KINDNESS IN ACTION

Building skills to respond when observing stressful interactions

Kindness in Action is a training program that equips participants with simple, effective tools for safely supporting caregivers and children during stressful public moments.

The program, presented by the Center for Violence Prevention (CVP), trains adults to recognize stress and use kind actions to reduce potential escalation. Each training outlines three strategies to help adults intervene in daily stressful situations to promote safer, more compassionate communities.

WHY IS KINDNESS IN ACTION IMPORTANT?

Parents and caregivers often experience moments of stress in public settings. How others respond in those moments can make a meaningful difference. Thoughtful actions and strong recognition skills can help de-escalate conflict, foster connection and create more supportive environments for everyone.

WHO IS KINDNESS IN ACTION FOR?

Kindness in Action is a helpful training for everyone.

It can be especially helpful for:

- Staff who interact with the public
- Healthcare, education and community-based professionals
- Organizations that serve children and families
- Anyone who may encounter caregivers and children in stressful moments

HOW KINDNESS IN ACTION WORKS

Kindness in Action is an interactive 1-hour training combining education, discussion and practice to help participants:

- Understand how stress impacts behavior
- Assess safety before stepping in
- Build skills to regulate your own emotional responses
- Practice real-life scenarios

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CORE FRAMEWORK

DISTRACT – CONNECT – ASSIST

Participants practice a simple, flexible approach they can use in real time.

- DISTRACT: Gently shift attention to reduce tension
- CONNECT: Acknowledge and empathize with the caregiver or child
- ASSIST: Offer practical, supportive help when appropriate

WHAT PARTICIPANTS GAIN FROM KINDNESS IN ACTION

Participants leave with practical, actionable tools which allow them to:

- Identify situations where supportive intervention may be helpful
- Feel more confident managing their own reactions in stressful moments
- Support families during challenging moments
- Promote empathy and understanding in everyday interactions
- Help create safer, more compassionate public spaces

READY TO SCHEDULE KINDNESS IN ACTION TRAINING FOR YOUR TEAM?

Kindness in Action is led by master's- and doctoral-trained, trauma-informed facilitators from Children's Hospital of Philadelphia (CHOP).

Contact **Caitlin Axtmayer** at axtmayerc@chop.edu to learn more or schedule a training.

Read more about Kindness in Action and access resources **chop.edu/kindness**

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Kindness in Action is adapted partially from the One Kind Word (OKW) curriculum developed by Family Resources of Pittsburgh, with a goal to prevent child abuse.

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