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# ENHANCING KNOWLEDGE

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## ORGANIZATIONAL REFLECTION

“Our organizational habits and policies are more powerful than we sometimes realize. Each conversation with a survivor—what advocates say and how they say it—happens within the context set by the organization. Organizational training, guidance, and expectations tell advocates how to respond at any time of the day or night. Training shows advocates how to respond to different survivors and their multifaceted needs. Continued conversation about sexual violence and guidance creates good, survivor-centered habits in all of us. Organizational structures, like policies and paperwork, support these good habits. Leadership and supervision practices set the tone and expectations of service delivery and dedication to addressing sexual violence in the community. Finally, expectations for service to sexual violence survivors cement our role as a sexual assault service provider in the community and within the organization.”

- From *Opening Our Doors*, 2016


## **DISCUSSION QUESTIONS**

Consider these questions about your program as a whole. Bring your compassion for yourself and your program and wide-open curiosity. You might want to bring these questions to a discussion with the staff or board, or do your own personal contemplation before approaching the staff and board with ideas.

1. What are all the ways that your program currently provides guidance to advocates? Is there specific guidance or training related to serving adult survivors of child sexual violence?
2. What do your policies and paperwork say about adult survivors of child sexual violence?
3. Do you feel your organizational culture welcomes all survivors in all of their complexity? Why or why not?
4. How does your program address vicarious trauma? In what ways does your program provide support, both proactively and reactively?

Are you ready to do further reflection on your program's culture? There are a few tools that can help you get a comprehensive view of your current organizational culture and services, all of which are available for free. Your state, territory, or tribal coalition can support you as you explore these questions and all the new questions that arise for you.

- [Opening Our Doors](#) explores ten components of high-quality sexual assault service in dual/multi-service advocacy agencies. These components can be the building blocks of your excellent sexual assault services, and the activities in the guide can be used with the Board of Directors, agency leadership, or the whole staff.
- [Strengthening Our Practice](#) describes ten attributes or skills that are essential to dual advocates working with sexual violence survivors. It offers activities, exercises, and questions to help you practice skills and explore new areas of your advocacy practice.

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- [Listening to Our Communities](#) provides key tools and skills for conducting community assessments in order to strengthen services for sexual assault survivors. As you think about developing services for adult survivors of child sexual violence that fit the personality and needs of your community, it's important to start with asking what people know and what they want. This toolkit will help you conduct focus groups, surveys, and other assessment skills.
  - [Picturing Your Program](#) gives you the tools for an in-depth review of your organization. Taking a thorough look at how programs have structured services for survivors of sexual violence is an essential part of how we care for survivors. This toolkit provides guidelines to explore program values, resources, and structures related to sexual violence services.

## **“Enhancing Knowledge: Organizational Reflection”**

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