Creating a
Trauma-Informed Workplace
“Change culture and you change lives. You can also change the course of history. Many well-meaning social activists overlook this essential fact. They focus on relentlessly on strategy, but strategy means nothing to our bodies and our lizard brains. When strategy competes with culture, culture wins every time...

...More than anything, culture creates a sense of belonging and belonging makes our bodies feel safe. This is why culture matters so deeply.”
Agreements

- Active Listening (If you're on video, be attentive. If you need to get off video, do so)
- Honoring one another's experiences (mutual respect)
- Be Curious (...and non-judgmental. It's not about being right. It's about understanding one another.)
- Confidentiality
  - Assume everyone is doing their best (we all have some days that are more challenging than others)
- Keep it real (be authentic)
  - It's ok to make mistakes and try new things- be vulnerable
Debrief take-home

- Identify your team
  - Agreements
- Develop your vision
  - Explore your why
  - Reflect & refine your team’s vision for this work
- Practice communicating your vision for a trauma-informed approach to key stakeholder(s)
Creating a Trauma-Informed Workplace

Workshop 1 – February 3, 2021 - Building & Communicating Your Vision

Workshop 2 - February 17, 2021 - Developing Your Culture

Workshop 3 – March 3, 2021 - Assessing Your Setting

Workshop 4 – March 17, 2021 - Creating an Action Plan
Workshop #2 Objectives

Define culture & its role in sustaining resilience

Articulate the values that will help support your desired culture

Explore how those values show up (or don’t show up) in your setting
**culture**  
**noun**

"cul·ture"  |  
\ kəl-chaɾ \\

**Definition of culture (Entry 1 of 2)**

b  : the set of shared attitudes, values, goals, and practices that characterizes an institution or organization

// a corporate culture focused on the bottom line
CULTURE!

STRATEGY!!!

~Peter Drucker
“Being a dogmatic dictator may produce compliant, good little soldiers, but it doesn't develop champions in life.”

~Valerie Kondos Field
• Imagine your supervisor embraces this leadership style.
• Now imagine that your lid was flipped.
• Describe in 1 word how you would feel. What would you do?
"I realized Miss Val, and the entire coaching staff, didn't just want me to win in gymnastics, but in life too."

~Margzetta Frazier
• Imagine your supervisor embraces this leadership style.
• Now imagine that your lid was flipped.
• Describe in 1 word how you would feel? What would you do?
Maria, a woman in her late twenties arrives to her son’s appointment with 2 young children on her hip. She is 5 minutes late to her appointment. As Jennifer, the registration staff, is processing her chart, she notices that Maria’s insurance is assigned to an IPA and with providers outside of our clinic. Jennifer says, “Hi. Just so you know your insurance is not assigned to us. Your IPA is assigned to a different clinic.” Maria stairs blankly at Jennifer and with an attitude says, “I made this appointment weeks ago and no one called to tell me there was an issue. Can I be seen today?” Maria continues, “I took 3 busses to get here and couldn’t get an appointment sooner. This isn’t my fault. You need to figure this out.”
“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

-Maya Angelou
Wellness break - Anchoring
Workshop #2 Objectives

1. Define culture & its role in sustaining resilience
2. Articulate the values that will help support your desired culture
3. Explore how those values show up (or don’t show up in your setting)
The values we define affect the solutions we design.
Principles of a Trauma-Informed Approach

1. Safety
2. Trustworthiness & transparency
3. Peer support
4. Collaboration & mutuality
5. Empowerment, voice and choice
6. Cultural, historical, & gender issues
Everything else

Sphere of Influence

Sphere of Control
Power Over Vs Power With
Activity:
What are your values as a leader?
(keep in mind your sphere of influence)
Activity:

- How do values show up in my setting?
- How do values show up in my organization?

- How do they not show up in my setting?
- How do values not show up in my organization?
It starts with you
Workshop #2 Objectives

Define culture & its role in sustaining resilience

Articulate the values will help support your desired culture

Explore how those values show up (or don’t show up in your setting)
Take-home activity:

- Identify values with team
  - Explore how those values show up (or don’t show up) in my setting.
  - What do your solutions reveal about your values?

- Don’t forget! Practice communicating your vision for a trauma-informed approach to key stakeholder(s)
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Key Takeaways- What’s your golden nugget for today?