



From Humiliation to Appreciation:

Walking Toward Our Talk

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Jean Baker Miller Training
Wellesley Centers for Women

Warm-Up Activity

Reflect on an experience in which someone made you feel especially valued or appreciated in your life...

Introduce yourself to a neighbor...

1. Share that experience. Describe what that person did specifically that made you feel truly valued (words or deeds).
2. Describe what this meant to you in that moment or continues to mean to you today?

Pieces of the Puzzle:



1. #1 cause of stress?

- ◆ ...lack of appreciation...lack of being valued...

2. What is the opposite of humiliation?

- ◆ Relational experience of feeling valued...
- ◆ Relational devaluation is a key source of hurt feelings...
Mark Leary et. al, 1998, Duke University
- ◆ Stressful life experiences involving devaluation (humiliation) are strong predictors of major depression
Kenneth Kendler, 2003, Virginia Commonwealth University

3. Human Dignity & Humiliation Studies

- ◆ How do we begin a conversation about humiliation?
- ◆ How do we co-create a culture of connection across interpersonal and international differences and histories of conflict.

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Wellesley Centers for Women

Human Dignity & Humiliation Studies

**Respectful
Methodology**
Allison Tracy

**Social Class
Mentoring**
Anne Noonan

**Social-Emotional
Learning**
Open Circle

Social Exclusion
Jasmine Waddell

**Same-Sex
Marriage**
Study Group

**Criminal Justice
System**
Monica Driggers

**Depression
& Families**
Tracy Gladstone

**Gender &
Education**
Susan Bailey

Religious Right
Jean Hardisty

**Women &
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*Sumru Erkut
Nancy Marshall*

**Interpersonal
Violence**
*Katherine Morrison
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**Sexual
Harassment**
Nan Stein

Human Rights
*Rangita de
Silva-de Alwis*

Bullying
*Nancy
Mullin-Rindler*

White Privilege
Peggy McIntosh

Three goals...

**I. Introduce and integrate three emerging
“relational” theories:**

**Relational-Cultural Theory,
Humiliation Theory, & “Appreciative Theory”**

**II. Think together about how to
translate these theories into practice:
Transforming working cultures...**

III. Share a few words about walking the talk...

Hypothesis

***Walking toward a talk
of appreciation reduces
the risk of humiliation
(and promotes human dignity)***



One
example...

Coretta Scott King

1927-2006

From the
Academy of
Achievement
1997



Goal #1

Integrating Theories

"There is nothing more practical than a good theory."
Kurt Lewin (1952)

Relational-Cultural Theory

Humiliation Theory

"Appreciative Theory"

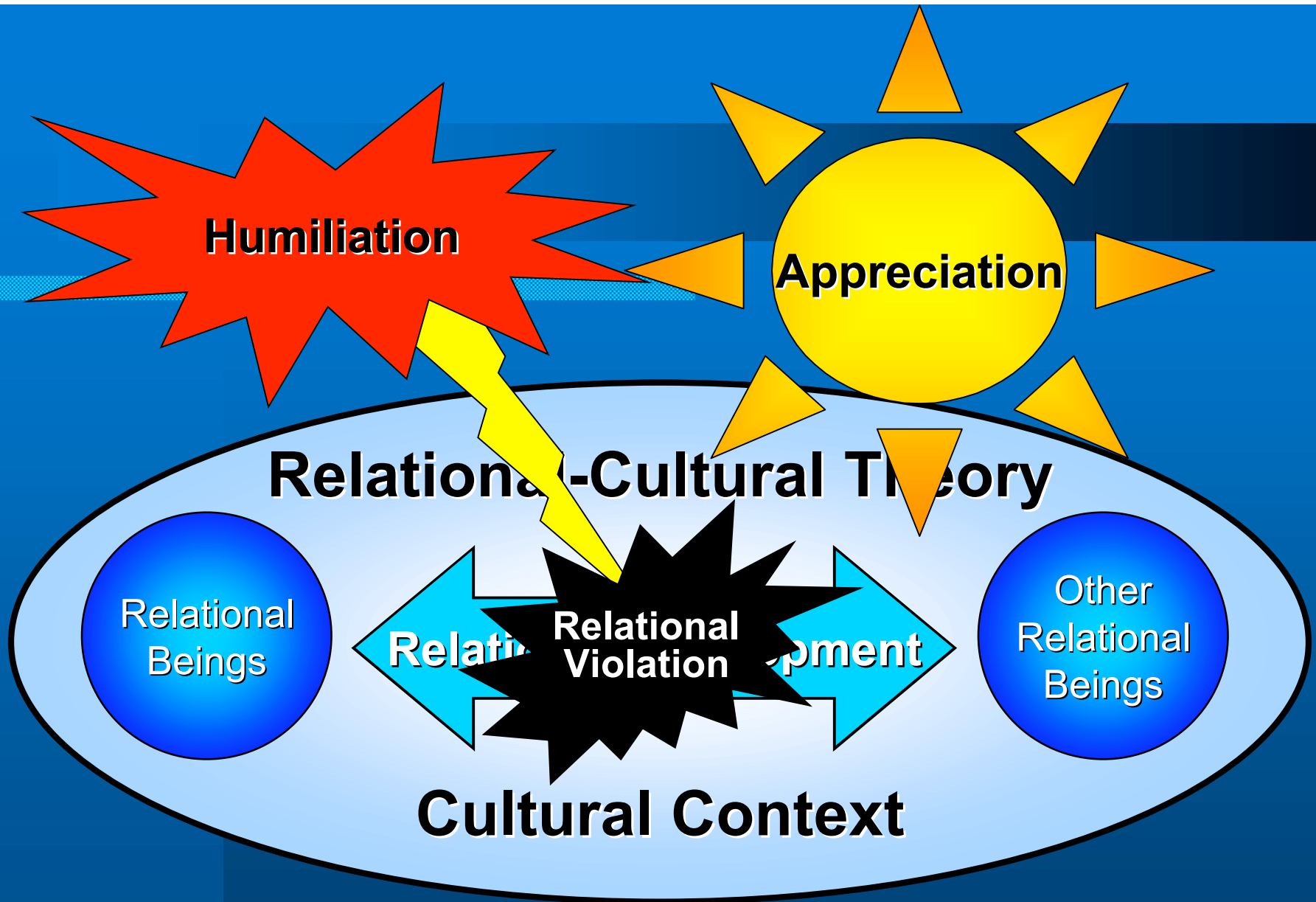
THEORIES OF EVERYTHING



Theory #1

Relational-Cultural Theory

It's not just about being nice...



JBMTI/Stone Center Scholars:
Jean Baker Miller, Irene Stiver, Judith Jordan, & Janet Surrey

Growing-Fostering Relationships

■ Resilience: One Supportive Relationship...

- Parent mental illness (Rutter, 1979).
- Separation from a parent (Rutter, 1971).
- Marital discord (Rutter, 1971).
- Divorce (Wallerstein & Kelly, 1990).
- Poverty (Garmezy, 1991).
- Child maltreatment (Cicchetti, 1989).
- Multifaceted or combinations of risk factors (Seifer et al., 1996).



■ Prevention: Parent-School Connections...

- Study of 12,000 adolescents...
- Independent of race, class, and socioeconomic status...
- Connection reduced risk of violence, substance abuse, depression, early sexual activity, and suicidal behavior. (Resnick et al., 1997).

Necessity of Connection...

■ Community/Social Connectedness

- ➔ National analysis of social connectedness, Harvard Professor Robert Putnam (2000) notes:

“...studies have established beyond reasonable doubt that social connectedness is one of the most powerful determinants of our well-being.”



■ **NEW!** Social Neuroscience - Hardwired to Connect

- ➔ *“Human connections create neural connections”*

Daniel Siegle, 1999

- ➔ *“We need connection like we need food, air, and water.”*

Social Pain/Physical Pain Overlap Theory — SPOT

Naomi Eisenberg et. al, 2003

- ➔ **Brain Connection** - Amy Banks & Judith Jordan



Connection...



Jean Baker Miller, M.D.
1927 - 2006

Five Good Things -

1. Zest...
2. Mutual empowerment...
3. Knowledge...clarity...
4. **Greater sense of worth...**
(e.g., moving from humiliation toward mutual appreciation)...
5. More connection...

...is prevention
(e.g., preventing humiliation)

Prevention through
Connection...
Working Paper 103, 2003

Theory #2

Humiliation Theory

It's not about being nice at all...

Humiliation



Donald Klein
*Journal of Primary
Prevention, 1991*



What one feels when one is ridiculed, scorned, held in contempt, or otherwise disparaged for who one *is* rather than what one *does*.

- ◆ *People believe they deserve their shame; they do not believe they deserve their humiliation.*
- ◆ A “**conspiracy of silence**” discounts, denies, and, therefore, perpetuates the practice of humiliation in our society.

Humiliation Inventory

Linda Hartling

Two Forms of Humiliation

- the act of humiliating or being humiliated
- the state or feeling of being humiliated

Assessed Internal State

- Cumulative Humiliation
- Fear of Humiliation

HUMILIATION INVENTORY

This questionnaire asks you to summarize your feelings about the following questions. Please read each item below carefully and circle the rating that best describes your feelings.

Example: Throughout your life to what degree have you felt...
 ...happy?1 2 3 4

Throughout your life how seriously have you felt harmed by being..

	Not at all			Very Seriously
(1.) ...teased?	1	2	3	4 5
(2.) ...bullied?	1	2	3	4 5
(3.) ...scorned?	1	2	3	4 5
(4.) ...excluded?	1	2	3	4 5
(5.) ...laughed at?	1	2	3	4 5
(6.) ...put down?	1	2	3	4 5
(7.) ...ridiculed?	1	2	3	4 5
(8.) ...harassed?	1	2	3	4 5
(9.) ...discounted?	1	2	3	4 5
(10.) ...embarrassed?	1	2	3	4 5
(11.) ...cruelly criticized?	1	2	3	4 5
(12.) ...called names or referred to in derogatory terms?	1	2	3	4 5

At this point in your life, how much do you fear being...

	Not at all			Very Much
(13.) ...scorned?	1	2	3	4 5
(14.) ...bullied?	1	2	3	4 5
(15.) ...ridiculed?	1	2	3	4 5
(16.) ...powerless?	1	2	3	4 5
(17.) ...harassed?	1	2	3	4 5
(18.) ...put down?	1	2	3	4 5
(19.) ...excluded?	1	2	3	4 5
(20.) ...laughed at?	1	2	3	4 5
(21.) ...cruelly criticized?	1	2	3	4 5
(22.) ...cruelly disciplined?	1	2	3	4 5
(23.) ...made to feel like an outsider?	1	2	3	4 5

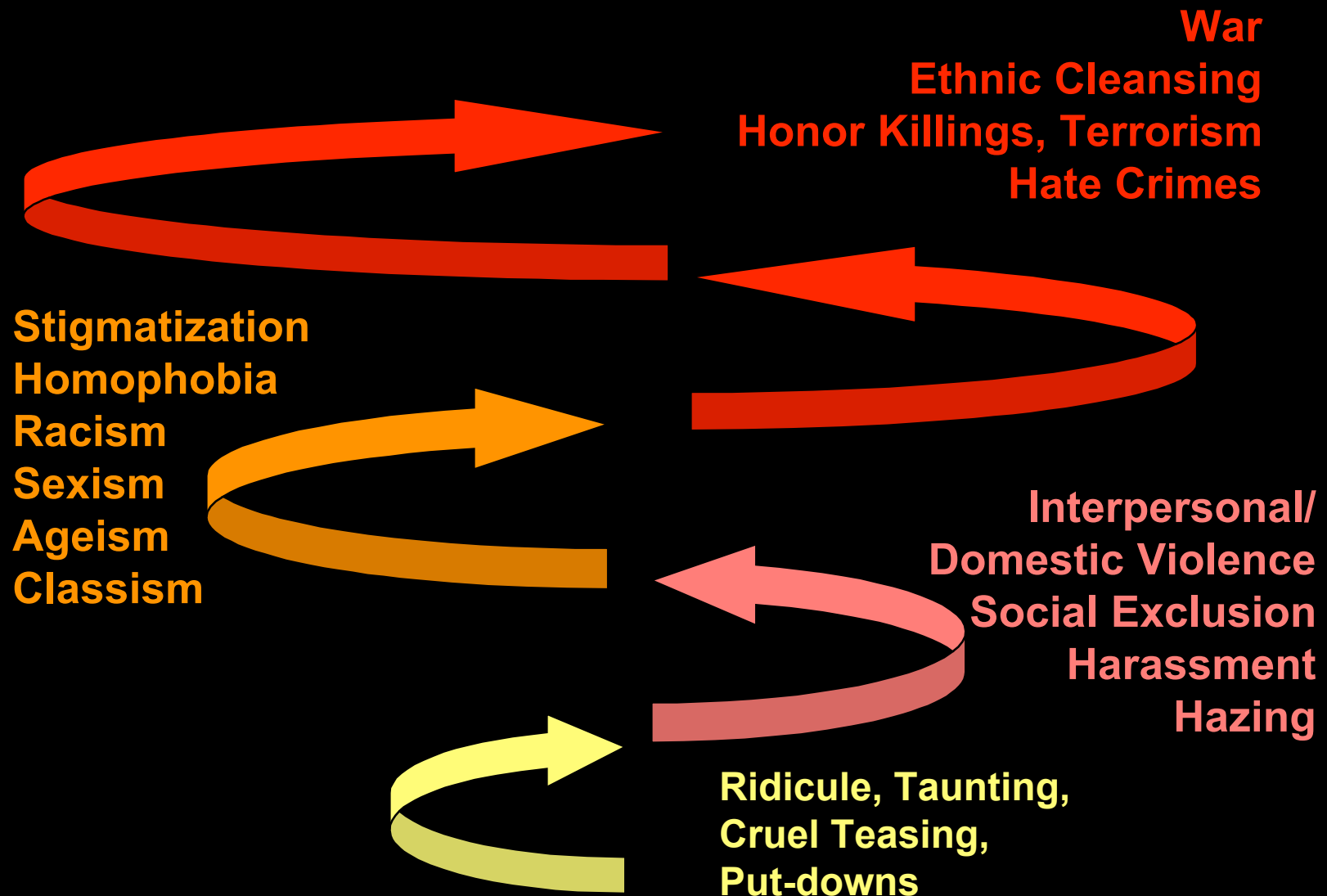
At this point in your life, how concerned are you about being...

	Not at all			Extremely
(24.) ...teased?	1	2	3	4 5
(25.) ...embarrassed?	1	2	3	4 5
(26.) ...treated as invisible?	1	2	3	4 5
(27.) ...discounted as a person?	1	2	3	4 5
(28.) ...made to feel small or insignificant?	1	2	3	4 5
(29.) ...called names or referred to in derogatory terms?	1	2	3	4 5
(30.) ...unfairly denied access to some activity, opportunity, or service?	1	2	3	4 5

How worried are you about being...

	Not at all			Extremely
(31.) ...viewed by others as inadequate?	1	2	3	4 5
(32.) ...viewed by others as incompetent?	1	2	3	4 5

Acts of Humiliation...

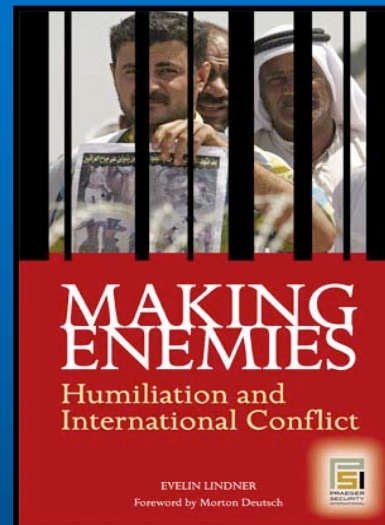


Humiliation: A Global Perspective

“...the nuclear bomb of emotions”

“...is the strongest force that creates rifts between people and breaks down relationships”

“...people who are humiliated will strike back when they can...”

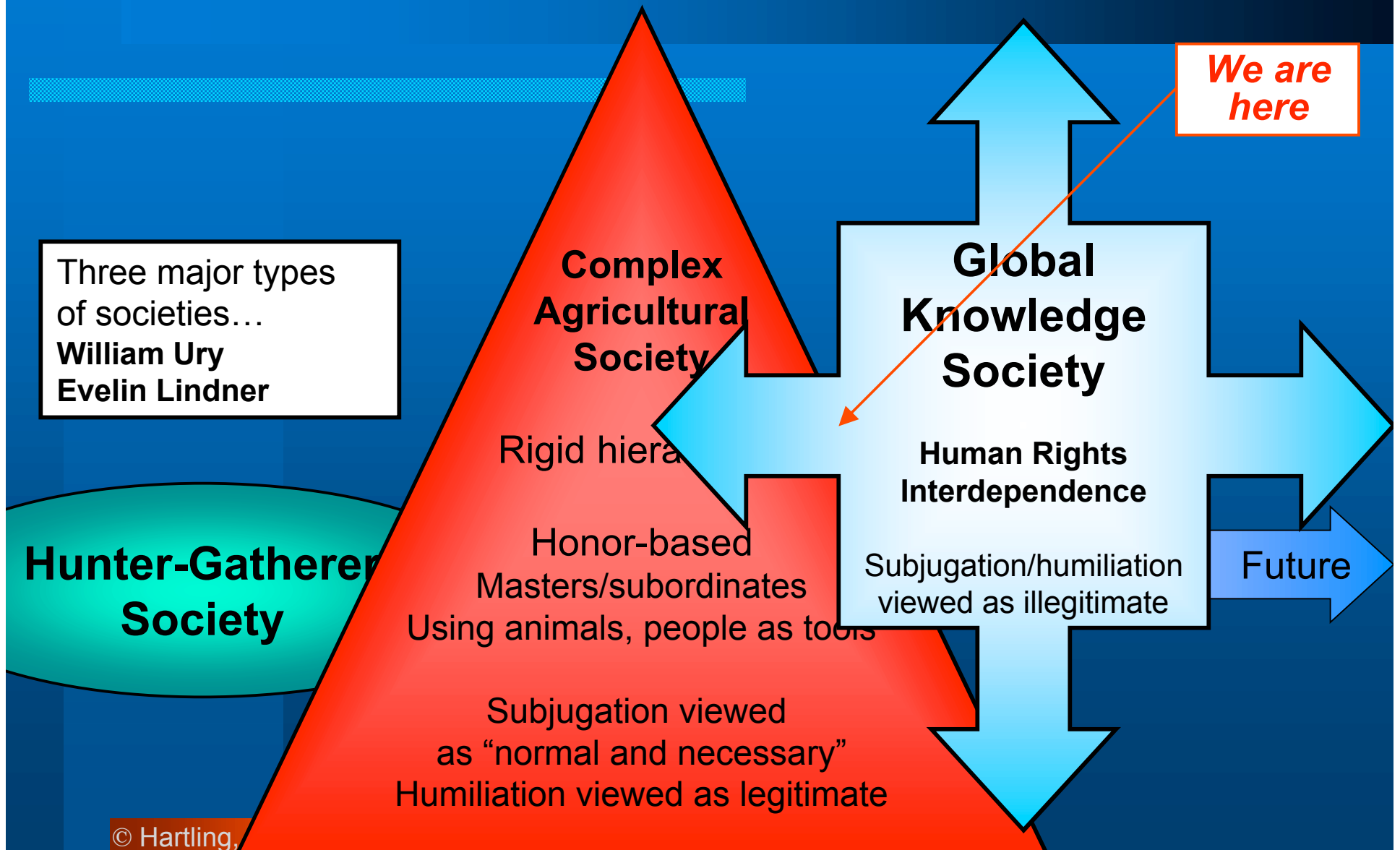


**Evelin
Lindner**

Transdisciplinary
Social Scientist
Founding Manager
HumanDHS
humiliationstudies.org

Walking her talk around the world...

History and Humiliation



From an Old to a New Arrangement of Relationships

Masters
(arrogation)

*"All human beings are born free
and equal in dignity."*

First paragraph of Article 1 of the Universal
Declaration of Human Rights adopted by the
UN General Assembly Dec. 10, 1948.

**Increased
Conflict**

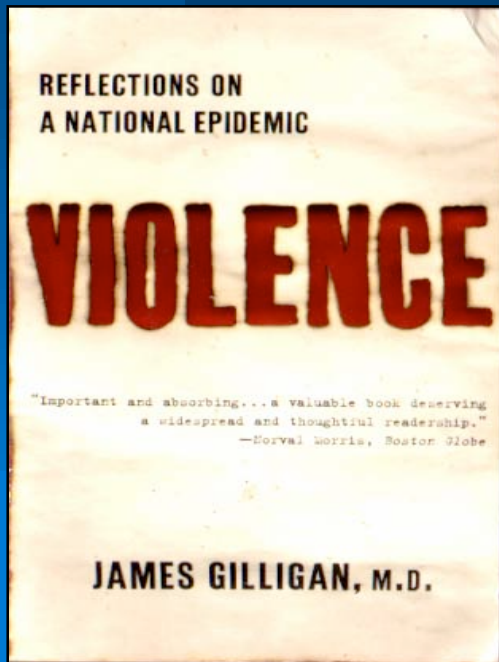
Line of Equal Dignity

(humiliation)
Underlings

**Human Rights
Humility**

**Globalization &
Egalization**

Evelin Lindner, Making Enemies, 2006

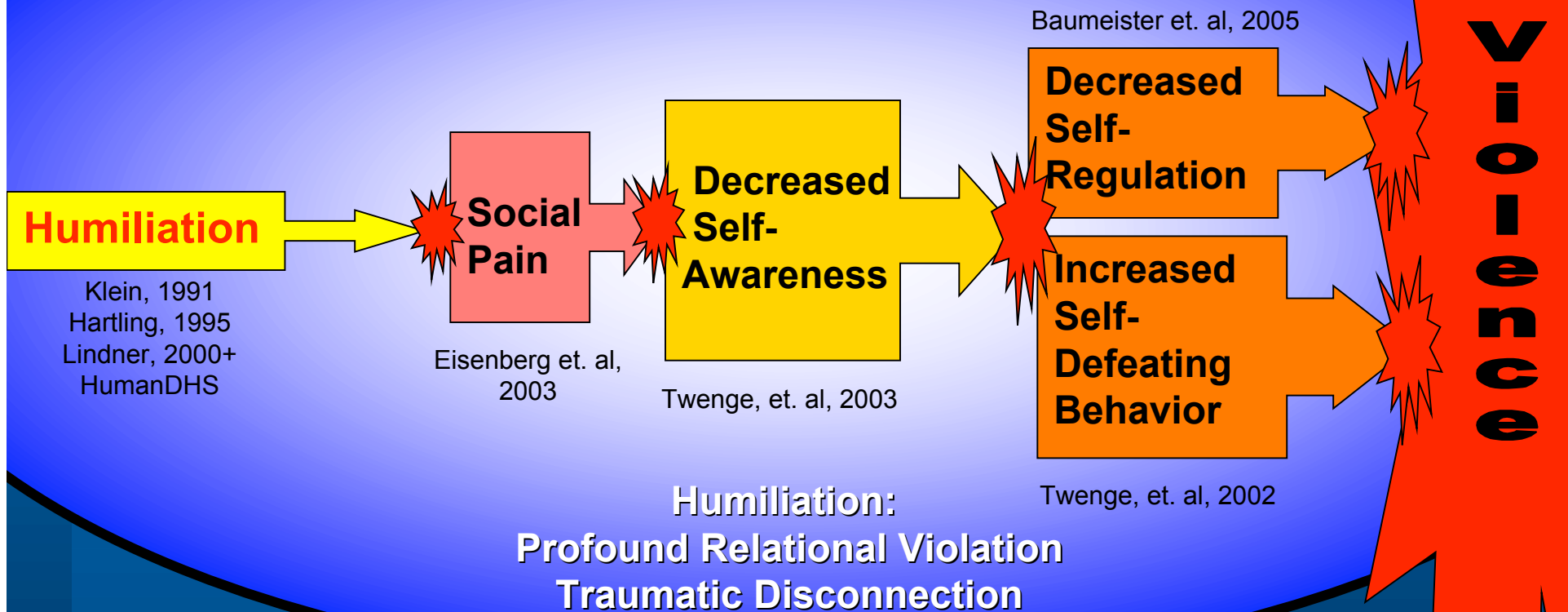


James Gilligan, M.D.
*Violence: Reflections on a
National Epidemic, 1996*

***“...the most effective and powerful
stimulus of violence in the human
species is **the experience of
shame and humiliation...**”***

Humiliation: Pathway to Violence?

Relational-Cultural Context



Recent Research on Social Exclusion

School Shooters: Warning Signs

Individual Signs

- Feel insulted, angered, and hurt by real or perceived injustices.
- Inability to deal with rejection or humiliation.
- Feel isolated...do not fit in.



***Cultures of
Disconnection/
Devaluation***

School Culture Signs

- Bullying is part of culture and authorities seem oblivious to it.
- Atmosphere promotes racial or class divisions.
- Pecking order among individuals.

FBI Report: School Shooters - Threat Assessment (1999)

Theory #3

“Appreciative Theory”

...It's not just about praise

...antidote for humiliation

...one pathway to prevention *and* reparation

Human Dignity & Humiliation Studies Network

*It is not just the work
we do together...*



...it is *how*
we work
together.

Appreciation as humiliation prevention
Appreciation to create a culture of connection

From Appreciative Inquiry... to “Appreciative Theory”

Ap-pre'ciate, v.,

Valuing others...

Recognizing the best in people or the world around us...

Affirming and present strengths...

In-quire', v.,

The act of exploration and
discovery...

To ask questions; to open to seeing
new potentials and possibilities...

*AI: Methodology
& Philosophy*

Suresh Srivastva & David Cooperrider,
Appreciative Management (1990)



Creating an Appreciative Frame

**Relational-
Cultural
Awareness**

**Meeting in
Mutual
Respect**

**Listening
Each Other
into Voice**

**Taking
Ourselves
Lightly**

**Waging
Good
Conflict**

Working with Appreciation

Gallup Organization
1.5 million employees

■ Symptoms of Lack of Appreciation...

- ◆ Fewer than 1 in 3 employees received some form of praise in the last week.

■ Signs of Appreciation...Valuing People at Work

“Engaged Employees” — Those who were more likely to stay with the organization, have more engaged customers, and were more productive — were most likely to agree:

- ◆ *They have a supervisor, or someone at work, who seems to care about them as a person.*
- ◆ *There is someone at work who encourages their development.*
- ◆ *Their opinions seem to count at work.*
- ◆ *They have had opportunities at work to learn and grow in the last year.*

Putting Theory into Practice...

From humiliation to appreciation...
...making work work better

Work Cultures of Disconnection

Traditional Hierarchical Cultures



Pseudo-Relational Cultures

Relational-Cultural
Practice: Working in a
Nonrelational World.

WP, 97.

Linda Hartling &
Elizabeth Sparks (2002)

Survival Cultures



Traditional Hierarchy



Appreciation is relational work

— it encourages feelings of worth, being valued —

which is often overlooked and undervalued

Joyce Fletcher, 1999, *Disappearing Acts*

Pseudo-Relational Cultures

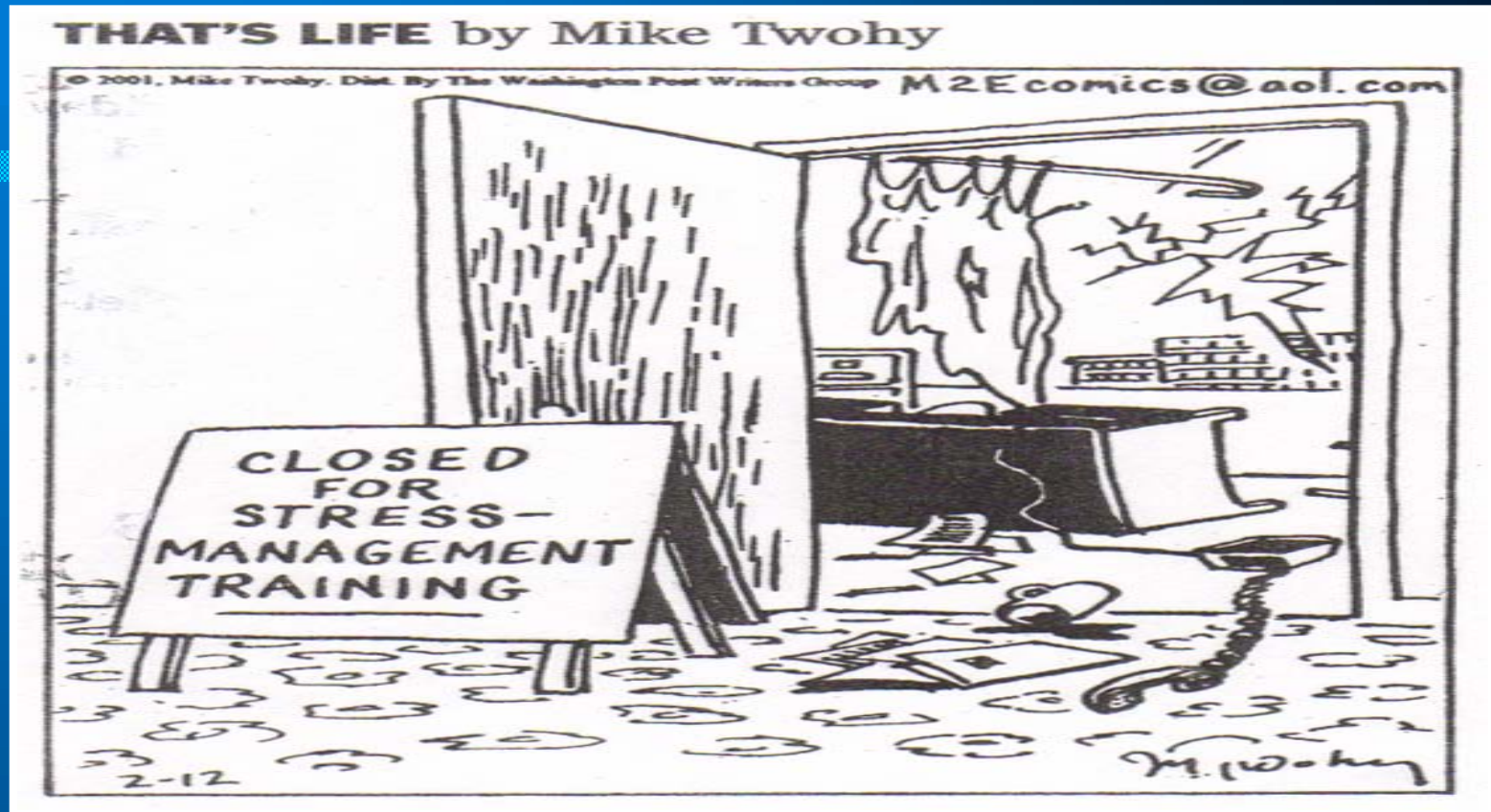


Mixed Relational Messages

— not walking the talk —

You're valued (words); **You're not valued** (deeds)

Survival Cultures



Doing too much with too little for too long
— Not enough time or resources to do relational work —
Relational Deprivation

Mini Appreciative Inquiry:

What Works at Work?

**With a partner,
reflect on your experience in different
work settings (paid or unpaid):**

- **Identify and begin to describe creative or effective ways to help people feel valued and appreciated.**
 - ◆ **In small ways...big ways?**
 - ◆ **In brief ways...ongoing ways?**
 - ◆ **With words...with deeds?**
 - ◆ **With time...with energy...with other resources?**

Appreciation Prevents and Repairs Humiliation When...

...Six Signs of Effective Appreciation

- 1. When it is true — words & deeds.**
- 2. When it is specific & generalized (in the air).**
- 3. When it is timely & timeless.**
- 4. When it is part of the process of negotiating difference & conflict.**
- 5. When it is seen as important relational work, when it is part of the culture, the “real” work.**
- 6. When it becomes part of **walking the talk**.**

Linda Hartling, Ph.D., Jean Baker Miller Training Institute

Wellesley Centers for Women, 2007



Appreciation is a great thing...

**...It makes what is
excellent in others
belong to us as well.**

French Philosopher
Voltaire

Integrating 3 Emerging Theories...

***Walking toward a talk of relational
appreciation prevents and
repairs humiliation
(and promotes human dignity)***

One more important point...

***Walking toward our talk works best
whenever we can do it together...***

Humiliation



Appreciation

Closing Question:

What is not
quite right
about this
picture?



Walking Toward the Talk

...an example



Mt. Everest

May 29, 1953

Edmund Hillary

Tenzing Norgay

29,0028 ft.

**...Walking a Talk of
Appreciation Together**

**We must never
forget that the
highest appreciation
is not to utter words...**



...but to live by them.

John F. Kennedy, Jr.



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