

REBUILDING TOGETHER

Creating survivor-led cultures

brought to you by:



TRAUMA

What do I want to remember about trauma?

TRAUMA-INFORMED CARE

What do I want to remember about trauma-informed care?

SURVIVOR-LED ADVOCACY

What do I want to remember about survivor-led advocacy?

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REFLECT:

What am I/my organization doing well?

What can I/my organization improve?



AWARENESS



SAFETY



TRUST



EMPOWERMENT

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REFLECT:

What values and strengths do I bring to advocacy work?

What will I prioritize in my work with survivors?

What support will I seek out for myself?

Where is there room for self-improvement?

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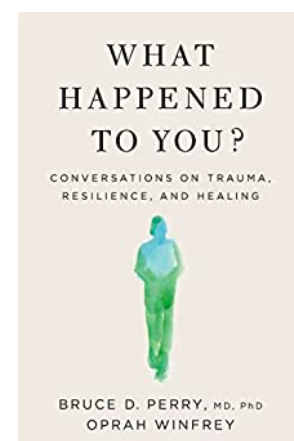


CHALLENGING SITUATIONS TOOLBOX

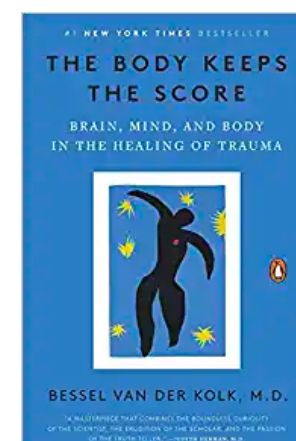
SELF-CARE STRATEGIES

RESOURCES

Books



What Happened To You
by Oprah Winfrey and Dr
Bruce Perry



*The Body Keeps the
Score*
by Bessel van der Kolk

Videos

TED TALK: How childhood trauma affects health across a lifetime
by Nadine Burke Harris

TED TALK: Drowning in Empathy: The Cost of Vicarious Trauma
by Amy Cunningham

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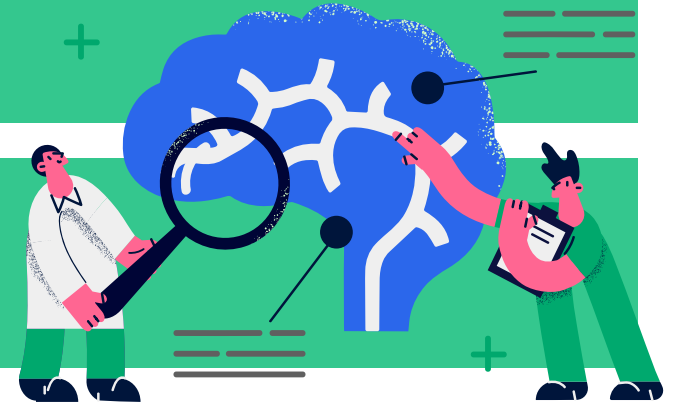
TRAUMA

Trauma is the way an event is experienced physically, emotionally, spiritually, and relationally.

A similar experience can happen to different people, and based on a series of factors related to their lived context, they may experience the event differently. There is no "right" or "wrong" way to experience trauma.

It is not what happened to you, it's how you **EXPERIENCED** what happened to you

Affects **decision making**, **emotion regulation**, increases **stress** and **anxiety** and leads to **hypersensitivity** and **memory** issues.



TRAUMA INFORMED CARE

Trauma-informed care provides a framework for understanding the impact of trauma on survivors, communities, and those who serve them. Services provided are responsive to those needs and are **strengths-based**, **person-centered** and **multi-dimensional**.



AWARENESS

Organization is educated on trauma, trauma-informed care and vicarious trauma and implements guidelines for staff, survivors and the organization.



SAFETY

Organization and staff establish a sense of safety on a physical, emotional, interpersonal and cultural level



TRUST

Organization and staff communicate with clarity and consistency



EMPOWERMENT

Work in partnership with survivors to meet their needs, through collaboration and discussions of choice.



SKILLS

LANGUAGE

Use **person-centered language**! Avoid defining the person by what happened to them

"Use **empowering language**: "She is angry and upset that this process is taking so long" instead of "she is hostile and making this difficult".

ACTIVE LISTENING

- L** Let them know you've heard (paraphrase)
- I** Inquire
- S** Sounds like you're feeling... (validate)
- T** Tune in with your body
- E** Encourage with verbal cues
- N** Needs?
- E** Evaluate intent and purpose
- R** Refrain from judgements

When someone is in a highly emotional state....

Provide **empathy** for how they're feeling, bring **attention** to their situation and show **respect** where possible. Then, move towards **problem solving**.

Example: "I can see how frustrated you are and that this decision is really important to you. I really respect your attention to detail here". This approach is calming as it validates the emotional experience and then redirects the brain away from the emotions, towards analytical problem solving.

BURNOUT/ VICARIOUS TRAUMA

Ask yourself:

1. What am I feeling?
2. How intense is it?
3. How well can I manage these feelings?

RECHARGE

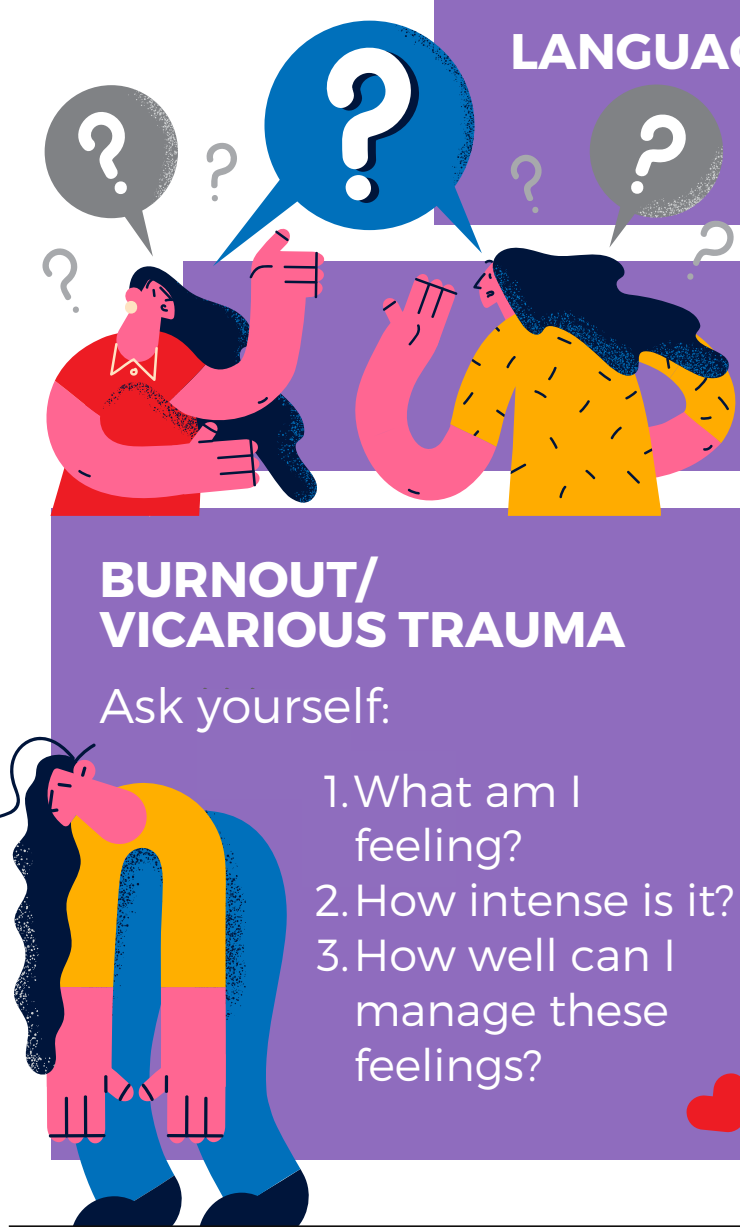
Find activities that create a sense of fulfillment, relief, and replenishment

TAKE BREAKS

Notice self-expectations of martyrdom and perfectionism and practice self-compassion

CONNECT

Find support and spaces to share your experiences



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ACTIVE LISTENING

L

LET THEM KNOW YOU'VE HEARD

Paraphrase/reflect back what has said in a shortened form. This lets the person know that you have heard them. Example: "What I think I heard you say was..."

I

INQUIRE

- Ask open-ended questions that do not require a "yes" or "no" answer. Example: "What was that like for you?" or "How would you like to...?"
- Ask probing questions that encourage the other to share meaningful information or think deeper about something. Example: "What do you think would happen if...?", "How are you feeling about ...?"
- Clarify and check in when you are unsure what they mean. Example: "I just want to make sure I understand you correctly..." or "I think I heard...is that right or did I get it wrong?"

S

SOUNDS LIKE YOU'RE FEELING...

- Validate and empathize with what they're feeling
- Validation does not mean agreeing with someone, rather acknowledging that they've been heard. Example: "It sounds like you are feeling very frustrated"

T

TUNE IN WITH BODY

- Be mindful of body language and eye contact
- Use your breathing to regulate your self and other

E

ENCOURAGE WITH VERBAL CUES

- Encourage by using minimal verbal responses such as "mm hmm" or "please, go on." This encourage the other person to keep talking and acknowledge that they have been heard. On phone calls, encouragers reassure the caller that you are still present and listening.

N

NEEDS?

- Discover what it is they need from you in this moment

E

EVALUATE INTENT AND PURPOSE OF CONVERSATION

- Think about what the goal of the conversation is.

R

REFRAIN FROM JUDGEMENTS

- Be mindful of your own judgements and biases that might be showing up for you.