Creating a Trauma-Informed Workplace
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

- Explore with your team:
  - What are the things my organization is already doing to support a trauma-informed approach? (strengths)
  - What are some of the challenges within your organization? (needs)
- Discuss how your team will approach the assessment process.

Don’t forget! 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 #4 Objectives

Define concrete goals for your setting

Identify specific activities that can help you achieve those goals

Explore where we go from here
The Process

1. Identify strengths & challenges
2. Define SMART goal
3. Identify specific activities to meet goal
Assessment
• High levels of stress and burnout in staff

Goal
• Reduce high levels of stress and burnout among staff as measured by incidents between staff and patients

Activities

Workplan
Define one SMART goal based on the strengths & needs identified in your setting.
Define concrete goals for your setting

Identify specific activities that can help you achieve those goals

Explore where we go from here

Workshop #4 Objectives
Brainstorm

Activity 1
Activity 2
Activity 3
“The people who face the problems every day are the ones who hold the key to their answer.”
Assessment

• High levels of stress and burnout in staff

Goal

• Reduce high levels of stress and burnout among staff as measured by incidents between staff and patients

Activities

• Train management in reflective supervision
• Celebrate! Staff spirit days, food/lunch, raffles, etc.
• Wellness Emails
• Add mindfulness/grounding to huddles/transition
• Introduce all staff to trauma-informed framework
• Encourage & remind staff of PTO
• Start meetings with mindfulness minutes
Activity

Brainstorm a list of activities to help achieve the goal you defined.
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How do we put this all together?

- University of Buffalo School of Social Work
- National Council
- Resilient Wisconsin
- SAMHSA
Take-home activity

1. Define your goals
   - Working with your team, use the SMART goal structure to identify 2-4 goals for your setting.

2. Brainstorm your activities
   - For each goal you have defined, brainstorm potential activities to help you achieve your goal. In addition to thinking about activities you may want to START, be sure to consider any activities you want to CONTINUE (and any current activities you may want to STOP).
   - For those activities you want to CONTINUE, are there any changes you need to make?

3. Refine your list
   - From your initial brainstorming list, choose 1-3 specific activities that you would like to focus on for now.

Don't forget! Practice communicating your vision for a trauma-informed approach to key stakeholder(s)

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Workshop #4 Objectives

- Define concrete goals for your setting
- Identify specific activities that can help you achieve those goals
- Explore where we go from here
Stop

• Asking “what’s wrong with them?”
• Focusing on “fixing it.”

Start

• Asking “what happened to them?”
• Focusing on building a relationship.

Continue

• Offering choices to people.
• Being transparent and honest—especially when it’s hard!
Where have we been?

- External understanding
- Internal reflection
- Translating concepts into action
“It’s an interesting shift...It’s what we’re going for, but watching it evolve is interesting. It’s just so messy. It’s not a straight line. It’s not something that can be mandated and it’s not always a comfortable path, but it’s about the process, and that’s where the juice is.”

~Robin Saenger, on becoming a trauma-informed community
Key Takeaways- What's your golden nugget for this course?
Stay in touch...

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