

CE Series
Allies, Advocates, and Accomplices: Building Relationships to Bring Change
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Presenter Bio

J. Joy Gero, PsyD, LPC

Program Director of General Adult and the Behavioral Health Intensive Care Unit
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As Program Director, Dr. Gero oversees clinical supervision, develops and delivers in-services, serves on several hospital committees, and develops and implements programming on the units she leads.

As Program Manager, Dr. Gero oversees ongoing development of programs to reduce barriers to care, improve the quality of care, and ensure the safety and satisfaction of patients, members, employees, and families who identify as LGBTQ. In addition, she served as the team lead for a grant from The Beckwith Institute to ensure all inpatient healthcare facilities apply for and meet the recommendations to achieve Leader status in the [Human Rights Campaign Healthcare Equality](#).

Previously Dr. Gero led the Patient Relations department at UPMC Children's Hospital of Pittsburgh. In that role she acted as a liaison between patients, families, and their clinical teams. She also developed and facilitated leadership learning in the Children's Leadership Academy and provided consultation to providers and the executive team to better partner with challenging families.

Dr. Gero started her career at UPMC Western Psychiatric Hospital in 2007 and was a founding staff member at resolve Crisis Services and Crisis Intervention Trainer at the Crisis Training Institute. Joy earned a doctorate in Counseling Psychology from Carlow University, where she continues to teach in the graduate psychology program.

Name and Narrative Description of your Presentation

Allies, Advocates, and Accomplices: Building Relationships to Bring Change is an intermediate discussion of strategies to create change in a system through relationship building and skills to persuade folks who assert an opinion that is harmful to the LGBTQ+ community.

Target Audience: Physicians, Psychiatrists, Psychologists, Behavioral Health Therapists I, Behavioral Health Therapists II, Behavioral Health Therapists III, Nurses, Social Workers

Three (3) learning objectives

By the completion of this session, participants should be able to:

1. Recognize the importance of adopting a relational approach when acting as an advocate/ally in a large system.
2. Strategies to build the kind of relationship that wins hearts and minds.
3. Learn skills to join and persuade people who may not agree with social justice/improving health disparities.

Three (3) current (within the past 10 years) *peer-reviewed* publications that support the evidence base for the content of your presentation

1. Broockman, D., & Kalla, J. (2016). Durably reducing transphobia: A field experiment on door-to-door canvassing. *Science*, 352(6282), 220–224. <https://doi.org/10.1126/science.aad9713>
2. GLAAD. (2019). Accelerating acceptance 2019. <https://www.glaad.org/sites/default/files/Accelerating%20Acceptance%202019.pdf>
3. Kohn, S. (2018). The opposite of hate: A field guide to repairing our humanity. Algonquin Books of Chapel Hill.
4. Kohn, S. (2018). I was a liberal who worked at fox news. Here's what that taught me about arguing politics. *Time*. <https://time.com/5233477/sally-kohn-the-opposite-of-hate/>
5. Smith, D., Schlaepfer, P., Major, K. et al. (2017). Cooperation and the evolution of hunter-gatherer storytelling. *Nature Communications*, 8(1853). <https://doi.org/10.1038/s41467-017-02036-8>