

Agent Memorable Messages Recalled by Women on Probation and Parole

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Memorable messages are verbal messages which may be remembered for extremely long periods of time and which people perceive as a major influence on the course of their lives.

Of all women in the study, 162 of 402 (40.3%) recalled at least one memorable message that they received from their Agent.

Topics and Frequencies of Memorable Message from Agents

Type of Message	Example	Percent
<p style="text-align: center;">Behavioral advice</p> <p>Instructions for what the woman should or should not do</p>	“[She told me to] Keep my nose clean.”	35%
<p style="text-align: center;">Motivation</p> <p>Encouraging words</p>	“As long as I put my mind to it, I can do it.”	15%
<p style="text-align: center;">Personal compliment/praise</p> <p>Statements about her progress or qualities the woman possesses that make her special</p>	“I don’t fit in with the criminals.”	14%
<p style="text-align: center;">Motivation & behavioral advice</p> <p>Encourages a woman and gives her specific instructions for what to do or not do</p>	“Don’t give up, don’t lose faith, just keep doing it.”	12%
<p style="text-align: center;">Negative personal statement</p> <p>Comments about the woman’s actions, character, or past that are pessimistic</p>	“Every time you take two steps forward you take four steps back. You’re always setting yourself up for failure.”	11%
<p style="text-align: center;">Negative personal statement & behavioral advice</p> <p>Pessimistic comments and instructions for what the woman should or should not do</p>	“She don’t think I can do it and I’ll have to prove to her I can.”	5%
<p style="text-align: center;">Personal compliment & behavioral advice</p> <p>Compliments the woman and has instructions for what to do or not do</p>	“She told me she was very proud of me and stay on the right path.”	4%
<p style="text-align: center;">Motivation & personal compliment</p> <p>Encourages a woman and praises her character at the same time</p>	“That I can do it, that I’m a good person, and a good mom.”	2%

Women recalled memorable messages when they did something they were proud of such as:

- Routine activities, such as doing day-to-day tasks
- Goal fulfillment, such as going back to school
- Not giving into urges, such as staying away from drugs/alcohol

Women recalled memorable messages that helped stop them from doing something they would later regret such as:

- Not giving into urges, such as avoiding drugs when they could have been used

Women recalled memorable messages when they did something they were not proud of such as:

- Relapsing/dirty drops
- Deteriorating family relationships, such as fighting with family members, often a result of using drugs/alcohol

How Women Connect Messages to Feelings and Behavior

- ✓ Behavioral advice messages often made women feel proud for not giving into urges (“I stayed out of trouble and didn’t get high”).
- ✓ Women who reported receiving motivation memorable messages were more likely to stop themselves from committing suicide (“[The message] stopped me from committing suicide”) and doing things that would inhibit their goal fulfillment than the women who did not report a memorable message.
- ✓ Women whose memorable messages were negative personal statements tended to stop themselves from giving into urges.
- ✓ When women did something they were not proud of, motivation memorable messages were most often associated with reports of deteriorating family relationships (“I was clashing with my family”).

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