anybody any good.” ~ Lee Iacocca**



# What is “Effective Communication” Anyway?

## Effective communication happens when

- The person giving the information (sender) provides
  - ✓ A clear context and frame of reference
  - ✓ Relays and explains information in a concise manner in terms understood by the person(s) in front of him/her.
- The person receiving the information (receiver)
  - ✓ Understands the message in the way it was intended; and
  - ✓ Can get to work immediately using the information precisely as it was given with no need to repeatedly ask for clarification and/or additional information.



# The 7 C's of Effective Communication

- **Be Courteous (or Civil)**

- ✓ Be sure your communications are friendly, open and honest
- ✓ Forgo hidden insults or passive-aggressive tones—you only undermine *you*.
- ✓ Keep the *audience's* viewpoint in mind.
- ✓ Ensure that you're empathetic to the target audience.
- ✓ Bring people together – don't push them apart.



*“Communication is the process by which we understand others and in turn are understood by them.” (It is dynamic and constantly changing in response to the total situation.) M. Anderson*

**Communication is a process; there is no beginning and there is no end. It is a continuous loop.**



# Listening is a Starting Point to Becoming Kinder

Without the ability to listen, we would know life only from our own perspective. We would never learn how it feels to be anyone but ourselves.

**As we learn to become better listeners, some important points to remember are to:**

- Make a conscious effort to learn about and internalize someone else's experience.
- Listen widely and directly; treat people as experts in themselves
- Listen to everyone:
  - ✓ Those you live alongside every day
  - ✓ Those whose lives are most incomparable to your own
  - ✓ Those on furthest margins of your own society
- Take care with whom we let filter or editorialize our listening
- Listen directly to those people whose lives you need to learn about because they are the only ones with direct access to their own experience.



# Video – A Lesson in Listening

## Kindness 101: A lesson in listening

<https://youtu.be/Z99Ns35gm6s>



How can we improve our ability to listen?

## 6 Steps to Better Listening





# Steps to Better Listening

## *Employ Six Basic Steps*

### **Step 1. Decide to Listen**

- The commitment to listen is at the heart of being a better listener
  - ✓ Not jumping to conclusions
  - ✓ Not cutting people off
  - ✓ Not finishing their sentences

### **Step 2. Get your body ready to work**

- It's important to get ready to do work by having:
  - ✓ An erect posture;
  - ✓ Being located close to the speaker; and
  - ✓ Creating some inner tension to combat the tendency to relax and daydream.



# Steps to Better Listening

## *Employ Six Basic Steps*

### Step 3. Create a supportive climate

- Avoid statements or actions likely to create defensiveness
- Ask questions that check your understanding
- Don't rush to form inflexible opinions

### Step 4. Put the other person first

- Focus on understanding what he/she has to say and use your brain's free time to that end.
- Give the other person your full undivided attention – avoid distractions.



# Steps to Better Listening

## *Employ Six Basic Steps*

### Step 5. Listen “Actively”

- Pay attention
- Show that you’re listening
- Defer judgment
- Respond appropriately
- Hear what’s being said - not what you expect or want to hear

### Step 6. Communicate that you are listening: Being a better listener is only half the job.

- You must also let the other person know that you are listening through:
  - ✓ Eye contact
  - ✓ Facial expressions
  - ✓ Body posture
  - ✓ Feedback
  - ✓ Putting your technology away





# You Can LEARN to Listen Better!

Because listening is a learned skill, changes won't occur overnight. Yet -

- As with any skill, “practice makes perfect”
- With the desire to become a better listener, knowledge of listening skills and a willingness to work, major improvements can be made.
- Then, no one will say to you, “You never listen to me!”

"TOO OFTEN WE UNDERESTIMATE THE POWER OF A TOUCH, A SMILE, A KIND WORD, A LISTENING EAR, AN HONEST COMPLIMENT, OR THE SMALLEST ACT OF CARING, ALL OF WHICH HAVE THE POTENTIAL TO TURN A LIFE AROUND."

- LEO BUSCAGLIA



**RANDOM ACTS OF KINDNESS  
FOUNDATION**

[www.randomactsofkindness.org](http://www.randomactsofkindness.org)

# *Kindness is Communicated through our Words, Tone and Actions*



# The Language of Kindness

The language we use is the climate we create. Eventually, our climate will become our culture.

If we want to create a culture of kindness, we need to speak the language of kindness.

- Kindness is the universal language that is comprehended beyond boundaries. Everyone understands and speaks this language.
- Using language that conveys kindness shows that we care and value others.

We are what we speak, so be kind with your words, tone and actions.





# Communicate with Respect

With our words we create an environment. Harmful words create an environment charged with negativity.

- Insults and bad-mouthing are harmful
- Gossip, rumors, criticism, and maligning can have devastating effects on people's lives.

Human beings can coexist in a society only if they respect one another, if they collaborate, if they do not hurt one another.



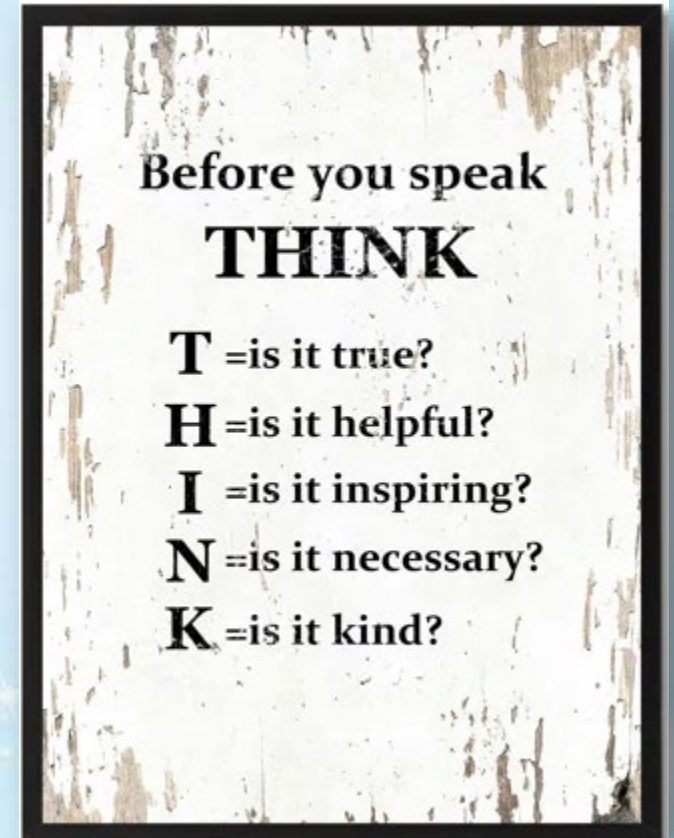
# If You Don't Have Anything Nice to Say...

If you don't have anything nice to say, don't say anything at all.

We can make the choice not to say things that are potentially hurtful.

Ask yourself before you speak if what you are going to say is:

- **T** True
- **H** Helpful
- **I** Inspiring
- **N** Necessary
- **K** Kind



# Effects of Technology on Communication

All forms of technology have both a positive and negative impact, and the impact of technology on the communication process also comes as mixed baggage.

- Cell phones and the Internet have become basic necessities these days.
  - ✓ A majority of us would feel something missing in life, if there were no cell phones or Internet (Agreed?)
- Technology has bettered the communication process and has done negligible harm
- The positive points of the technological advancements outnumber the negative points.





# Technology's Positive Impact on Communication

Technology has transformed the once big and far world into a tiny global village. Thanks to technology, we now have the power to communicate with anybody on the other side of the world. Technology has introduced these benefits.

- No Barriers
- Strengthened relations, i.e., more frequent contact
- Better access to solutions
- E-schools to get a CTE or college degree or continue your education
- Unlimited access to information



# Technology's Negative Impact

The most prominent negative effect of technology?: The charm of the good old world is missing.

Letters, and lengthy face-to-face conversations have vaporized, only to be replaced by texting or chatting. This phenomenon has had an:

- Impact on interpersonal communication
- Effect on nonverbal communication
- Impact on creating a “close and yet so far” sense of being
- The Disasters auto-correct can cause.



*Do all things  
with kindness.*

# **Nonverbal Communication is Powerful**



# Non-Verbal Communication

Non-verbal describes communication that is neither spoken nor written. It's what we know as "body language" and is, quite possibly, the most important part of communication:

- Relays messages without uttering a word
- Can contradict verbal communication (convey support yet back away).
- Can quickly replace verbal communication (asking for directions through gesturing in a foreign country).

It is important to be deliberate about how we communicate through our actions and body language.

- Our body language and actions can be taken as criticism.
- Take care not to use body language or actions that may create misunderstanding or unnecessary tensions.
- Eye rolling, sighing, stomping around, and our facial expressions can all communicate negative messages to those with whom we interact.



**Bottom Line: Body Language Speak Volumes!**

# Positive Nonverbal Communication Conveys Kindness

Through gestures, tone of voice or other nonverbal cues, you can communicate a shared understanding of feelings, emotions, and attitudes.

**Eye contact** – Maintain eye contact to let others know you are listening and interested in what they are saying.

**Tone of voice** – Use a positive tone of voice to reflect your intended message.

**Posture** – The way you sit or stand can often display your attitude toward certain situations. Sitting or standing up straight can show you are engaged in the conversation.

**Facial expressions** – Your facial expressions can communicate what you're feeling or thinking without using words. Smiling, nodding, and using your eyebrows can indicate a positive reaction.

**Body language** – Your body language communicates your feelings. Keeping a natural, relaxed stance or leaning forward in your seat, expresses politeness, openness, undistracted attention and a willingness to listen. Crossing your arms might indicate that you're closed off.

# Video – Nonverbal Communication

## Nonverbal Communication

<https://youtu.be/SKhsavlvuao>





# Table Exercise – Non-Verbal Communication

Brainstorm all of the nonverbal cues that you might receive from someone else that would communicate to you that the person is “non-approachable”. Be sure to consider all of the following categories of nonverbal communication.

- Facial expression (pursed lips, furrowed brow, frown, rolling eyes)
- Movement (pacing or stomping)
- Paralinguistics (tone of voice, sighing, loudness)
- Posture (hands on hips, hunched over, head in hands, crossed arms, slouching in chair)
- Mannerisms (tapping of fingers, pen or pencil on desk)



# Mind Your Tone

Making an effort to carefully regulate our tone is very important.

- The tone we choose can create conflict or lead to more harmony.
- What is said may come across to others differently than intended because of tone.
- Avoid speaking sharply, especially if it is not merited.



# Eye Contact Opens the Door to Kindness

Making eye contact opens the door to deeper empathy and understanding.

- Studies based on eye movements found a relationship between empathy and eye contact.
- When you look at someone with kindness, you do so spontaneously and warmly. This warm and open contact makes everyone feel comfortable and on equal footing.
- A genuinely kind person meets the eye of whoever is talking. When speaking they make eye contact with the listeners.
- In order to connect with another, we look into their eyes (you can't look into the eyes of others on Zoom).





*Do all things  
with kindness.*

**Becoming the Change We Wish to See**

# What is the Change We Wish To See?

Imagine that we live in a world where we:

- Seek to understand rather than to be understood
- Show sensitivity to other people's feelings
- Resolve conflicts through non-violent means
- Respect and value all individuals regardless of their race, gender, sexual orientation, or religion.



Imagine the impact of striving to make this world a better place for everyone.

A good starting point for change is the simple practice of kindness and empathy – the caring of others. Simple as it may sound, kindness and empathy can usher in a new era, when embraced by enough people.

It can start anywhere – at home, at the college, in the classroom, and in our community.



# Act...Do Something!

It is not kindness to avoid conflicts and difficult conversations.

- Sometimes kindness means addressing important things, even knowing that it may create conflict.
- Kindness knows that if you do not act, the possible ramifications would be harmful to people involved.
- If we genuinely value the dignity of each human being, we cannot stand by and allow people to make decisions that we believe are unwise, hurtful, or dangerous. Standing by without doing anything does not value their humanity.





# Live Your Truth

Kindness cannot exist in a world of masks.

It is important to be honest and freely show what we feel and who we are (of course, within the limits of tact and good taste).

- Sometimes we hide our emotions to protect ourselves. We don't want others to view us as weak or exposed. We pretend to have emotions we don't really have, to be someone we are not.
- When you are not living your truth, you cannot really communicate with others, you cannot have trust, you cannot relate.
- We are kinder when we reveal our warmth, our dreams, our true thoughts, and our sense of humor. Why prevent others from seeing the most beautiful parts of ourselves?



# Develop Your Capacity to Forgive

When we forgive others, instead of recycling past injustices, we can live fully in the present.

- We are able to discover the wonder of living in the present moment instead of constantly investing huge parts of ourselves in recriminations and accusations, reliving events that are long past.
- All of the energy we poured into blame, hatred, and revenge would be free to invest in new projects.
- Forgiveness means that you no longer continue to feed anger for an age-old wrong – it frees you from the ancient chains of resentment. It is the inner act of making peace with the past and of finally closing accounts. Whoever forgives, feels uplifted.
- We can be kind only if the past no longer dominates us.



# Model the Behavior You Want to See in Others

Be who you say you are and allow others to do the same.

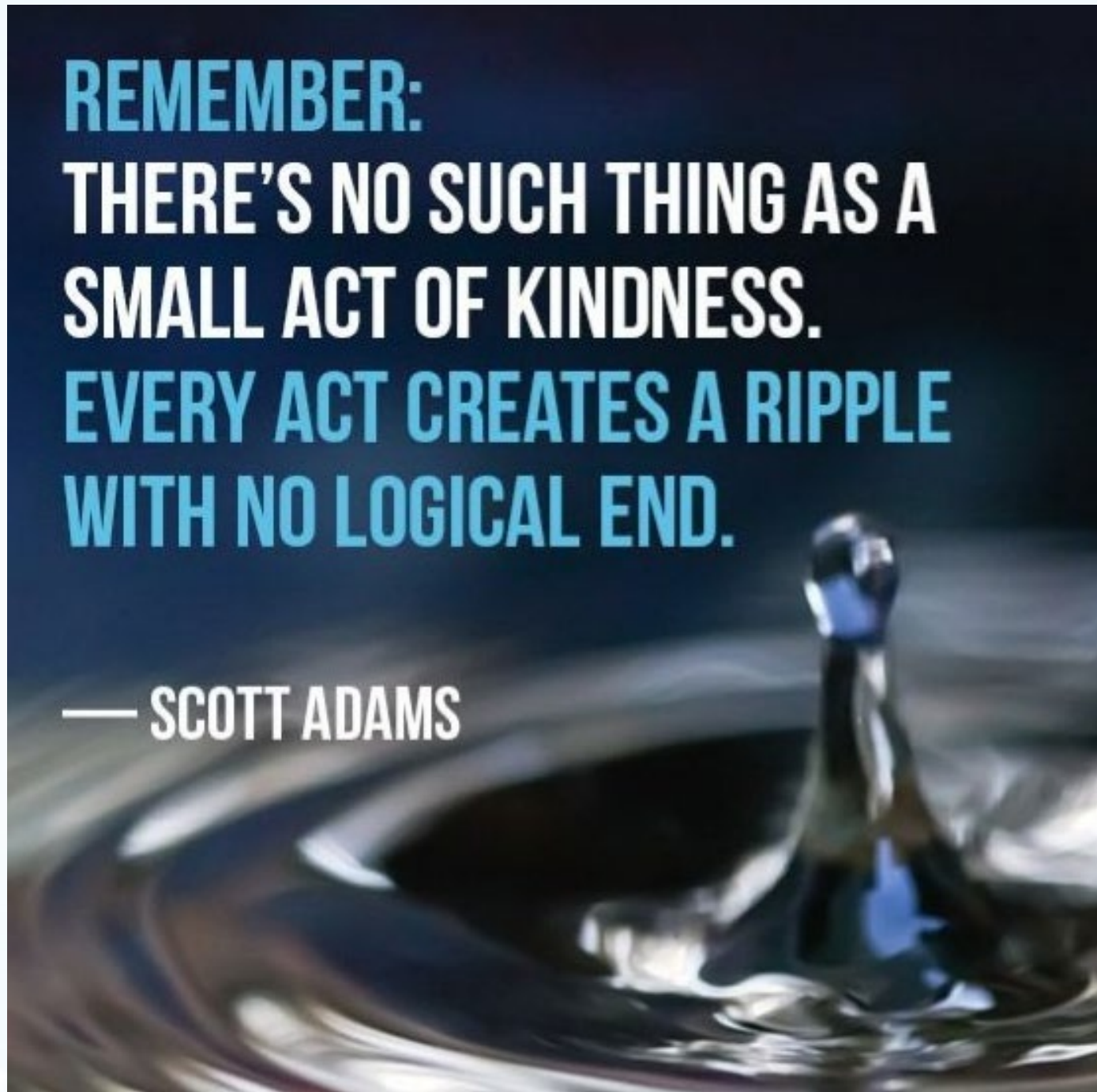
- When we do our best, others follow suit.
- When we show respect and care for others, they will return the caring and respect.
- Keep your head held high knowing you are putting your best self out there!





**REMEMBER:**  
**THERE'S NO SUCH THING AS A**  
**SMALL ACT OF KINDNESS.**  
**EVERY ACT CREATES A RIPPLE**  
**WITH NO LOGICAL END.**

— SCOTT ADAMS



*Do all things  
with kindness.*

**What Can We Do Moving Forward?**

# Video – Make an Impact

## Make An Impact

[https://youtu.be/pb7\\_YJp9bVA](https://youtu.be/pb7_YJp9bVA)





# Celebrate Kindness

Random Acts of Kindness Week is **February 12 – 18, 2023**

Random Acts of Kindness Day is **February 17, 2023**

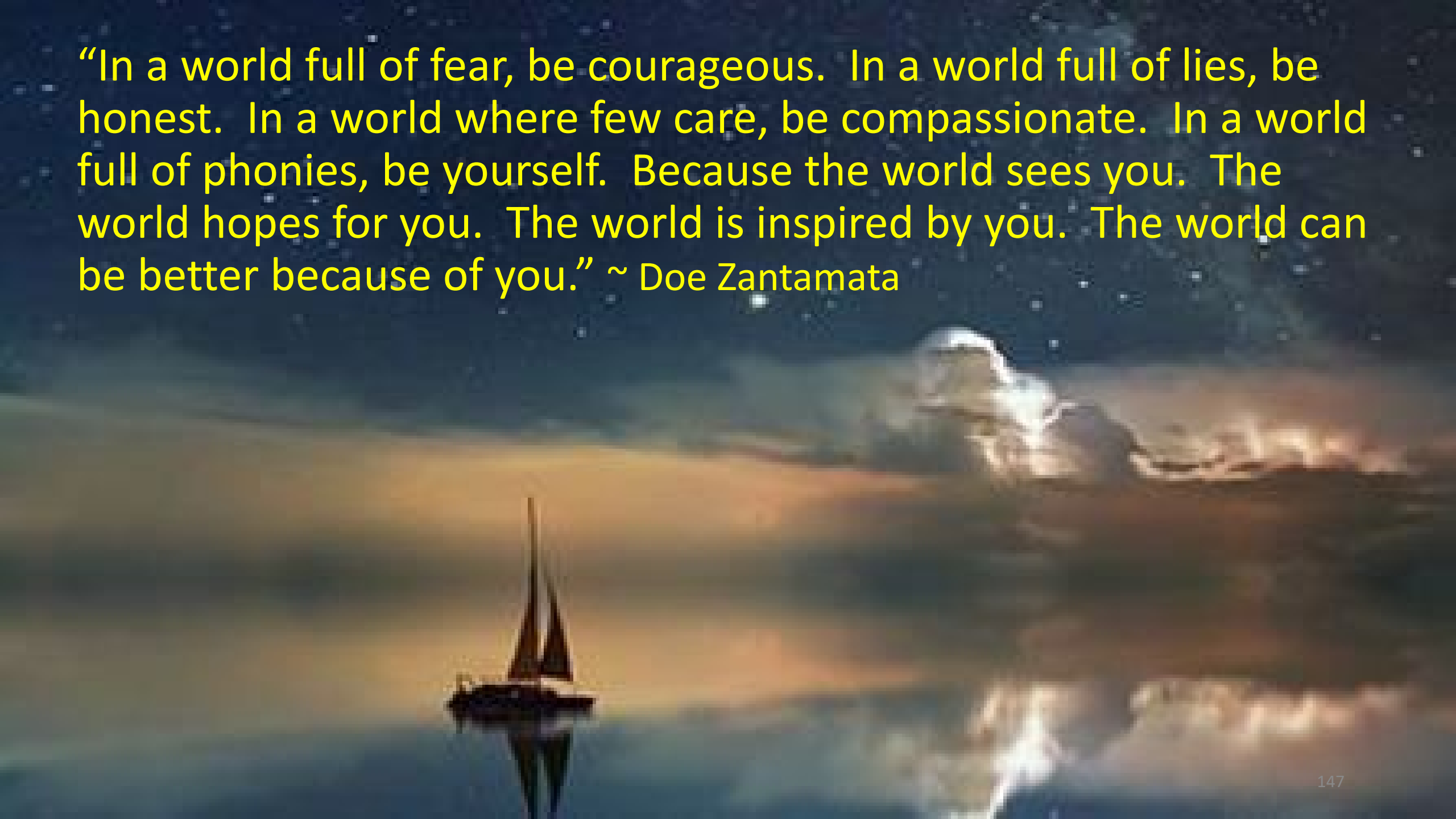
World Kindness Day is **November 13, 2023**



**RANDOM ACTS OF KINDNESS**  
FOUNDATION  
#MakeKindnessTheNorm • [www.randomactsofkindness.org](http://www.randomactsofkindness.org)



“In a world full of fear, be courageous. In a world full of lies, be honest. In a world where few care, be compassionate. In a world full of phonies, be yourself. Because the world sees you. The world hopes for you. The world is inspired by you. The world can be better because of you.” ~ Doe Zantamata



# Recommended Resources

CiMilla, C. and Alloro, L. (2021). *Live Kind, Be Happy: How Simple Science-Based Kindness Practices Make You Happier*. Oh Happy Day Publishing

Heacock, L. K. (2021). *Practical Kindness: 52 Ways to Bring More Compassion, Courage, and Kindness into Your World*. [www.kindovermatter.com](http://www.kindovermatter.com)

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Gross Cheliotis, L. M. and Reilly, M. F. (2018). *Coaching Conversations: Transforming Your School One Conversation at a Time* (Second Edition). Corwin, A Sage Publishing Company

Velasquez, L. (2017). *Dare to Be Kind: How Extraordinary Compassion Can Transform Our World*. Hachette Book Group

Feldhahn, S. (2016). *The Kindness Challenge: Thirty Days to Improve Any Relationship*. Waterbrook