



DIALOGIC TOOLKIT FOR EMPATHY

Can you really help me?

Supporting the understanding of care service
for assisting women against violence.

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For whom is this toolkit?

This set of tools was created to help violence against women care service providers to empathetically reflect on the work they do and thus be able to think of new ways to improve the care service to women collectively. In this toolkit, you will find a set of visual tools accompanied by trigger questions to support open dialogue and some tips to promote an enriching environment for all participants.



What is found in this toolkit?



01 | Before getting started

Let's review some tips before entering the substance, so the session is more enjoyable for everybody.



02 | Starting the dialogue

Some definitions are shared to create a common understanding on the topic.



03 | Where are you in the system?

The first tool is presented to reflect upon your position in the care service system.



04 | What is really happening?

The second tool is introduced to dive into the experiences of the women's users of the service.



05 | Can you really help me?

The third tool will be used to reflect on women's journeys and the limitations of the service.



06 | And now, what?

Wrapping up reflection, what did we learn? What can we do about it?

01 | Before getting started

Before you get into working and use the tools, it is helpful to prepare to make the best out of it and have a productive dialogue. Here you will find some suggestions to think about before you start the session.

1 | Plan!

When you and your colleagues plan the session, make sure to agree on a time slot that allows everyone to be fully present. Consider break moments, it is important to have spaces to enjoy and refresh.

2 | The space is important.

Making the session in an open space where people can move around, draw, and reach everyone can benefit a creative environment. The goal is everyone can be themselves with no judgment.

3 | Prepare the session.

Make sure to have materials to sketch, take notes, and share ideas (for example, markers, big sheets of paper, boards and post its). It is also advisable to print the tools in a big layout.



01 | Before getting started

When you are ready to start the session, here you have some points that is nice to share with the participants involved.

1 | It is an exercise for collective good.

Remember that a life free of violence for women is a collective goal. Everyone's efforts and roles are equally important, and any person who is willing to engage has a unique skill set that might benefit everyone else work. Respect and trust are the foundation to build the common good.

2 | Sharing is learning.

Make sure to join the session with an open mind, and don't forget to share. Your experiences, both the positive and negatives, are an opportunity for everyone to learn.

3 | Be reciprocal and stay open.

The session has as a primary goal to allow everyone to learn from each other; therefore, listening to everyone's opinions and building on each other's ideas will make the conversation more enriching for everyone.

4 | Remember to be flexible.

The session has the aim to explore together; there is no right or wrong, so don't be afraid to think out loud and share ideas.



REFLECT TOGETHER

When you are ready to start, together define a goal for the session. Allow everyone to express what she/he is expecting from the dialogue.



SHARE YOUR GOAL HERE



02 | Starting the dialogue

One vital element to have a fruitful dialogue is that all the participants are aligned concerning the topics that will be addressed. Therefore, here are some definitions that would be nice for everyone to read and think about.

Violence against women.

Violence against women is defined as “any action or omission, based on women’s gender, that causes them psychological, physical, patrimonial, economic, sexual harm, suffering or death, both in the private & public spheres.” (*Ley General de Acceso de las Mujeres a una Vida Libre de Violencia, 2007*)

Complex Service System

Van der Bijl-Brouwer (2017) defines a Complex Service System as “an ongoing, iterated patterns of relationships between purposeful human beings.” The gender-based violence care service could be considered as such.



REFLECT TOGETHER

What were your thoughts when you read the previous definitions? Are you agree with what was stated? Share with the group your ideas. Also, think if there is any other concept you would like to point out. Make sure to allow everyone to share their thoughts.



03 | Where are you in the system?

To understand each other's point of view about the care service, it is also essential to allow the others to understand your position and your perspective in that system. Therefore, on the next page, you will find a visual tool that tries to summarize the relationships that emerge within the violence against women care service system. Explore the visualization, keeping in mind your own view of the system and your position in it.



Where are you in the system?

The Normative Landscape



The most relevant regulation at the national scale is the 'General Law for Women's Access to a Life Free of Violence,' where is established the concepts definitions, the types, and modalities of violence including the typification of Femicide, and the Gender Violence Alert mechanism, to mention some. In addition to the regulations mentioned in this section, each territory makes its adjustments, and institutions create its protocols and mechanisms.

63.18%

was the increase in attention to violence at national level in March 2020 (SESNSP, 2020).

<10%

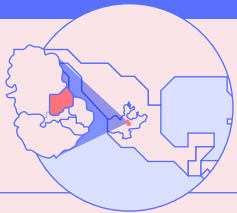
of women in Mexico denounce their aggressor (Reina, 2019).

1,618

is the number of women that were murdered from January to May 2020 in Mexico (SESNSP, 2020).

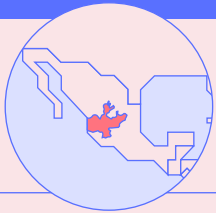
.58%

from the 393,885 denounces for family violence made from January 2017 to May 2019 resulted in a sentence (Red TOT, 2019).



Municipal Scale

The 'Regulation for an Access to a Life Free of Violence for Guadalajara Municipality,' establishes the principles, criteria, goals, and guidelines at a municipal level. This regulation contains the 'Unique Model of Integral Assistance to Women and Girls Victims of Violence in Guadalajara Municipality,' the mechanism to coordinate the involved institutional areas and that establishes the route of intervention and characteristics of care.



Province Scale

The 'Unique Model of Integral Assistance to Women Victims of Violence in Jalisco' seeks to provide a brief and illustrative methodology for the violence against women's care service. It serves public servants as guidance to respond to the critical path of violence experienced by women. It contains information about how public servants should respond and the procedural details of the services that should be provided.

There is a higher risk of violence ...

If he has ...

Experienced violence as a child.
Gender role conflicts.
Abused alcohol.
Delinquent peers.
Low educational level.

(Heise, 2011)



If there is a conflict about ...

Infidelity.
Money or distribution of resources.
Children or in-laws.
Division of labor.
Male drinking.
Female challenging to male authority.
Failure to meet gender role expectations.
Assertions of female autonomy.

(Heise, 2011)

No conflict, no violence.

However, if there is a conflict ...



Women approach a service when:

She will possibly first approach to:



She has not recognized violence but she needs another service (for example divorce).



She has recognized violence, and she is not at risk, having the chance to plan.



She has recognized violence, and there is a latent risk.



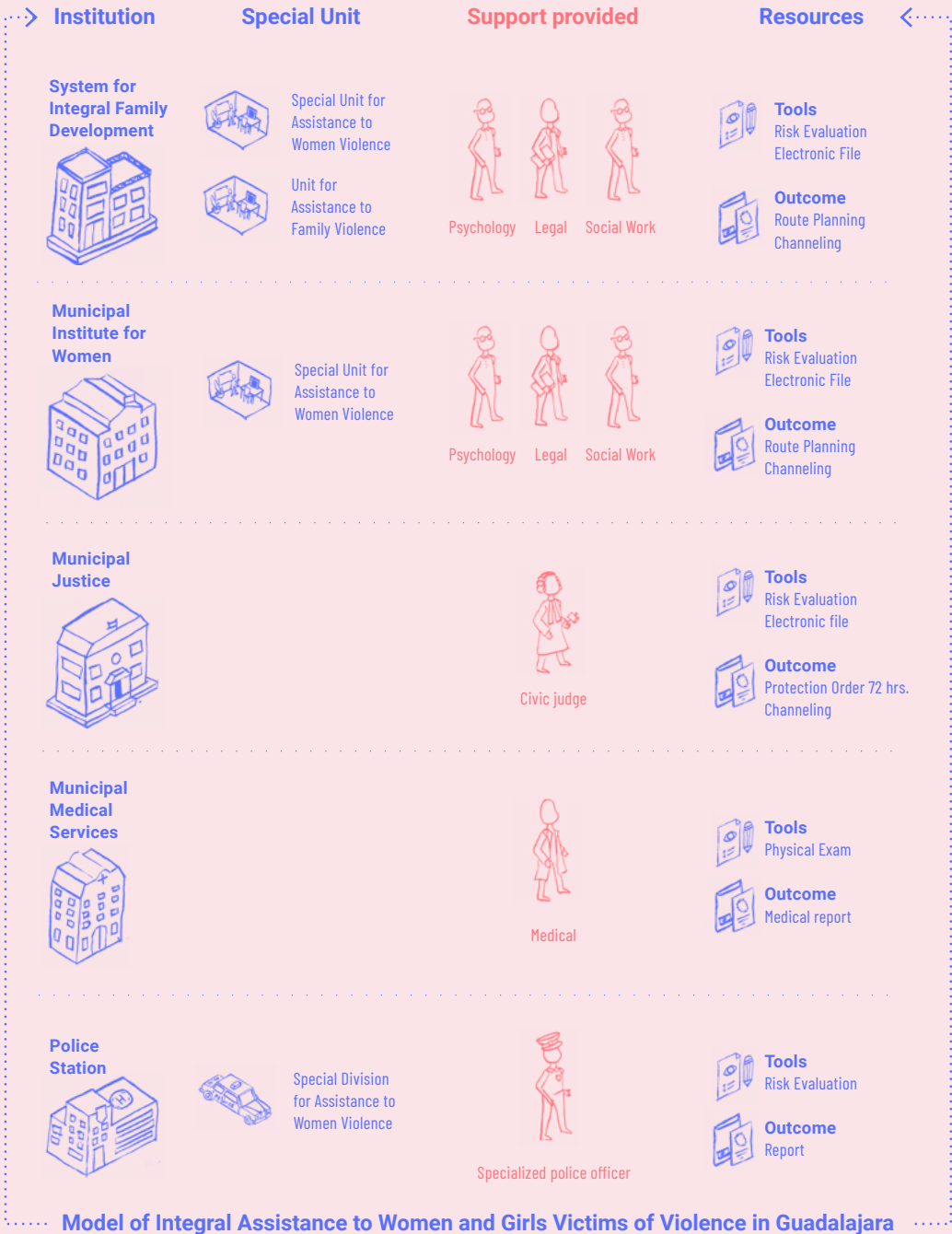
There is eminent evidence of violence.



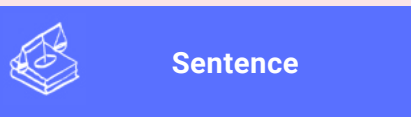
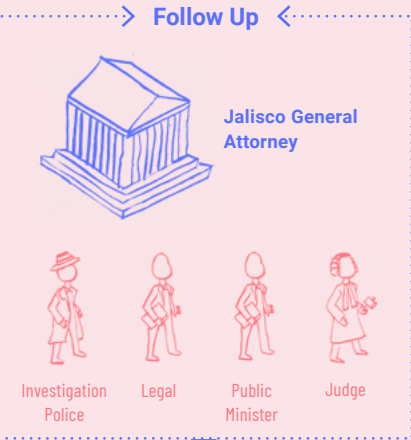
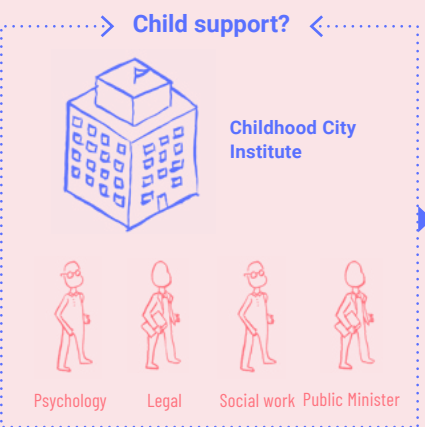
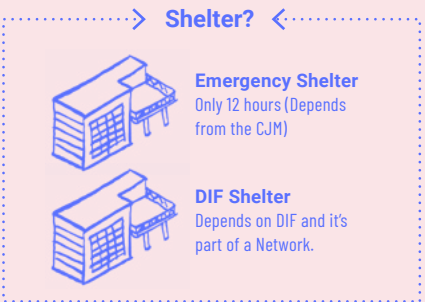
She is victim of human trafficking and suffer from any other gender violence. Activist manifested there are no mechanisms to locate this type of violence.



She belongs to trans community and suffered violence. Activist manifested there are no protocols to assist this community.



Model of Integral Assistance to Women and Girls Victims of Violence in Guadalajara



Civil Society



Demands:

Justice! Stop femicides!
Make abusers visible!
Make violence visible!
Our body, our rights!

Organizations:

From 48 reviewed organizations with presence in Guadalajara, the main topics they are seeking to address are:



35%
Human rights defense



20%
Attention to violence



16%
Political participation



10%
Gender Equality



10%
Knowledge creation



8%
Empowerment process

REFLECT TOGETHER

Were you able to position yourself in the previous visualization? Comment with the group where would that be and why? Next, share with your colleagues, what surprised you? What do you think is missing? Capture your thoughts on the next page.



SHARE YOUR IDEAS HERE



04 | What is really happening?

Now is time to explore women's perspectives. One of the most common failures in Complex Service Systems is that within the organizations, the service providers tend to make decisions according to their own point views, as they forget about the service users perspective (Arció & Brand Flu, 2016). On the next pages, you will find the stories of four testimonies in the form of maps. In these stories, the relationships with the service providers are enhanced. Explore the stories and make notes, share your thoughts in the group during the exploration.

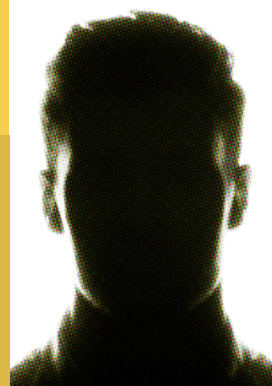


ATTEMPTED FEMICIDE

LAURA



AGGRESSOR



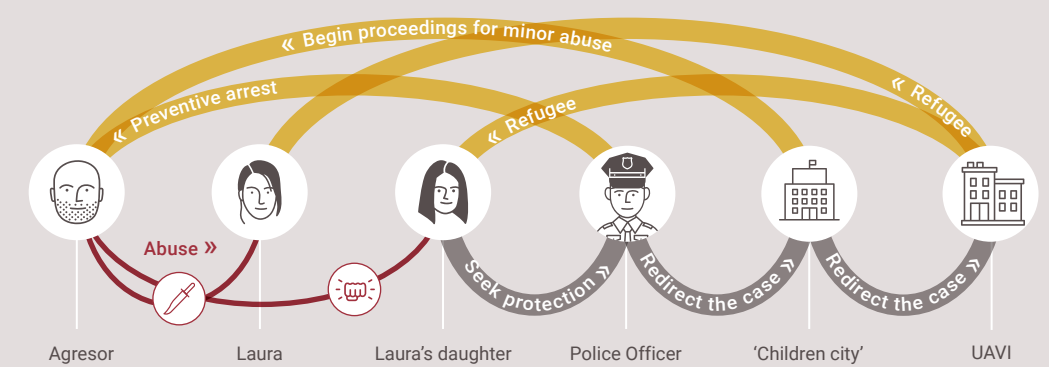
AGE » Middle aged man

ACTIVITY » Informal street merchant

RELATIONSHIP WITH LAURA »

Partner and father of her two daughters.

EXPERIENCE » He has exercised physical and psychological abuse on Laura and her daughters. He refuses to work and beats his eldest daughter if she does not work. He is presumably a drug addict.

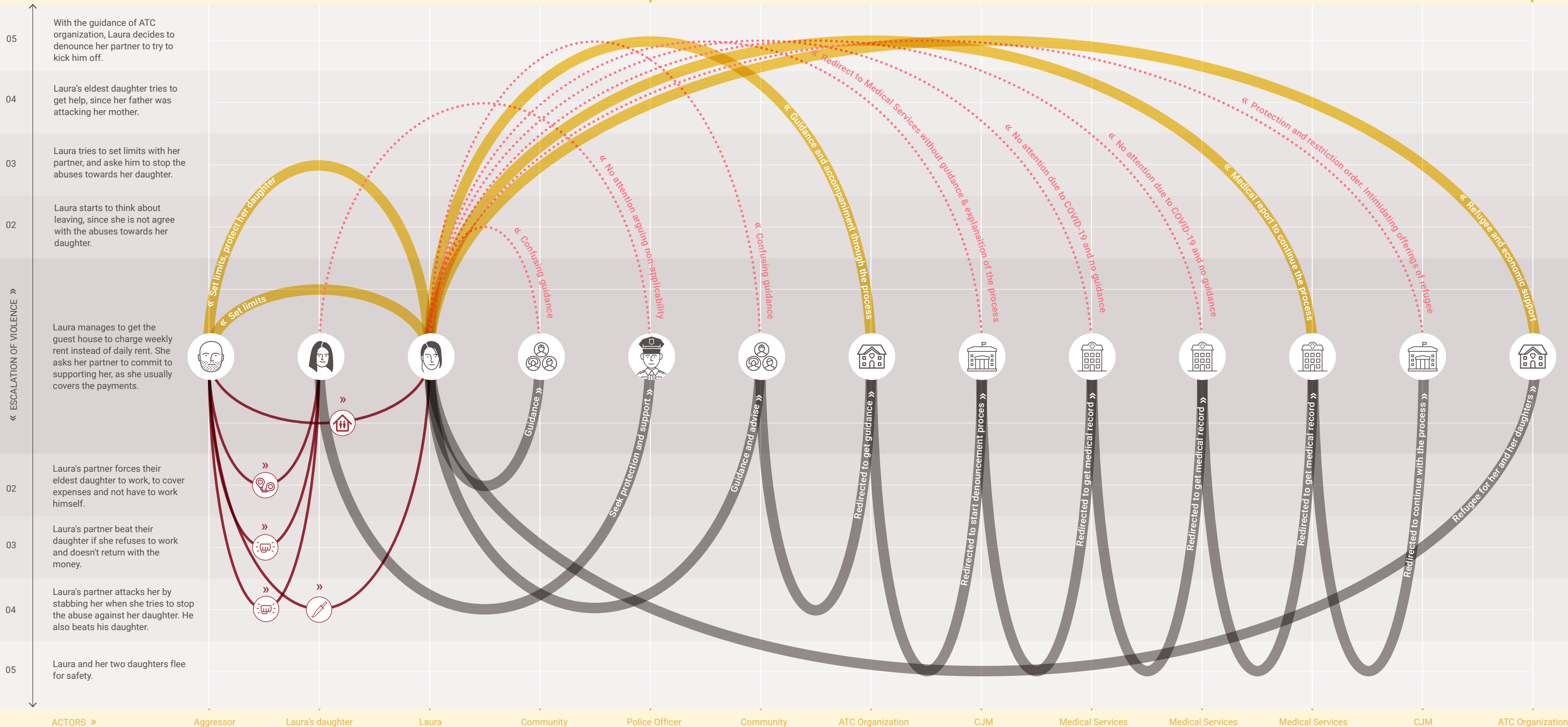


WHAT HAPPENED ≡

IMPORTANT DATES »

28 MARCH 2020

MARCH 2020



RELATION TYPE »

— Aggression

Action

Question	Response
1. What is the main purpose of the study?	The main purpose of the study is to investigate the effect of the independent variable on the dependent variable.
2. What are the independent and dependent variables?	The independent variable is the variable that is manipulated or controlled by the researcher. The dependent variable is the variable that is measured or observed.
3. What is the research hypothesis?	The research hypothesis is a statement that predicts the outcome of the study.
4. What are the limitations of the study?	The limitations of the study are the factors that may affect the validity or generalizability of the results.
5. What are the conclusions of the study?	The conclusions of the study are the findings that are derived from the data analysis.

- • • • Negligence

ANDREA'S FEMICIDE

After five years of relationship and after the abuse she received, Andrea decides to flee to her mother, Carmen's house, in Huejuquilla Jalisco, along with her two daughters. The abuses persisted despite going to the authorities. After attempted femicide by stabbing, and after her partner threatened to kill her young daughter, Andrea returned to Guadalajara, where she was finally murdered.

** This document is based on the testimony of Carmen. The names were changed due to privacy.*

CARMEN



"This process has been unfortunate for me. I hope that now God makes people in the institutions realize that help is not asked just to annoy ... I realized that justice is not for poor people."

AGE » 50 years old

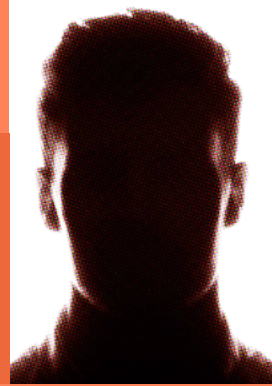
ACTIVITY » Housewife

RELATIONSHIP WITH ANDREA » Mother

LOCATION » Huejuquilla / Guadalajara

GOAL IN USING THE INSTITUTIONAL SERVICES » After Andrea's femicide, Carmen sought custody of her granddaughters, which she achieved after 18 months into the process. He is currently still in hearings awaiting the sentence of the femicide.

AGGRESSOR



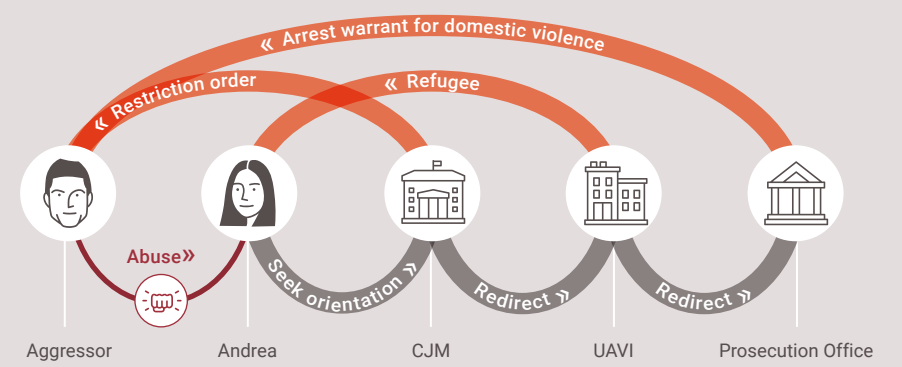
AGE » 20 - 30 years old

ACTIVITY » Dealer

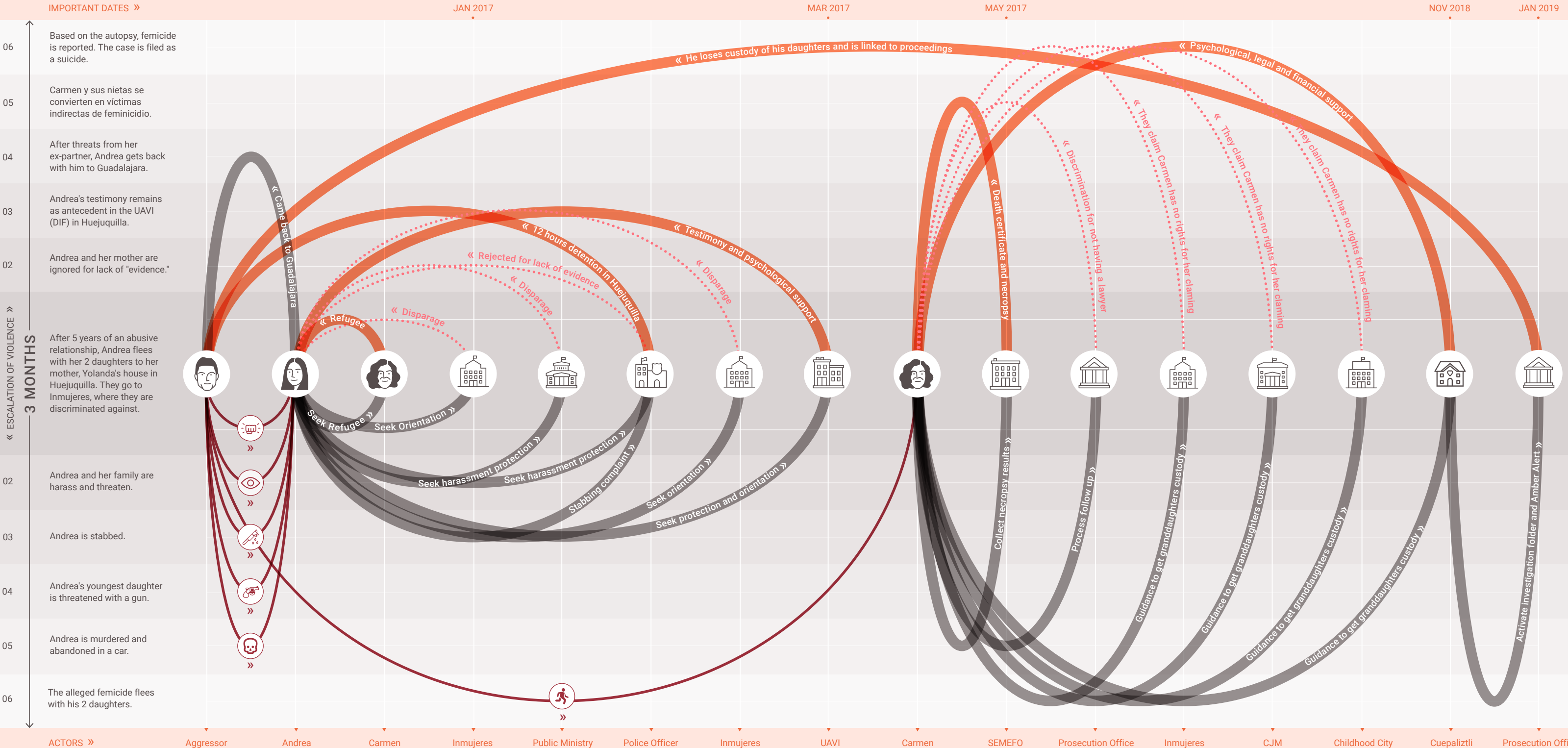
RELATIONSHIP WITH ANDREA » Five years partner and father of Andrea's two daughters.

EXPERIENCE » He harassed, threatened, and stabbed Andrea. Finally, she returned to him after threatening her young daughter with a gun. He murdered Andrea and fled with his 2 daughters with the help of his family. It is currently linked to the process.

WHAT SHOULD HAVE HAPPENED BUT DID NOT HAPPEN »



WHAT HAPPENED »



ATTEMPTED FEMICIDE

After 18 years of an abusive marriage and attempted femicide, Silvia decided to divorce. Her ex-partner began to harass her and her network. She initiated a denouncement process that was lost due to inappropriate guidance. Four years later and two years after her divorce, she suffered the second femicide attempt in front of her two daughters. Silvia is still in the hearing process, awaiting a resolution.

* This document is based on Silvia's testimony, her name was changed for privacy reasons.

SILVIA



"When seeking institutional attention, you feel practically not supported by the government. More knowing that who abused me belongs to the government, is the mayor's escort. What can I expect from the government then?"

AGE » 40 years old
ACTIVITY » Business owner & studying a second degree

RELATIONSHIP WITH THE AGGRESSOR » Ex-wife sharing two daughters custody
LOCATION » Guadalajara

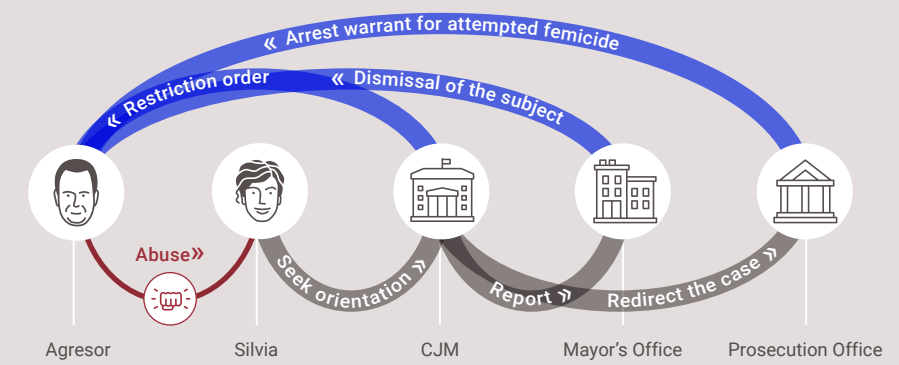
GOAL IN USING THE INSTITUTIONAL SERVICES » Silvia wants to feel safe and secure that who abused her will not attack her again. She wants him to go out of her life to be able to continue with it freely.

AGGRESSOR

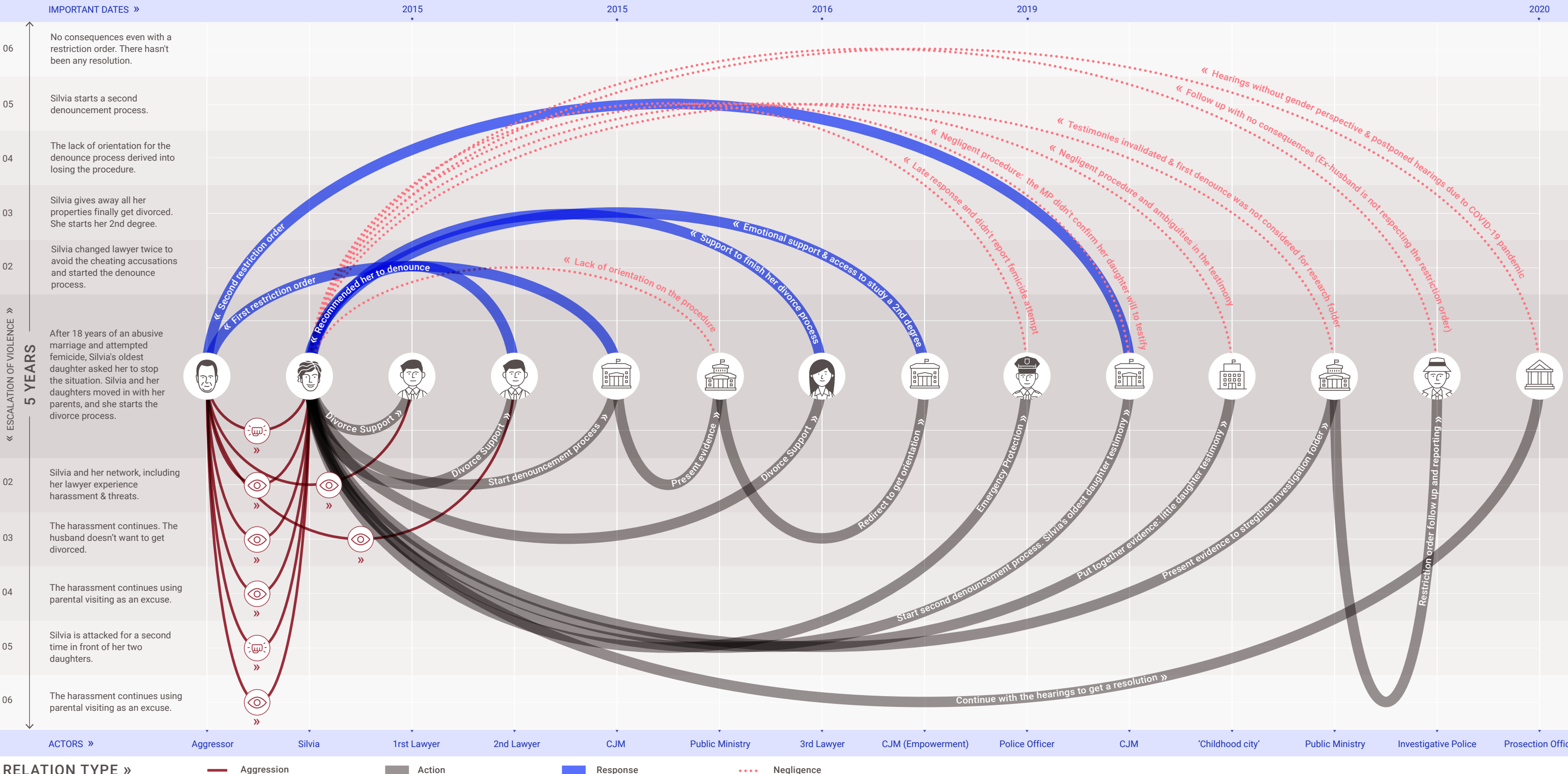


AGE » Middle aged man
ACTIVITY » Mayor's escort
RELATIONSHIP WITH SILVIA » Ex-husband father of her two daughters.
EXPERIENCE » He has exercised physical, sexual, and psychological abuse over Silvia and tried to kill her twice. He harasses her, even though there is a restriction order against him. He is the mayor's escort and has guns. He uses his position as an advantage.

WHAT SHOULD HAVE HAPPENED BUT DID NOT HAPPEN »



WHAT HAPPENED »



Without Rosario's approval, her 16 years old daughter Diana moved in with her boyfriend. Shortly after, she realized that Diana was being abused, and she tried to get help her calling the corresponding police officers who said they could not do anything. The next time Rosario heard from her daughter was after receiving the news that she had suicided. Rosario collected the evidence to prove it was femicide, but the case remains unsolved.



The diagram illustrates the process of reporting and handling a case of child sexual abuse. It features five circular icons representing the participants: Agresor (Aggressor), Diana, Rosario, Police Officer, and 'Children city' (Children's city). The process is shown as a sequence of steps:

- Abuse»**: A red arrow points from Agresor to Diana, indicating the initial act of abuse.
- Report »**: A grey arrow points from Rosario to the Police Officer, indicating the reporting of the case.
- Redirect the case »**: A grey arrow points from the Police Officer to 'Children city', indicating the case being redirected to the appropriate authority.
- « Take her out and protect her**: A green arrow points from the Police Officer back to Diana, indicating the protective action taken.
- « Preventive arrest**: A green arrow points from the Police Officer back to Agresor, indicating the preventive arrest of the aggressor.
- « Begin proceedings for minor abuse**: A green arrow points from the Police Officer back to Diana, indicating the initiation of legal proceedings.

IMPORTANT DATES »

06 Rosario demands the police to testify continuum of violence and public minister to investigate further.

05 Rosario receives a call informing her daughter was found hanged.

04 Rosario is asked to move out to avoid conflicts.

03 Rosario stops having contact with Diana. She found out her friends haven't seen her either.

02 Rosario called the police and demanded to take Diana out, arguing she was a minor.

« ESCALATION OF VIOLENCE »

3 MONTHS

With 16 years old, Diana is manipulated to move in with her boyfriend. They are helped by Diana's grandmother, who according to Rosario, allowed Rosario to be abused as a child. Rosario currently lives next door.

02 On April, 2018 Diana is physically abused and Rosario finds out.

03 Diana is being isolated. Rosario observed that she is not going to school anymore.

04 Diana's boyfriend manipulated her grandmother, who forced Rosario to move out in July 2018.

05 Few days after Rosario moved out, Diana is murdered and found hanged.

06 The same police officers who attended the first report were in the crime scene. The boyfriend is left free without any inquiry.

APR 2018 **07 JUL 2018** **14 JUL 2018** **OCT 2019** **DEC 2020**

ACTORS » Diana's grandmother Aggressor Diana Rosario Police Officer Neighbors Police Officer Public Minister Public Ministry SEMEFO Investigative Police Prosecution Office Lawyer Prosecution Office Cuenpaliztli Prosecution Office

« Moved in »

« Support to move in »

« Claim not applicability »

« Did not cooperate to homologate the report »

« Reported suicide. Medical examiner did not review the scene »

« Delayed autopsy and incomplete report »

« Confirmed that according to the evidence in crime scene, it was not suicide »

« Rosario is told nothing can be done and she is sent to seek psychiatric help »

« Insensitive and disrespectful treatment. No progress reported »

« The dictum is moved from "Aid station" to "Intentional homicide" to be reviewed »

« Psychological support to fight suicidal thoughts. Legal support »

« Promote the dictum »

« Psychological and legal support »

« Follow up of the case »

« Legal support to change the dictum »

« Provide evidence to change dictum from 'suicide' to 'femicide' »

« Investigate crime scene »

« Collect necropsy results »

« Start denounce process »

« Demand her to inquire further and investigate the boyfriend »

« Demand them to report continuum of violence and testimonials »

« Reported violence »

« Seek protection »

« Moved in »

« Support to move in »

« Claim not applicability »

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« Start denounce process »

« Demand her to inquire further and investigate the boyfriend »

« Demand them to report continuum of violence and testimonials »

« Reported violence »

« Seek protection »

— Aggression ■ Action ■ Response ... Negligence

REFLECT TOGETHER

Were you able to understand all the stories? What was the most surprising? What do these stories have in common? How do they differ? Which problems did you find? Share your thoughts with the group and capture your conclusions on the next page.



SHARE YOUR IDEAS HERE



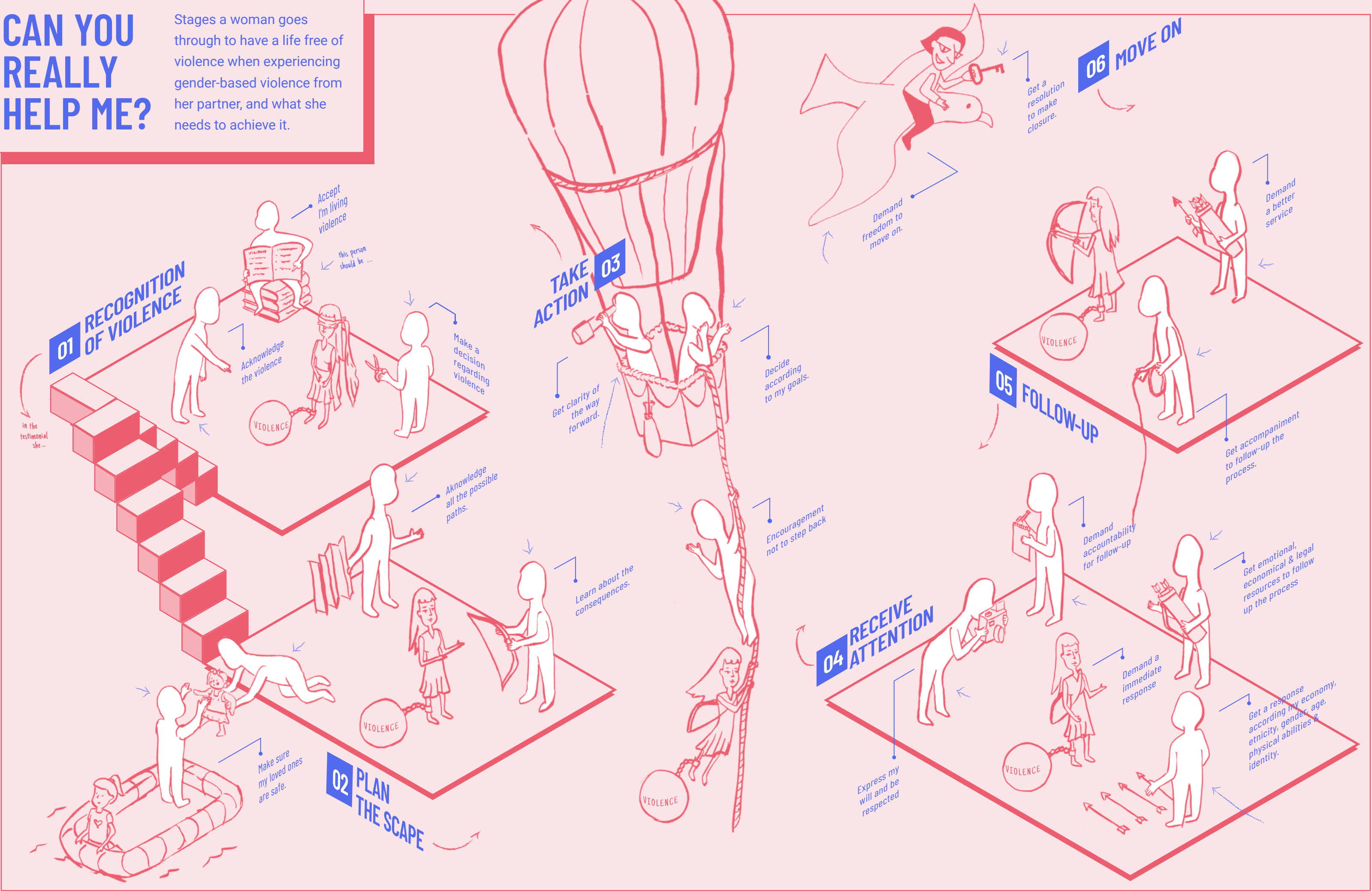
05 | Can you really help me?

With the last tool, the aim is to reflect back in your own practice. In the visualization, you will find the stages through which a woman goes through to achieve her end goal when seeking support in the care service system: a life free of violence. The story captures the needs that arise during the journey to achieve her goal. The needs are accompanied by '*absences*,' represented by the white characters in the story. Who should take the place of these characters? Explore the tool sharing with the group.



CAN YOU REALLY HELP ME?

Stages a woman goes through to have a life free of violence when experiencing gender-based violence from her partner, and what she needs to achieve it.



REFLECT TOGETHER

In the journey, you saw some '*empty*' arrows pointing out the stages and the '*absent characters*,' can you use one of the testimonies and describe the stages? Place them on the journey. Were you able to identify who the person should take the place of the '*absences*'? Now that you placed the story of the testimony, can you locate who was missing in that story? Place them on the journey.



06 | And now, what?

Congratulations! You reached the end of this toolkit for an empathic dialogue, and you might be thinking: and now, what? Well, that is up to your team. I suggest that thinking in the previous exercise, where you were asked to locate who the 'absences' are, now think about why if someone was missing, that person was missing, and reflect on what can you do about it? Who needs to be involved in solving it? Can you think of someone? Well, if you did think of someone, I invite you to organize another session like this with them. But before you go, there is one last group reflection ...



REFLECT TOGETHER

Now that you are at the end, reflect on what you learned with the exercises. What surprised you the most? Were you able to locate some critical issues that you haven't thought before doing the exercises? Try to capture those ideas, and define together a 'to do' list, ask yourself what is next? What can you do about it?



SHARE YOUR 'TO DO' LIST HERE



Some final words ...

I really hope you and your colleagues enjoyed going through this empathic and dialogic journey. This toolkit is the culmination of six months of work and collaboration with academics, care providers, public servants, and members of civil organizations. I'm a true believer of cooperation, I don't think there is ever a finished work, and this will keep on the making, seeking to make a real impact for women and girls in Mexico. Therefore, I would highly appreciate hearing your comments about what you experienced by using this toolkit; constructive critics are also highly appreciated. Also, if you are interested in dig deeper into my research, please get in touch!

**Sincerelly,
Malena López Reyes**

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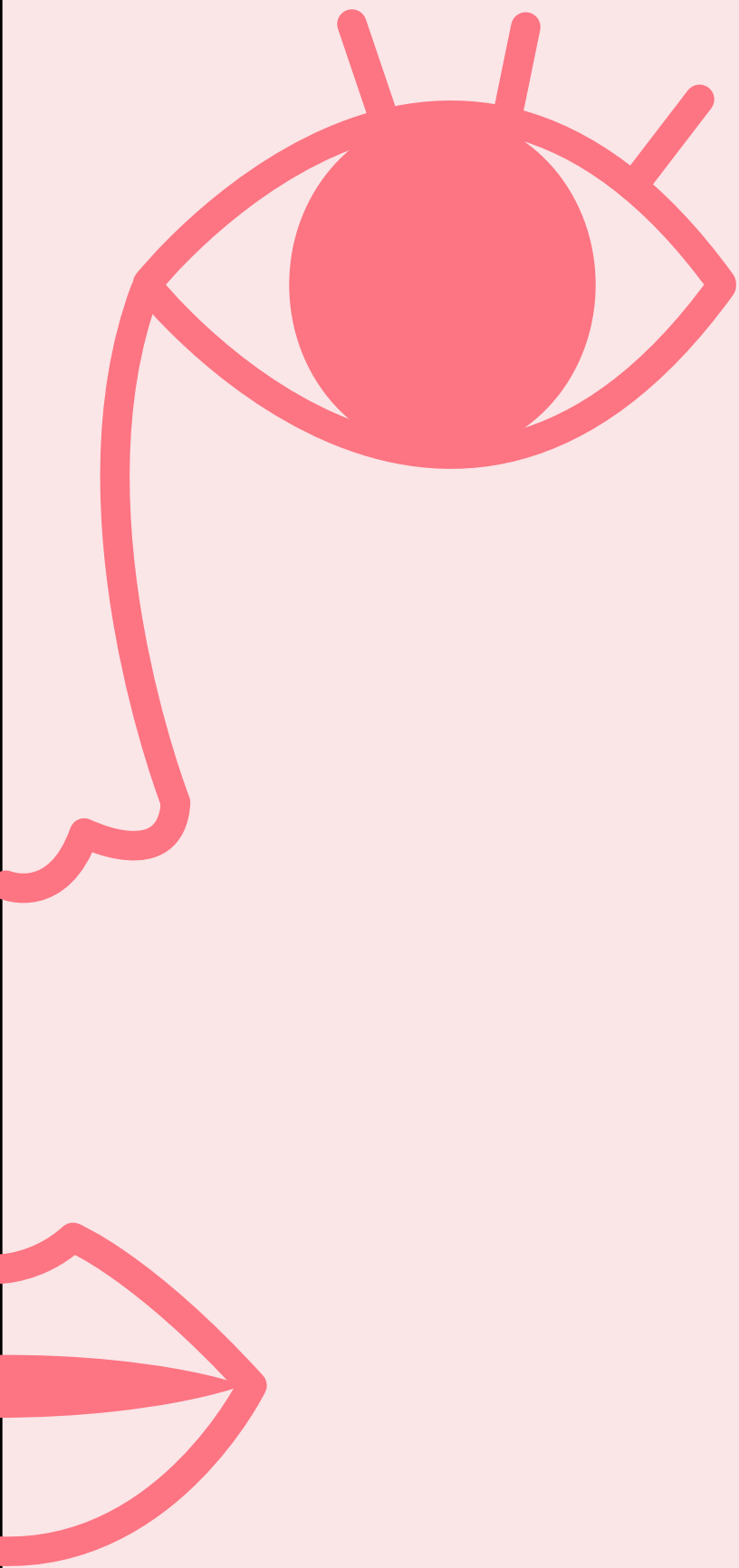
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