Celebrating our

30th anniversary!

Trauma-informed LEADERSHIP

Equipping managers with skills for the road ahead

Today's Agenda

Why this conversation now?

Trauma & the Brain

Trauma-informed Leadership

Boundaries and feedback

Sponsored by

FIRST SUN EAP

We Help People Be Better at Work

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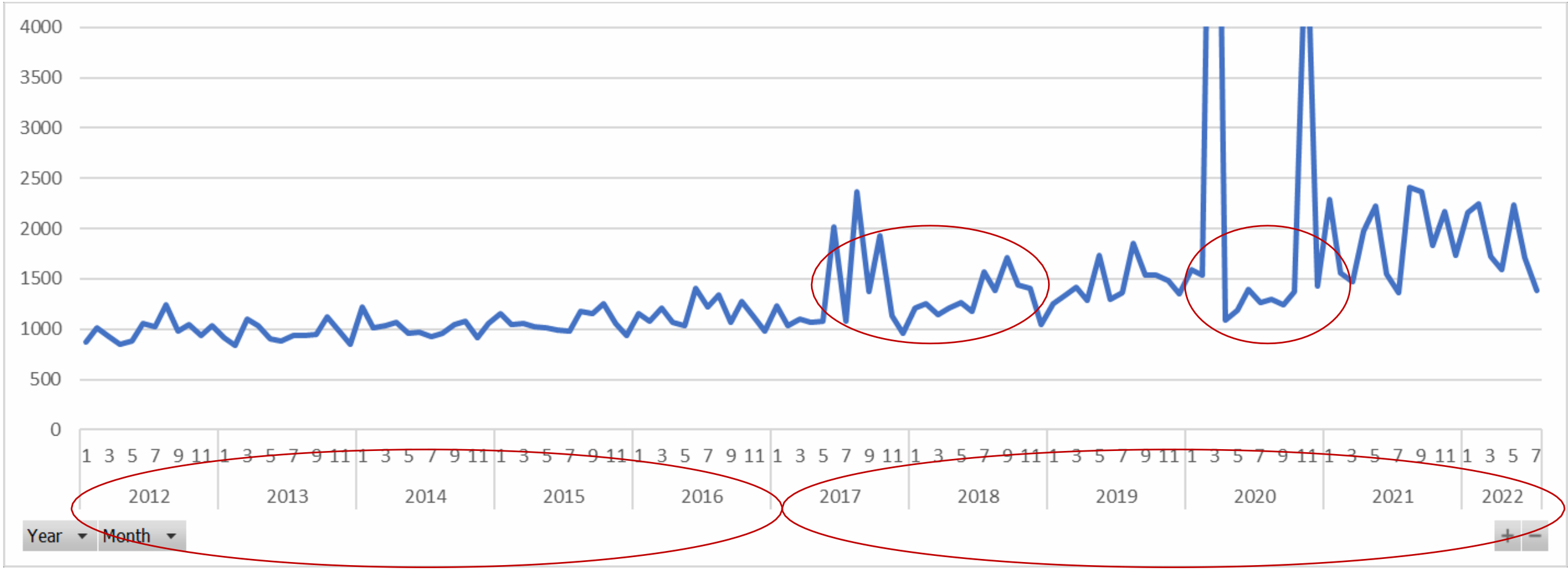
Why is this an important conversation?

- Trauma is not new
- Anxiety and depression skyrocketed during the COVID-19 pandemic
- Organizations are confronting issues they never expected – global pandemic, remote work, the Great Resignation
- Professions and communities have experienced collective trauma

2012-2022:
Crisis Becomes the Norm

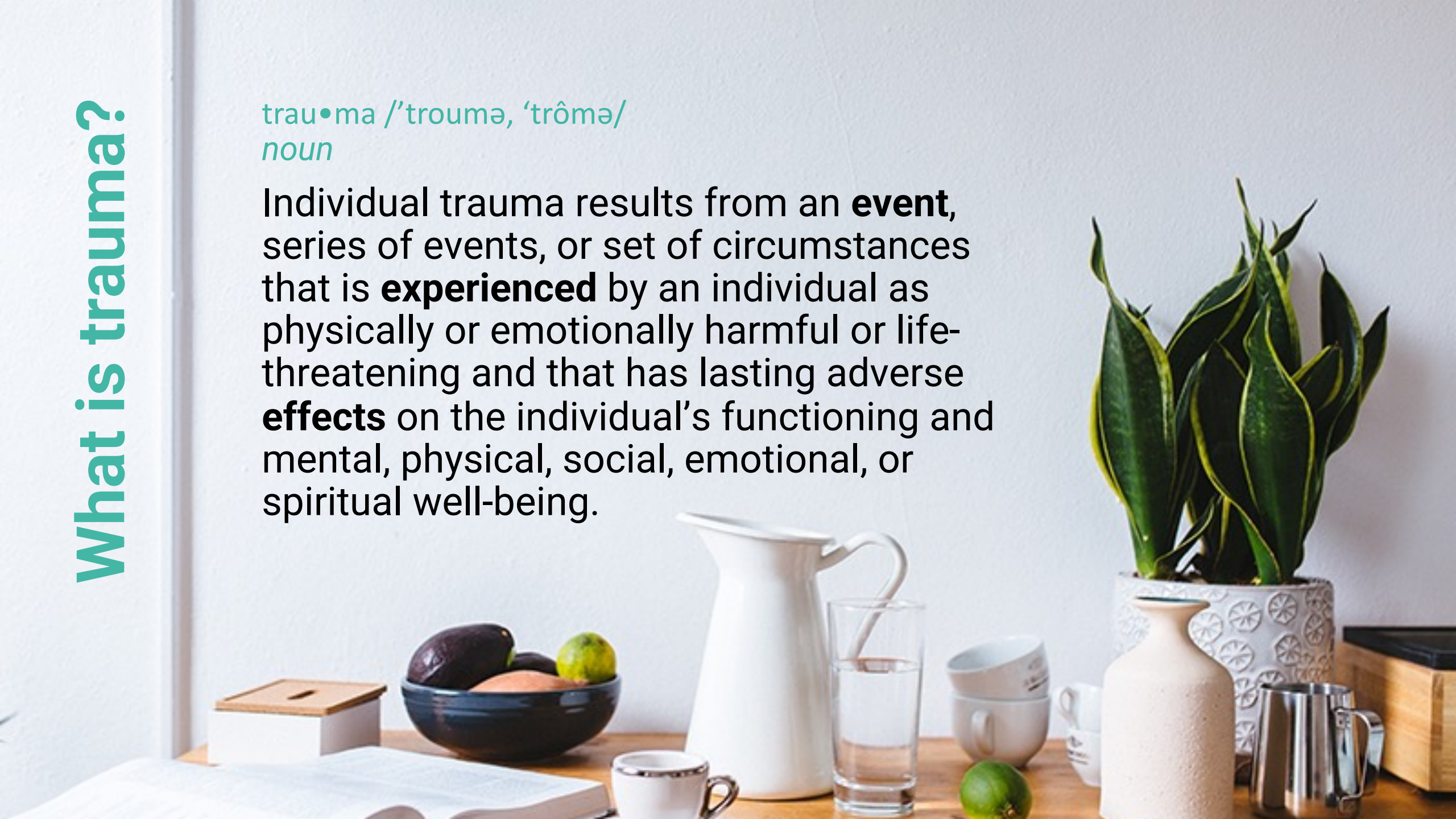


Increase Your Company's Compassion Capacity

What is trauma?

trau•ma /’troumə, ‘trômə/
noun

Individual trauma results from an **event**, series of events, or set of circumstances that is **experienced** by an individual as physically or emotionally harmful or life-threatening and that has lasting adverse **effects** on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being.



People who have experienced trauma may have difficulty…

- Moving out of fight/flight/freeze
- Experiencing pleasure and joy
- Coordinating their thoughts and feelings
- Engaging, learning or empathizing

The Body Keeps the Score

Trauma reshapes our bodies and brains — compromising our capacities for pleasure, engagement, self-control and trust.

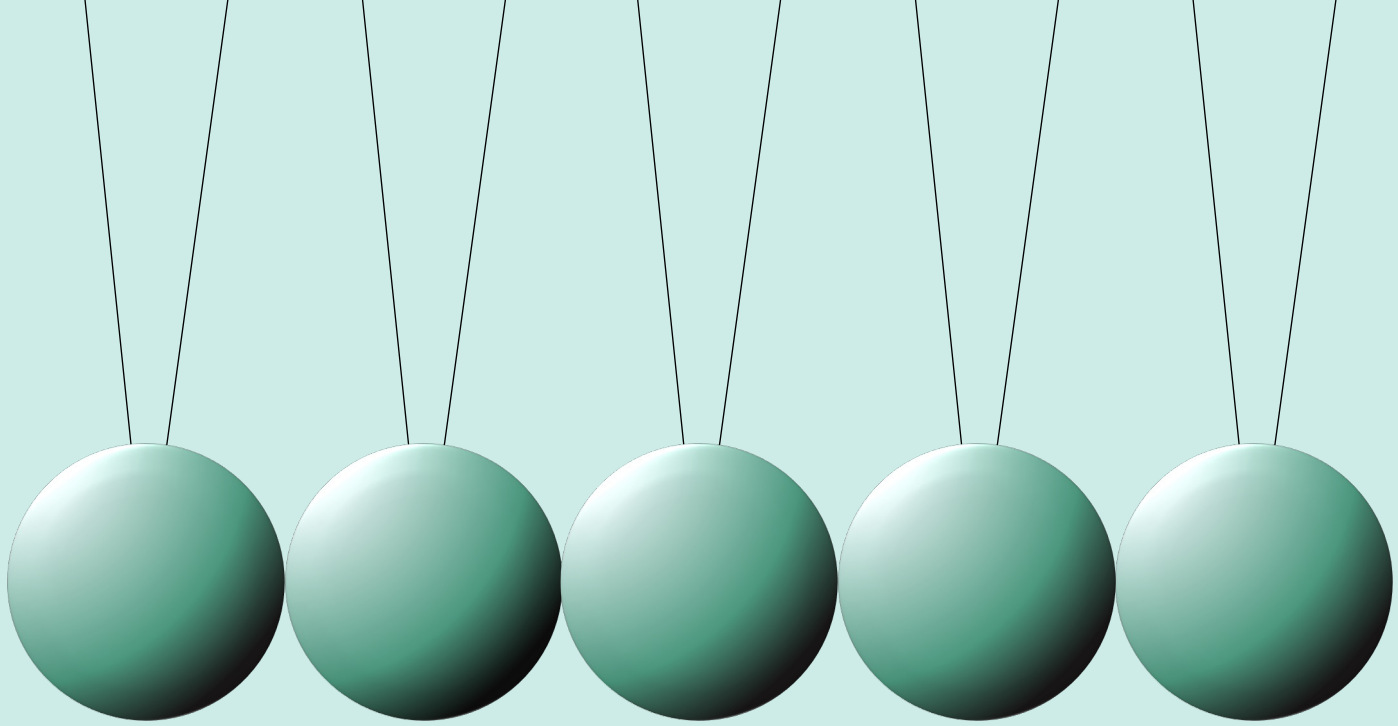
Symptoms of trauma show up physically — how we sleep, breath, sit and eat.

…And the Mind Hides It

The mind has this incredible ability to hide and shift our experiences.

The stories we tell ourselves about our trauma not only describe the experience – they shape the experience.

Sometimes, there is a disconnect between our body and brain.

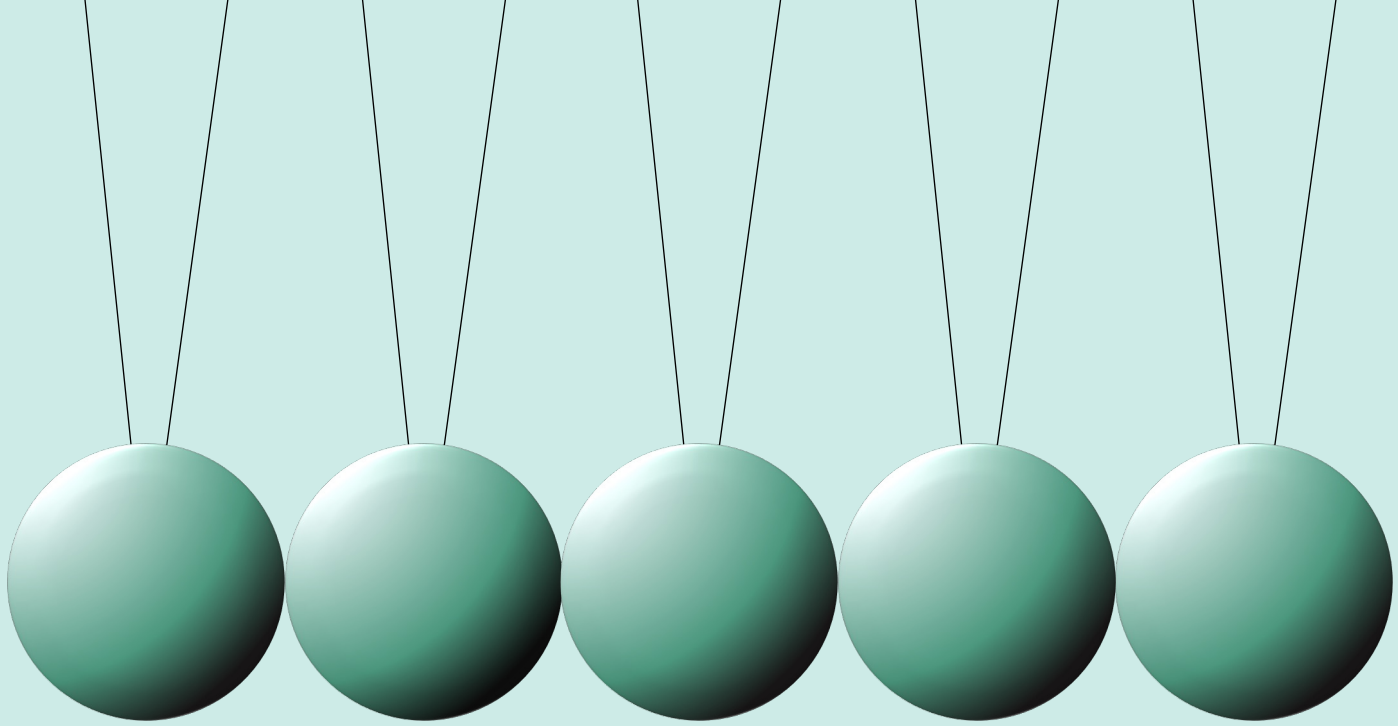


Trauma and Vulnerable Populations

Race

Gender Identity

Sexual Orientation



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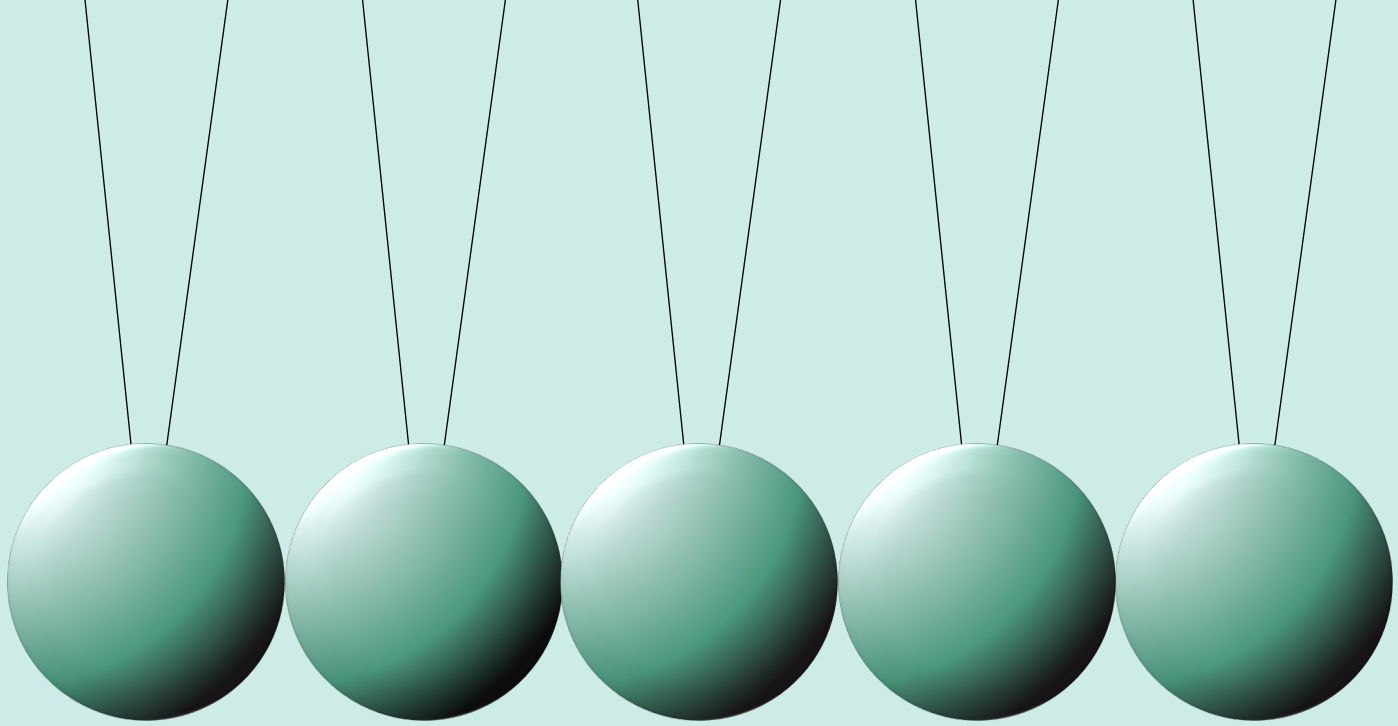

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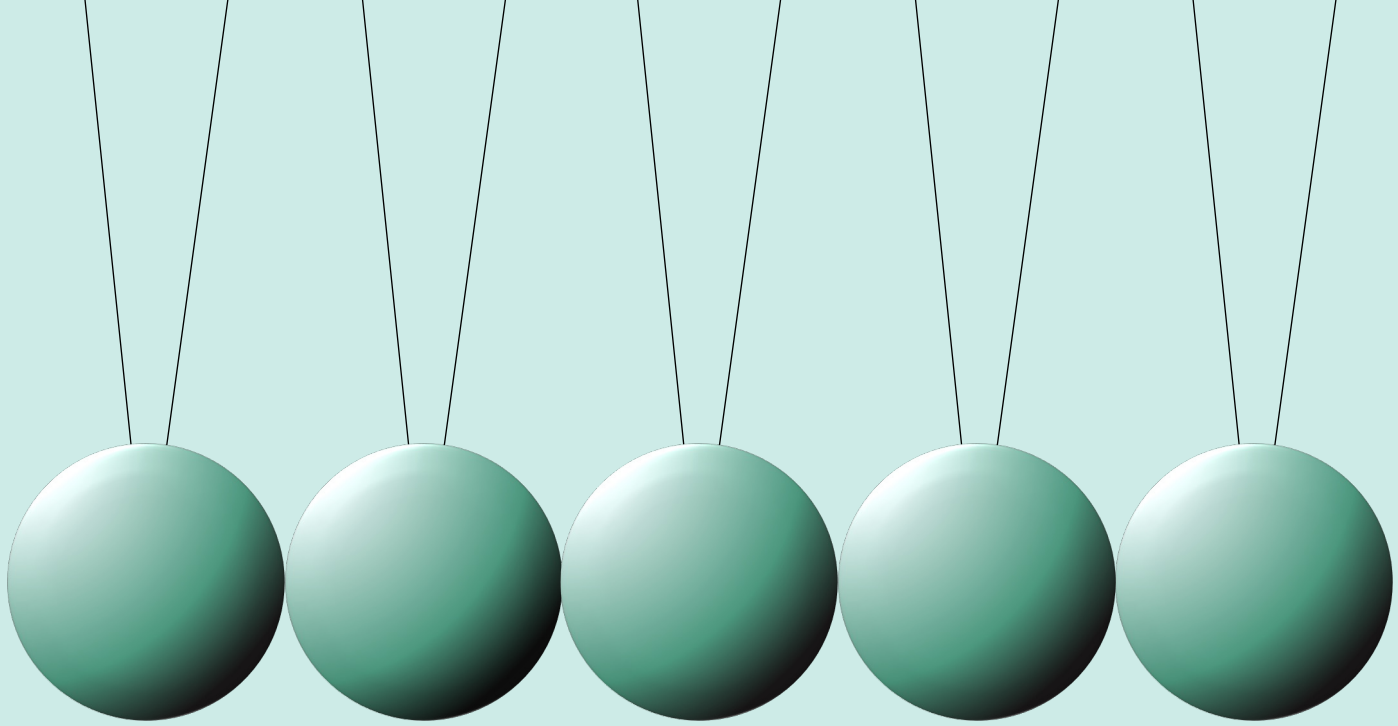

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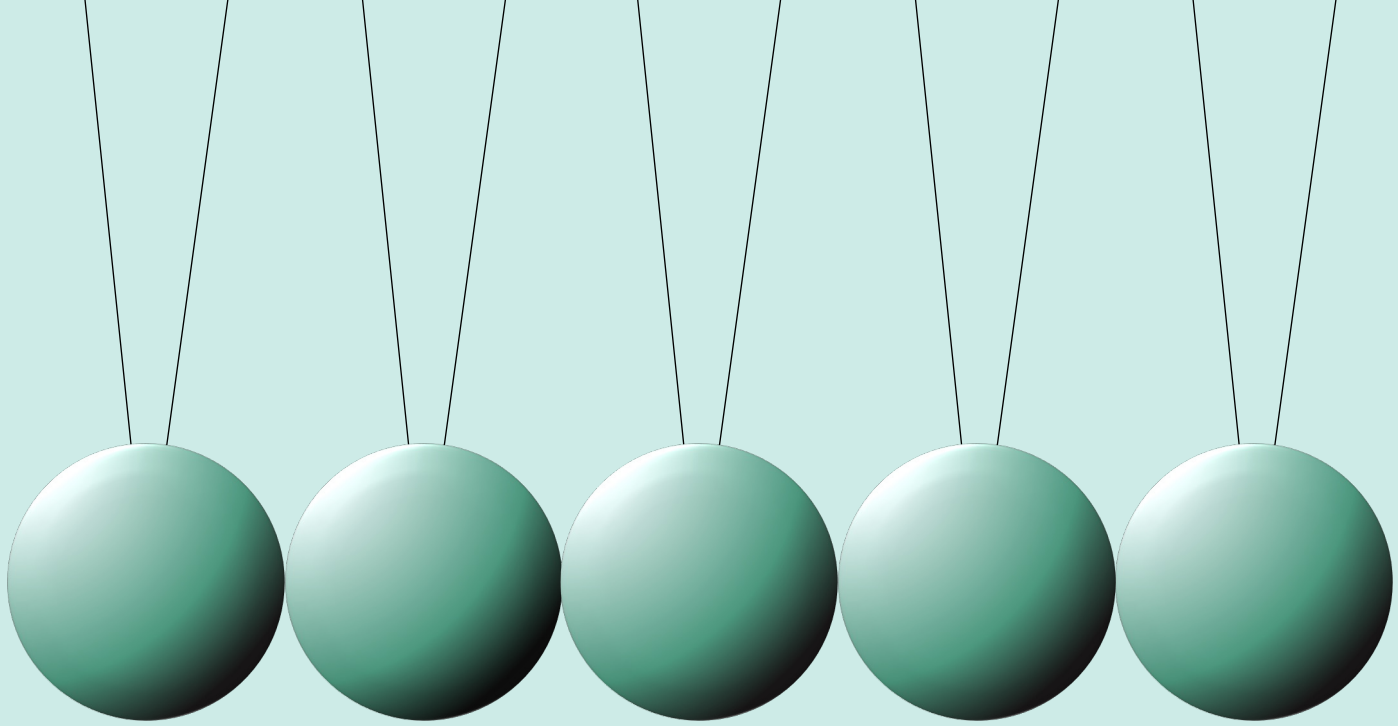

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Collective Trauma:

Collective trauma refers to the impact of a traumatic experience that affects and involves entire groups of people, communities, or societies.

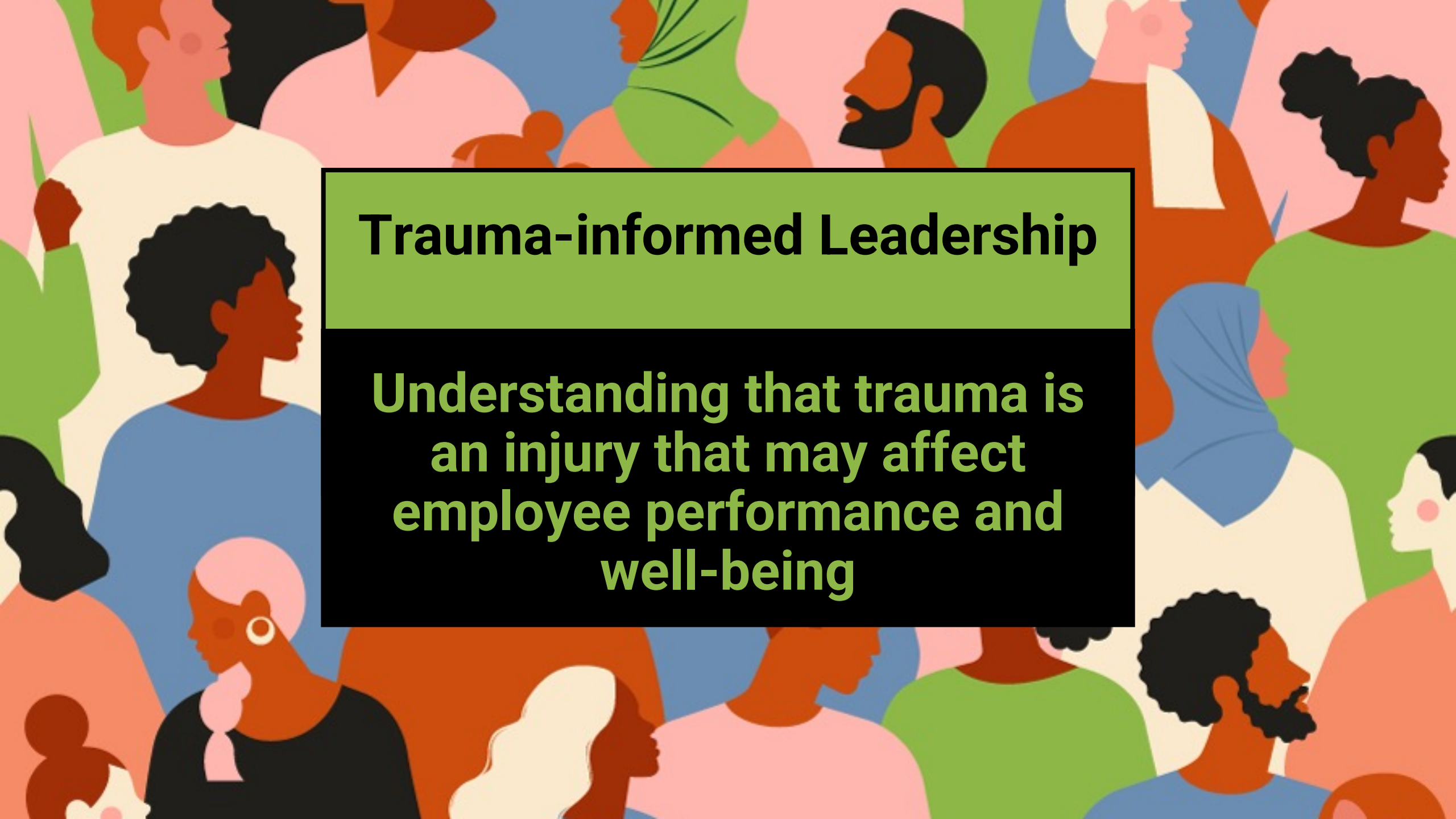
Resilience & Post-traumatic Growth

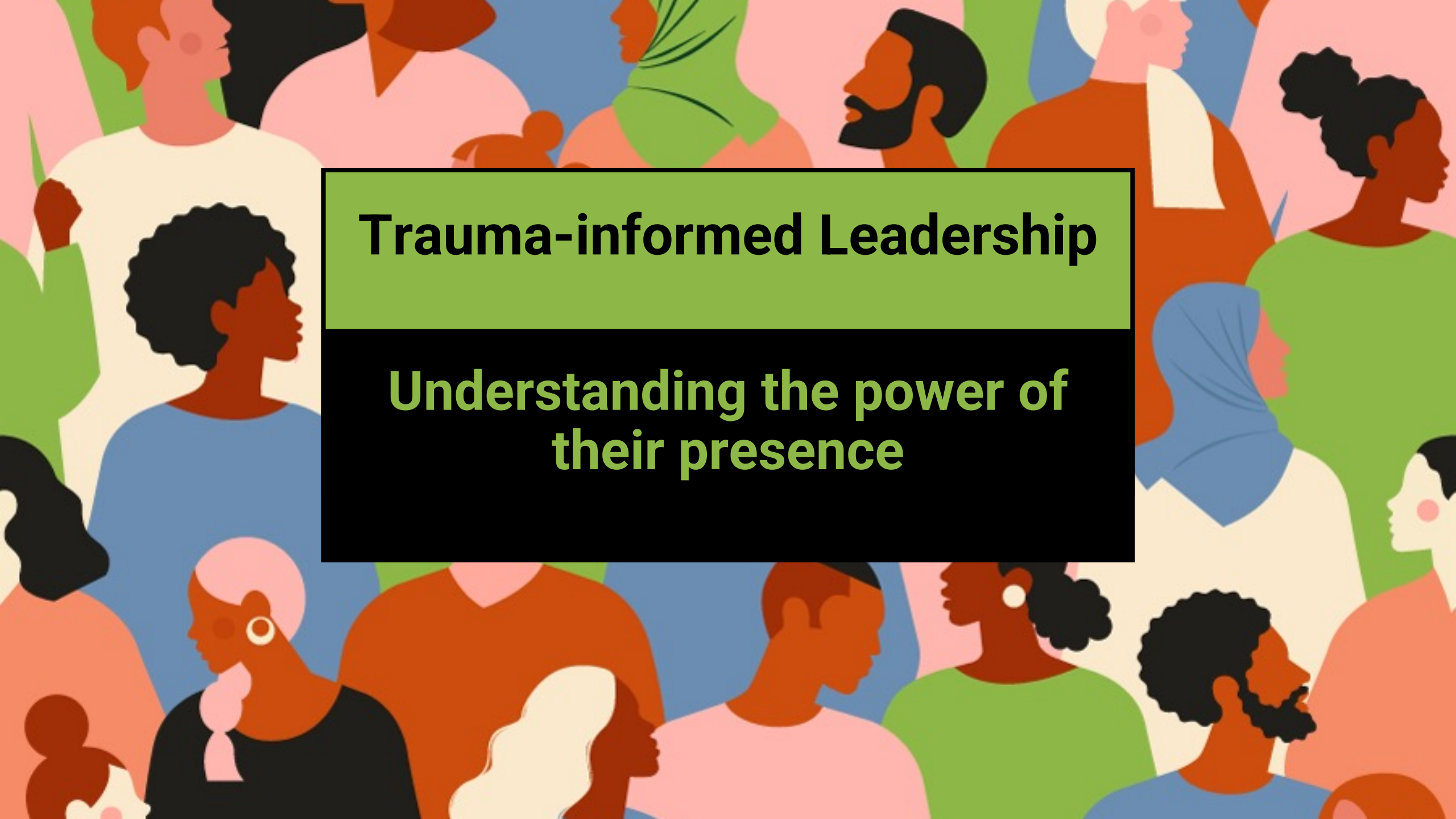
Post-traumatic growth refers to the positive changes experienced due to adversity or challenge.

It is the active search for meaning-making that is transformative.

What is the story we tell?

- What is the story your employees are telling themselves (about themselves and the organization)?
- What has been the story of the organization within the community?
- What is the story you want to tell?


Trauma-informed Leadership
Understanding that trauma is an injury that may affect employee performance and well-being



Trauma-informed Leadership

Understanding the power of their presence

Principles of Trauma-informed Workplaces

Acknowledgment	Support	Trust
Promoting Awareness	Shift Attitudes	Foster Safety Provide Choice

Acknowledgment

Promote Awareness

- Provide opportunities for employers to offer training and information
  - Webinars
  - Trainings
  - Newsletters
- Provide legal resources to employers for any applicable policy changes

Acknowledgment

Teach Communication Skills

- Train/coach on effective communication skills
- **Following** – the practice of quiet listening and staying with what we hear and notice

- **Attuning** – the action of being present in the moment. When we tune in, we notice.
- **Holding** – creating a safe space in which the person's experiences are heard

Acknowledgment

Train on Relationship Building

- Provide training on supervision, 1:1 meetings and feedback models
- Skill-building

- Provide leadership coaching
- Provide workplace trainings on topics related to trust, uncertainty, empathy

Support

Teach Leaders Empathy

- Practice empathic curiosity

- Shift from “What is wrong with you?”

  To “What happened to you?”

Support

Augment EAP Services

- Advocating for the care of staff
  - EAP support
  - Peer support
  - Chaplain support
  - DEM support

- Regular, consistent information from management
  - Team Talks

Trust

Help Managers Foster Safety

- Create psychologically safe workplaces
  - Train managers on managing conflict, helping their teams create conflict protocol
- Create go-to leaders, spaces, and peers
  - Train/coach leaders

Power Over

Being right > Getting it right

- Sees power as finite and scarce
- Uses fear to motivate and maintain authority

Power With

Getting it right > Being right

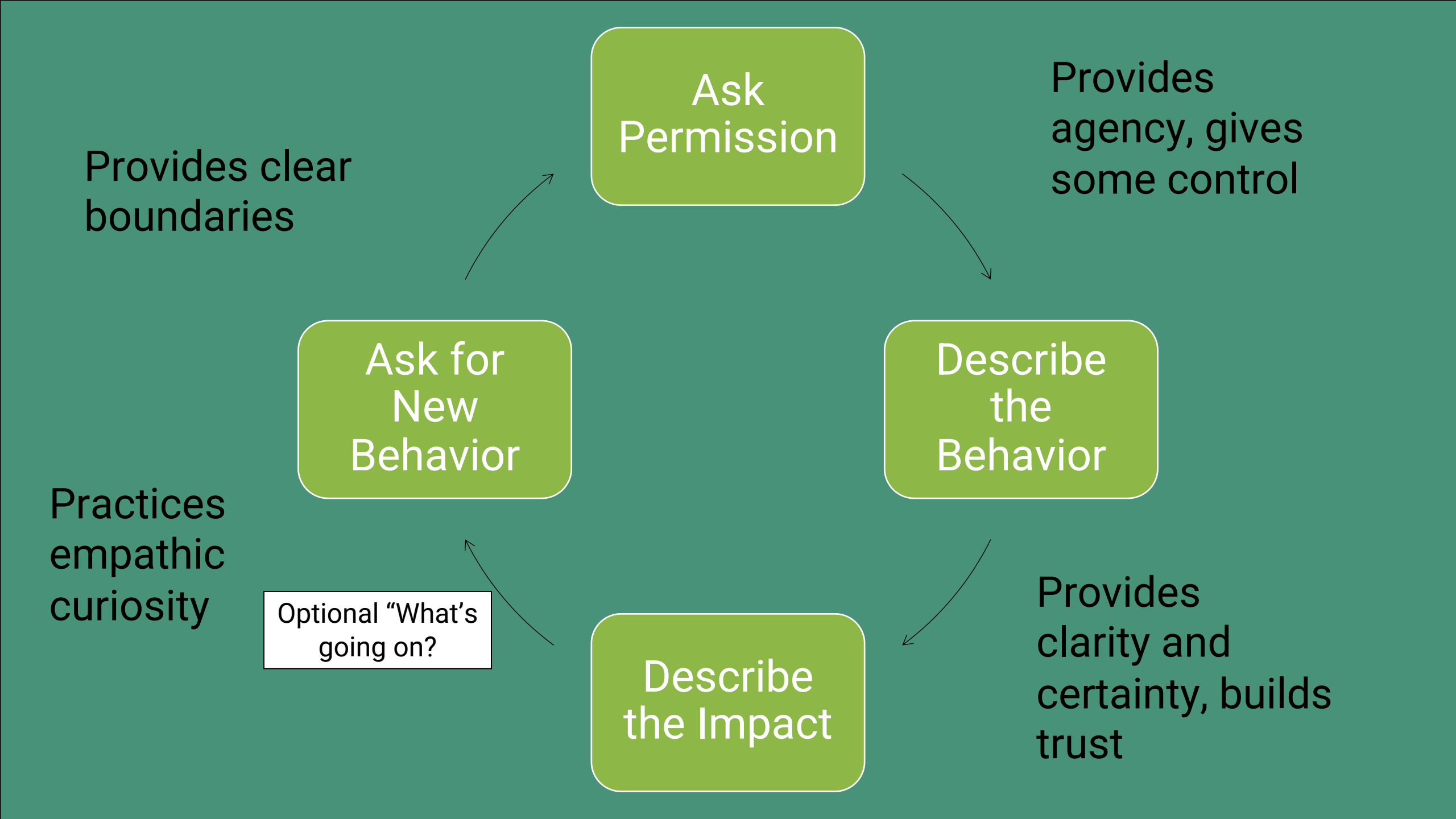
- Sees power as infinite and grows as it is shared with others
- Uses empathy and connection to promote growth and change

Boundaries & Accountability

Boundaries are a prerequisite of compassion and empathy.

Practicing Boundaries at Work

- Remember that ***clear is kind***. Unclear is unkind.
- It's good to express what is OK and what is NOT OK.
  - *It's OK to be mad at me. It's not okay to raise your voice and pound on the table.*
  - *It's OK to change your mind. It's not okay to assume that I will be OK with the changes without talking to me.*
  - *It's OK to disagree with me. It's not OK to ridicule my ideas.*


Ask Permission
Provides agency, gives some control
Describe the Behavior
Provides clarity and certainty, builds trust
Describe the Impact
Optional “What’s going on?”
Ask for New Behavior
Practices empathic curiosity
Provides clear boundaries

Thank you for attending!

Trauma-informed Leadership

Hosted by: Christina Isenhower

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