



Grab something to sip before we start

TRAUMA INFORMED OREGON

WORKFORCE WELLNESS

**UNITY IN WELL-BEING: BUILDING A
SUPPORTIVE & WELL WORKPLACE
COMMUNITY**



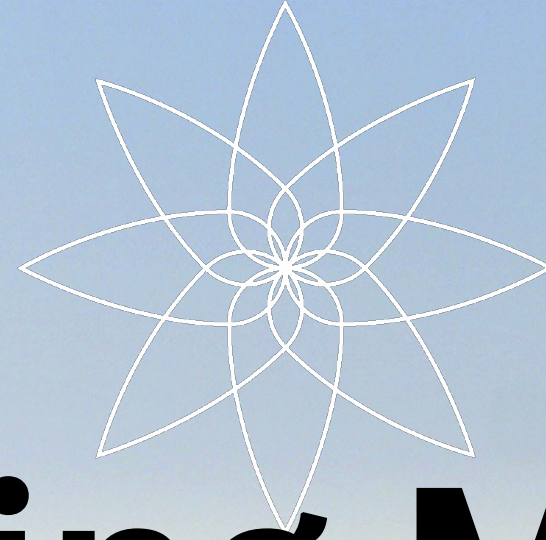
COMMUNICATION

&

Collaboration



Grab something to sip before we start



Grounding Moment

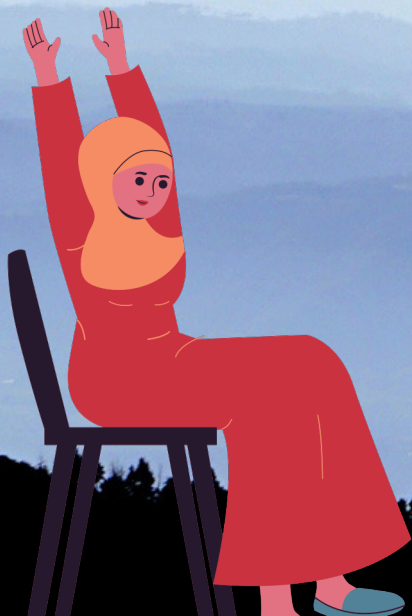
Take Care of You

Ground techniques are a way of connecting to the body, mind, and environment to help support a person in the present moment.

These techniques can be used to reduce stress or to help a person self-regulate



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Ice Breaker

CREATIVITY

HOW DO YOU EXPRESS

YOUR CREATIVE SIDE?



Group Agreements

Confidentiality

Active Listening

Respectful Communication

Non-judgement

Safety



DISCLAIMER

- People are dynamic and each person's life experience, individual, and collective coping strategies are unique. What's shared during these training discussions are solely for informational purposes and not meant to change or supersede policies and procedures of your agency/organization requires of you.
- What is shared is not meant to be therapeutic intervention or prevention methods, but consist of information obtained through academic resources, past professional experiences, aspects of evidence based TI-theory, and general lived experience.

COMMUNICATION

&

Collaboration

Objectives

Communication and Collaboration

- The how's and why's of communication for unity and wellbeing.
- Building trust through transparent communication & collaboration
- Overcoming barriers to effective yet empathetic communication for collaboration
- Why/how this aligns with a trauma informed approach

The why's and how's of communication for unity & wellbeing



Defining What We Mean

Communication & Collaboration

The process of exchanging information, ideas, thoughts, and feelings between individuals or groups through verbal and nonverbal means.

The Merriam-Webster dictionary defines communication as:

"The act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else."

(Note on Collaboration: *We'll Intertwine Collaboration & Communication as we'll consider collaboration as the process of working together to achieve a common goal that supports effective communication within a teams or workgroups)*

TRAUMA INFORMED CARE

“A program, organization, or system that is trauma-informed:

- **Realizes** the widespread impact of trauma and understands the multiple paths for recovery;
- **Recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- **Responds** by fully integrating knowledge about trauma into policies, procedures, and practices;
- Seeks to actively **resist re-traumatization.**”

- *Substance Abuse & Mental Health Service Association (SAMHSA)* ¹

Defining What We Mean

Communication

The process of exchanging information, ideas, thoughts, and feelings between individuals or groups through verbal and nonverbal means.

Trauma Informed Communication

Trauma-informed communication is an approach to interacting with people who have experienced trauma, acknowledging the impact trauma may have on their communication styles and emotional responses. It emphasizes creating a safe and supportive environment that honors individual agency and boundaries that lend towards healing.

Action: Recognize

What might past and/or current signs of toxic stress look like related to communication?

Fight	Flight	Freeze	Fawn

Some Effects of Trauma

Body	Brain	Emotion	Behaviors
<ul style="list-style-type: none">• Chronic pain• Fatigue• Headaches• Digestive/Gastrointestinal• Sleep disturbances• Cardiovascular• <i>*Hypervigilance</i>	<ul style="list-style-type: none">• Memory & attention problems• Negative thoughts & beliefs: (self, others, world)• Emotional dysregulation• Difficulty concentrating• Impaired memory• Misinterpretation of cues	<ul style="list-style-type: none">• Low self-esteem• Fear & avoidance• Anger & irritability• Guilt & Shame• Depression• Anxiety• Difficulty forming attachments & trusting others• Inability to regulate emotions• Difficulty expressing and articulating emotions	<ul style="list-style-type: none">• Avoidance & isolation• Substance use• Risk-taking (<i>emotional pain, sense of control</i>)• Changes in relationships (<i>difficulty w/trust & intimacy</i>)• Frequent recounting• Appearing disengaged• Communication style changes• Defensiveness

Cultural Consideration

For some individuals who have experienced systemic oppression and marginalization, Fight, Flight, Freeze and Fawn may show-up in same/similar ways or have a completely differently appearance. Here are some examples:

Fight	Flight	Freeze	Fawn
<ul style="list-style-type: none">• Advocacy• Activism• Organizing• Speaking up/out	<ul style="list-style-type: none">• Avoiding spaces, people• Disengage from conversations & activities	<ul style="list-style-type: none">• Inability to take action• Inability to speak-up or advocate for self and/or community	<ul style="list-style-type: none">• Conform to dominant culture• Change appearance• Code switching• Seeking approval from those w/power & privilege

Communication What Are We Talking About

Physical:

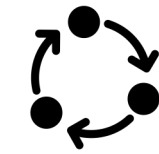
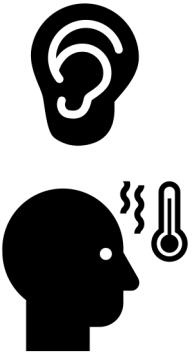
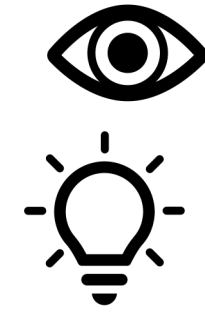
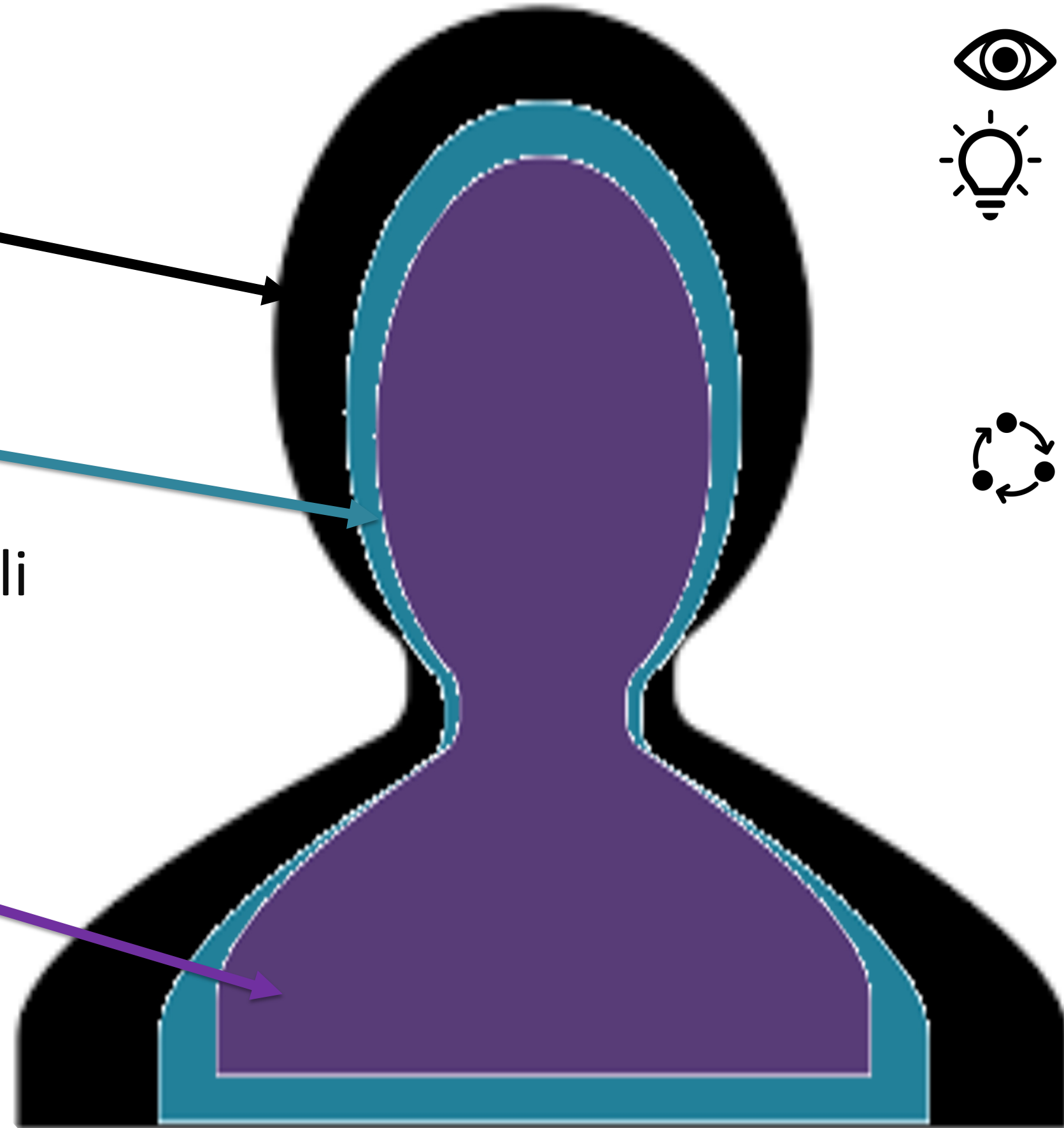
- sensory input/output
- verbal/non-verbal
- environment

Physiological:

- neurobiology
- internal reactions to stimuli
- autonomic system

Mind/Spirit:

- cognitive perceptions
- socio-cultural
- metacognition



Ever had a breakdown in communication via

-Text/Email?

-Person-person?



Consider the How/Why's
Raise Hands –or- Drop Into The Chat

Building Trust Through Transparent Communication



- Trust in the Workplace
- Transparent Communication
- Leadership & Transparent Communication

Overcoming barriers to effective yet empathetic communication



- Identifying Common Barriers to Empathetic Communication
- Strategies for Overcoming Communication Barriers
- Reflective activity - Overcoming Barriers

Barriers to Communication



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- Fear
- Stress and Emotional Exhaustion
- Others?

Raise Hands –or- Drop Into The Chat



COMMUNICATION

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Overcoming Barriers to Communication

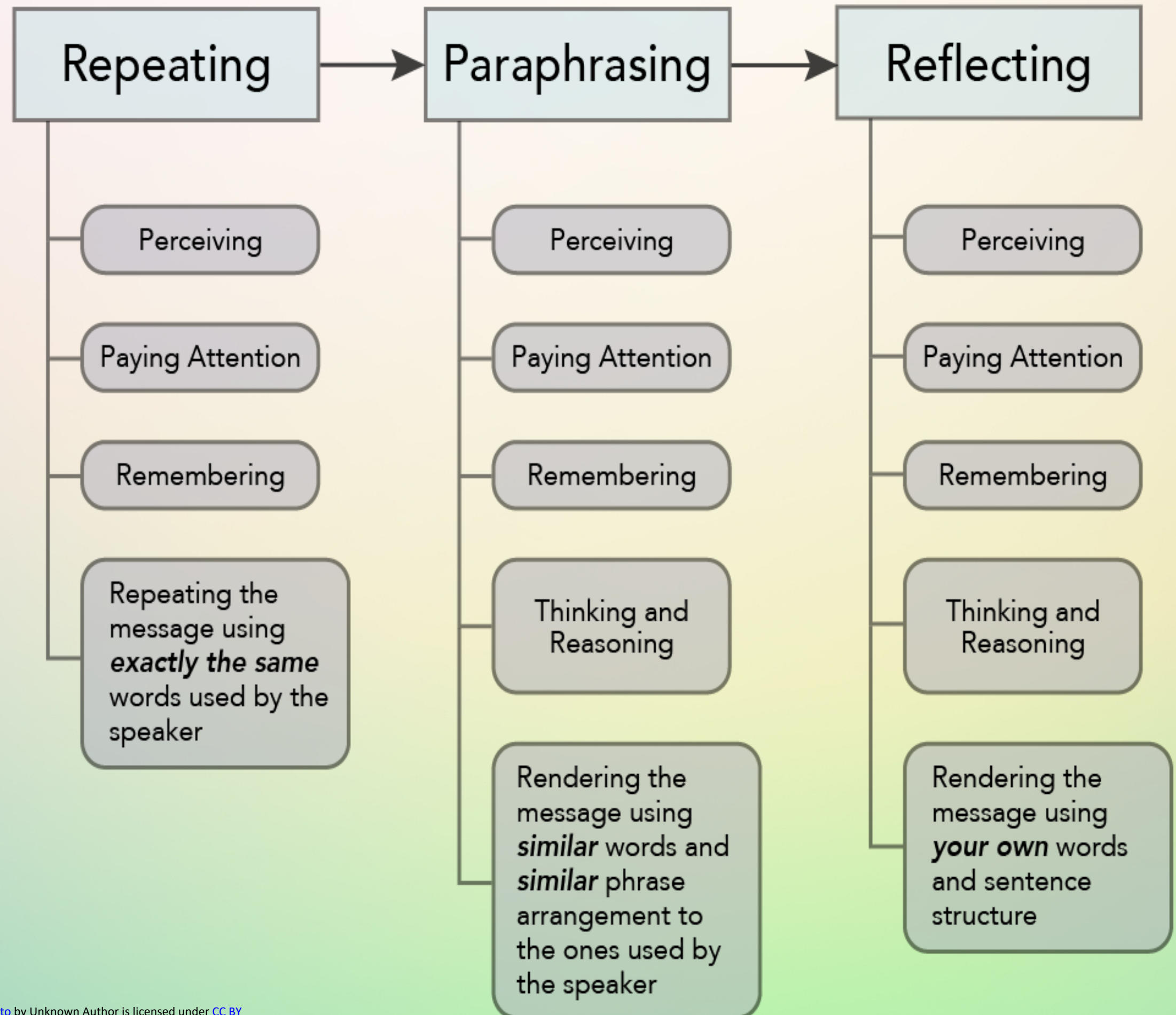
ACTIVE LISTENING

- Builds Trust – Feel Heard
- Increased Empathy – Better Understanding
- Reduced Misunderstandings – Clarify & Validate
- Promotes Healing – Process Feelings, Express Emotions, Validation

Active Listening

Active Listening Defined:

The practice of fully concentrating on the speaker, understanding their message, responding thoughtfully, and remembering what is said. It's about listening with all senses and giving full attention to the speaker's words, emotions, and underlying messages.



Active Listening & Cultural Humility

Cultural Humility: is a lifelong process of self-reflection and learning aimed at understanding and respecting others' cultural identities. It involves acknowledging one's own cultural biases and engaging with others from a place of openness, respect, and lack of superiority. *In active listening, cultural humility encourages an openness to understanding perspectives that are influenced by diverse cultural backgrounds.*

Acknowledge and Validate

Reflect and Clarify

Ask Open-Ended Questions

Listen Beyond Words

**Recognize and Set Aside
Personal Biases**

It not only facilitates understanding and collaboration but also builds a foundation of respect and trust.

SKILL: ACTIVE LISTENING

SKILL	DESCRIPTION
Open Ended Questions:	Invite others to share more about their experiences
Paraphrase:	Repeat back what you hear
<i>*Respond empathetically:</i>	<i>Demonstrate your understanding</i>

SKILL: SILENCE & REFLECTION

SKILL	DESCRIPTION
Create/Maintain Safety:	Normalize 'quiet' and silence
Self-Reflection:	Invite your own & others personal introspection
Processing Time:	Invite yourself & other person/people to share their thoughts

Why/how this aligns with a trauma informed approach



How does this topic aligns with a TI Approach?

How Ya
Doing?

Check-In & Check-Out

Please complete the Exit Ticket



THANKS!