

## La contención emocional. Un camino para conservar la estabilidad emocional en el personal que atiende a mujeres víctimas de violencia.

*The emotional restraint. A way to maintain emotional stability in the caring staff of women victims of violence*

**Irma Carrillo Flores**

Universidad Autónoma de Aguascalientes

[irmairma9@hotmail.com](mailto:irmairma9@hotmail.com)

### Resumen

En el marco del proyecto de investigación: aplicación a nivel piloto de los modelos de prevención, atención, sanción y erradicación de la violencia de género contra las mujeres, desarrollado en la Universidad Autónoma de Aguascalientes durante 2011, después de capacitar a 139 personas de las dependencias: CAPIV, Instituto Aguascalentense de las Mujeres, Instancias Municipales, Maestros universitarios y Servidores públicos del Gobierno del Estado de Aguascalientes se hizo visible la necesidad de cuidado emocional del personal que atiende a mujeres víctimas de violencia para lograr un bienestar laboral y tener una mejor calidad de vida.

Las personas capacitadas reconocieron, cuando se trabajó con ellas en grupos de encuentro, que deben conocerse a sí mismos para no repetir en forma automática e inconsciente pautas de conducta conocidas cuando se está en contacto con situaciones de violencia que de alguna u otra manera remiten a vivencias similares. Reconocieron que el ejercicio de Contención entre pares y el realizado por expertos permite que estos profesionistas que trabajan con mujeres que han sido

violentadas no comprometan su ejercicio profesional con situaciones personales o asuntos inconclusos personales.

**Palabras clave:** Bienestar laboral, grupos de encuentro, género, calidad de vida, contención emocional.

### Abstract

As part of the research project: application to pilot models prevention, treatment, punishment and eradication of violence against women, developed at the Autonomous University of Aguascalientes in 2011 level after train 139 people from the dependencies: CAPIV, Aguascalentense women's Institute, Municipal Instances, university teachers and public servants of the Government of the State of Aguascalientes was visible the need for emotional care workers who treat women victims of violence to achieve a workplace wellness and a better quality of life.

**Key words:** emotional support, stability, violence, women.

**Fecha recepción:** Octubre 2011

**Fecha aceptación:** Noviembre 2011

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### Introduction.

The purpose of this text is to show the results of the implementation of meeting groups with 139 people who work with women who are violated in the State of Aguascalientes Workshops were held for the transmission of knowledge and appropriation of the Action Protocols in Aguascalientes to servants and public servants related to public policies on gender violence against women.

In order to obtain information from those who participated in the training sessions, consultations were carried out using the existing models and flow-charts, on the Action Protocols. Meetings were held with all the people who attended the training sessions to discuss the content of the training sessions recently held. The topics were the Protocols of Prevention, Attention, Containment, Accompaniment and Work with male aggressors. Each of the discussion groups was carried out with the topics covered in the training.

This document describes the instrument with which the information reported here was collected, the objective of this instrument, the subjects from whom the information was obtained, the general results on the information provided in the discussion groups. Finally, recommendations are presented for the development of future training.

In short, in this work that makes evident the need for the staff that is faced with the situations and circumstances that the woman victim of violence presents to them, to attend to them in a pertinent manner and benefit from a containment program to achieve the reestablishment of emotional balance and optimal performance.

**Development of content on the selected theme.**

The discussion groups are an instrument of the field of Social Sciences that allowed this research to obtain information about the opinions of the training participants. The objective of using this instrument was to acquire more information by provoking self-confessions in the participants, obtaining feedback on the restraint protocol revised in the training.

The number of interviewees was the total of the participants in the trainings, same (o) s that by sex are distributed as shown in table 1

Table 1.

Participants in the consultation of action protocols by sex

Grupo/Aspecto	hombres	%	mujeres	%	TOTAL
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Grupo A	16	24.24	50	75.75	66
Grupo B	4	21.05	15	78.94	19
Grupo C	13	24.07	41	75.92	54
Totales	33		106		139

In Table 1, it is clear that more women participate in the Institutions that have some relationship with women who have been violated. The total number of participants according to the group in which they were trained is distributed as shown in table 2

Box 2

Training participants per group

Grupo A	<p>Personal del Instituto Aguascalentense de las Mujeres (IAM)</p> <p>Personal del Centro de Atención y Prevención Integral de la Violencia (CAPIV) y representantes de municipios.</p> <p>Personal de CAPIV y representantes de municipios (segunda capacitación).</p>
Grupo B	<p>Personal de la Universidad Autónoma de Aguascalientes (UAA).</p>
Grupo C	<p>Personal de las Instituciones Integrantes del Consejo para erradicar la violencia de género.</p> <p>Primera reunión de trabajo con personal de:</p> <p>Secretaría de seguridad Pública</p> <p>Procuraduría General de Justicia</p> <p>Instituto de Salud del Estado de Aguascalientes</p> <p>Fundación Mujer Contemporánea</p> <p>Colectivo Hombres Libres de Violencia.</p> <p>Personal de Desarrollo Integral de la Familia (DIF) – Estatal</p>

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For the development of the Consultation, it was necessary to have a facilitator who would direct the development of the meeting and a rapporteur or rapporteur, who would take note of everything that was said in it. The functions of the facilitator are: start the meeting, present the topic, make sure that everyone can express their opinion, organize the presentations, avoiding overlapping participation, mediate or avoid conflict between those who participate, promote agreements, if necessary, and close the meeting. meeting.

For its part, the functions of the rapporteur or rapporteur are: take note of everything said by those who participate in the meeting. In writing, using technology, through audio or video recording, read information that generates the participation of those who are present. If the case warrants it, prepare a summary of what was stated, the conclusions obtained, including disagreements, and read the recorded information, as a summary of the meeting.

The participants, including the facilitator and rapporteur, are responsible for: contributing their knowledge and opinions on the topic in a simple and precise way, speaking in a clear and audible voice, being moderate and respectful in the use of available time, respecting opinions dissidents and be careful not to repeat ideas.

Participants in the consultation.

The 139 focus group participants were on average 75% female and 25% male. According to their ages, young adults predominated on average. Regarding Responsibility in Public Administration, the majority are mid-level managers and only a minority are high-level officials. To carry out the training, the set of dependencies that the Law on access to women to a life free of violence of the State of Aguascalientes establishes as responsible for implementing actions aimed at the eradication of gender violence against women was taken into account.

### Information collection instrument

The instrument used by the rapporteur to work in the sessions and guarantee the collection of information during the development of the discussion groups is a collective open interview guide that is made up of the Graphic Model of the Accompaniment protocol and the flow-charts of the Protocols for Attention, Containment and Treatment of aggressors. This document is the support of the coordinator. It serves to be able to guide the participants and respect the guidelines that are required, as well as obtain the information according to the topics to be considered.

The choice of factors or variables to investigate in the discussion group was made based on the objectives of the research project, which are: to hold workshops for the transmission of knowledge and appropriation of action protocols in Aguascalientes to public servants related to the following Topics: Feasibility of the protocols; Strengths; Areas with public policies on violence against women and report on the results of the application of the protocols for the analysis of the development of the research project.

First of all, the graphic model and the flow-charts corresponding to each protocol are given to the participants, as a reminder of what was seen in the training and to facilitate their participation in the discussion group. We will call this element: Knowledge of action protocols.

The next element to investigate was the viability of the protocols, then information on strengths, weaknesses and suggestions to improve these protocols is retrieved. The information obtained was later the raw material for making concept maps with the help of the Mindjet Mind Manager computerized tool.

### Tool for the systematization of information: The Mindjet MindManager

Much of today's professional and organizational effort is unproductive because traditional methodologies and tools are insufficient for today's world. The MindJet MindManager helps people and organizations achieve outstanding results by offering methodologies and consulting that, together with state-of-the-art technologies, develop the collective intelligence and

innovation of your organization. Information is power when you have the ability to process it and convert it into actions. Mindmanager speeds up and multiplies comprehensive information management.

In short, the MindJet MindManager is a practical and effective tool in professional management to visualize information. In the context of this research, the opinions of the participants were emptied one by one in a conceptual map until the idea became repetitive. The information was concentrated protocol by protocol until a conceptual map was assembled by the trained group.

Information analysis technique:

As indicated in the previous section, to analyze the information, conceptual maps generated in the MindJet MindManager program were used, which are later worked into matrices in which the most significant contributions of those who participated are listed, as well as the areas of opportunity. which were discussed in the sessions.

Concept maps are simple and practical knowledge representation instruments that allow complex conceptual messages to be clearly transmitted and facilitate both learning and teaching. For greater abundance, they take the form of graphs.

Concept maps are artifacts for the organization and representation of knowledge. They have their origin in David Ausubel's theories on the psychology of learning enunciated in the 60s, their objective is to represent relationships between concepts in the form of propositions. The concepts are included in boxes or circles, while the relationships between them are made explicit by means of lines that join their respective boxes. The lines, in turn, have associated words that describe the nature of the relationship that links the concepts. A proposition is a sentence about some object or event in the universe, occurring naturally or artificially. Propositions contain two

or more concepts connected with other words that form a coherent sentence. They are often called “semantic units”. A concept map is formed by concepts linked by relationships, boxes and lines that join them, concept maps can be represented and in fact are represented, by means of graphs in which the nodes are the concepts and the arcs the relationships between them. Concept maps are structured in a hierarchical way in which the most general concepts are at the root of the tree and as we go down the tree we come across more specific concepts<sup>1</sup>.

Results of the discussion groups.

In this section several matrices are presented, which synthesize the opinions of the participants in the consultation of the action protocols by group. The information obtained in two areas stands out: strengths observed in the containment protocol for its implementation and the areas of opportunity in which it is necessary to work with it in the State of Aguascalientes.

In order to organize the information so that the results are representative and avoid bias, the participants were integrated into groups. These groups of informants were three, according to their characteristics or institutional origin. They will be referred to hereinafter: Group A, Group B and Group C.

Nine focus groups were held over the course of six training sessions. In the first session, three discussion groups were held; in the second session a discussion group was held; in the third session a discussion group; in the fourth one, in the fifth one and in the sixth two.

Systematized the information that was obtained in the exercise of the Discussion Groups, more similarities than differences in the results of the groups are observed. However, these are presented by group of institutional origin, in order to obtain the particular visions of each one of them and to be able to build an overall vision.

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<sup>1</sup> (<http://www.infovis.net/printMag.php?num=141&lang=1>. Artículo escrito por Juan C. Dürsteler, consultado el 03/06/2011).



Results by institutional group

Matrix 1

Group A Results

GRUPO	FORTALEZAS	ÁREAS DE OPORTUNIDAD
<b>A</b>  <b>Personal</b> <b>CAPIV</b> <b>IAM</b> <b>Instancias</b> <b>municipales</b>	<p><i>Protocolo de contención:</i></p> <p>La mayor fortaleza es la existencia del protocolo de contención mismo y la existencia de las Instancias municipales y la voluntad política para aplicarlo, de parte del Instituto Aguascalentense de las Mujeres.</p>	<p><i>Protocolo de contención</i></p> <p>Se tiene falta de experiencia en la mayoría de los servidores públicos en el tema, ya que tienen poco tiempo en el cargo y este taller y las experiencias compartidas en el grupo son su primer acercamiento al mismo.</p>

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The main strength of the containment protocol is the protocol itself, but the main area of opportunity is the insufficient number of personnel assigned to the psychological care area that can attend to women who suffer violence and the personnel who work with these women.

With group B, University Professors, the containment protocol was not worked on, therefore there was no discussion group on that protocol. In group C the results were:

Matrix 3

Group C results

GRUPO	FORTALEZAS	ÁREAS DE OPORTUNIDAD
<p><b>C</b></p> <p><b>Integrantes del Consejo para erradicar la violencia de género</b></p>	<p><i>Protocolo de Contención:</i></p> <p>Contar con el Protocolo ya que es muy completo, específico y muy importante, porque ya no solo se está pensando en la mujer que sufre violencia sino también en la persona que la atiende.</p>	<p><i>Protocolo de Contención:</i></p> <p>Falta de recurso económico para que se brinde Contención a las y los servidores públicos. La falta de contención genera estrés en quienes atienden a las mujeres violentadas de forma directa y provoca atención de mala calidad.</p>

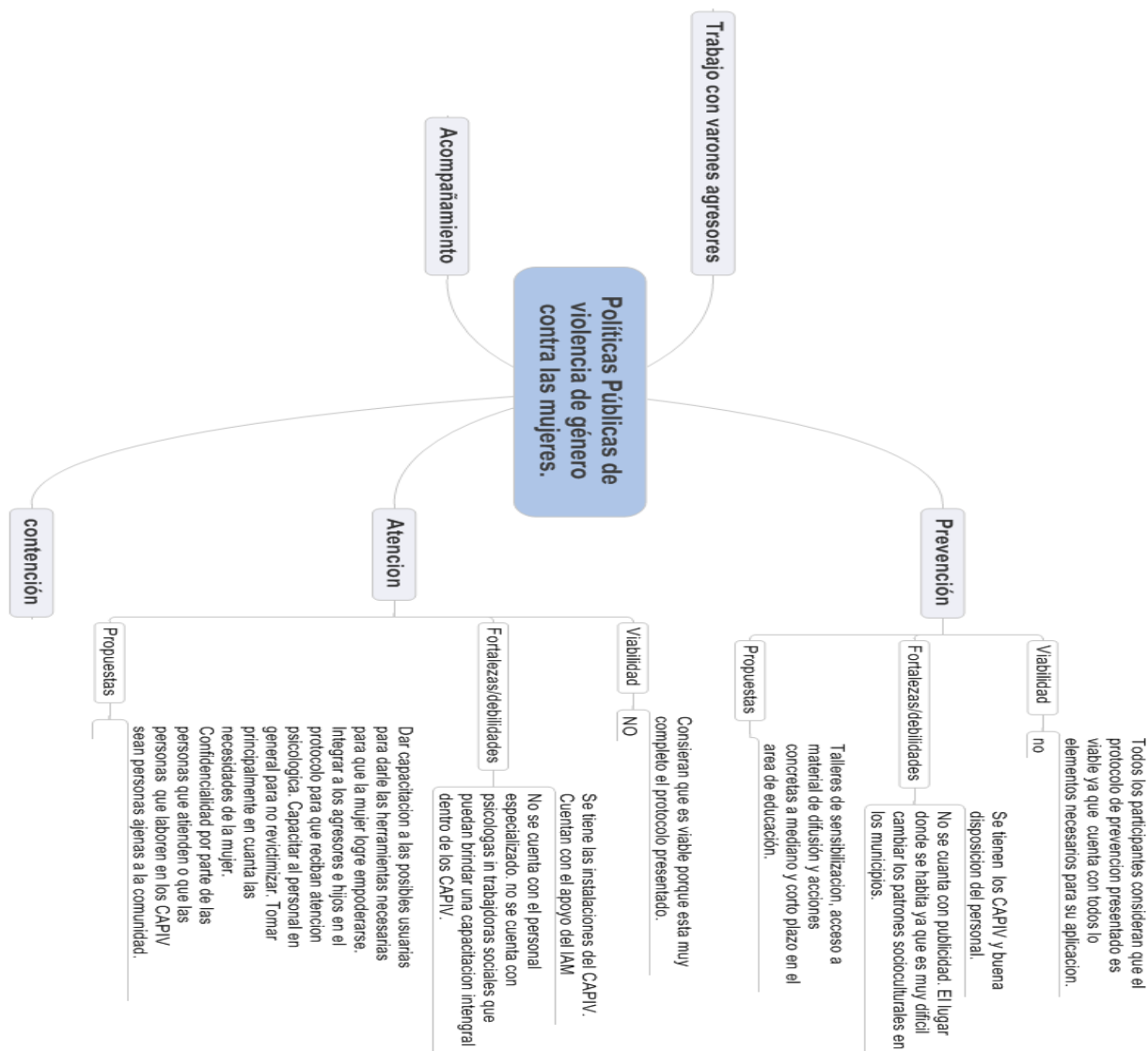
Font. Prepared by Irma Carrillo Flores, and Montserrat Lara Zapata, May 2011, UAA. In the development of the research: APPLICATION AT THE PILOT LEVEL OF THE MODELS OF PREVENTION, ATTENTION, PUNISHMENT AND ERADICATION OF GENDER-BASED VIOLENCE AGAINST WOMEN IN THE STATE OF AGUASCALIENTES.

Al igual que en el grupo A, la principal fortaleza del protocolo de contención es el protocolo mismo y la principal área de oportunidad es la cantidad de personal destinado al área de atención psicológica que pueda atender a las mujeres que sufren violencia y al personal que trabaja con estas mujeres. A continuación se muestra, a manera de ejemplo, el mapa conceptual de las opiniones vertidas en el grupo A

Consultation with Group A

concept map 1

Staff of the IAM, CAPIV and Municipal Instances



Regarding the containment protocol, they not only consider it viable but necessary for the officials who deal with gender-based violence against women.

For the participants, the greatest strength is the existence of the containment protocol itself and the existence of the municipal instances and the Aguascaliente Institute for Women. The area of opportunity that they have is the lack of experience since most public servants have been in office

for a short time and this workshop and the experiences shared in the group are their first approach to the subject.

The proposal that the participants make in order to implement the containment protocol in an efficient manner is the coordination by the CAPIV and the Municipal Instances so that they have the necessary tools to provide containment to the municipalities and all personnel specialized in providing care. to women who suffer violence.

Regarding the containment protocol, all groups consider that it is feasible and necessary for public servants. They consider that the greatest strength is now to have the protocol since it is very complete and specific and very important because it is not only the woman who suffers violence that is being considered, but also the person who cares for her.

One of the areas of opportunity in this protocol expressed by the participants is the lack of economic resources to provide support to public servants. It is the greatest area of opportunity and as a consequence a lot of stress is generated and causes poor attention. quality.

## Conclusions

The proposals made by the participants in the discussion groups are summarized as follows: 1) that the containment protocol be more widely disseminated among the different instances that are responsible for caring for women who suffer violence. 2) It is proposed that in order to carry out the containment, external psychologists are required from the institutions that serve women who have been violated, in order to feel greater confidence when sharing personal and work issues. 3) Sensitize managers so that they are aware that professionals who care for women who suffer violence need to detoxify 4) That in order to implement the containment protocol efficiently, adequate coordination must be provided by the CAPIVs and the Municipal Instances so that they have the necessary tools to provide support to the personnel who work in the municipalities and to all personnel specialized in providing care to women who suffer violence.

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