

Fostering Trauma-Informed Leadership Skills

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8:30 – 8:40

- Welcome and Introductions

8:40 – 9

- Group Agreements

9 – 9:45

- Trauma-Informed Approaches

9:45 - 10:15

- Effective Communication

10:15 – 10:45

- BREAK

10:45 – 11:15

- Emotional Intelligence

11:15 – 11:45

- Conflict Resolution

11:45 – 12:15

- Cultural Humility

12:15 – 12:30

- Group Facilitation

David
Peery

Valarie
Dowell

Keith
Belton

Amy
Grassette

Paul
Tunison

Deidre
Young

Sukari
Finley

Derek
Winbush

Joanne
Guarino

Goals

- Explain the basics of trauma
- Outline principles and practices of trauma-informed approaches
- Share strategies and tools for trauma-informed spaces, interactions, and leadership skills

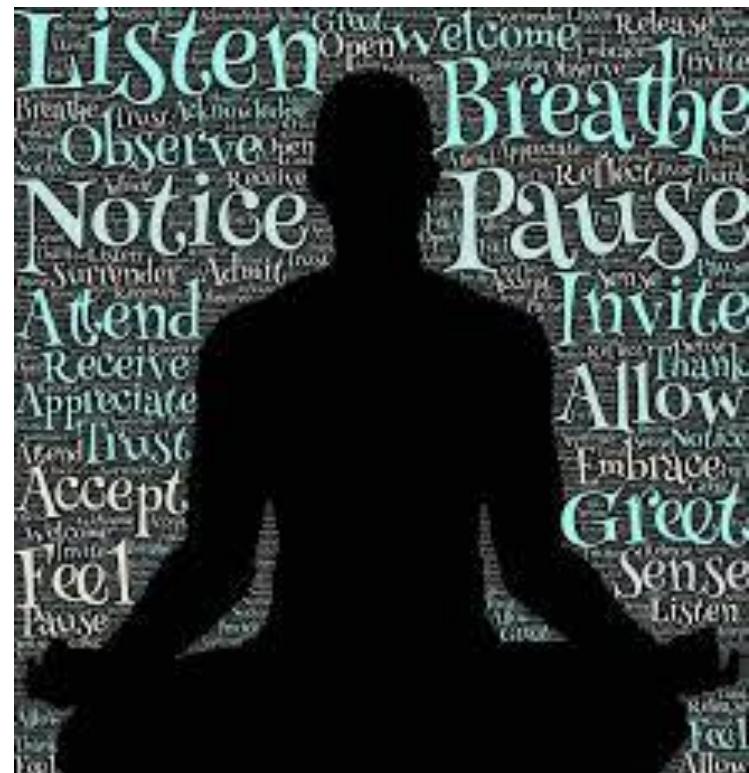


Self Care

This workshop may talk about intense topics and could cause stress reactions in some.

Care for yourself today:

- Take breaks
- Breathe deeply
- Ask for support
- Art Rios Sr. is available for support at any time



Group Agreements

- How do we demonstrate respect for each other and this space?
- How do we care for each other and this space?

Why are Trauma-Informed Approaches Important for Consumer Leadership?

- Create safe engagement spaces
- Foster growth
- Build healthy relationships
- Model positive behaviors
- Shared decision making
- Informed participation in feedback

Trauma is....

Events

- Singular, multiple events, or chronic conditions
- Happen to one person or a group of people
- Natural or human-caused

Experience

- How a person interprets or assigns meaning to event
- Done subconsciously

Effects

- Physically or emotionally harmful
- Lasting negative effects on functioning and well-being (mental, physical, social, emotional, spiritual)

*Adapted from SAMHSA TIP 57

Secondary or Vicarious Trauma

Secondary trauma is emotional stress that happens when someone hears about the first hand trauma experiences of another.

Secondary trauma can lead to chronic fatigue, disturbing thoughts, poor concentration, emotional detachment, exhaustion, avoidance, absenteeism, and physical illness.

Effects of Trauma

Thoughts	Behaviors	Feelings	Relationships	Body
<ul style="list-style-type: none">• Purpose• View of Others• View of World• Sense of Safety• Sense of Fairness• Vision for the future	<ul style="list-style-type: none">• Aggression• Impulsivity• Hypervigilance• Self-destructive behaviors• Substance Use	<ul style="list-style-type: none">• Agitation• Anger• Sadness• Depression• Guilt• Hopelessness• Shame	<ul style="list-style-type: none">• Distrust• Withdrawal• Dependence• Avoidance	<ul style="list-style-type: none">• Sleep Disturbance• Hypertension• Physical Ailments• Nightmares• Flashbacks

Trauma-Informed Difference

Traditional Perspectives

- Challenging behaviors are personal deficits
- Difficult behaviors are disruptive and maladaptive
- Punitive approaches
- What is wrong with you?

Trauma-Informed Perspectives

- Challenging behaviors are ways of coping
- Difficult behaviors may be an automatic stress response
- Strengths-based
- What happened to you?

Trauma-Informed Principles



Prioritize Self – Care

We must care for ourselves by first acknowledging our condition, create a realistic plan of care and acting upon it.

Self-care should not be an “emergency response plan” to be used only when stress becomes overwhelming.



Respectful and Honest Interactions

- Approach everyone with care and consideration for what they may have or may be going through
- Listen and be attentive - all groups are different and there may be unexpected diversity in the group
- Be empathetic, non-judgmental and open
- Learning when to assume the best of intentions in others
- Support personal choices

Creating Safe and Supportive Spaces

- Create environment based on values of dignity and respect for people and diversity
- Prioritize the emotional climate over achieving tasks
- Pay attention to physical space, tone, culture and atmosphere
 - Trust, respect, openness
 - Atmosphere and body language of people
 - Developing guidelines that allow for flexibility

Communication

- Active, Patient Listening
- Be empathetic, non-judgmental, and open
- Only 7% of communication is what you say. Pay attention to tone and body language.

Emotional Intelligence

- Be aware of other's emotions – and pay attention to your own
- Approach people with consideration for what they have or may be going through

Group Participation And Facilitation

- Learn about the group and it's members
- Understand and manage group dynamics
- Find common ground and engage participation to build consensus

Conflict Resolution

- Create open participation and outline guidelines for meetings
- Allow for respectful disagreement
- Understanding members may help anticipate where tensions may arise

Cultural Humility

- Allow individuals to define their own culture and identity
- Suspend ideas about what you think you know based on generalizations

Effective Communication

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Effective Communication

- **What is Communication?**

- Communication is an exchange of information, opinions and ideas.
- Without effective communication, a message can be misunderstood, misinterpreted or poorly delivered leading to frustration, lack of clarity or confusion.

- **What is Successful Communication?**

- Successful communication happens when both the sender and the receiver understand the same information.

Principles of Communication

- Communication is the process by which we exchange information to one another.
- It is both the way the message is delivered and the way it is received.
- It takes both intentional speaking and active listening.

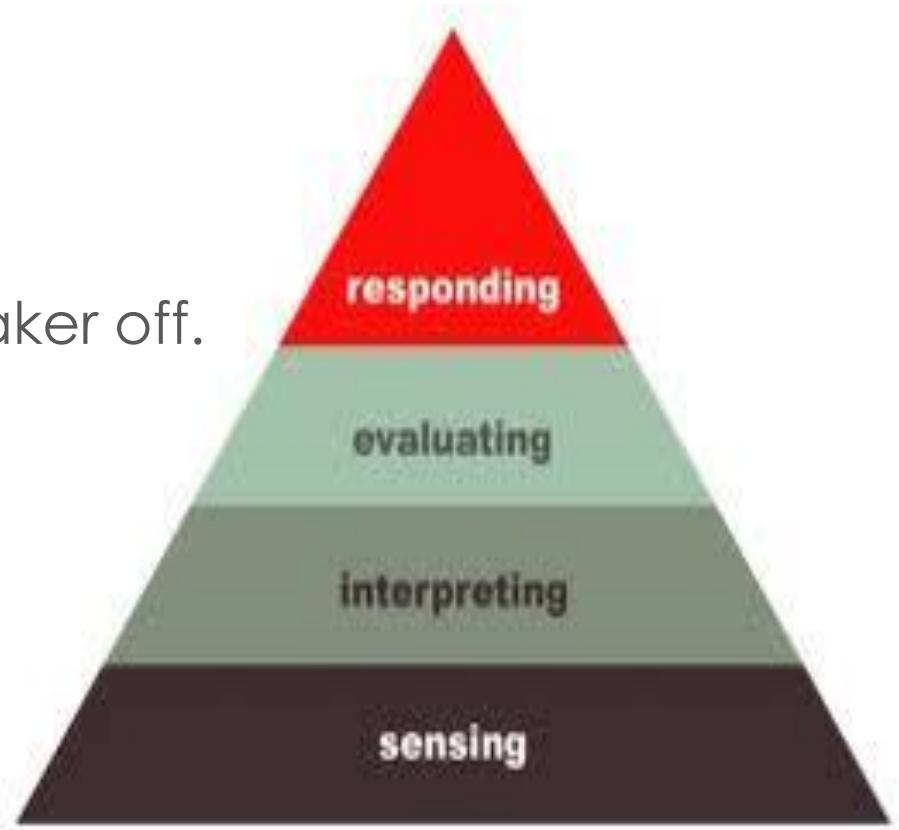
Effective Communication Skills

- Skills
 - Listening. Friendliness and confidence. Empathy
- **It's not always what you say, but how you say it.**
 - Watch your tone, facial expressions, and body language
- **Aim for understanding, not agreement.**
 - Once you give your message, be open to feedback
 - Ensure your message has been received as intended and you resolve any questions or concerns.

Barriers to Communication

- **Distractions stop us from being an effective listener**
 - Cell phones
 - People coming in and out of meetings
 - Lack of interest
 - Noisy environment
 - Being cut off or cross-talking

- Listen to understand – not to respond.
- Don't interrupt or cut the speaker off.
- Give them your full attention.
- Ask clarifying questions
- Demonstrate empathy



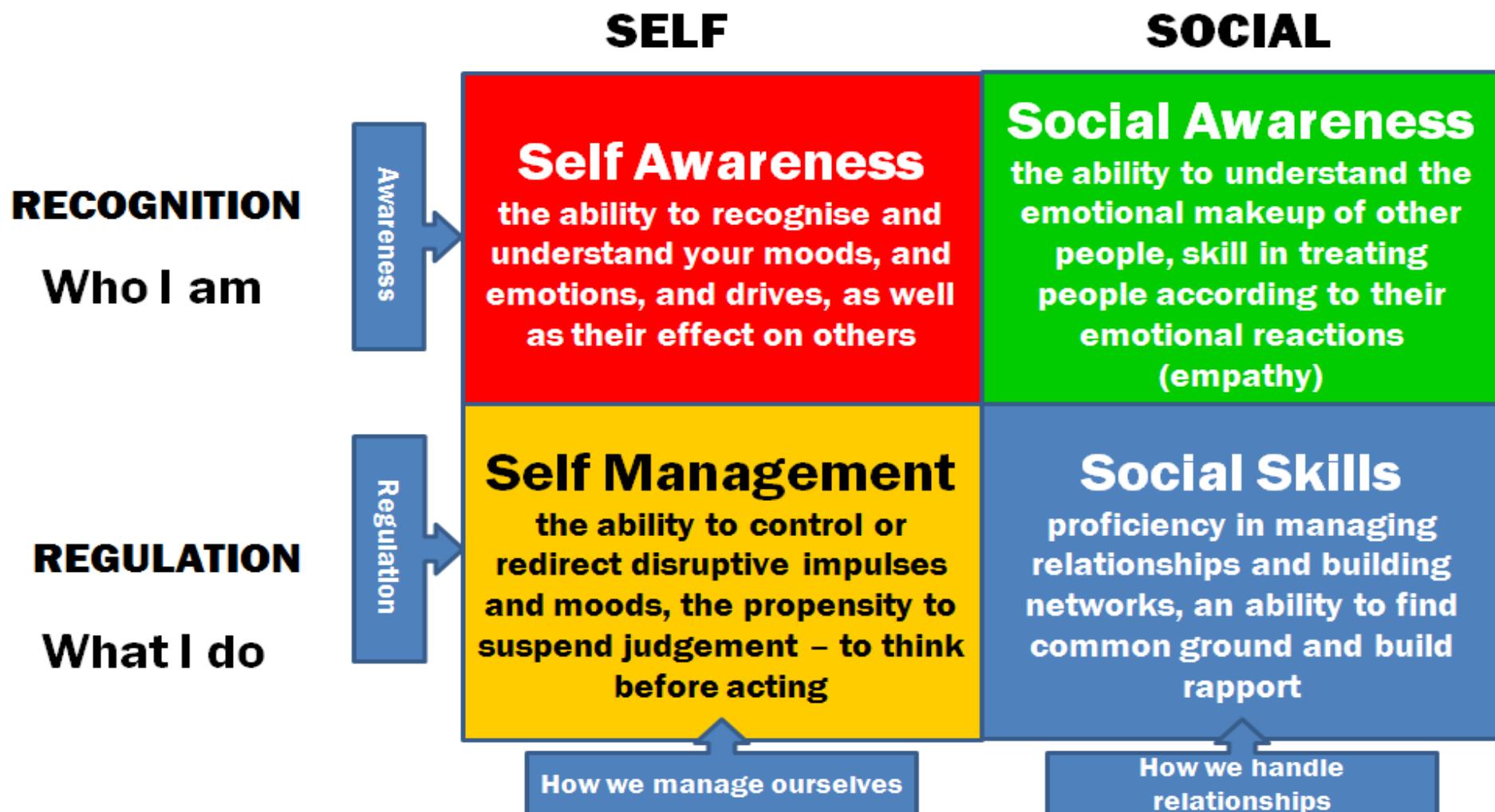
The Goal

- The goal of communication between a sender and a receiver is understanding of the message being sent.
- Anything that interferes with this can be referred to as 'noise'.
- Communication noise can influence our interpretation of messages and significantly affect our perception of interactions with others.

Emotional Intelligence

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Emotional Intelligence



5 Ways To Master Emotional Intelligence

5. CONNECT YOUR VARIOUS EXPERTISES



<https://www.youtube.com/watch?v=NlOT0uuDL1E>

Discussion

- How are we struggling with these components of Emotional Intelligence?
- What are strategies we use for awareness and management for ourselves?
- What are strategies we use for awareness and management for others?

Conflict and Conflict Resolution

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What is Conflict?

Disagreements, difficult conversations, and conflict will and should happen. These are not problems – they are opportunities.

Conflict is bound to happen while we un-learn old habits, and develop new skills and awareness to work cooperatively and challenge oppression.

It is how we handle them that matters. We have to maintain respectful interactions and ensure emotional safety for everyone.

Manage Conflict Before it Starts

- Know the group's members and their circumstances to understand:
 - How they want to be communicated with and treated
 - Anticipate problems or triggers
- Know your personal limits, bias, and perceptions
- Understand how to create open participation with respectful disagreement

Components of Conflict

- Discomfort
- Tension
- Misunderstanding
- Incident
- Crisis



Dealing with Conflict

- Don't react – respond
- Listen for intent and messages. Don't just wait to respond.
- Challenge your assumptions.
- Respect others opinions and feelings
- Remember the goals
- Work to find common ground and understanding

What is Conflict Resolution?

Objective of Conflict Resolution: Reduce the level of emotions to encourage the possibility for discussion.

- Pay attention to behaviors as they can clue you in to how people may be feeling or how you may need to respond.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Empathize with the emotions that are causing the behaviors.

Conflict Resolution Tips

Give the person undivided attention.

Be empathic and nonjudgmental.

Clarify messages.

Avoid overreacting.

Focus on feelings.

Allow silence for reflection.

Allow time for decisions.

Respect personal space.

Use nonthreatening non-verbals.



CLIP: President Obama's Anger Translator (C-SPAN)

<https://www.youtube.com/watch?v=HkAK9QRe4ds>

Cultural Humility

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- Pat is 31 years old and lives at home with one sibling and their parents.
- Pat has always lived in the family home and would not consider moving out to live alone except after getting married.
- Pat's parents always play a significant role in making decisions about all aspects of Pat's life including education and work decisions, friendships and romantic life since Pat was a child.
- Pat rarely makes decisions without consulting family members and rarely expresses disagreement with others out of fear of disapproval or loss of the opportunity support.
- Pat feels very uncomfortable when alone and tends to cling to others out of fear of being abandoned.

Who is Pat?

- What if I added the following information specifying that Pat is Patricia Lee and that she and her family immigrated to the US from China when she was 5 years old?
- Or if I said that Pat is Patrina Smalls who was woman who belonged to a strict Muslim sect?
- Or what if Pat was Patrick Smith, a man who has been sexually assaulted and isolated by his father his entire life?

What is Culture?

- Many people look at culture as ethnic heritage, but culture is a broad term that includes a variety of groups or identities including:
 - race, language, gender, sexual orientation, class, family, age/generation, religion or spirituality, geographic origin
- Culture is a combination of thoughts, feelings, attitudes, beliefs, values, and behavior patterns that are shared by a community with a shared identity

Cultural Humility

- It is the ability to learn from and relate respectfully with people of your own culture as well as those from other cultures.
- It is not about trying to change others to become more like you or assume you know anyone based on their identification with one group.
- It is about cultivating an open attitude or open mind, and new skills in yourself, while at the same time learning about and honoring other peoples other's people culture's and individual identities.

Strategies for Cultural Humility

Ask questions is a safe, humble manner

Seek self-awareness

Ssuspend judgement

Express kindness and compassion

Support a safe and welcoming environment

Start where the person is

Discussion

- What does cultural humility mean to you?
- What are strategies for being culturally humble?
- How do we ensure safe and supportive environments?

Group Facilitation

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Trauma - Informed Meetings

- Trauma impacts peoples self-worth, self-esteem, and ability to trust or form healthy relationships.
 - It can also effect communication styles and behaviors in how people can act to get their needs met, sometimes we see it as disruptive or aggressive.
- We need to:
 - Set up meetings and facilitate meetings in ways that helps people rebuild feelings and connections.
 - Honor the beliefs and experiences of others.
 - Balance supporting people who are having trauma responses and behaviors that are harmful to others

Know the group

- Learn about the group
 - What are their strengths?
 - What are they passionate about?
 - What are their triggers?
 - What is their communication style?
 - What is their culture?
- Understand and manage group dynamics
 - Be mindful of task and process/relationship goals
 - Pay attention to non-verbal cues

Facilitating skills

- Build consensus and engage participation
 - Summarize key points and clarify understanding
 - Set ground rules and guidelines for conduct
 - Ensure all voices are heard
- Be mindful of task and process
 - Balance agenda with where people are at
- Guide the process – do not control it

- Approach everyone with care and consideration for what they may have or may be going through
- Pay attention to physical space, body language, tone, culture and atmosphere
- Be empathetic, non-judgmental and open. Don't take anything personally.
- Never judge or dismiss behaviors. People behave in ways they have learned to manage their feelings, instability, needs, or trauma.
- Respect the dignity of people without regard to sex, race, age, sexual orientation

SAMHSA. Treatment Improvement Protocol #57: Trauma-Informed Care in Behavioral Health Services. Substance Abuse and Mental Health Services Administration. March 2014.

Kim Kehl. Creating Environments of Resiliency and Hope. Ohio Mental Health and Addictions Services. April 2016.

Kathleen Guarino. Becoming Trauma-Informed: Moving Organizations from Awareness to Action. Presented in a virtual training for the National Health Care for the Homeless Council.

Seeds for Change. Working with Conflict. April 2013.