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## Workshop 1- Building & Communicating Your Vision

### Key takeaways:

- The focus for this week is on building a strong foundation so you can successfully sustain a trauma-informed approach over time. For those of you who are ready to dive into implementation, don't worry--we promise we will get there!
- You (and your team-members) will be acting as Resilience Champions within your organization, using a trauma-informed and resilience-building approach to lead change.
- Teamwork is critical for integrating this approach. Developing a team whose culture models the principles of a trauma-informed approach will support its integration within the clinic. You can not do this alone.
- Remember the idea of "nothing about us without us." How will you ensure that the voice of the patients and staff are incorporated into the process?
- Each of us has a 'why,' a reason we do what we do. As said by Michael Jr., "When you know your 'why', your 'what' has more impact because you are walking in or toward your purpose."
- A vision is "an aspirational description of what an organization would like to achieve in the mid or long term." It describes a clear outcome of what we would like to achieve. It should dare us to dream and to think big. It should evoke emotion and inspire us.
- Communicating your vision is key to obtaining buy-in across the organization. As you develop your message to various stakeholders, remember to target your message to address the specific needs of that audience.



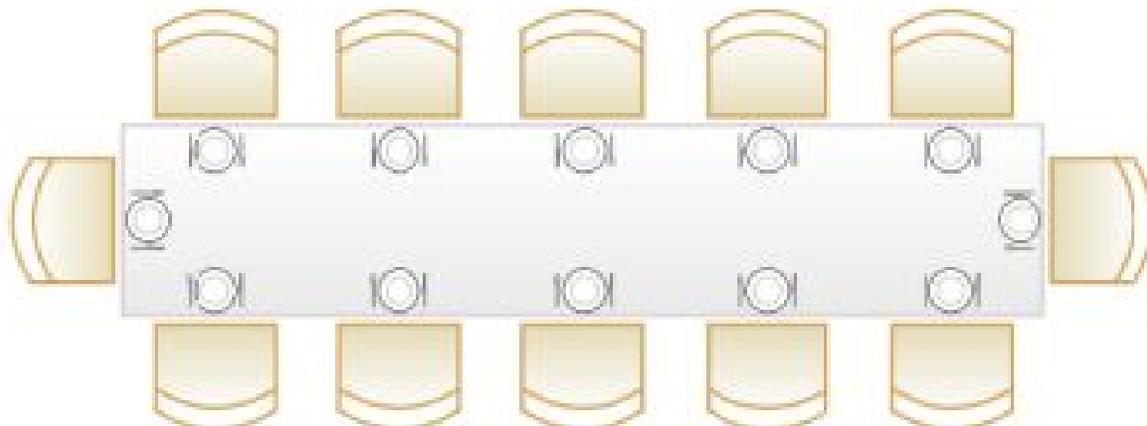
**Take-home activities:** Work through the following questions either individually or as part of your team. (You may use the worksheets as a tool to support the activity.)

1. **Identify your team:** As you create your team, consider structural inequities and power dynamics that may influence the make-up of who has a seat at the table, whose table it is, and who is setting the agenda. This is about more than just inclusivity; it's about redesigning our systems and structures.
  - a. **Trauma-informed meetings- Living set of agreements:** Create a set of agreements that will help guide the culture of the group. You may want to reference the principles of a trauma-informed approach as a guide and ask the question, "How will we create a culture of (physical and emotional) safety?" Identify any barriers that might get in the way of living the agreements. You and your team may want to revisit them over time.
2. **Develop your vision-** A trauma-informed approach starts with you and your vision is the guide. Identify why and how you see this approach impacting your organization in a specific way, whether it is with patients, staff, or both.
3. **Communicate your vision-** Consider the needs of various key stakeholders as you develop and target your message to them.



## Identify your team

As you develop the team, consider diversity, equity, and inclusion. Acknowledge power dynamics, including who already has a seat at the table, who might be missing, and whose table it is. Integrating this approach is best done with a team that includes people from as many roles as possible. This might include clinical and non-clinical roles. Examples of roles include medical assistants (from the front/back of the clinic), providers, case managers and/or behavioral health staff, senior leadership, facilities managers, and patients. It may also be appropriate to consider if there is a role for community partners.



<u>Role</u>	<u>Identified Person 1</u>	<u>Identified Person 2</u>
Team Lead:	_____	_____
Executive Leadership:	_____	_____
Medical Assistant/s:	_____	_____
Clinic Manager:	_____	_____
Clinical Leader/s:	_____	_____
Patient:	_____	_____
Community Partner:	_____	_____
Other:	_____	_____



Other:

## Trauma-Informed Meetings

### General tips:

- Send out an agenda ahead of time asking for additions/feedback and ask for additions at the beginning of the meeting.
- Start with an opening/closing ritual such as a grounding/mindfulness practice (and alternate who leads).
- As the facilitator, model the agreements. This might include validation, non-verbal communication, pausing and self-regulating aka “taking a moment to breathe”
- Space out activities that might be stress-inducing and stress-reducing.
- Welcome people by name.
- Stay grounded as the facilitator.
- Offer choice regarding participation (for example, using an “I pass” option).
- Build in breaks for meetings over 45 minutes.
- Provide food (when possible)
- Offer things to fidget with such as coloring sheets, pipe cleaners, etc

### Agreements:

Collaboratively create a set of agreements of how your team will live the principles of a trauma-informed approach. Include conversation in the development process about how to navigate conflict, time management, structure of meetings, and internal/external communication. You may want to ask the question, “How will we create a culture of (physical and emotional) safety?” This is a document that can be integrated to start meetings and that should be revisited and referenced over time. Participation should be encouraged but not mandatory.



## Tips for engaging the whole group (in person or virtually) in discussion:

**Mindfulness** - What's more trauma-informed than calming the nervous system by starting a meeting with a grounding activity? You may want to allow different members of the group to lead each week. You can use activities offered throughout this course or just find some on google.

**Conversation starters (aka icebreakers)** - Connection facilitates whole-brain engagement. Asking group members to share something at the beginning of the meeting can help build group cohesion by finding similarities.

**Small group/breakout** - Speaking in front of a group of people can be paralyzing for some. Breaking into small group discussion can help people feel more comfortable. Make sure you remind them to identify someone who can take notes and report out to the larger group so the wisdom can be shared.

**Post-it notes (Andi's favorite)** - The opportunity for anonymous sharing (safety)! Offer each person 2-3 post-it notes to contribute to the group discussion. You can have them all placed on a larger board or in a basket for group members to share.

**Each person chooses the next person** - To create cohesiveness within the group and to help people learn one another's names, you may decide that each person has to choose the next person to share (preferably someone who they don't know yet).

**Alphabetical order** - Whether you start at the beginning, end, or in the middle, this method of engaging team-members in communication encourages power-with communication and challenges everyone to participate while still creating predictability.

**Brainstorming** - There is no right answer! Although saying anything may evoke anxiety for some, leading a conversation where everyone just says the thing that comes into their mind, takes the pressure off of needing to get the answer correct. If someone doesn't want to participate in the talking, they can always be the scribe.

## Some virtual tools for online collaboration:

### FREE-

Padlet- <https://padlet.com/>  
JamBoard- <https://jamboard.google.com/>  
Miro- <https://miro.com/>

### PAID-

Lucid Chart- <https://www.lucidchart.com/>  
Mural- <https://www.mural.co/>



## Develop your vision

A trauma-informed approach starts with you and your vision. Whatever inspired you to adopt this approach, whether it was learning about the impact of toxic stress on health and behavior or personal experiences, your why will inspire your vision. You may want to start by exploring how you see this approach impacting your organization, whether it is with patients, staff, or both. Do your best to be clear about what you want to achieve so that you can communicate it to key stakeholders. Let's take some steps to develop your vision. Remember...think big!

### Questions to consider:

- What are some challenges that your clinic is facing?
- What would you like to see different within your clinic?
- How can this approach help improve your workplace?
- How would our organization/clinic look/feel different if we embraced a trauma-informed approach?
- Share a personal experience about how the concepts of a trauma-informed approach have impacted you (personally/professionally).

### Examples of a vision for trauma-informed work:

- Create a community where all members, regardless of income, have access to services to improve wellness and address root causes of health issues.
- Create a workplace where staff are healthy, engaged, and feel supported by the organization.
- Create a clinic where we acknowledge, address, and overcome racial health disparities and other social determinants of health. .

## Communicating your vision

Although this starts with you, you can't achieve it alone. Buy-in across your organization or clinic is critical. Once you establish your vision for this work, you and your team will identify how key stakeholders in your organization (these may be formal or informal leaders) can help you get there. Similar to an elevator pitch, this activity will guide you through the process of communicating your vision and getting additional people involved as supports for you and your team. While you will be doing a more formal assessment of the needs of your organization later on, now is the time to take what you know and build the collaborative investment in the process of developing a trauma-informed organization.

### Simple steps for communicating your vision:

Step 1: Identify key stakeholder.

Step 2: What's the need?

Step 3: How can a trauma-informed approach help create a solution?

Step 4: What can they do about it?

