

IMPACT Monthly Newsletter



Blended Concept | IMPACT Newsletter

October 2025



OCTOBER HIGHLIGHTS

Together, let's embrace new ways of understanding, deepening our empathy and compassion to create spaces where hope and healing can grow.

This October, we came together to learn, reflect, and grow through sessions on culture, women's experiences, and mental wellness. Each session inspired us to listen with empathy and serve with greater understanding in the correctional journey.

Training - Thinking That Drives Behaviour: A CBT-Informed Approach for Volunteers

Behind every action lies a story and every story begins with a thought. This module helped volunteers see how understanding the mind nurtures empathy and change.

By understanding how thoughts shape actions, volunteers learn to guide with empathy. Each mindful conversation becomes a step toward trust and transformation.



Ice Breaker Activity

To kick things off, we ran a light game called “Tell the Story.” Teams built a narrative from one single image, sparking laughs and fresh energy.

Starting with one storyteller and passing it down the line, revealing how as the story moved from one voice to the next, the meaning kept shifting based on a person’s lens, reminding us to step back and look with objectivity.



Key Takeaways for Volunteers

- Every behaviour has a story behind it, approach with curiosity, not judgement.
- Seeing the emotions beneath actions helps us respond with empathy, not judgement.
- When fears and past wounds are acknowledged, hope and change become possible.

Hybrid Training – Cultural Competency in Corrections: Engaging with Diverse Inmate Populations

This session explored how culture, identity, and personal history shape the way we perceive and interact with others. Volunteers were guided to reflect on their own cultural lenses and recognise how assumptions can influence communication, trust, and rehabilitation.

Through reflections and discussions, participants built empathy, cultural awareness, and communication strategies to engage respectfully and effectively with individuals from diverse backgrounds.



“ Small assumptions can shape how we interact. Awareness helps me connect better with others. ”

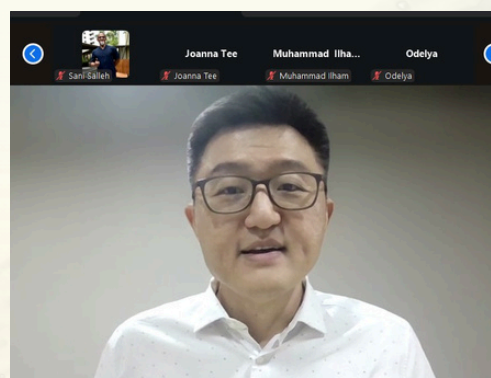
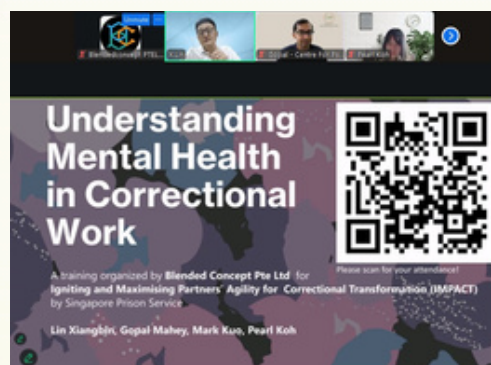
Why It Matters for Volunteers

- Recognising our own cultural lens reduces bias and strengthens connections.
- Checking assumptions prevents miscommunication and builds trust.
- Cultural curiosity listening openly, seeking clarity, creates safer interactions.

Virtual Training - Silent Struggles: Addressing Mental Health in Correctional Work

This session with Lin Xiangbin and Gopal Mahey deepened volunteers' understanding of how mental health challenges shape the rehabilitation journey. Through case studies and shared stories, volunteers learned how unseen struggles can affect behaviour, motivation, and reintegration.

Volunteers were reminded that while they are not expected to provide therapy, their presence matters; listening with empathy, staying neutral, and validating experiences can create safe spaces for healing and hope.



“Behind every act of change lies a silent struggle, one that starts in the mind.”

Why It Matters for Volunteers

- Noticing unseen struggles builds patience and compassion.
- Understanding mental health reduces judgment and strengthens empathy.
- Listening and encouraging help-seeking supports reintegration.



*“True change begins when we understand the mind,
honour diversity, and lead with empathy.”*

This October, our sessions invited us to look deeper into the thoughts that shape behaviour, the cultures that form identity, and the silent struggles often hidden behind strong fronts. We were reminded that real understanding begins when we listen with both mind and heart.

Each session highlighted that growth comes from awareness, compassion bridges every difference, and empathy creates the path to genuine connection.

Together, we continue to build a community where second chances can truly take root.

Thank You for Growing With Us!



Keep growing, leading with empathy,
and building hope.

Register for our IMPACT December
Course, scan to join us!