Managing Trauma for Clients, Self & Staff During COVID-19 & Beyond

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In conjunction with: Joyfileds Institute

Thank-you Guides & Leaders of 2020 & Beyond
Take a moment to thank-yourself, breath and clear your mind
as we begin a couple hours of safe learning and sharing.

Core SKILL
Mindfulness

- Become aware
- Clear your stage – PICTURE TONS OF PEOPLE ON STAGE – BRAIN SCIENCE INFO
  - Breath in awareness
  - Breath out static
  - Breath in awareness
  - Breath out pressure and fear
  - Breath in learning
  - Breath out distractions

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As Professionals We Manage Our Brain

Learning Outcomes
KNOW The 4 R’s

1) We **realize** exposure to trauma
   - Clients/consumers
   - Ourselves
   - Colleagues
   - The Organization
2) We **recognize** the signs symptoms and impact of untreated exposure
3) We **respond** to minimize the impact of exposure
4) We **resist** re-traumatizing

Source: SAMHSA

Our Platform for Today
When you feel stuck or get off track apply: *It Works*™

1. **Wonder**: Why do I limit my responses to vicarious trauma
2. **Observe**: What am I doing now, what have I done that works, what do I do that is not as effective?
3. **Respect**: Trauma happens and I need resources
4. **Knowledge**: How the brain works and responds to burnout, primary and vicarious trauma
5. **Skills**: The actions I take now and what actions/skills I can add/change
The Tectonic Plates of How We Connect and Communicate Have Shifted

- TODAY - I invite you to see this time as a time to create opportunity
- LEADERS have risen to the occasion
This most likely is the greatest time for your leadership to rise - this is our moment - the world needs us

We KNOW Our Electronics need care

WONDER: Why do WE treat our cell phones and computers better then we treat ourselves?

CHAT BOX:
Prevention & Daily Actions

Maintain Our Connection to Our Purpose

When we have purpose and "see" we are achieving our purpose; motivation remains and even grows; when we lose purpose, or fail to "see" we are achieving purpose hope and motivation decline.
You ARE BIGGER Then The Box

We are our program/agency "framers"
We are not defined by a frame
AVOID Moral Injury
CHAT OUR SUCCESS THIS WEEK

Reminder with larger groups it is best to trust staff and be OK with only the caller having their video turned on.

"If you’re feeling self-conscious or overstimulated, turn off your camera and save your energy for when you absolutely want to perceive the few non-verbal cues that do come through."

“Learning and memory are among the brain’s most fundamental tools for survival”.
Trauma Management Checklist

<table>
<thead>
<tr>
<th>Act</th>
<th>Act as a conduit for information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teach Me</td>
<td>Take a “want to learn” stance</td>
</tr>
<tr>
<td>Calm</td>
<td>Where to start and stay</td>
</tr>
<tr>
<td>Focus</td>
<td>Focus on what your mind and body are saying</td>
</tr>
<tr>
<td>Track</td>
<td>Track deadlines and plan plan plan</td>
</tr>
<tr>
<td>Intervene</td>
<td>Intervene to address emotional energy</td>
</tr>
<tr>
<td>Data</td>
<td>Use data! LISTEN</td>
</tr>
<tr>
<td>Balance</td>
<td>Emphasize work-life balance</td>
</tr>
</tbody>
</table>

Trauma

- Wound
- Emotional shock following a stressful event or a physical injury, which may be associated with physical shock and sometimes leads to long-term neurosis.

Source: Oxford languages

Pioneers of Neuroscience

Produce vital knowledge about the brain and nervous system that is advancing today’s science and improving health outcomes.

Source: https://www.sfn.org/about/history

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Communication Neuroscience

“Communication neuroscience is the study of how the brain and nervous system control the sending, receiving, and understanding of messages”.

Source: http://sites.bu.edu/cnrlab/#:~:text=Communication%20neuroscience%20is%20the%20study,receiving%2C%20and%20understanding%20of%20messages.&text=As%20such%2C%20understanding%20the%20brain,core%20of%20our%20lab’s%20research.

I Am a Culmination of My Experiences
My Perception is My Current Reality

>>> Accurate encoding of ‘contextual’ memories—those associated with particular experiences—enables us to exhibit the appropriate fear responses and, importantly, avoid dangerous situations.

Of equal importance is the brain’s ability to discriminate between an environment that it has previously learned to be dangerous and one that is safe.

Source: How The Brain Distinguishes Safety From Danger

Starting from the Beginning
Adverse Childhood Experiences (ACE’s)

1. RESOURCE for Ace’s: https://www.acf.hhs.gov/cb/legislative-and-regulatory/ace-summaries
2. CDC: https://www.cdc.gov/violenceprevention/aces/about.html

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Neuroscientists can read brain activity to predict decisions 11 seconds before people act.

“We may have thoughtSTM’s” based on previous brain activity, which then influence the final decision without us being aware.

Source: https://qz.com/1569158/neuroscientists-read-unconscious-brain-activity-to-predict-decisions/

Could It Be That.....

Traces of thoughts exist unconsciously before they become conscious.

“We believe that when we are faced with the choice between two or more options of what to think about, non-conscious traces of the thoughts are there already, a bit like unconscious hallucinations.”

“As the decision of what to think about is made, executive areas of the brain choose the thought-trace which is stronger. If any pre-existing brain activity matches one of your choices, then your brain will be more likely to pick that option as it gets boosted by the pre-existing brain activity.”

KNOW The 4 R’s

Know we need visual reminders

1) We **realize** exposure to trauma
   - Clients/consumers
   - Ourselves
   - Colleagues
   - The Organization

Source: SAMHSA
Secondary Trauma or Vicarious Trauma

"Vicarious trauma is an occupational challenge for people working and volunteering in the fields of victim services, law enforcement, emergency medical services, fire services, and other allied professions, due to their continuous exposure to victims of trauma and violence. This work-related trauma exposure can occur from such experiences as listening to individual clients recount their victimization; looking at videos of exploited children; reviewing case files; hearing about or responding to the aftermath of violence and other traumatic events day after day; and responding to mass violence incidents that have resulted in numerous injuries and deaths."


Source: https://ovc.ojp.gov/program/vtt/what-is-vicarious-trauma

Vicarious trauma

“A transformation in the helper’s inner sense of identity and existence that results from utilizing controlled empathy when listening to clients’ trauma-content narratives.”

“In other words, Vicarious Trauma is what happens to your neurological (or cognitive), physical, psychological, emotional and spiritual health when you listen to traumatic stories day after day or respond to traumatic situations while having to control your reaction”.

Source: http://www.vicarioustrauma.com/whatis.html

Moral Injury

When someone does something that goes against their beliefs this is often referred to as an act of commission and when they fail to do something in line with their beliefs that is often referred to as an act of omission. Individuals may also experience betrayal from leadership, others in positions of power or peers that can result in adverse outcomes.

Moral injury is the distressing psychological, behavioral, social, and sometimes spiritual aftermath of exposure to such events.

A moral injury can occur in response to acting or witnessing behaviors that go against an individual’s values and moral beliefs.

Source: https://www.ptsd.va.gov/professional/screening/acute_care/moral_injury.asp

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Learning Outcomes
KNOW The 4 R’s

1) We realize exposure to trauma
   - Clients/consumers
   - Ourselves
   - Colleagues
   - The Organization

2) We recognize risk factors, signs, symptoms and impact of untreated exposure

3) We respond to minimize the impact of exposure

4) We resist re-traumatizing

Source: SAMHSA

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Signs and Symptoms
Vicarious and or Secondary Trauma

https://www.counseling.org/docs/trauma-disaster/fact-sheet-9---vicarious-trauma.pdf

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Impact on Others

“Vicarious trauma influences the way you act and interact with people you love. This affects your family and friends.”

- Consider asking people you are close to (your spouse, family members, or close friends) the following:
  - What have you noticed about the way I behave and appear to feel when I am under pressure?
  - In what ways do you think my work has impacted me during the last week/month/year?
  - From your point of view, how does this most impact you/other people whom you care about?

Confidence and Competence Starts with Presentation

- My memory is 6 times more powerful than our current situation
- REMOTE visual presentation: background and lighting. Your position in the BOX
- Facial expression
- Tone
- Cadence
- BODY language
- Now, I will process the actual words you are saying

Poll: Self-Awareness

When I begin to Leave My Professional Critical Thinking Brain I Notice I...

- Scrunch my face
- Touch my: face, hair, glasses, etc
- Increase or decrease my tone
- Increase or decrease my cadence
- Become more animated with my hands
- Move forward or backwards
- Shorten my responses
- Move from open ended to closed ended questions
- Interrupt before talker is finished
- CHAT other not listed

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Know we need visual reminders
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Source: SAMHSA

We CAN and MUST Manage Trauma

POLL: Professional Self-Care in the Workplace

• In your experience: What is the percentage of your colleagues that actively practice self-care in the workplace?
  • ALL: It is part of the way we do business, it is a conscious part of every day
  • Most of us consciously practice self-care and we remind others to do so too
  • Some of us practice self-care and sometimes we think to remind others to do so
  • None: We all only move from one task or crisis to the next looking and feeling frazzled each and every moment of every work day.

Getting Support
• Only 15% of LE professionals were willing to seek personal counseling as a result of vicarious trauma vs. 58% of mental health professionals (Bell, et al., 2003)
Maintain Our Connection to Our Purpose

When we have purpose and "see" we are achieving our purpose, motivation remains and even grows. When we lose purpose, or fail to "see" we are achieving purpose, hope and motivation decline.

The Brain and Body – It's One System

Our actions manage our response to stimulus:
- Have I set reasonable outcomes?
- Is this situation something that happens again and again and I have the knowledge and skills to manage?
- Do I need my stress response system on high alert?
- We are designed to heal – What do I need to do after high alert?

Being Remote Requires New Communication Strategies

Traffic Lights Emotions Systems
Traffic Lights Emotions System
Guide for Safe Expression of Emotional State

GOOD
OK, but some things are causing consternation
Pressing concerns

Prior to a Potentially Emotionally Charged Conversation

- Assess and plan from YOUR MEMORY
- Assume positive intentions
- Listen to UNDERSTAND, we all have a story and want to be heard and understood
- Appreciate the best of what could be
- Ask powerful questions (preparation)

Source: Butler Institute for Families, Academy of Professional Coaching
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Source: SAMHSA

It literally is your responsibility as a professional as a professional

Personal Action Steps

- "Three important themes in an effective action plan for vicarious trauma are awareness, balance, and connection."

  - **Awareness** - can help you address vicarious trauma in at least two ways. First, it can help you identify and understand your own reactions. Second, the practice of awareness itself can also be good for helping you address vicarious trauma
Personal Action Steps

- **Balance** - addressing and transforming vicarious trauma, it’s important to consider the issue of balance, particularly:
  - Balancing your personal needs with the demands of your work
  - Balancing really demanding work with less challenging work

Personal Action Steps

- **Connection** - connecting meaningfully with people you like and care about – is good for just about everything related to physical and mental health. The best social support involves more than just casual connections with the people around you; it requires connecting with personal and professional communities

Next Steps: A Trauma Informed Organizational Response Considerations for Organizations

- Sufficient orientation, professional training, and management supervision for staff to feel competent and supported in their jobs
- Plans for staff safety (including security training and briefing on security protocols)
- Access to medical and mental health support services including:
  - Health insurance
  - Health counseling about the psychological and spiritual hazards of their work and effective self-care
- Access to good confidential counseling support as needed
- Support for families around issues such as child care, separation, and relocation
- Adequate salary and time off (including R & R) for all staff
The Critical **Resource is YOU!**
Best Practice Guidelines to Maintain Healthy Communications

1) Prepare yourself – your best assessment and planning begins with mindfulness and self-cleansing
2) Live your agency mission and role as a leader
3) Embrace diversity, creativity and flexibility
4) Maintain your desire to be honest and transparent – regardless of how people may respond
5) Maintain your commitment to demonstrate structure and consistency, with flexibility
6) Recover daily and include an exercise for your resiliency muscles
   1) End your day with a DAILY RESILIENCY EXERCISE. Self-care is not a trend it is brain science.
References & More Resources


- How the Brain Distinguishes Safety From Danger: https://neurosciencenews.com/hippocampus-lipr-neurons-danger-3369/

- How to Successfully Work Remotely https://money.usnews.com/careers/company-culture/articles/how-to-successfully-work-remotely

- Leading Remotely Requires New Communication Strategies: https://sloanreview.mit.edu/article/leading-remotely-requires-new-communication-strategies/?og=Home+Editors+Picks


- This is your brain on communication. https://www.sjsm.org/2016/08/brain-communication/