

Sue Spence Communication



TM

Horses Helping Humans



Est. 2006

Instruction Manual

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TRAIN THE TRAINER

It is not your role to be a counsellor or give personal advice. Working in partnership with youth organisations simply assists the youth workers and carers with some tools of awareness they can overview and continue with in their future counselling sessions with their youth clients. Learning to read the body language and reactions of the youth you are working with is paramount if you are to develop a relationship of trust and respect. Learning when to advance and most importantly when to retreat with young people in situations they are challenged in, will help immensely in their growing more confident and aware of their emotions and body language (especially under pressure).

All instructors of Horses Helping Humans must have a high level of Natural Horsemanship ground skills. At least three Horsemanship Clinics need to be attended with supervision in between clinics. Necessary skills include: being assertive yet quiet, balancing emotions, ensuring all participants are comfortable, the knowledge that no respect = no response.

When you are loud participants take it you're bluffing as most students in our target market are used to "loud" reactions – calm, quiet and firm has depth. Learning how to read students' body language and reactions is essential.

The timing to identify and act on when youth are disengaging, involves timely diverting their attention to bring them back into being fully engaged in the program again. We chill, not drill. We defuse and then we discuss.

Learning how to diffuse, how to discuss, how to show students different body language positions and walks to help with self esteem and how to teach the students about their own and others personalities is all taught in the hands on training with Sue Spence over a few sessions at HHH headquarters and on your premises.

What to write in the workbooks for the youth workers is also taught at this time.

One of the simple exercise of Brush, Plait and Chat develops relationships with the students. The quiet time of simply brushing the horses and giving the students the important task of keeping their horse calm (By reminding them to breathe out completely while brushing is actually calming them , they think its to keep their horse calm! , but it helps them immensely in hearing and focusing once the tasks start being taught.) If students start to share issues they haven't discussed before – these are the moments you suggest maybe going over and letting them tell their youth worker or case worker what they have just told you. Making sure they feel acceptance at all times - you never tell, you always suggest.

Horses and Humans are emotions on legs!. Create a desire, don't force (that's for the horses and your clients) Don't allow emotions to get bigger than the problem (over react, vs. under react) You cannot push information into an unwilling mind. Personal accountability and integrity is to be adhered to at all times.

Why this program is so successful and creating such drastic changes is because underlying each exercise is a psychological base which introduces students to techniques for focusing, lowering anger and anxiety and awareness of human to human communication which they can use for the rest of their lives.

Understanding personality differences in the different body language each different personality displays gives them life skills to teach them to be able to read people before reactions occur. It gives them a life skill of diffusing.

Why we teach the ground skills we do and don't divert from them is because we must avoid confusion for students that will repeat the program and it is not helpful for work experience students if the skills are changed. Students who have learning difficulties find the tasks easy to do so they feel confident very quickly.

The most important thing to remember is that we are not looking for perfection in any task.

Sometimes it will look a bit messy and you will know your horse may not be trying as hard as they should for the student but always compliment and tell the students how amazing they are doing as most of the students have never been told they are good at anything. If you try to get students to do things perfectly they will not walk away with the sense of achievement they need to have to give them the confidence to engage in the next program Youth workers will have planned.

Sometimes it will be getting them back into study or to do work experience some where. We are laying the foundation of confidence , that they can achieve things and feel better about themselves.

To see students stand tall and learn to smile again, for them to feel like they are worth something and someone does believe in them is much more important than a task being done perfectly !

Making things fun encourages lots of laughter and takes away any pressure !



HORSE SAFETY

NEVER ENTER THE Paddock UNLESS ALL THE HORSES ARE TIED TO THE FENCE

Always approach your horse from the front so they can see you coming. NEVER run up behind a horse or move suddenly behind them, when they get a fright, they may kick out.

If your horse tries to grab your clothes and is starting to nibble at you, send him away from you by shaking your rope or if you are patting him through the fence and he starts grabbing with his mouth MOVE AWAY!!!

Never stand in between two horses, if one horse tries to bite or kick the other horse you could get hurt.

When you are working with your horse keep him a safe distance away from you so if he ever gets a fright he won't jump forward onto you.

Don't stand too close to your horse in case he stands on your toes!!!

A rope which is attached to a horse should never be wrapped around your hand.

Remember wiggling your rope will help to stop your horse and back him up. If he is starting to walk faster than you or push in front of you WIGGLE, WIGGLE, WIGGLE!!!!!!

Be careful how you hold your carrot stick around your horse. If you wave it around he may think you are going to hit him, so always keep it pointing down to the ground until you need to give him some direction.

Always remember that your horse can feel what you are feeling. If you get mean or mad or frustrated and scared he will get confused and won't know what you want. Take big deep breaths and stay CALM AND IN CONTROL OF YOUR FEELINGS AND YOU WILL BE ABLE TO CALM YOUR HORSE DOWN.

HORSES HELPING HUMANS COURSE

Courses run once per week for 3 consecutive weeks 1.5 to 2 hours duration.

Case workers or youth workers are required to transport and attend

Min 3 students max 6 per course

Price is \$250 per student

Week 1

Safety and Communication on the Ground

The goal is awareness, respect and trust. In the first lesson it is essential that students feel comfortable and accepted.

Teaching the participants to drop their adrenalin first is paramount as when adrenalin is up learning is down, yet when adrenalin is down, learning goes up. Introduce all the horses and people helping while students are getting settled, hand out name tags. Starting with explaining the 4 personalities with demonstrations of the horses using humour and

motivation is what forms the framework of the course.

Show the agility course and working at liberty while explaining what they will learn to do over the next few weeks. Once students relate to one of the personalities (or two !) it is time to go through the safety education around the horses (enclosed in business pack) before they step into the arena. (Handing instructions to students to read is not what we do, as a high percentage of students have poor reading skills, some are illiterate so verbalising all instructions with visual demonstrations assures no student feels inadequacy in any way.

Before coming near the horses or entering the arena students go through the Jelly Belly breathing exercise, after explaining the importance of not being near your ponies or horses with energy high or nervous. Teaching deep jelly belly breathing gives students the valuable skill on how to calm themselves before they act or speak.

Deeply inhaling through the nose; holding the breath for a couple of seconds and then fully exhaling through the mouth, pausing at the end of that exhalation and focusing on completely relaxing the belly before breathing back in through the nose and that cycle is continued for up to 2 minutes.

Once all the students have completed the full relaxation breathing technique, they are ready to enter the arena; it is time for them to meet the horse or pony they will work with over the next 3 weeks. Introducing themselves to their horse or pony at this stage is very important to the beginning of the relationship they are about to build. Once the students understand that they need to be relaxed and calm before meeting their horse or pony, the foundation of trust and respect can begin to be built. Letting the students know it is not just their horse they are meeting, but the horses are also meeting their humans helps them to understand horses also need to be introduced to their 2 legged partners.

Task 1 - Safety, Approaching and Building Trust - Introduction to the carrot stick
(Which starts after Brush and Chat and Relax !)

Teaching students to be very aware that their horse can jump forwards, sideways or kick out in times of stress is very important so that they don't put themselves in danger. Teaching them to approach instead of running from the back, or running up at the side, that they gently ask their horse to sniff their hand before they then rub gently on the head, or on the neck. Making sure that their pony or horse is completely relaxed when they run their hand over their neck or their back, that their horse or pony is fully relaxed when they pick up a stick and rub their horse or scratch their horse with that stick is imperative so that the horse or pony knows that whenever the student lifts a stick, that they are never going to hit them, they're more likely to just give them a scratch. An assistant can hold the rope for the student if they are very anxious while the student stands next to them while rubbing their horses on the back, both sides. Making it clear to the students it is only used to give direction and create energy without ever physically hitting their horse or pony at any time. Explain it is important for their horses to know that every time their human lifts their stick, they will not get hit, but maybe they will get a back rub in between exercises!

Task 2 - Back Up

Teaching back up is incredibly important as it keeps students safe by not allowing their horse or pony to stand too close to them (in case something startles them and they jump forward). This is when we start teaching about body language, personal space and boundaries and continue on with safety around horses. This includes explaining why we need to keep our horses a safe distance from us. It can be a very empowering moment for introverted, anxious students. As soon as they can feel and then see the respect from their horse just by changing their body language it gives them such a burst of confidence when their horse starts backing away. Also for the strong, extroverted students, teaching them to ask for back up instead of telling, introduces them to the fact that softness is a strength. For students to understand what personal space is and that you only invite people into your close personal space when you are ready and you invite them, we teach them to communicate boundaries without touch. Focusing on how little they need to do to ask their horse or pony to back up is the goal. We want to avoid stiff, aggressive looking arm movements; constant wiggling (nagging) of the rope and ineffective asking. Part of the "back up" includes how to invite your horse back in but still asking them to stop a respectful distance from them so that when the student is ready, they step towards the horse or pony to give the rub or the reward not the horse or pony stepping into their personal space. asking their horses to come forward and then using their body language to stop a safe distance from them completes exercise 2.

Teaching having a 10 to 20 second break between sending out and bringing back in teaches students how to be patient by saying thank you to their horse in between requests and not putting pressure on by making things too quick. This transfers to teaching breathing out between sentences to control anger or anxiety in human to human communication .

Task 3 – Leading Respectfully

Teaching students how to lead their horse or ponies by invitation technique builds respect and partnership. With the student facing straight ahead with their horse or pony, holding the rope softly with the invitation to move forward and lifting energy slightly until the horse or pony learns that this is the signal to start walking together. Teaching how to ask for stop by breathing out when becoming still and then how to lift energy and ask for walk is the beginning of the students awareness on how their energy effects their communication. Gently taping them on the back to encourage them to take a step forward (For small ponies or gently flicking the lead rope behind them for bigger horses) is how they ask and not tell, softly open and relaxed arms teaches not to drag their horse along or be dragged along, but to learn to be in harmony.

Introduce the use of "Laser Beams" here for students who have problems focusing. Giving them a point to walk to (gate or tree or marker) and for them to imagine they have laser beams coming out of their eyes onto where they have to walk, gives them a point of focus and direction which helps give them a sense of control over themselves. Once they are leading successfully with energy, it is time to start showing them how to turn their horse or pony without physically touching them. We place 2 or 3 cones/markers on the ground (around 3 to 4 metres apart) and begin to teach how we change direction. The students learn how to lead by using their body language allowing for big figure eights or serpentine shapes. Learning how to slow their horse down by jiggling the rope gently and then by turning their body towards their horse (Belly button facing nose) and when needed hands softly held up towards their horses face so they can turn their horse away from them.

How to gently encourage their horse to walk quicker if needed to move around cones is also taught here. Extroverts learn how to walk slowly and softly, introverts learn how to open their body language. Hard to focus students continually use lasers! By showing them how to open up their body language, to point their belly button towards the way they want to go, e.g. if they want their horse to turn to the right by turning their body and pointing their belly button towards their horse or pony's nose, etc. If turning left, lifting their left arm up and turning their body towards the way they want to go. Showing them how to ask their horses to back up from this position also shows them how to stay in communication and how to ask their horse to be respectful at all times. Once you can see their horse or pony walking and turning with them calmly and respectfully (in partnership) it is time to teach them circling.

Task 4 – Circling (not Lunging)

Asking students to start circling their horses or ponies around them with light, soft energy gives them an awareness of what their body language and energy is doing during movement. It is a fabulous exercise for teaching the control of energy and connection from a distance.

Before circling, the students need to back their horse to the end of the rope to keep them safe, learning how to open their body and give direction and increase motivation with their stick. Special attention to shy introverts having very open strong looking body language and extroverts relaxing their shoulders and softly opening their body language are the goals here. Teaching how to give direction and how to use their carrot sticks is done away from their horses! Having an assistant holding one end of the rope pretending to be the horse allows students to practice without alarming their horse!

Also how we stop our horses by disengaging the hindquarters is taught here in easy to understand language (bend to the side and look at your horses tail while you breathe out and gently point your stick low to ground towards back legs if needed). Understanding their direction comes from clear, assertive body language on giving the direction of the way they want their horse to go. It is in the circling task that we teach the students how to bring their horse or pony from trot to walk by simply using their energy, yet still staying focused and their body language staying open and soft.

The steps to teaching the horses or ponies to listen to energy is when you are moving around as your horse is circling at trot, you need to breathe out completely and relax your shoulders without dropping your leading arm. If your horse or pony does not listen to your energy dropping, a slight jiggle on the rope at the same time reinforces that you would like them to walk. Once the students can effectively ask their horse or pony to go from walk to trot and then trot to walk, simply by using their energy and breathing, they are ready to go on to Task 5.

Task 5 – Jumping

The jump is ready to be introduced at this stage. The jump is about teaching students to control their energy at a higher level. Starting off with circling their horses and then teaching them to move towards a low jump, creating enough energy to ask their horse or pony to jump and then after creating all that energy, asking their horse or pony to come down to a walk while staying at the end of the rope. It gives students a great awareness that once their energy is up, they do have the ability to control themselves and bring their energy back down to a calm, relaxed manner. Body energy and expectation moves your horse. It also motivates humans. This is when I teach about controlling anxiety and anger. It is how they breathe and drop their adrenalin so they can use these skills as well as their new body language for the rest of their lives.

Week 2

“Savvy on the Ground”

Week 2 is going over all exercises they learnt in week 1 and reinforcing how little they have to do to achieve the tasks they ask their horse to do by being conscious of breathing and body language through out this session so partnership is developed in their ground skills. It is also when we add Task 6.

Task 6 – Back Up Through an “L” Shape

This task teaches students how to focus and listen to what their horse or pony is saying. It develops patience and good communication skills in teaching how to read the people you are speaking to and to make sure that there are no reactions coming from the horse, pony or human you are asking of. Understanding when not to push for something when a reaction is occurring is a valuable communication skill. Placing 4 poles on the ground in an L shape, the student leads their horse or pony up forwards through the L Shape. Once they are at the top of that L they ask their horse or pony to stand still then by keeping their feet still, they ask their horse or pony to back up until they are at the end of the rope and with the student staying on the outside of the L Shape, quietly moves around until they are in line with their horses shoulder, and then asking their horse to move their back legs around so they are facing the student for the next part of the L shape.

Teaching students to read their horse’s reactions in this exercise is incredibly important. Does their horse have a stiff neck and are their ears flat back? Are their ears forward? Are they sideways? Are their feet constantly moving to the side? Are they licking their lips? Are they nodding their head?

Are they pawing the ground? Everything listed means something completely different from fear, curiosity, worry, resistance to acceptance; it is so very important that any reactions are not misjudged as it can ruin a partnership.

Being able to achieve the tasks in week 2 is a great achievement for students as it shows how strong their connection and partnership is.

Week 3 Presentation Week

The last session comprises of a presentation horse agility show which includes ribbons certificates and trophies. An agility course is set up and after the students rehearsing for the first hour they are then asked to one at a time complete the circuit.

The first exercise is leading their horse out to a marker and demonstrating how they stop by using their breathing. They then pick up a carrot stick (which has been placed by marker) give their horse a rub all over to show trust, and then ask for back up to the end of the rope. After waiting for about 20 seconds (which has been taught in lessons, says thank you to your horse and encourages both student and horse to be relaxed) They can then ask their horse to circle them.

3 circles at the trot and then 1 circle at the walk, shown by demonstrating their control of energy control by breathing out to ask for the walk. Disengaging hindquarters (bending to look at tail) and asking their horse to stay out at the end of the rope distance completes exercise 1.

They then place their carrot stick back next to the marker (for the next student) and slowly lead their horse over to the jump. The slower the walk the better as they get scores for how relaxed they are and how relaxed they are making their horse feel!

They will then stand by another marker in line with the jump, pick up another carrot stick which has been placed there, ask their horse to back to the end of the rope. Again, waiting for 10 to 20 seconds (longer if their horse is restless and needs to become calm) they will then ask their horse to circle over the jump. Twice over the jump (usually just at trot unless student has a small pony where they may canter) and then asking their horse to drop to the walk before stopping.

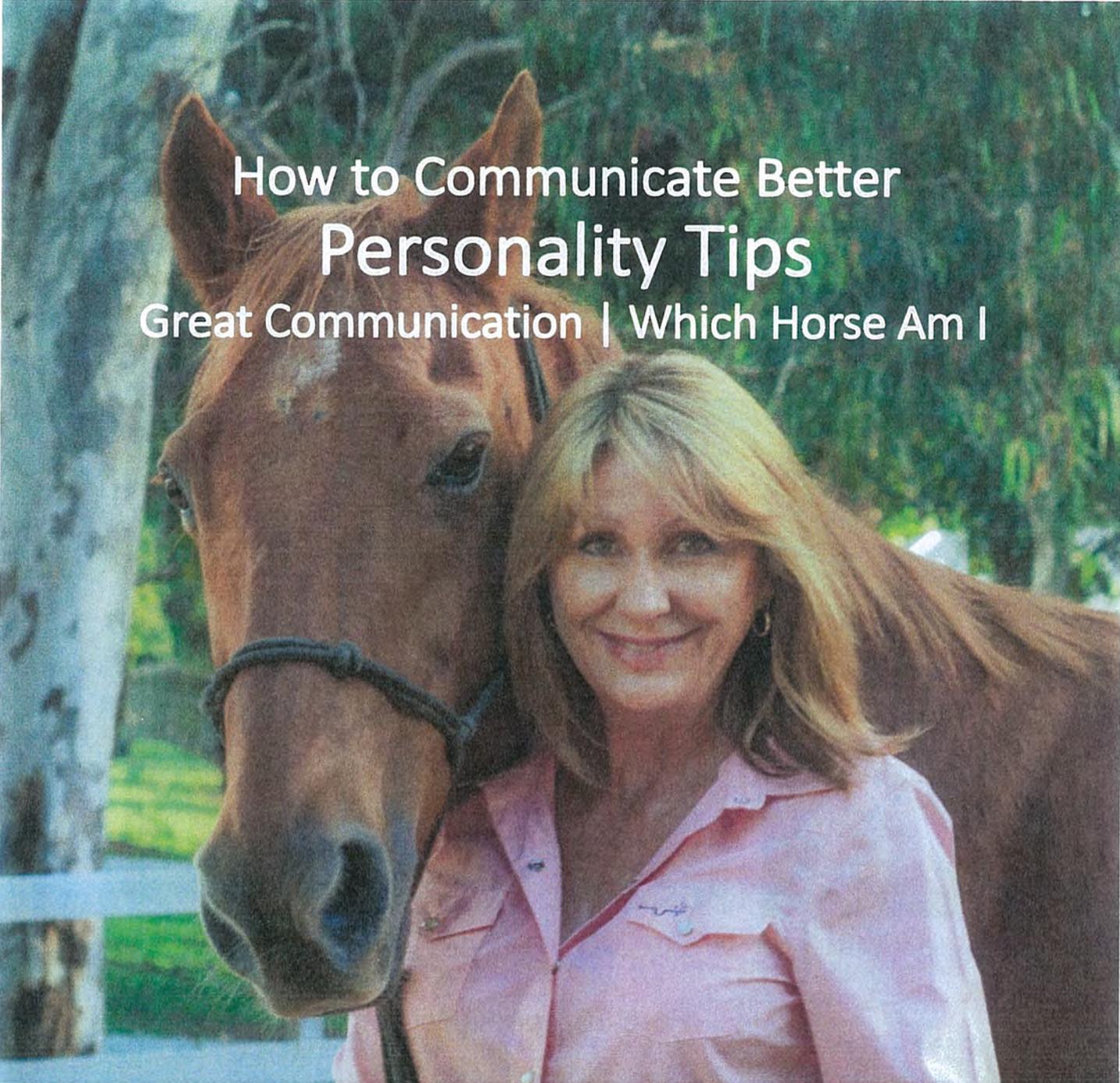
They return their carrot stick back next to the marker and slowly lead their horse over to the line of cones where they will demonstrate leading and turning, at all times side by side slowly working together in partnership.

This completes the agility course. If in a round yard and the horses are advanced with liberty, ropes can be removed so students can demonstrate how their horse stays connected to them by following them at a walk around the arena.

All students receive trophies as scoring process is on how well they control their energy and keep their horse happy , not how perfect things are done . 😊

	Yogi	Sunny	Mindy	Larry
Strengths	Motivator. Encouraging. Enthusiastic, people person. Makes friends easily. Humorous and convincing. Loves team work/ team spirit.	Leader. Quick thinking, pragmatic, efficient, black and white, yes/no straight to the point. Think big.	Nurturer. Sensitive, kind. Notice when people are feeling down, are like glue hold teams together. Detailed orientated, analytical. Problem solvers.	Organiser. Easy going. Great mediator. Trustworthy. Productive workers. Bring order out of chaos as they seek harmony. Stable. Patient.
Why you were born this way	To motivate others, provide fun and laughter in the workplace!	To keep people safe, on track and to give people direction, great in an emergency. Natural leaders	To help and care for people (other personality types may not notice when people are in need).	To create peaceful, well organised harmonious environments, where people work together well & have equal input.
Intention	To connect with people	To get the job done- quickly!	To get things right.	To get along with others & to have everyone get along with each other.
Weaknesses (our strengths under stress)	DISTRACTION Talks so much becomes distracted, forgetful about tasks and time and gets unfocused. Can butt in. Gets bored easily.	ANGER Impatient if people take too long. Becomes so task orientated people become peripheral (think Donald Trump walking in front of the Queen). Can be intimidating.	BECOMING ANXIOUS So want to get things right can lead to too much preparation which can lead to procrastination/ perfectionism. Indecisive. Hard to say no. Pedantic.	DEFENSIVE May not speak up in order to get along with others. Indecisive to avoid disapproval. Appear to have lack of enthusiasm.
Random fact	Need a passion to be their true selves.	Fine with confrontation	Can easily pick up on other people's emotions.	Cheeky sense of humour (edge Yogi's on).
In the workplace enjoys.	Fun, colour, chatter, ability to be creative. Team work. Variety. Being around people. Great sales, sports people, entertainers.	Taking control of situations. Challenges. Positions of authority- police, fire service, law, management, great board members.	Problem solving. Diving deep into details. Caring for people. Quiet work spaces. Research, healthcare, doctors.	Structure. Good systems and procedures. Knowing what is expected of them. Equality. Being organised. No stress.
Emotional health	The least likely you would expect to get depression as they always seem happy.	They see depression as being weak when normally they are so strong so try to	Mindy's are prone to anxiety because of internalising things, their sensitivity to	Larry's can be prone to depression. If there are new situations they are unsure

	Can get really down & is hard for themselves to express as they are always expected to be the funny, party goers- think of Robbie Williams. Have a lot of natural energy, need to exert or it can build up as anxious energy. Need to have fun and lots of it!	hide it, which is counterproductive. Can feel depressed if they feel out of control, ie sick.	others and from saying yes when they mean no to people please. Disappointments will get them down.	about, a lot of problems or conflicts a Larry will try to avoid and internalise.
Fears	Not being liked.	Not being in control.	Making mistakes (so may put things off to avoid doing so).	Confrontation. Unfamiliar situations.
Demotivates	Lack of connection. Feeling stifled. A room with a computer and no people.	Lack of challenge/ authority.	Pressure. Lack of guidance. Too much noise/ stimulation.	Being told what to do. When they speak are ignored. (because they have thought hard about what to say). Lack of structure. Conflict. Lots of change.
Needs (as from Alison Mooney)	Appreciation, affection approval, recognition. Liberty.	Recognition for the task they achieve. Challenges.	Sensitivity, space, silence, reassurance.	Appreciation. Respect. Praise. Peaceful environment.
When communicating/ managing this type	Show interest in Yogis as a person, be enthusiastic tell stories. Positive reinforcement. Wilts under critique but often gets it. RCR.	Be brief, straight to the point. No waffling! Include results/ bottom line information. Accept their abruptness.	Ask them for input. Provide detailed instruction, explain why. Drop any adrenaline. Give reassurance and feedback. Respect need for space/ silence.	Don't put pressure on them for a decision (it will take longer). Give them 2 options not too many. Be inclusive. Don't tell them what to do, they will dig their toes in.
Learn to	Be still- including zipping the mouth 😊 Listen more	Be softer, more patient, respectful of others	Keep your softness, learn to have strong body language and say no- assertiveness	Learn to be consistently calm, and speak up when you have something to say



How to Communicate Better
Personality Tips
Great Communication | Which Horse Am I

QUICK REFERENCE GUIDE

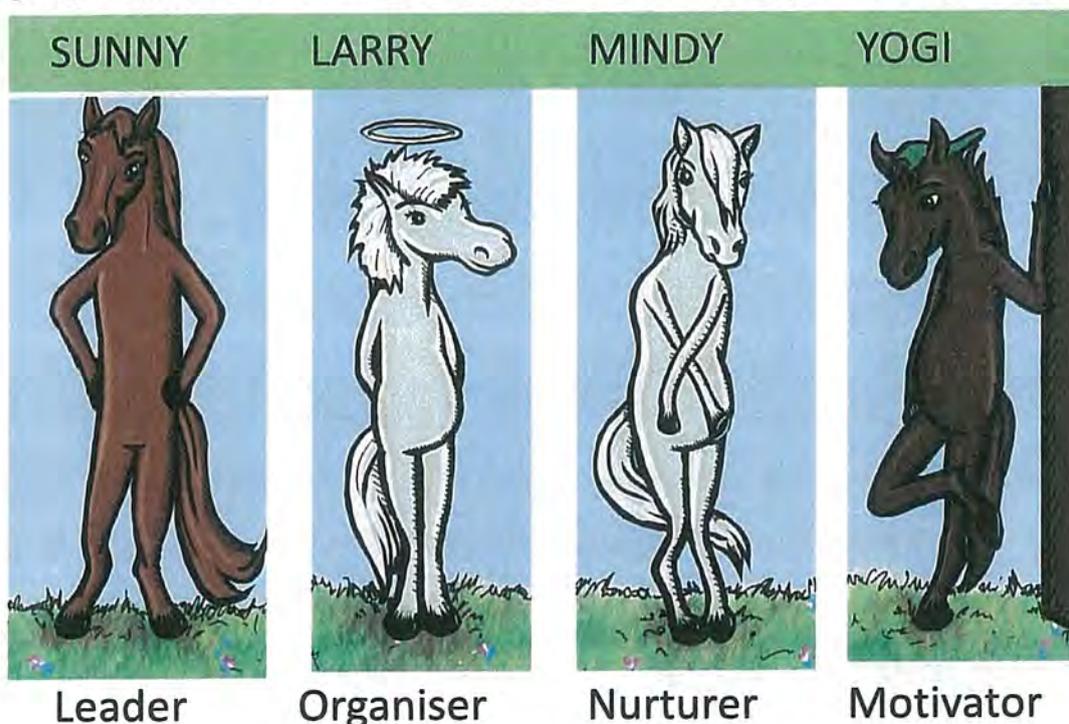


Sue Spence Communications

How can I tell which Horse or Pony I am? Knowledge is Power The FOUR Personality Types

The Four Horse Personality Types identified by Sue Spence (in her Horses Helping Humans Program) align perfectly with the Four Temperaments Model of Human Behaviour which was first introduced by Hippocrates 400yrs before Christ.

Understanding our personality type gives us a clear view of our talents and values. Once we learn the meaning of cues from other people's body language we can truly understand our reactions to them and slightly alter our reaction so that we communicate in the language they understand, and we can work with people different from ourselves.



Four Temperaments

We each have a dominant personality type, (as well as various traits from the other types). There is no one personality type which is better than any other – they all have equal (but different) traits.

However, it's the knowledge of all the types modes of behaviour, which informs us with real understanding to truly value other types. Even though it seems like they are speaking a different language.

Learning about all the types, is the same as learning to communicate with people in their native language, and both parties understanding each other perfectly. Just as making the effort to learn a foreigner's language makes them feel **valued and appreciated** – so too are all the personalities we interact with every day.

Quick Tips for Personality Types



SUNNY: Take hands off hips and hook thumbs into the back pockets
Breathe Out relax that Belly and engage before asking anyone to do anything



Sunny Choleric's, remember to breathe out before you enter a room and to breathe out between your sentences.

Your strength is in your softness.

TIPS For Sunny's,
Never underestimate how much people can feel the tension you hold when you have reactive emotions running. So breathe it all out and relax that belly as soon as you start to get reactive! If you struggle with frustration and anger rises quickly, be very conscious of breathing out completely before asking your anyone to do anything. If you don't, all that energy will come across as a TELL instead of an ask and doors of communication will quickly close.

More sensitive, anxious personalities will shut down, as they will feel intimidated. Be very conscious also that you don't have " Agenda " energy relax your whole body, even your feet (as they will stride your agenda into the room and set off reactions.) Imagine changing yourself from a Karate Instructor to a Tai Chi Instructor! Doors of communication open so much more when you realise that your strength lies within your ability to be soft. Soft calmness is something everyone respects



Quick Tips for Personality Types



YOGI: Breathe Out with Belly
Relax your whole body, be
still and Concentrate Laser
Eyes



Yogi Sanguine, also breathe out between your sentences and focus on standing still when you are communicating things of importance.

Your strength is in your stillness

TIPS for Yogi's

When its hard to focus, if you imagine you have laser beams coming out of your eyes like torch beams shining onto what you have to apply yourself to, or where you need to walk to, it helps to turn on the focused part of your brain as when your eyes have less movement so does your brain!

You will feel calmer and teamed with your belly breathing you appear much more calm and focused . Breath slow talk slow , move slow when you start to feel energy building up and you're having trouble concentrating on something you need to do.



Quick Tips for Personality Types



MINDY: Breathe Out with Completely Feet Shoulders apart and Weight on your heels.



Mindy Melancholic, be conscious especially when you are speaking to extroverts, that displaying the Strong on the bottom Confident in the middle and soft on your top so your words will be heard!

Your strength Is your soft energy with strong body language

TIPS For Mindy's

You tend to get more anxious when working with people its important that you also remember to breathe out completely. Nervous energy is just as uncomfortable for others also

Make your body wider by standing with feet shoulder width apart and not locking your arms into your sides.

Closing your body language down (as well as making you look not confident) will also make you feel less confident. Its amazing the difference In how you feel once you have adjusted your body language

If you have a problem saying NO using this same open body language helps immensely You now look more decisive and it reduces the risk of a disrespectful person thinking they can wear you down to say Yes.



Quick Tips for Personality Types



LARRY: Breathe Out and completely relax your shoulders and arms



Larry Phlegmatic, focus on keeping your shoulders completely relaxed so at no time will you look defensive.

Your strength is your calm, consistent energy

TIPS for Larry's

Larry represents personalities that are more laid back, are great at organising and are really helpful to other personalities.

They like to do things well so may at times overthink how they are producing their work.

And sometimes you are trying so hard to get everything perfect Their Body Language can tense up to the degree That it closes off the flow of productivity.

The best thing to do is just relax as you do your best



Helpful excerpts from Sue's demonstration at the 'Horses Helping Humans' Melbourne Conference.

- Ask the participant to breathe out with every brushstroke when brushing their horse/pony – helps them to slow down and relax.
- Ask the participant what food they love and suggest they hold it high while leading their horse/pony; 'You don't want your 'lasagne' to drop on the ground do you???' (Shy introverts tend to hold their arms close to their sides)
- Suggest they think about walking to the 'Ice-cream Shop' to encourage energy and focus.
- Practise with the Carrot Stick outside of the arena in the paddock. Make a target for them to aim the string at – leaf, stone, horse poop etc. They may need more practise throughout the day.
- The Carrot Stick is known as the 'excuse me' stick. If their pony doesn't move, the stick says 'excuse me'.
- If the carrot stick is neutral, explain what to do with their other hand i.e. keep it up until the very end (even when asking the horse to come in so they're protecting their personal space)
- Be careful of the language you use, young ones may not understand 'Neutral', 'right and left' etc.
- 'Yogify' your demo. (Yogi's are enthusiastic, vivacious, impulsive, motivational and have a sense of humour).
- If you need to leave your participant with their horse for any reason, draw a line in the sand and say 'No matter how big and googly his/her eyes are, don't let him/her step over the line in the sand...'
- Allow the student to shadow you when backing up, circling etc. Transition them to being in control by handing over the lead and the stick. Maybe give a little flick with the string as you hand over. (Some youngsters continually walk backward, encourage them to 'be my shadow and walk forward')
- Apathetic – your enthusiasm will help drive the apathetic ones. Youngsters need to be helped with their enthusiasm.
- 'Walk as if you're selling your shoes', slowly, displaying every detail of their shoes. (This helps to slow down those who are high on adrenalin).
- Encourage focus by suggesting laser beams from their eyes and belly buttons, encourage them to use their body piercing, blingy belt buckle to aim towards an object.
- Ask them to breathe out and relax their shoulders when leading. Tight shoulders make anger look angrier. Got to look confident, not tough.
- No energy spikes, no Chip Chop.
- Tai Chi master, slow.....
- Dude land..... walk like you're in dude land.....
- 'That's AWESOME' - praise.
- Suggestion - Pack your anxiety into a beautiful handbag, backpack and take it with you or treat it like your little brother or sister and you're taking them to the movies. (It may always be with you but doesn't have to rule you.)
- Try to always be aware not to touch the clients.
- More breathing during moments of tension.
- Talk about energy when guiding through the activities.
- Doesn't matter if you lose your horse, it matters that you get him back.
- Keep horses and ponies a safe distance from each other.
- Never allow participants to lead horses at the trot or running along beside them (running is adrenalin after all.....)



PRICE LIST – JULY 2020

	WORKSHOP	TIME	COST
1	3 WEEK PRIVATE COURSE - 1 STUDENT \$150 per session	1.5-2h per week	\$450pp
2	3 WEEK COURSE - 2 STUDENTS \$127 per session p/p	1.5h per week	\$380pp
3	3 WEEK COURSE - 3 STUDENTS	1.5h per week	\$380pp
4	HALFDAY FAMILY DYNAMICS WORKSHOP up to 4 persons	3h workshop	\$600
5	HALFDAY FAMILY WORKSHOP up to 6 persons	3h workshop	\$700
6	HALFDAY YOUTH WORKSHOP up to 4 persons. Additional participants \$100 p/p	3h workshop	\$600
7	HALFDAY ADULT COMMUNITY SERVICES STAFF / TEAM DYNAMIC WORKSHOP	3h workshop	\$150pp
8	ALL DAY CORPORATE BUSINESS WORKSHOPS up to 10 persons	6h workshop	\$200pp
9	PRIVATE ADULT CONSULTATION	1.5h workshop	\$260pp
10	NDIS PRIVATE PARTICIPANTS SESSION		\$180pp

Notes that may assist when considering the workshop options:

We have adapted the 3-week course for individual students to fit in with group restrictions. There is a small increase in price for that option but its giving really good outcomes due to one on one. The opportunity to do 3 weeks really makes a big difference.

We encourage and welcome anyone who lives with the young person to also attend, so we can share with them techniques to help return their young person to a response vs. a reaction.

If the parents are enrolled in the family workshop they participate in the techniques and arena ground work workshop and are mentioned in the workbooks.

Parents are observing when they come with the caseworkers for student or youth workshops so we able to explain the techniques and document them individually.

Full in-depth report post program outcomes \$100 +GST

Please reach out to Sue Spence for any support or questions regarding the above via phone 0416 146 396 or email suespence101@gmail.com



Horse Whispering Youth Program

Referral & Medical Information Form (Strictly Confidential)

Referred by: _____ Youth/Case Worker: _____

Student's Surname: _____ Given Name: _____

Date of Birth: _____ Male / Female (please circle)

Name of School/Youth Organisation: _____

Does the attending student suffer from any of the following conditions?

- | | | |
|----------------------------------|------------------------------|-----------------------------|
| Asthma | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Allergies | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Heart Condition | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Sight or Hearing Disorder | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Diabetes | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Epilepsy | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Bleeding Disorder | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Fears/Phobias (including social) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| ADHD | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Anxiety | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Depression | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Other: _____

If you answered 'Yes' to any of the above conditions, please provide details: eg: level of depression and/or anxiety. Type of anxiety (eg: social). If anger issues, please provide level and type of anger (eg: verbal, physical, has the student assaulted anyone? Has the student threatened anyone with weapons?)

Does the student have any special needs or behavioural problems? Yes No

If you answered 'Yes' please provide details:

Does the student have problems with focus and concentration? eg: does the student struggle with focussing for more than 20 minutes on any given task?

In Case of Illness or Accident

If a situation arises which requires emergency action, an ambulance will be called and the student will be taken to an accident or emergency department, the cost of which will be met by the parent.

Signature

Mother/Guardian: _____

Father/Guardian: _____

Date: _____



Horse Whispering Youth Program Inc

Sue Spence

Indemnity and Acknowledgment of Risk

As a condition to my accepting to participate I hereby acknowledge that I participate at my own risk and that I am aware that activities involving horses can be hazardous and that the servants, agents, representatives or volunteers accept no responsibility or liability for any injury or loss that I might sustain as a direct or indirect consequence of participating, whether such injury is a consequence of any act or omission by the servants, agents, representatives or volunteers.

I acknowledge that the safety precautions undertaken are a service to me and other participants but are not a guarantee of safety. I understand that horses are unpredictable by nature, that when frightened their instincts are to jump forward or sideways, to run away from danger, to kick, to rear up, buck or to bite. I declare that I am in sound condition and undertake participation with the knowledge of the physical demands required. I consent to receiving any medical treatment, including ambulance transportation that they think desirable during or after participating.

PARTICIPANT'S DUTIES:

1. I agree that I participate at my own risk.
2. I agree that I will not participate if I am under the influence of alcohol and/or drugs.
3. While staff may also inspect the equipment used in ground skills from time to time, I agree that I will be ultimately be responsible for checking my equipment, and if there are any problems, I will tell a staff member immediately.
4. I agree to follow staff members' instructions at all times.
5. I agree that as a condition of participating I must wear suitable footwear.
6. I agree that I will be responsible for any injuries to the horses or any other horses, damages to the premises, property owned by others, injuries to any other participants or pedestrians, which I may cause by negligent, reckless or irresponsible conduct.

All minors must have a parent or guardian sign this acknowledgment and indemnity for them.

By signing my name below, either in person or by one of my representatives, I hereby agree to comply with all of the terms and conditions stated above.

I HAVE CAREFULLY READ THIS ACKNOWLEDGMENT AND INDEMNITY. I UNDERSTAND IT, AND VOLUNTARILY AGREE TO ALL OF ITS TERMS. I UNDERSTAND THAT THESE TERMS AND CONDITIONS APPLY EVERY TIME I PARTICIPATE.

Privacy Statement - Privacy Act 1998

Name of Participant: _____

Signature of Participant: (if over 18) _____

Date of Birth (if under 18)

Name of Parent/Guardian: _____

Signature of Parent/Guardian: _____

Date _____



Horse Whispering Youth Program Inc.

Tax Invoice

11 Brahman Court
Tallebudgera, QLD 4228

Tax Date	Invoice No.

Invoice To:
Name:
Email:
Address:

Phone Number	Email	Website	
0416 146 396	suespence101@gmail.com	www.suespence101@gmail.com	
Item Description	GST Type	GST Amount	Item Amount
Enrolment for Horse Whispering Youth Program Workshop 29 th November 9am for up to 6 participants	GST	\$ 55	\$ 550
GST Summary		Subtotal	\$ 550
GST 10%		GST	\$ 55
For payments by Direct Debit please reference INVOICE NUMBER. Account Name: Horse Whispering Youth Program Bank Name: Bendigo Bank BSB: 633 000 Account Number: 144 438 686		Total	\$605
		Payments/Credits	
Company Business Number: 21 504 865 840		BALANCE DUE	\$605



Sue Spence 0416 146 396

Horses Helping Humans

11 Brahman Court

Tallebudgera Qld 4228

(near Meadow Park Golf Course)

From Brisbane on motorway:

Take Exit 89 - Tallebudgera Creek Rd

Left into Tallebudgera Connection Rd (for 2.7km)

Left into Valley Drive (for 450m)

Right into Dudgeon Drive (for 850m)

Left into Brahman Court (at end on right)

From Coolangatta on motorway:

Take Stewart Road (straight across Pacific Hway)

Left into Currumbin Creek Rd (for 5.1km)

Right into Tallebudgera Connection Rd (for 2.7km)

Right into Valley Drive (for 450m)

Right into Dudgeon Drive (for 850m)

Left into Brahman Court (at end on right)



Horses Helping Humans Program Report

The purpose of this report is to receive and collate information from Licensees.

Program Provider	<i>(Location)</i>	Report Period	<i>(Month/Year)</i>
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Administration	President	<i>(Name)</i>		
	Secretary	<i>(Name)</i>		
	Treasurer	<i>(Name)</i>		
	Last Meeting	<i>(Date)</i>	Next Meeting	<i>(Date)</i>

Program Data <i>(This period)</i>	Sessions Delivered	Participant Totals	Programs Commenced	Programs Concluded
	<i>(Number)</i>	<i>(Number)</i>	<i>(Number)</i>	<i>(Number)</i>

Agency Data	Description	Currently Active	YTD Completions
	<i>(Name)</i>	<i>(Number)</i>	<i>(Number)</i>

Incidents, Discussion and Queries	Description of Issue	Discussion/Outcome/Query
	<i>(Insert)</i>	<i>(Insert)</i>

Submitted by	<i>(Name)</i>	<i>(Date)</i>
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Breaking the Barriers

a Special Work of the St Vincent de Paul Society

Respite and Resilience: Evaluation Report

Program information

Date :	
Program:	
Participants Name:	
Teacher	

Program details

Aim of the program:

To enhance emotional wellbeing and build resilience in participants

To assist with confidence building

To help with all aspects of mood regulation; assertiveness, motivation, anger management, anxiety management and improve low mood

To assist attenders to form and maintain relationships with self and others

To have fun in a safe and respectful way

Did the program benefit the participant in the intended way? Yes No

Please specify Measurable outcomes:

Were there any concerns on the day/s? Yes No

If yes, please identify:

Feedback Form

Anecdotal Feedback from Participants:

OFFICE USE ONLY – Photos attached- YES

NOTES:

COORDINATOR SIGNATURE:



Breaking the Barriers

a Special Work of the St Vincent de Paul Society

Tell me about the equine program.....

What did you learn at the program?

What did you like best?

How is the way we interact with horses the same as the way we interact with humans?

Anecdotal Feedback from Parent / Carer / teacher

How do you think the participant found the program?

Have you noticed any changes in behaviour?

What do you think have been the benefits of attending the program?

OFFICE USE ONLY – Photos attached- YES

NOTES:

COORDINATOR SIGNATURE:



Breaking the Barriers

a Special Work of the St Vincent de Paul Society

Anecdotal Feedback from teacher:

Anecdotal Feedback from Equine Program Facilitators:

Additional information and feedback about the EBEAT program

Including any suggestions for future programs or improvements

OFFICE USE ONLY – Photos attached- YES

NOTES:

COORDINATOR SIGNATURE:



Breaking the Barriers

a Special Work of the St Vincent de Paul Society

Thanks for your support in improving what we do -

OFFICE USE ONLY – Photos attached- YES
NOTES:
COORDINATOR SIGNATURE:

Here's our ultimate guide about body language in which we have covered everything you need to know. While talking to someone body language plays an important role...

Written by Jenna May 28, 2015

Your body language provides an immediate signal of our feelings and intentions towards another person or situation. However, most people are either unaware or unconscious of the body messages we send to others. Sadly, the receivers of your message will make a snap judgement based on your body language alone. That is why is very essential for us to learn body language so as to be effectively relate to people well, in a way that fosters trust and mutual understanding. According to *University of California* professor Albert Mehrabian, your words communicate about 7% of who you are. Your tone of voice accounts for 38% of your communication while the rest, about 55% can be inferred from your body language.

Understand the neuroscience behind body language

When someone walks towards you, seated next to you or in front of you, your brain invokes the mirror neurons which are biologically programmed to quickly assess if:

- The person is emotionally okay- are they sad, mad or happy?
- The person is more powerful than us.
- The person is a potential threat

Your brain assesses the other person by relating to the behaviour you observe stored in your database of feelings and experiences. Then your brain makes a guesstimate on the feelings, power, strengths and intentions of the other person and prepares your body for reaction. The brain will do that by relaying the right message (flight or fight) to the relevant glands. The glands produce the hormones which give or deprive your body of the energy it needs to react accordingly.

Your body posture – how powerful is it?

Our behaviours and emotions are firmly tied. In most occasions, we are not aware that we are sending the wrong body message. We pick up habits, such as walking into a meeting and sitting down with our shoulders slumped, and we don't even think about it. Your body posture has a physiological effect in your body. Your body posture affects your body chemistry which in turns shapes your feelings and reactions to different situations.

In her research, Amy Cuddy, a social Psychologist, a specialist on body language and its impacts on hormones demonstrated that non-verbal gestures, expressions and behaviour affect the way the person feels about his own position, competence and mood. She also mentions in her research that it is possible to modify perceptions of others about you as well as your own body chemistry, just by changing your body positions.

Do you often hunch over a newspaper, your Smartphone while talking to your friends or colleagues? Do you occasionally grab arms, toss your hair, touch your nose or neck while in a group of people or before your boss? Do you try to make yourself too small or invisible while in a group of people? These are signs of insecurity or anxiety. You are in other words low-posing.

Have you ever observed how animals behave when they want to protect their turfs and set up boundaries? Animals puff up to appear bigger. Not surprisingly, humans do the same thing. This is a power pose associated with marking your territory or getting aggressive. It is the dominant body language. It is language meant to intimidate your opponents, using particular body poses. To achieve this, you need to sit, lie or stand in a way that opens up your exposed areas –throat, solar plexus, underarms – as an indication that you aren't threatened by the other party. However, you should be careful when practicing high-power poses to avoid triggering signals of vulnerability by trying to reassert dominance.

Your nonverbal gestures, expressions and behaviour effect the secretion of vital hormones –testosterone, associated with dominance and cortisol, a stress hormone. According to studies sponsored by Oregon and Harvard universities, assuming power poses leads to production of high levels of testosterone and low cortisol. Such people tend to be more confident, authoritative, assertive and relaxed. Whereas, people in low power role have low levels of testosterone and high levels of cortisol and tend to be nervous and subjective in their reactions.

To prove that point, Dr. Amy used 42 randomly selected participants to complete high or low power poses for two minutes each. After the tests, she noted that high power poses had higher testosterone levels and lower cortisol levels. Interestingly, after two 2 minutes of power posing, the participants reported feeling more powerful, ready to

gamble and take risk. Now, you know it is easy for you to understand and modify your body language. You can then control secretion of these hormones, increase testosterone and decrease cortisol. Thus, take it as your personal challenge to make yourself feel better, more confident and risk tolerant, just by changing your body posture.

Studies have shown that elevated cortisol is associated with poor cognitive function in our bodies. For us to perform better, we need to invoke our psychological power. The psychological power enhances executive function in our bodies, which is critical to our ability to effectively plan and prepare for challenging situations. Practicing a “power pose” for a few minutes on a daily basis leads to higher levels of testosterone and lower levels of the stress hormone, cortisol. These physiological changes are linked to better performance and more confident and assertive behaviour.

So, if you're feeling stressed a few minutes before a certain 'frightening' activity- delivering a speech, meeting new friends, performing before a large crowd — take a moment to adjust your posture and stand in a powerful position. Put your hands on your hips, keep your chin up, and your chest out. Doing this for just two minutes will raise your testosterone and increase your confidence, while also decreasing your cortisol and improving your ability to handle stress. A research done by Dr. Briñol and his colleagues concluded that that power posing does increase self-confidence, but only amongst those who had positive self-thoughts. On others, it had an opposite effect.

Do you want to lead people? Do you want to be associated with authority? Then you have to watch your body language - your body posture, the way you sit or stand. Your body posture reflects how powerful you feel or appear. Leaders are generally known to be physically expansive, tall, straight and radiating confidence and power. Amy Cuddy, an assistant professor at Harvard Business School says that when you fake power by “power posing” you will not only appear more powerful but also to be powerful.

Studies have shown that individuals born with the highest testosterone - the hormone associated with dominance-become alpha. Interestingly, if you force someone to take an alpha role, testosterone levels will go up too. If you are forced to take up low-power postures, stress hormone cortisol builds up and makes you appear vulnerable. So if you want to make the most effective leader, you have to find ways

of keeping your testosterone levels high. Power doesn't come naturally to anyone. Amy Andy's message to you is, "Fake it until you make." So, strike the pose, trigger a change in your body chemistry and enjoy the power that comes with it.

Your body language plays a critical role in shaping the opinion the other people have about you and to some extent the opinion you have for yourself. According to the research done by Amy, among other researchers:

"Power posing affects participants 'presentation quality during a job interview, which influences judges 'evaluations' and hiring decisions. The high-power posers, in contrast to low-power posers, appeared to better maintain their composure, project more confidence, and present more captivating and enthusiastic speeches, in turn leading to higher overall performance evaluations."

At "High-stake social evaluations": Stand tall, act with discretion
"High-Stakes social evaluations" are situations like job interviews, sales or boardrooms meetings. These are situations characterized by a "power asymmetry" in the sense that the evaluator has control over your future. By non-verbally manipulating power (high-power posing), you stand a good chance of striking a good rapport with your evaluators (they could be your interviewers). However, the high power posers should appear low-power in relation to the evaluators. Assuming high power poses in job interviews may not go well with some interviewers. You won't want to come off as offensive, presumptive and rude to your interviewer, regardless of how it made you feel.

Are you headed for an interview? Go to the bathroom or a private space and stand for two minutes with your arms overhead and your legs apart, making your body into a large X shape. This expansive pose can cause a spike in testosterone and a drop in cortisol, which can lead to feelings of calm empowerment. This leads to your improved performance during the actual interview. Posing will help you to better prepare for the interview and will help you achieve improved performance.

Negotiating a pay rise

"The Squinch", by the photographer Peter Hurley will do you wonders. You just need to pinch your lower eyelids. According to Hurly,

“Confidence comes from the eyes, and so does fear.” If you want to send a message that you are nervous, make those wide, deer-in-the-headlights eyes. Otherwise if you to show your boss you know your worth, here is the trick: tighten the palpebral ligament so as to bring the eyelid up. There you are. Enjoy the perks.

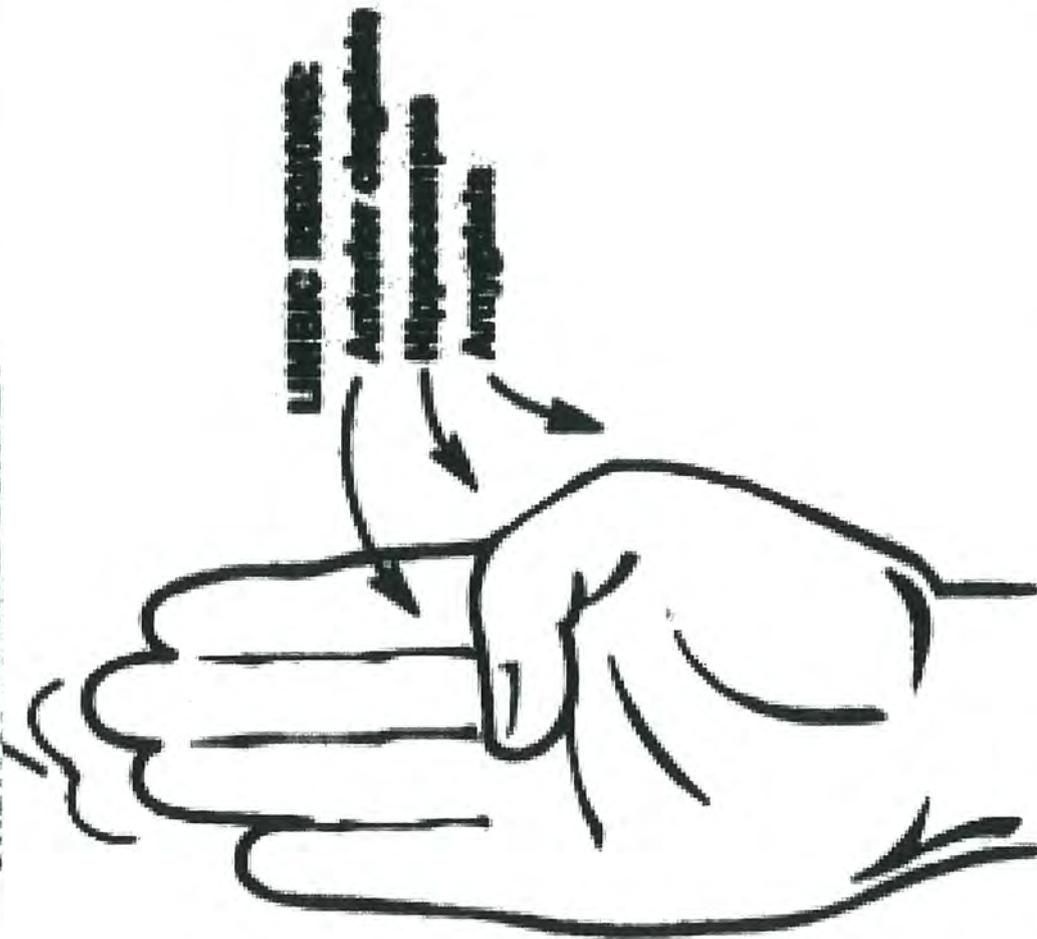
Try power posing to portray a sense of confidence

Do you often feel like an imposter? Do you often feel inadequate and unwilling to approach anything that really scares you? Certainly, many of us share such sentiments. And that’s exactly what Amy experienced. She felt inadequate for the tasks that were ahead of her - schooling and job - given her 2% deviation in her IQ after an accident. But her adviser would not let her go. She was advised to “fake it until she makes it.” The results were wonderful. According to her research, power (“power posing”) - even for as little as two minutes - can increase your testosterone by 20% and decrease your cortisol by 20%, increases your appetite for risk, and may cause you to perform better in job interviews. If you act powerfully, you will begin to think powerfully and you will gain confidence. You have to “fake it until you make it.” When people feel personally powerful, they become better connected with their own thoughts and feelings, which help them to better connect with the thoughts and feelings of others.

Indeed, small changes in your body - like a simple power pose - can change your body chemistry. Power pose increases your testosterone levels and lowers the cortisol hormone levels. Thus, it makes you believe that you are in control, you have the dominance and you are the powerful one. Taking a 2 min power pose can go a long way in preparing you mentally and physiologically to endure difficult and stressful situations. Power posing can also help you improve performance in competitive situations. And as Amy advices, even if you feel like a loser, have no energy mental capacity or skill set to achieve a particular goal, adopt the strategy of “fake it till you make it”.

“FLIPPING YOUR LID”

ORBITOFONTAL CORTEX



Place your thumb in the middle of your palm as in this figure.

CEREBRAL CORTEX



Now fold your fingers over your thumb so the cortex is folded over the limbic system of the brain.

Flip the Lid (Hand Model of the Brain)

Make a Fist with your thumb tucked inside your fingers. This is a model of your brain.

Thumb = Midbrain (Stem & Limbic) = Emotional Brain. This is where emotions and memories are processed. This is where the fight, flight & freeze is triggered.

Fingers = Cerebral Cortex = Rational Brain. Houses our ability to think and reason.

Fingernails = Prefrontal Cortex = Problem-Solving

When something triggers us, we are prone to “Flip our Lid” which means the Prefrontal Cortex (Fingernails) have a very poor connection with the Midbrain (Thumb), and we’re not able to access the logical, problem-solving part of our brain. Our emotions are overriding our ability to think clearly.

-Dr. Dan Siegel

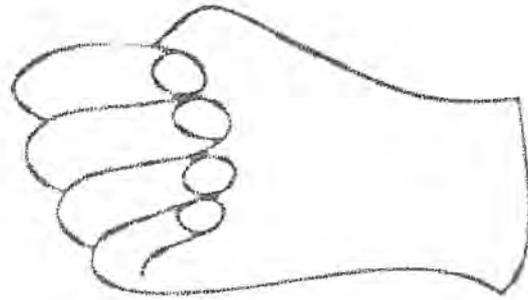


Figure 1 A model of the Brain

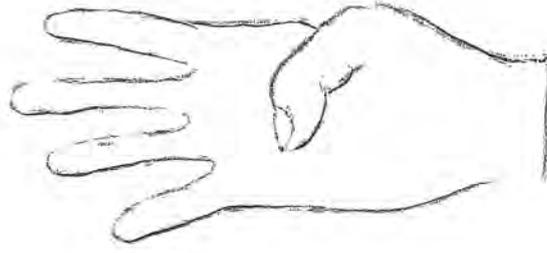


Figure 2 Flipping our lid!



Sue Spence Communications - Horses Helping Humans



For licensees in your area please contact Sue Spence
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 Email: suespence101@gmail.com
 Web: www.horseshelpinghumansaustralia.com

Horses Helping Humans

I would like to introduce you to my award winning outcome based Horses Helping Humans program. This program would be of great benefit to many of the individuals you assist through your organisation.

The Horses Helping Humans™ Youth Program became licensed in 2016 due to the high number of enquiries from all around Australia asking if the program was available in other states. This program is now synonymous with professional training as it is known as a results based program. It is a unique program that is providing a genuine alternative to the more traditional methods of assisting young disadvantaged people into a functional and fruitful life. I have been working together with Youth and Family Service Organisations across northern NSW and south-east QLD including Act for Kids, Wesley Mission, Department for Child Safety, Youth and Correctional services among others.

I am available to present my "Which Horse Or Pony Are You" workshop at your school or centre by powerpoint with an accompanying workbook for school counsellors, Chaplains and Youth workers,

These workshops have been very successful in encouraging students to become aware and talk about anxiety and depression and also to better understand themselves and others. Communication workshops are also available for teachers and parents to help improve communication with students and families.

The presentation runs for 1 hour. The most at risk students are also given the opportunity to attend the hands on course at the HHH center at Tallebudgera or a Licenced HHH facility in your area.

We are working with School Chaplains on the Gold Coast introducing them to the workbook version of the program encouraging them to open discussions with children struggling with anxiety, depression and emotional regulation, they can then refer the most at risk youth through to the Horse Whispering Youth Program.

This process creates a model where students have a wide support network where we are all working to keep the students engaged in study. Parents can also be involved and the program becomes deeply embedded into the community.

Sue Spence - Horses Helping Humans founder, author and licensor



Which

Horse or Pony are	"Sunny" (Choleric)	"Larry" (Phlegmatic)	"Mindy" (Melancholic)	"Yogi" (Sanguine)
	A Leader	Relaxed	A nurturer	A motivator
	Ambitious	Organised	Sensitive	Outgoing

You!?





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This specialised horse whispering program for youth has grown out of the well-known and highly regarded work that I have been doing for many years in using horses to help humans learn effective communication and body language skills. Specifically, the program teaches clients the basics of natural horsemanship ground skills (no riding involved) which are based on mutual respect and trust between horse and handler.

Students learn how to gently back their horses away from them to create healthy safe boundaries, how to circle their horses around them on a 12ft lead, pop them over small jumps and lead them around an agility course. By working together with the horses, students learn vital skills such as self-confidence, communication, emotional control, respect and trust for others. These skills are vital elements that must be well developed in an individual in order for them to become a part of and contribute meaningfully to their local community.

Many disadvantaged and disengaged youth have been denied the role models (such as effective parenting) necessary to teach them these skills; many come from homes where trust levels are exceptionally low. The program tangibly demonstrates to clients how much more effective the use of calm assertiveness (instead of aggressive behaviour) is in getting their horse to willingly respond; showing them, perhaps for the first time, what empathy and respect for another living being looks like. As the horses respond in kind and show respect and trust for their young handlers, many former schoolyard bullies are reduced to tears by this show of affection, perhaps for the first time, from another living being. The program is also designed to assist case workers responsible for at-risk and disenfranchised youth and uses adult learning principles and audio/visual aids as well as practical demonstrations with our horses.



In particular, this program is producing good results with young people ranging from improved behaviour in school, reduced suspensions and better engagement in the community. Youth are referred to the program by psychologists and youth & family welfare services. This referral process ensures that all youth participating in the program are in need of benevolent aid due to factors such as family history of domestic violence, low socio-economic conditions; and mental health issues.

The 1 ½ to 2 hour program is run once per week for three consecutive weeks. With a minimum 3 participants, maximum 6, 4 participants per course suits many services as only one car is required for youth workers to transport the students. The final week includes a presentation show where students demonstrate their new calm assertiveness and body language skills. They receive certificates, trophies and ribbons. Youth workers attend with their students each week. Workbooks are supplied to all support workers so follow up on the topics we cover in the course can always be referred to in the student's ongoing support. Other programs are available depending on the requirements of the organisation.



An example of the effect the program can have is detailed here by - **Bart Traynor, Clinical Psychologist** who has experience with our Horse Whispering Youth Program based on the Gold Coast in Queensland.

"I have had the pleasure of watching Sue's HWYP programs as well as incorporating her individual program into the treatment plan of my extremely challenging clients. Sue's own knowledge, passion and enthusiasm



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combined with her charismatic horses provide a valuable medium for young people to be able to learn essential skills such as emotional regulation, self-confidence and assertiveness. I see Sue's program as being particularly useful for young people who have experienced trauma, suffer from anxiety as well as those who struggle with attention, concentration, aggression and impulse control."

Working with Sue and the HWYP has been an invaluable part of our program. Although the group were nervous and inexperienced around horses, Sue's enthusiasm, support and understanding of our young people quickly had them interested, engaged and then succeeding. Watching a young person with ADHD completely focused, calm and gentle with one of Sue's ponies was a revelation to us all. The program taught our young people to recognize how their own (and other's behaviours) impact on the horses, and as a result of this understanding, to be able to relate this recognition to their human interactions. - Annie, Training and Placement Officer, Epic Employment Get Set For Work Program

As a coordinator of the CNAPY (Complex Needs Assessment Panel - Youth) and CNAP (Complex Needs Assessment Panel) programs within Wesley Mission Brisbane I have experienced great success with The Horse Whispering Youth Program and would strongly recommend the program for young people and adults of any age. I have seen many benefits for young people who have been involved with this program.

- Tanya, Complex Needs Project Coordinator, Youth at Risk Alliance, Wesley Mission

The students who have referred to the program have demonstrated significant improvement with their self-esteem, emotional control, behaviour management and subsequent engagement at school. Their attendance at school since becoming part of the program has increased and their level of confidence has significantly improved. Sue incorporates Theoretical knowledge to her teachings to demonstrate how students can learn positive ways of dealing with negative emotions in a more composed, controlled and appropriate manner.

- Angie, Youth Support Coordinator, Wesley Mission

When I was told we were getting a "Horse Whisperer" to do a workshop with our year 10 students I thought... "that's different" and didn't really know what to expect? An hour later I can only explain that every student and I felt enlightened and had experienced a major breakthrough about understanding our personality and to work with it. She taught us lifelong, invaluable lessons about how to effectively communicate with others but remain respectful and to think of others and to be who we want to be. Her presentation was so animated, fun and engaging but with powerful messages about effective communication. She clearly affected every student in the room with her sometimes hilarious stories about overcoming anxiety and controlling our emotions. This presentation is a MUST for all high school students, year 10 upwards to help them to choose a life or career path that suits their personality traits, but will also help enormously to combat depression, anxiety etc. I wish I'd have been exposed to this information at 15... how different my choices might have been with this knowledge at my finger tips? -Ali Birks, Teacher and Year 10 Coordinator, Elanora State High School



I am a Family practitioner working in early intervention and child protection. My clients are often very disadvantaged and can come to me with significant impacts of trauma. I have worked with Sue since 2011 supporting my families and Young people through Horses helping humans programs. The impact the program has on Individuals, Young people and Families is incredible, each time I participate in support of my clients I witness Families bonding, Young people who may not have been talking or leaving their rooms come out of their shell and begin looking into the future. I have seen Young people reengage in education and go on to university. Or parents begin to have confidence in themselves and see their children in a softer gentler manner which lays foundations for continuing my work around relationships, communication, respect, confidence. "It's like the ponies know how to work with each individual they give them what they need". The environment is so safe and nurturing clients become relaxed enough to see more of themselves, further they often feel safe enough to disclose their hopes, dreams and worries.

Thank you Sue for your patience, nurturing and humility - Lisa Hurdell ACT For Kids

As the program founder, I am proud to have won the Gold Coast Women in Business award in both 2014 and 2016 for 'Community Dedication' and 'Creating Change' respectively.

Please don't hesitate to contact me at any time if you have any questions or would like to further discuss what we have to offer.

Warmest regards Sue Spence 0416 146 396 Diploma of Child, Youth and Family Intervention



**River Road
Equine Assisted Learning Inc.**
*invites you to the Official Launch of the
Horses Helping Humans™
Youth Program
on the Sunshine Coast*



**Horses
Helping
Humans**



The Horses Helping Humans™ Youth Program is a horse-assisted communications program which helps to improve the social awareness and interaction skills of disengaged and disadvantaged youth.

The program has been developed and successfully delivered by Sue Spence at her Gold Coast facility for the past 12 years and is now available here on the Sunshine Coast at the home of RREAL Inc. on the beautiful Maroochy River.

Help us welcome this fantastic program to the Sunshine Coast by joining us at this special event where you can meet Sue and hear more about the benefits of this amazing Equine-assisted program.

The Horses Helping Humans™ Youth Program is a perfect fit to compliment and enhance RREAL Inc's current programs which are coordinated and run by our chief facilitator, Lisa Warren. Lisa is a primary school teacher with over 30 years experience working with horses and holding qualifications in Natural Horsemanship and Equine Assisted Learning.



BOOKINGS

There is no charge to attend this event but to assist catering please book by sending an email with the number of people attending to:

info@rrealinc.org.au

Date

Friday 2nd August, 2019

Time

10.30am - 12.30pm

Location

RREAL Inc.
328 River Road,
Maroochy River

For further information please email us at RREAL Inc. or call Lisa Warren on
0427 559 122

A horse teaches you everything you need to know about yourself.



Horses carry the wisdom of healing in their heart and offer it to any humans who possess the humility to listen.



Let a horse whisper in your ear and breathe on your heart. You will never regret it.

How to find us

Mud map

Contact Us:
e: info@rrealinc.org.au
ph: 0427 559 122

Follow us on
Social Media



HORSES
HELPING
HUMANS



RREAL Inc. are very proud to be the only licenced facility on the Sunshine Coast able to deliver Sue Spence's award winning Horses Helping Humans™ program.

The Horses Helping Humans™ Program became licenced in 2016 due to the high number of enquiries from all around Australia asking if the program was available in other states. This program is now synonymous with professional training as it is known as a results based program. It is a unique program that is providing a genuine alternative to the more traditional methods of assisting young disadvantaged people into a functional and fruitful life.

This specialised horsemanship program for youth has grown out of the well-known and highly regarded work that Sue has been doing for many years in using horses to help humans learn effective communication and body language skills. Specifically, the program teaches clients the basics of natural horsemanship ground skills (no riding involved) which are based on mutual respect and trust between horse and handler.

Students learn how to gently back their horses away from them to create healthy safe boundaries, how to circle their horses around them on a 12ft. lead, pop them



By working together with the horses, students learn vital skills such as self-confidence, communication, emotional control, respect and trust for others. These skills are vital elements that must be well developed in an individual in order for them to become a part of and contribute meaningfully to their local community.

Many disadvantaged and disengaged youth have been denied the role models (such as effective parenting) necessary to teach them these skills; many come from homes where trust levels are exceptionally low. The program tangibly demonstrates to clients how much



more effective the use of calm assertiveness (instead of aggressive behaviour) is in getting their horse to willingly respond; showing them, what empathy and respect for another living being looks like. As the horses respond in kind and show respect and trust for their young handlers, many former schoolyard bullies are reduced to tears by this show of affection, perhaps for the first time, from another living being.

The program is also designed to assist case workers responsible for at-risk and disenfranchised youth and uses adult learning principles and audio/visual aids as well as practical demonstrations with our horses.

In particular, this program is producing good results with young people ranging from improved behaviour in school, reduced suspensions and better engagement in the community. Youth are referred to the program by psychologists and youth & family welfare services. This referral process ensures that all youth participating in the program are in need of benevolent aid due to factors such as family history of domestic violence, low socio-economic conditions and mental health issues.

three consecutive weeks. With a minimum of three and maximum of six participants. Four participants per course suits many services as only one car is required for youth workers to transport the students. The final week includes a presentation show where students demonstrate their new calm assertiveness and body language skills. They receive certificates, trophies and ribbons. Youth workers attend with their students each week. Workbooks are supplied to all support workers so follow up on the topics we cover in the course can always be referred to in the student's ongoing support. Other programs are available depending on the requirements of the organisation.



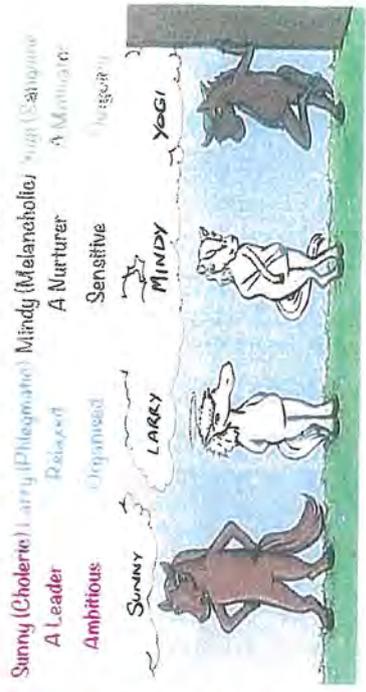
A Horses Helping Humans Sunshine Coast facilitator is also available to present Sue Spence's "Which Horse Or Pony Are You" workshop at your school or centre using a powerpoint presentation with an accompanying workbook for school counsellors, Chaplains and Youth workers. The presentation runs for one hour.

These workshops have been very successful in encouraging students to become aware and talk about anxiety and depression and also to better understand themselves and others.

Communication workshops are also available for teachers and parents to help improve communication with students and families.

The most at risk students are also given the opportunity to attend the hands on course at RREAL Inc's Horses

Which horse or pony are you?



Testimonials

"Fantastic team building day in a fun, thought provoking environment. Such great practical applications to the workplace & relationships."

Lauren Parsons, Wellbeing Specialist, Thrive, Palmerston North

"Absolutely loved it. Highly recommended for people looking to improve communication within the family or workplace!"

Tom Gibson, Marketing Manager, Redvespa, Wellington



Contact

Email: enquiry@makouralodge.co.nz

Web: makouralodge.co.nz

Workshop Location:
Makoura Lodge
736 Makoura Road, 4771, Apiti

Phone: 027 7820826 or 06 3284746

 @horseshelpinghumansnz



"Creating change for the better"

Horses Helping Humans™ For Personal Development & Enhanced Communication



"Creating change for the better"

About

Horses Helping Human's™ is an internationally recognised, interactive, practical and award-winning programme, located an hour from Palmerston North at the amazing Makoura Lodge.

You will learn your personality profile, and what your body language is communicating subconsciously. You will do specific exercises with our horses, who then mirror your actions. Body language analysis is provided, to improve: communication, leadership skills, and emotional well-being.



Kimberley McIntyre is the first Horses Helping Humans™ licensee in New Zealand. Her passion for helping people via the horse creates facilitation that is motivational and inspiring.

Outcomes

- Increased understanding of yourself & others through personality profiling with a twist!

- Body language awareness. Learn to look & be confident, assertive but calm.

- Stress reduction. Learn breathing techniques, presence & how your body position can change stress hormone levels.

- Increase emotional health. Learn more about anxiety & depression according to personality type/ body position.

- Boundaries. Learn to say no & what it looks like.

- Emotional regulation. Learn how powerful your breath is by stopping a 600kg horse!

Options

CORPORATE TEAM BUILDING

Provides teams with experiential learning in a unique environment to increase communication skills, team morale and mental health awareness.

PRIVATE, COUPLES WORKSHOP

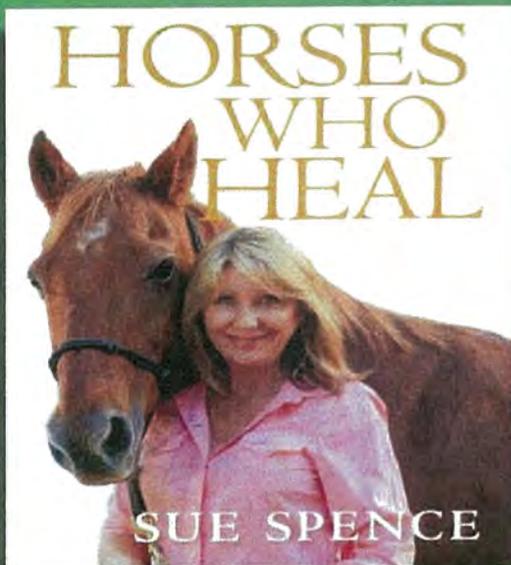
Give your relationship a growth burst. Improve communication with each other to enhance your bond and connection.

PRIVATE, FAMILY WORKSHOP

Strengthen your family unit. Your family will learn: emotional regulation, respecting boundaries and using the right body language for effective communication that will help with confidence, calmness and assertiveness.

Please see website for further info.

makouralodge.co.nz



SUE SPENCE
Horses Helping Humans

#VWS2019 Presentation:

**Body Language and Emotional
Regulation to reduce Fight and
Flight Hormones**

August 29, 2019

The presentation will focus on understanding your temperament/personality especially what it was before going into service and the different conditioned responses which develop in stressful situations, understanding the Neural Pathways of Fight or Flight and how your temperament, breathing and body language can escalate anxiety and panic attacks.

I will cover the body language and breathing techniques to help lower adrenaline and also to understand their personalities at a deeper level to rediscover their temperament and the things they used to love before going into service.

This all helps to transition back into life with purpose which helps to build a passion moving forward. I like to involve the whole family so everyone in the house can understand the techniques and goals we teach so if family members can be encouraged to watch at the same time it will help immensely in helping the home become emotionally stable.

Normalising and understanding all the emotions experienced with PTSD also helps take the stigma away and helps bring everyone together on a non-judgemental page. Acceptance, moving forward with a vision and faith for the future ahead.

More about Sue Spence

Sue Spence, who specialises in Equine Assisted Intervention, is a public speaker, workshop facilitator, author, and educator who teaches communication skills to corporate groups and underprivileged youth using the principles of natural horsemanship and holds a Diploma in Child Youth and Family Intervention.

Her book *Horses Who Heal* was published by Pan MacMillan in 2016.

Currently, Sue works with horses and clients on the Gold Coast, Australia, and travels widely with her motto; “There should never be any intimidation or fear in communication; there should only be respect and trust”.

She has faced many personal challenges herself and is passionate about sharing with others how to overcome adversity. Sue is also dedicated to her horses, entrepreneurship, community, and about giving everyone access to the skills they need to thrive, no matter what their background or self-perceived limitations.

Sue has Licensed HHH and trained Facilitators to run the program from centres in Victoria, Port Macquarie, Sunshine Coast, Rockhampton, Innisfail, Atherton Tablelands, Tasmania and NZ.

horseshelpinghumansaustralia.com

<https://www.veteranwellbeingsummit.com.au/summit/>



**HORSES
HELPING
HUMANS**



**GOLD COAST
WOMEN
IN BUSINESS
AWARDS®**
AWARD WINNER 2016



Effective Communication Information Booklet

Body language and personality profiling
using a modern adaption of The Four Temperaments
Choleric, Melancholy, Sanguine and Phlegmatic

**"There should never be any intimidation
Or fear in communication.
There should only be respect and trust."**

I would like to introduce you to my award winning outcome based Horses Helping Humans Communications Program. This program would be of great benefit to many of the individuals and teams in your organisations.

The Horses Helping Humans™ Program became licensed in 2016 due to the high number of enquiries from all around Australia asking if the program was available in other states. This program is now synonymous with professional training as it is known as a results based program. (Pan Macmillan published my book Horses Who Heal in 2016)

It is a unique program that is providing a genuine alternative to communications based teachings.

I have been working together with corporate teams and corporate individuals, Crown Leadership International group and Youth and Family Service Organisations across northern NSW and south-east QLD including Act for Kids, Wesley Mission, Department for Child Safety, Youth and Correctional services among others. I am also in partnership with Griffith University's Internship program and recently have started presenting to the Master of Psychology (Clinical) psychology students at Bond University on the HHH program and the outcomes we achieve.

Workshops are conducted in workplaces in small or large groups. I work closely with HR as the accompanying workbook I provide can be utilised to reinforce emotional regulation and body language adjustments that I teach.

Follow up sessions are available for those who are identified as struggling with anxiety or emotional regulation to ensure that the emotional stability of teams is bringing out the best in everyone. These sessions are available either in the workplace or on site at the HHH headquarters Tallebudgera.

As the program founder, I am proud to have won the Gold Coast Women in Business award in both 2014 and 2016 for 'Community Dedication' and 'Creating Change' respectively and look forward to discussing more about what we do and how our program might be implemented to complement the work you already do to improve individuals well-being.

Yours sincerely,

Sue Spence

Founder & Facilitator | Horses Helping Humans

President | Horse Whispering Youth Program (Registered Charity)

Testimony from Peter Hanlan - Former Group Executive, Retail and Business Banking and Advisor to the CEO of WESTPAC.

"Having had a long Executive career (ASX top 50 company), I thought I was pretty good at understanding how to behave in meetings and how to get the outcome I was after. However, near the end of my career, I stepped off the Executive Team and took on a part-time advisory role. Occasionally, I was asked to present to that Executive Team and the Board of the Company. I thought I was doing the right thing by being quite humble and to some degree subservient. I had previously been a senior member of that team and was likely somewhat dominant.

At about the same time as I went through Sue Spence's program I noticed that I wasn't really being listened to at the Executive Team meetings I attended. I'd gone from being extremely influential to being ignored in pretty well one fell swoop.

During the session with Sue I realised that I was being way too timid (much to my surprise). Sue taught me to regain my confidence, but to do it in a controlled and respectful way. Just two weeks after the session with Sue I was able to put Sue's training into effect. Along with two others, we went along to the Executive Team and the Board of the Company and asked for for the establishment of a charitable foundation with an establishment gift of \$100 million. I'm not saying that Sue's training was the sole reason we received an immediate yes, but it was certainly a key part of me representing the idea with both confidence and respect."



I'm pictured here with Rebekah Doley Clinical and forensic Psychologist at Bond University where I was recently invited to present to the Master of Psychology and the psychology students on the Horses Helping Humans program and its outcomes.

Earlier this year I presented in for Crown International Group, addressing representatives from leading International companies.



Horses Helping Humans

Internationally Renowned Workshops



Sue Spence, founder and facilitator of Horses Helping Humans Education Centre and Gold Coast Women In Business Award Winner in 2016 for Creating Change and in 2014 for Community Dedication, delivers her renowned workshops either on site at HHH headquarters or by PowerPoint Presentation at a venue of your choice

**BODY LANGUAGE & PERSONALITY PROFILING
WITH A DIFFERENCE !**

Sue won the Gold Coast Women in Business award for 'Creating Change' in 2016



Having worked as a Barrister, Trainer and HR professional for close to 20 years, I have been to many seminars on communication and body language. Without a doubt, Sue's workshop is the best I have ever attended.

- Michelle Florenini

Step into the world of horse whispering so you can learn how to PEOPLE WHISPER! Each personality type displays a different body language when under pressure. Learn how to drop adrenalin and adjust your body language according to your personality type. This will help open doors of communication by appearing calm and confident at all times for both introverted and extroverted personality types.

Unique workshops available for corporate team building and organisations

Team building workshops focus on improving communication between colleagues and increasing productivity by learning how to identify different personality types through body language and how to successfully communicate with them. Non-verbal communication sends the strongest messages, in the equine world as well as with humans.

Learning to stay calm and focused during high pressure circumstances is imperative to success. Emotional control techniques and body language awareness will give you this ability.

Is your body language stopping your words from being heard?



Learning to effectively communicate with one another without being reactive changes the whole dynamic of teams. People start working together, not against one another. Opinions can be given, not forced. People can be asked, not told. People can be heard without being shut down. Respect and Dignity is restored.



Before and after body language is clearly demonstrated

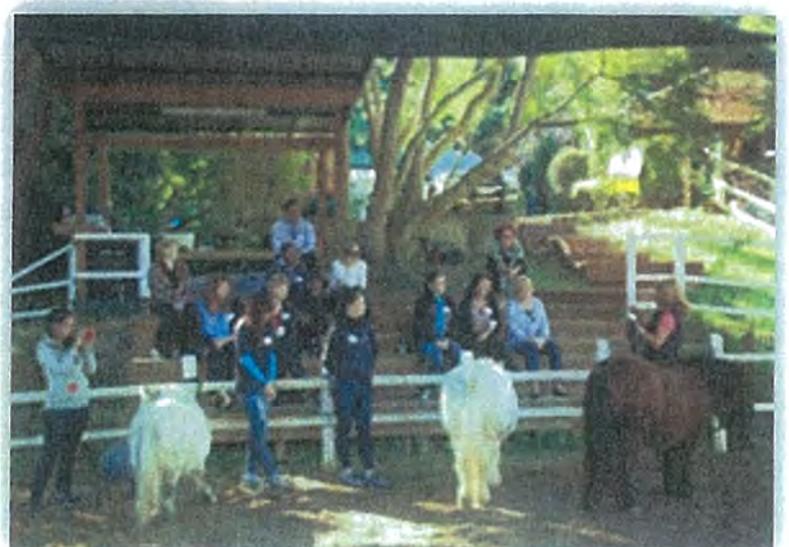


Workshops run for 3 hours on site at HHH or 2 hours in your workplace and include workbooks (and refreshments on site)

The whole corporate world would benefit from your work massively in every way, outstanding.

- Mark Edmonson

Founder of Edmondsondynamics, Professional Speaker and Former England Rugby League Player, Diploma Sports Psych.



"Due to the success and publicity surrounding Sue's program, publishers Pan Macmillan asked Sue to share her story. 'Horses Who Heal' was published in April



"There should never be any intimidation or fear in communication; there should only be respect and trust"

Sue Spence the Horse Whisperer is a public speaker, workshop facilitator, author, and educator who teaches communication skills to corporate groups and underprivileged youth using the principles of natural horsemanship.

Sue was the first person to develop and identify different body language techniques for individual personality profiles. Her business, Horses Helping Humans™, and registered charity, the Horse Whispering Youth Program, have been featured in numerous reports, events, television programs, newspapers and magazines. Sue Spence's Horses Helping Humans™ is now a Licensed Program. Sue specialises in personality profiling and body language analysis. Her four horses represent a modern adaptation of The Four Temperaments theoretical framework, and her unique work demonstrates how choleric, melancholy, sanguine and phlegmatic personality types have their own conditioned responses when under pressure. 'Horse whispering' meets 'people whispering' within her innovative equine-assisted life coaching program that integrates extensive knowledge-bases in interpersonal communication skills, body language, emotional intelligence and personality types. Sue says she is "simply making each personality conscious of the body language that is hindering their communication".

When in the arena, Sue and her horses facilitate immediate change in those they help, hence her great demand from youth organisations, support workers and mental health specialists. Meanwhile, global opportunities as a keynote speaker and panel member have allowed her to bring this magic into board rooms and to the masses. Sue works with multi-national companies, psychologists, psychiatrists, small businesses, schools, event organisers, community groups and celebrities. She has unlocked effective communication skills for people ranging from CEOs - to actors – to disadvantaged youth.

Sue has over 40 years' equestrian experience including show jumping and eventing, and has specialised in natural horsemanship for the past 16 years, successfully competing in many natural horsemanship shows. Her previous 30 years in the fitness industry in management, instructing and education gained her former sponsorship by Nike for her contribution to the fitness industry. Sue's HELP program, developed to teach instructors how to recognise eating disorders and exercise addiction within the industry, was approved by Fitness Australia to educate fitness professionals.

Currently, Sue works with horses and clients on the Gold Coast, Australia, and travels widely with her motto; "There should never be any intimidation or fear in communication; there should only be respect and trust". She has faced many personal challenges herself, and is passionate about sharing with others how to overcome adversity. Sue is also dedicated to her horses, entrepreneurship, community, and about giving everyone access to the skills they need to thrive, no matter what their background or self-perceived limitations.

Sue has received media coverage in print, radio and television both in Australia and overseas.

Television

The Project
Channel 10



Sunrise
Channel 7



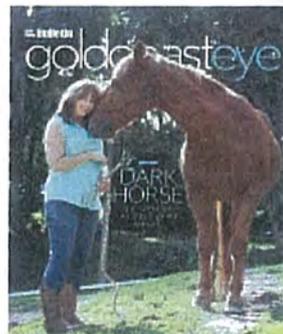
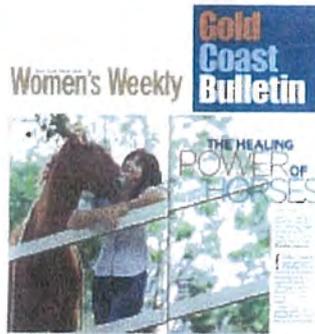
Totally Wild
Channel 10



NZ TV1
Breakfast Show



Magazines



Radio



Various live radio interviews
Photo: in Studio at ABC



I am a Family practitioner working in early intervention and child protection, my clients are often very disadvantaged and can come to me with significant impacts of trauma.

I have worked with Sue since 2011 supporting my families and Young people through Horses helping humans programs. The impact the program has on Individuals, Young people and Families is incredible, each time I participate in support of my clients I witness Families bonding, Young people who may not have been talking or leaving their rooms come out of their shell and begin looking into the future. I have seen Young people reengage in education and go on to university. Or parents begin to have confidence in themselves and see their children in a softer gentler manner which lays foundations for continuing my work around relationships, communication, respect, confidence.

"It's like the ponies know how to work with each individual they give them what they need". The environment is so safe and nurturing clients become relaxed enough to see more of themselves, further they often feel safe enough to disclose their hopes, dreams and worries.

Thank you Sue for your patience, nurturing and humility

HORSE WHISPERING YOUTH PROGRAM REGISTERED CHARITY DGR Status

HWYP delivers an equine assisted life coaching program to help disadvantaged youth to develop emotional control and effective communication and body language skills. These basic skills are necessary to enable young people to turn their aggression or anxiety into calm assertiveness. Effective communication skills, self-confidence and trust in others are three important requirements a young person must have to be able to undertake study, gain and maintain employment and be successful in human relationships.

The program works with young people who have been denied role models in these areas and who come from homes where trust levels are very low. The program specifically helps young people to learn how to display calm assertiveness, to focus and to have respect as well as empathy for others.

In particular, this program has proven to be effective with bullies and bullying behaviour and is producing good results with young people ranging from improved behaviour in school, reduced suspensions and better engagement in the community.





Testimonials:

The program is used by youth and family services across Brisbane, the Gold Coast and Northern NSW. Through her horses, Sue is able to engage with students where typical interventions have failed. The HWYP provides an extremely important and valuable therapeutic tool, in order to engage with students and achieve tangible outcomes. Sue is able to teach students vital communication and body language skills in order to assist them to engage more effectively in their school and home environments.

- Amy, Youth Support Co-Ordinator, Wesley Mission

In the small group lessons we teach the basics of natural horsemanship (which is trust and respect). Participants are able to show their skills in horse agility presentations, participants are then awarded certificates, ribbons and trophies. (Groups can be formed with students from different organisations)

In the larger group workshops the focus is on recognising different personality types with the program "which horse or pony are you"? and how to successfully communicate along with body language awareness and how to gain emotional control. These workshops give valuable take home skills to use in everyday communication, this program is available in all schools with a PowerPoint Presentation to reach larger groups of students and workbooks are available for teachers, school counsellors or chaplains.

I am writing on behalf of all the staff at NORTEC Employment and Training Services, to demonstrate our appreciation and support to Sue Spence and Horse Whispering Youth Program, for a wonderful, innovative and inspiring program that helps many of our clients achieve milestones and goals in regards to personal communication, confidence, interpersonal relationships and control over their emotions. We consider Horse Whispering Youth Program an integral tool to achieving positive outcomes for our clients.

- Isabel, NORTEC Youth Connections Case worker

Working with Sue and the HWYP has been an invaluable part of our program. Although the group were nervous and inexperienced around horses, Sue's enthusiasm, support and understanding of our young people quickly had them interested, engaged and then succeeding. Watching a young person with ADHD completely focused, calm and gentle with one of Sue's ponies was a revelation to us all. The program taught our young people to recognize how their own (and other's behaviours) impact on the horses, and as a result of this understanding, to be able to relate this recognition to their human interactions.

- Annie, Training and Placement Officer, Epic Employment Get Set For Work Program

I have had the pleasure of watching Sue's HWYP programs as well as incorporating her individual program into the treatment plan of one of my extremely challenging clients. Sue's own knowledge, passion and enthusiasm combined with her charismatic horses provide a valuable medium for young people to be able to learn essential skills such as emotional regulation, self-confidence and assertiveness. I see Sue's program as being particularly useful for young people who have experienced trauma, suffer from anxiety as well as those who struggle with attention, concentration, aggression and impulse control.

- Bart Traynor, Clinical Psychologist





- Tanya, Complex Needs Project Coordinator, Youth at Risk Alliance

Testimonials:

As a coordinator of the CNAPY (Complex Needs Assessment Panel - Youth) and CNAP (Complex Needs Assessment Panel) programs within Wesley Mission Brisbane I have experienced great success with The Horse Whispering Youth Program and would strongly recommend the program for young people and adults of any age. I have seen many benefits for young people who have been involved with this program.

The students who I have referred to the program have demonstrated significant improvement with their self-esteem, emotional control, behaviour management and subsequent engagement at school. Their attendance at school since becoming part of the program has increased and their level of confidence has significantly improved. Sue incorporates Theoretical knowledge to her teachings to demonstrate how students can learn positive ways of dealing with negative emotions in a more composed, controlled and appropriate manner. - Angie, Youth Support Coordinator, Wesley Mission



Griffith University Service Learning
Telephone +61 (0)7 3382 1781
Email: b.cameron@griffith.edu.au
Room 2.25, L08
University Drive
Meadowbrook
Queensland 4131 Australia

HWYP is in Partnership with the Griffith University service learning. Approved student placement supervisor for the Australian College of Applied Psychology.

Facsimile
To Awards Nomination Committee
From Ben Cameron
Date 31st August, 2015
Subject Nomination for Suzanne Spence – Horse Whispering for Youth

Dear Sir/Madam,

We recommend that Suzanne Spence be awarded for innovative best practice in managing the Horse Whispering for Youth Program.

As Partnerships Coordinator at Griffith University, I am always looking for innovative and best-practice field programs that provide a first class educational experience to students whilst enabling students to make a positive impact on our community.

The Horse Whispering for Youth Program managed by Suzanne Spence has developed a program that inspires youth to reflect upon their personality and grow as productive and ethical individuals that will earn or learn in Australian society. Ms. Spence is reaching out and ensuring the program can be exported and used not only by herself but others also through capacity building students and other professionals through 'train the trainer' materials. The work of Ms. Spence in training others and facilitating great programs will create an Australia that future generations can be proud of by lowering cost to government through people learning more about themselves and how they can find their pathway in life. Ms. Spence has been collaborative with the sector in ensuring the program can now be used by anyone.

Please recognise Ms. Spence for her wonderful work in capacity building program participations, organisations, volunteers and students.

Yours faithfully,


Ben Cameron
Partnerships Coordin

Sue's book 'Horses Who Heal' was published to acclaim by Pan MacMillan in 2016



Sue Spence is a gifted horsewoman, who has made it her life's work to use her horse whispering skills to help humans heal. She has found success and companionship with her horses, and has inspired many in the equestrian world and beyond. Her book 'Horses Who Heal' is a testament to her ability to build a long and meaningful relationship with her horses every day. It is a guide to training and companionship, but more importantly, it is a story of how horses help humans heal. People who come to learn from Sue's book will gain a wealth of wisdom and insight into the horse world, and the power of communication with these magnificent creatures.

When you read this book, you will discover the power of communication with horses and the incredible ways they can help us along the way. With simple advice and practical tips, Sue's equine team are inspiring others on their own journey of healing, helping hundreds of people - from parents to athletes to anyone who loves horses - discover the power of communicating with more than just words.

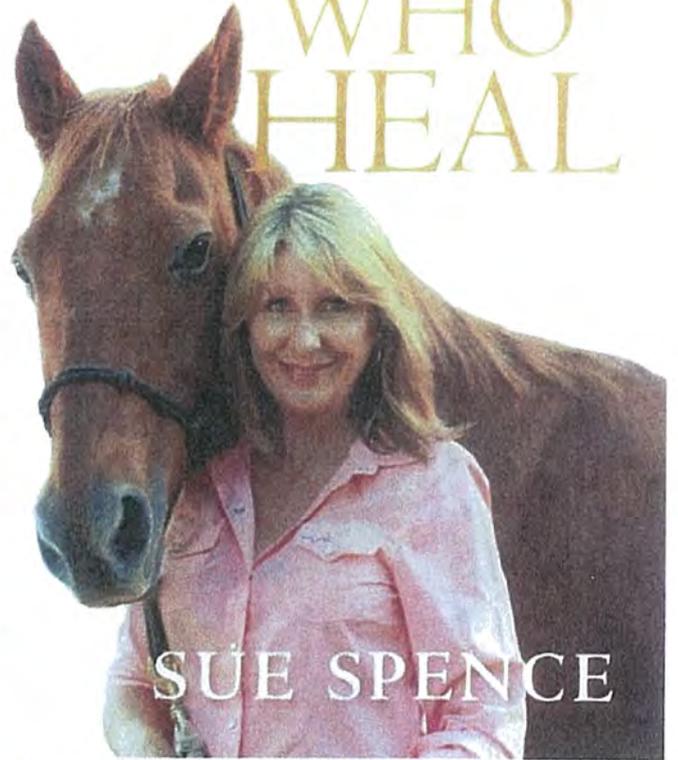


HORSES WHO HEAL SUE SPENCE



The story of a gifted horsewoman and the lives it inspired

HORSES WHO HEAL



SUE SPENCE

04 NEWS

THURSDAY NOVEMBER 6 2014

Whisperer heard loud and clear



LISA SIMMONS
LISA.SIMMONS@NEWS.COM.AU

GOLD Coast horse whisperer Sue Spence has been recognised for her work with at-risk and disadvantaged youth.

The Gold Coast Women in Business Community Dedication Award winner considered nomination for the gong reward enough.

"It means a lot because I never expected it," she said.

"I've been doing this for years now, I don't do it for the accolades. But to know my work is respected, well that's a compliment."

The former fitness instructor was forced to change pace after a battle with breast cancer, double mastectomy and reconstruction.

She channelled her anxieties back into a childhood love for horses and said the results were "too good not to share".

"One day, I was conducting a women's workshop on boundaries and self-esteem and at the last minute I decided to take my stallion Sunny to demonstrate how I could back him away, ask him forward and then stop him simply by using body language.



Horse whisperer Sue Spence has been honoured with a community award for her charitable work.

Some of the ladies started crying. They said no one had ever shown them what 'no' looked like and they weren't confident to say it," she said.

Through her corporate training program, Horses Helping Humans, Mrs Spence teaches everyone from bosses and employees through to actors and supermodels, how to communicate with horses and - in the process - their peers. Similar principles apply to her work with troubled teens through her Horse Whispering Youth Program, a registered charity.

Her charges range from

self-harmers to teens who have been expelled from schools and those from foster care and acute trauma backgrounds.

Mrs Spence teaches how to turn anxiety or aggression into the calm assertiveness required to work with horses. The personalities of her pets - the assertive stallion Sunny, the nervous Mindy, her mischievous son Yogi and little Larry, who gets on with everyone - behave not so very differently from humans. The teens, meanwhile, seem to forget their problems while working with animals rather than authority figures.

Mrs Spence said the victims

of bullies learn to stand straighter and walk with more confidence, while those with aggressive tendencies learn how to tone their personalities down while dealing with quieter types. "I teach them to horse whisper and the result is they learn to people whisper too."

The Gold Coast Women in Business Awards honour women of vision and tenacity across seven categories.

Community finalists included Assist a Sista founders Nicole and Manuela, who help victims of domestic violence, and Linda Baade, PCYC manager Sgt Linda Baade.

Sue Spence Communications



Horses Helping Humans
Horse Whispering Youth Program
Which Horse or Pony Are You?

Phone: 0416 146 396

Email: suespence101@gmail.com

Web: www.horseshelpinghumansaustralia.com

SUE SPENCE COMMUNICATIONS



HORSES HELPING HUMANS FOUNDATIONAL FRAMEWORK (SUMMARY VERSION #1)

HORSES HELPING HUMANS

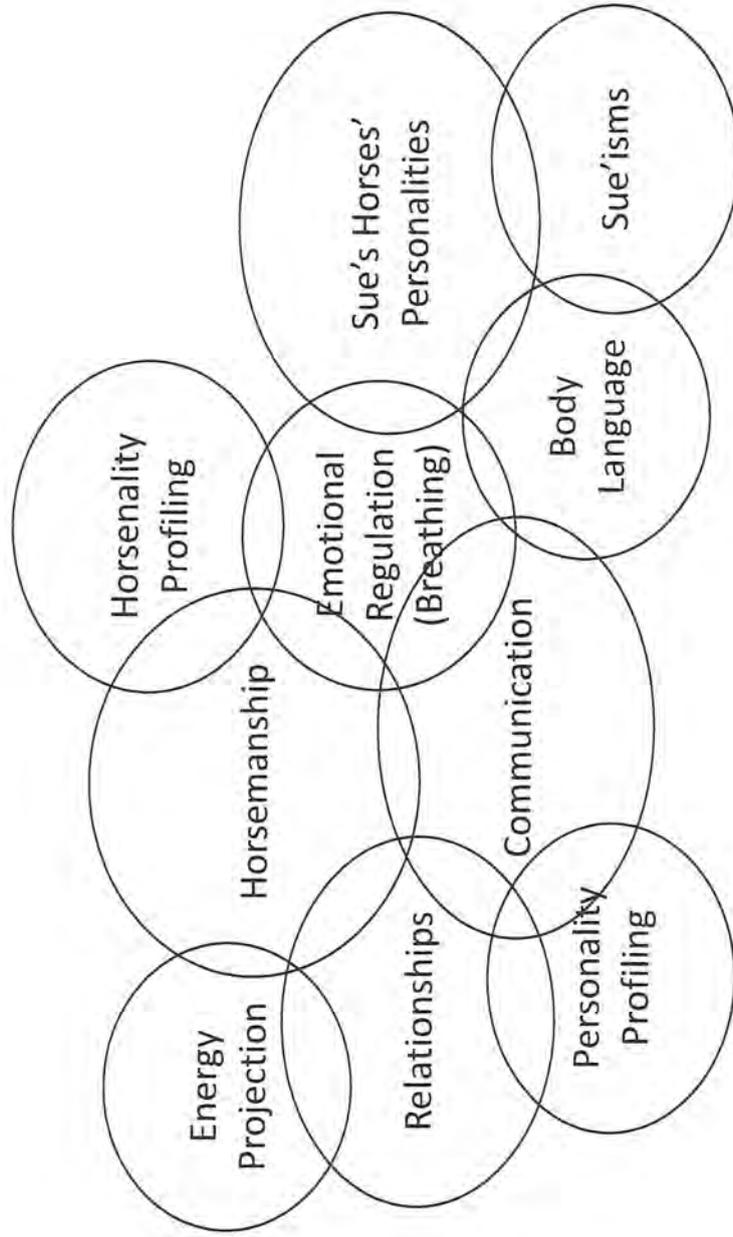
Foundational Framework

- **Sue's Mission Statement** – “There should never be any intimidation or fear in communication. There should only be respect and trust”.
- We are communications coaches specialising in **personality profiling** and **body language** analysis.
- Vital skills are learnt in regards to self confidence, communication, **emotional regulation** and interpersonal relationships.
- After personality profiling, students are taught the basics of natural horsemanship – which is respect and trust.

So, what does all the above mean? / What does it look like? / How do we achieve it?
What tools are used to help achieve success? / Which tools are essential, as opposed to important, as opposed to secondary (i.e. handy-to-know, but can do without)?

LET'S UNPACK THE ABOVE . . .

COMMON TERMS USED IN HORSES HELPING HUMANS CONVERSATIONS

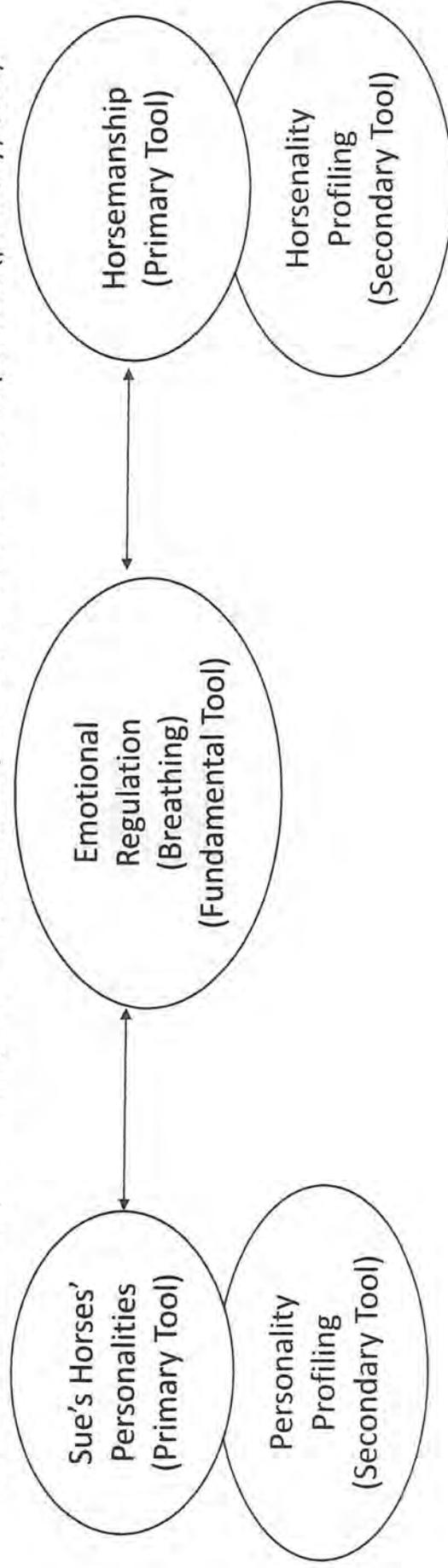


**SEPARATING THE COMMON TERMS BETWEEN
THE ESSENTIAL FUNDAMENTAL TERMS (BELOW) & THE
TERMS (i.e. TOOLS) USED TO ACHIEVE THE FUNDAMENTAL OBJECTIVES**



TOOLS USED TO ACHIEVE FUNDAMENTAL OBJECTIVES - 'NEUTRAL' BODY LANGUAGE (i.e. CALM & ASSERTIVE)

- Sue's horses' personalities (which can be loosely superimposed over personality profiling) are used to help people identify with a particular (dominant) personality type / trait that they have.
- Each particular (dominant) personality type / trait will pre-dispose a person to a certain body language and energy projection, particularly when under stress.
- Horsemanship and breathing are used as tools to help modify the body language and energy projection (when under stress) accordingly.
- Horsenality profiling is a helpful tool to use in horsemanship, particularly understanding your horse's personality when training / using them for the Horses Helping Humans program. But, remember, this is still only a (non-essential) secondary tool – horsemanship skills are still the more important (primary) tool).



IMPORTANCE OF BREATHING

Adrenaline Up = Learning Down

Adrenaline Down = Learning Up

JELLY BELLY BREATHING

Breathe out before you enter a room

Breathe out between your sentences

This simple technique can change relationships

IMPORTANCE OF JELLY BELLY BREATHING

As soon as Sunnys get frustrated, or Yogis get frenetic, or Mindys get anxious, or Larrys get defensive, the brain sends a message via the vagus nerve to the stomach to pump blood from the stomach to the muscles. When this happens Mindys & Larrys can flee and Yogis and Sunnys can fight. Jelly Belly breathing sends a message back up the vagus nerve to bring blood back to the stomach so digestion can resume and the fight or flight instinct is reduced / eliminated.

TOOLS USED TO ACHIEVE FUNDAMENTAL OBJECTIVES - 'NEUTRAL' BODY LANGUAGE (i.e. CALM & ASSERTIVE)

Sue'isms – the other tool used to help in HHH!

Everyone - “Deep jelly belly breathing with the weight on your heels turns you into a chilled out Dude / Dudette”. “Breathe out and relax”. “When in doubt, breathe it out”. “Breathe it out to chill it out”. “Breathe out until you get ‘the drop’”. “What you **think** is what you **feel** is what you **project**”.

“MAKE SURE YOUR WEIGHT IS NOT ON THE BALLS OF YOUR FEET (as this produces the flight or fight hormone). DROP YOUR WEIGHT BACK ON YOUR HEELS (as this reduces the flight or fight hormone)”.

“Use your ‘Da da’ energy”. If you have apathetic energy, the expression in your eyes will be like flat lemonade. To bring motivation & engagement into your eyes, think of something you really enjoy doing.

Larrys & Mindys - “Whatever” / “Stuff It”. “Flash your tat”. “Pop your piercing”. “Cheeky Monkey”. “Sell your shoes”. “Change your “What If’s” to “W – H – A – T – E – V – E – R”.

Larry & Mindy Guys - “Make my day” (so men can channel Clint Eastwood).

Sunnys - “No Chip Chop energy, instead be a Thai Chee master / mistress”. Agenda on / agenda off. “Enter the room with no agenda”.

Sunnys & Larrys (& sometimes Mindys) - “When you want to go and do something, stop and do nothing first.”

Yogis - “Focus with your Laser Beams”. “Strength is in your stillness”.

SUNNY (Leader)

Aggressive under stress
Strength is in their softness
(Choleric / Dominant)



EXTROVERT
(Exaggerated / Open Body Language)

YOGI (Motivator)
Unfocused under stress
Strength is in their stillness
(Sanguine / Inspirational)



'NEUTRAL' BODY LANGUAGE
Self Confident, Calm & Assertive



LARRY (Organiser)

Defensive under stress
Strength is in soft shoulders
(Phlegmatic / Steady)

INTROVERT
(Closed Body Language)

MINDY (Nurturer)

Anxious under stress
Strength is in their stance
(Melancholy / Conscientious)



'Cutting to the Chase' questions to help you identify clients' dominant personalities

Dealing with **CONFRONTATION**:

- "I may have said too much" (Sunnys).
- "I wish I had been able to speak up?" (Mindys and unconfident Larrys).
- Unconfident Larrys and Mindys will find it hard to say "No", Sunnys will not.
- If someone finds it hard to even work out if they find it easy to say "No" – you have your answer – Yes! They DO find it hard to say No!
- Sunnys will push back, Yogis will avoid the issue, Mindys will shut down and withdraw, as will Larrys or else Larrys will get defensive.

What was their **BEHAVIOUR** like at High School? :

- In trouble regularly, particularly for talking all the time. (Yogi tendencies).
- Sports captain? (Yes – Confident Larrys and Sunnys). (Confident Larrys are highly likely to be prefects also).
- Competitive or shy? (Unconfident Larrys and Mindys are likely to be shy & a bit withdrawn).

If cheeky and talkative at school, **when did their Yogi go away?** Was is when they started a career or a certain relationship? Quite often Yogis will feel like they need to conform and, in doing so, will loose their Yogi – they need to get it back, as that is their authentic self and you cannot pretend to be someone you are not, without negative health consequences.

Other Helpful Tips

- Breathing Exercise – Tilt from balls of feet to rear of heels first and breath out as you sit down.
- Go from green light to red light to green light. Do **not** have amber light – this creates inconsistency and indecisiveness.
- Apathy (in energy **not** character) – Flat lemonade – Need more ‘da da’ energy. When apathetic, get motivated by looking forward to what you are going to do after your presentation!
- ‘Dick’ story – Mindy’s horrible boss’ name was Dick. The very thought of his name made her tense so whenever she thought of him she had to pronounce it D – I – C – K which opened up her upper body and took away the tension.
- Mindys are predisposed to anxiety & Larrys to depression. Very angry Sunny’s are probably depressed. A Yogi who has withdrawn is probably depressed. Sunnys & Yogis are guarded to open up because Sunnys will be scared that other people will perceive them as weak and Yogis will be scared that other people will think that they are not happy go lucky funny people anymore.
- ‘Bungie’ story – Mindy is petrified of bungee jumping. Both Sunny and Yogi will end up ‘pushing’ her off the ledge, but from completely different angles – Yogi from a motivational ‘it will be fun’ point of view & Sunny from an impatient, “we haven’t got time for you to be scared” point of view.
- When calling out corporate clients for individual sessions, alternate the introverts (i.e. Mindys & Larrys) with the extroverts (i.e. Sunnys and Yogis). That way each personality type does not miss out on what they need to hear most.
- Mindys & Larrys – keep open body language by holding something like a pen in hand for next 8 weeks.
- Yogis & Sunnys – Slow everything down when you are stressed.
- Yogis are motivated through encouragement.
- Natural horsemanship is used in the HHH program so the horses can ‘mirror’ (i.e. reflect) where the client ‘is at’ with regards to their body language and communication techniques – horses don’t lie or judge!
- It is quite common & acceptable to turn up to work saying “I’ve woken up with a headache this morning”. Until we can feel equally comfortable coming to work saying “I’ve woken up feeling anxious / depressed / etc. this morning”, we still have work to do.

SUNNY (Leader)

Aggressive under stress
Strength is in their softness
(Choleric / Dominant)



EXTROVERT
(Exaggerated Body Language)

YOGI (Motivator)
Unfocused under stress
Strength is in their stillness
(Sanguine / Inspirational)



'NEUTRAL' BODY LANGUAGE
Self Confident, Calm & Assertive

Strong on Bottom

(Wonderwoman / Superman with weight on heels)

Project Confidence in Middle,

which is where your self respect comes from
(Shiny belt buckle / belly button piercing / tattoo)

Soft & Relaxed on Top

(soft jaw & shoulders, & open & relaxed arms)

INTROVERT
(Closed Body Language)

LARRY (Organiser)

Defensive under stress
Strength is in soft shoulders
(Phlegmatic / Steady)



MINDY (Nurturer)

Anxious under stress
Strength is in their stance
(Melancholy / Conscientious)



Use Sue's Quick Tips Reference Cards in conjunction with this Foundational Framework Summary – they are an absolutely fabulous & essential resource!

Fiona's Final Tip!

Angry / depressed people live in the past, anxious people live in the future, people at peace live in the present. Whenever possible, live in the present as there is no time like the present and no better present than time!



Licensee Evaluation Form

Purpose

The purpose of this form is to provide quality assurance assessment against key licensing and trademark provisions that apply to the Horses Helping Humans brand.

This form is used for initial assessment of licensing proponents and throughout the licensing period.

Note that non-compliance on some assessment criteria will not prevent licensing but shall highlight areas of potential improvement (e.g. working with youth experience will progress with program delivery).

Assessment Details

Facility	
Date of Assessment	
Participants	
Assessor	

Licensee and Facilitator Credentials

Findings Key: C=Compliant, IMP=Improvement desirable, NC=Non-compliant.

Assessment Criteria	Finding			Assessment Report
	C	IMP	NC	
Licensee and facilitators have attended HHH Program Facilitator Training and obtained approval to deliver the program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Program knowledge and delivery competence
Licensee and facilitators have minimum of level 2 horsemanship ground skill qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- identify all facilitators to work at facility
Licensee and facilitators are experienced in working with youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Program delivery personnel (including assistants) possess working with children approval for applicable State or Territory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Licensee and facilitators have current basic first-aid qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Organisational Structure and Governance

Assessment Criteria	Finding			Assessment Report
	C	IMP	NC	
Incorporated association or other agreed entity in place to administer HHH activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- investigate currency with Administering Authority

Registered with ACNC as a not-for-profit charity (or in the process of attainment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- investigate currency with ACNC
Current Public Liability insurance in accordance with licensing agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- cite certificate of currency
There is a current risk assessment and control measures are effectively implemented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Local management plans, procedures and practices are suitably implemented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- e.g. incident management and corrective action practices
Licensee/organisation are complying with monthly reporting provisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Previous improvement and/or instructions have been sufficiently attended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- e.g. prior inspection, audit finding, letter of disclosure or show-cause notice

Horses and Animal Husbandry

Assessment Criteria	Finding			Assessment Report
	C	IMP	NC	
Livestock are suitable for use within the program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- identify and assess specific program horses
Husbandry conditions are commensurate with industry standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Facilities

Assessment Criteria	Finding			Assessment Report
	C	IMP	NC	
Facilities are maintained in a neat, clean and safe condition, free of apparent hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- refer to Guide to management risks when new and inexperienced persons interact with horses, published by Safe Work Australia. - no barbed wire, dangerous fencing, unsafe structures,
Facilities provide sufficient amenity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- parking, toilet facilities, seating, shade, wet weather protection and drinking water.
First-aid equipment is readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Goods and Service Delivery

Assessment Criteria	Finding			Assessment Report
	C	IMP	NC	
Program format and mode of delivery is consistent with licensed HHH instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

and intellectual property content				
Program delivery is conducted with regard for the provisions of the <i>Guide to management risks when new and inexperienced persons interact with horses</i> (Safe Work Australia)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Publications, advertising and other program paraphernalia is appropriately branded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

- End of Document -