

# Developing a TIC Training Plan

**Purpose.** Many organizations begin their trauma informed care (TIC) journey with the training of their staff. Training can prepare the platform for content acquisition, as well as for reinforcement of values of an organization’s culture—in this way, training can be thought of as socialization. This TIP sheet suggests the breadth of activity that an organization might engage in to build and support their work with TIC. **A training plan should center (1) being feedback informed** (e.g., pay attention to outcomes, voices of the workforce and those you serve, and best practices) and **(2) being inclusive** (e.g., watch for racial, cultural, and linguistic discrimination, and ableism).

<b>1</b>	<b>Foundational TIC Knowledge</b>	
<p><b>WHAT</b> Participants will <b>REALIZE</b> 1) the prevalence of trauma and its impact on behavior, 2) the impact of services and service settings on individuals, and 3) TIC’s role in facilitating engagement.</p> <p><b>WHO</b> All staff</p> <p><b>WHEN</b> At onboarding, or no later than a year</p> <p><b>HOW WILL WE KNOW?</b> Assess for beliefs, confidence/self-efficacy, and TIC principles.</p>		
<p><b>EXAMPLE OF HOW (a)</b> – training delivered during onboarding of individual staff</p>		<p><b>EXAMPLE OF HOW (b)</b> – in-person training for groups of staff</p>
<p><b>EXAMPLE OF HOW (c)</b> – embed in existing training, like DEI training</p>		
<b>2</b>	<b>Maintenance/Building of TIC Knowledge</b>	
<p><b>WHAT</b> Participants will <b>RECOGNIZE</b> further ways in which 1) trauma is prevalent, 2) trauma impacts behavior, and 3) systems may (re)traumatize participants.</p> <p><b>WHO</b> All staff</p> <p><b>WHEN</b> Following Foundations training</p> <p><b>HOW WILL WE KNOW?</b> Assess group confidence, group commitment to TIC, &amp; group principle support; # of staff completed.</p>		
<p><b>EXAMPLE OF HOW (a)</b> – meeting agendas or organization communication through lens of TIC</p>		<p><b>EXAMPLE OF HOW (b)</b> – bimonthly emails on a TIC principle, with supportive material</p>
<p><b>EXAMPLE OF HOW (c)</b> – annual video &amp; test</p>		<p><b>EXAMPLE OF HOW (d)</b> – customized maintenance plan, based on data gathered following Foundations training</p>
<b>3</b>	<b>Application of TIC Knowledge</b>	
<p><b>WHAT</b> Participants will <b>RESPOND</b> &amp; <b>RESIST RETRAUMATIZATION</b> within their specific circles of influence.</p> <p><b>WHO</b> Ultimately everyone</p> <p><b>WHEN</b> Ongoing</p> <p><b>HOW WILL WE KNOW?</b> Assess for belief that the system can change, confidence/self-efficacy re: skills to change the system, knowledge of ways that policies/practices can ben triggering, and have the skills to identify strategies to make change.</p>		
<p><b>EXAMPLE OF HOW (a)</b> – learning collaborative done with a cohort or workgroup</p>		<p><b>EXAMPLE OF HOW (b)</b> – exploration of activation specific points by each department or a review board</p>

### Supportive TIC Knowledge\*

Within 6-12 months, each of these subgroups should have the following training:

<b>TIC Workgroup Members</b> – (1) Implementation of TIC, (2) Workforce Wellness	<b>Anyone with Direct Client Contact</b> – (1) De-escalation, (2) Workforce Wellness, and (3) Suicide Prevention
<b>Non-Direct Service Staff</b> – (1) Workforce Wellness & (2) Suicide Prevention	<b>Identity Specific</b> – Identity Specific Workforce Wellness
<b>Anyone with Clinical Contact</b> – (1) De-escalation, (2) Trauma Specific or Referral Training, (3) Workforce Wellness, (4) Trauma Screening, and (5) Suicide Prevention	<b>Supervisors and Managers</b> – (1) Supervision and TIC, (2) Workforce Wellness, and (3) Suicide Prevention

**\*Additional considerations:** Trainings not included but of significant support to TIC efforts include Peer Lead Trainings, Crisis Response and Debrief Training, Culturally Specific Trainings, Cultural Humility Training and DEI Training.

### Sample Learning Goals for Each Training in Support of TIC

- Implementation of TIC – Capture agency readiness, service user and service provider voice, and prioritize next steps
- Workforce Wellness – Identify ways to inform individual and organizational strategies for wellness
- De-escalation – Clearly identify agency’s protocol regarding prevention, de-escalation, and debrief of safety incidents
- Suicide Prevention – Prevention and postvention, including considering cultural and historical resilience
- Supervision and TIC – Identify everyone’s experience with current supervision, and build skills toward more efficacy
- Trauma Specific or Referral Training – Know best practices in treatment of trauma and/or have knowledge of where to refer
- Trauma Screening – Know how to screen without re-activating, and consider what screening in the first place
- Identity Specific Workforce Wellness – Consider cultural, gender and historic issues in any workforce wellness initiative