

# TRAUMA INFORMED SUPERVISION

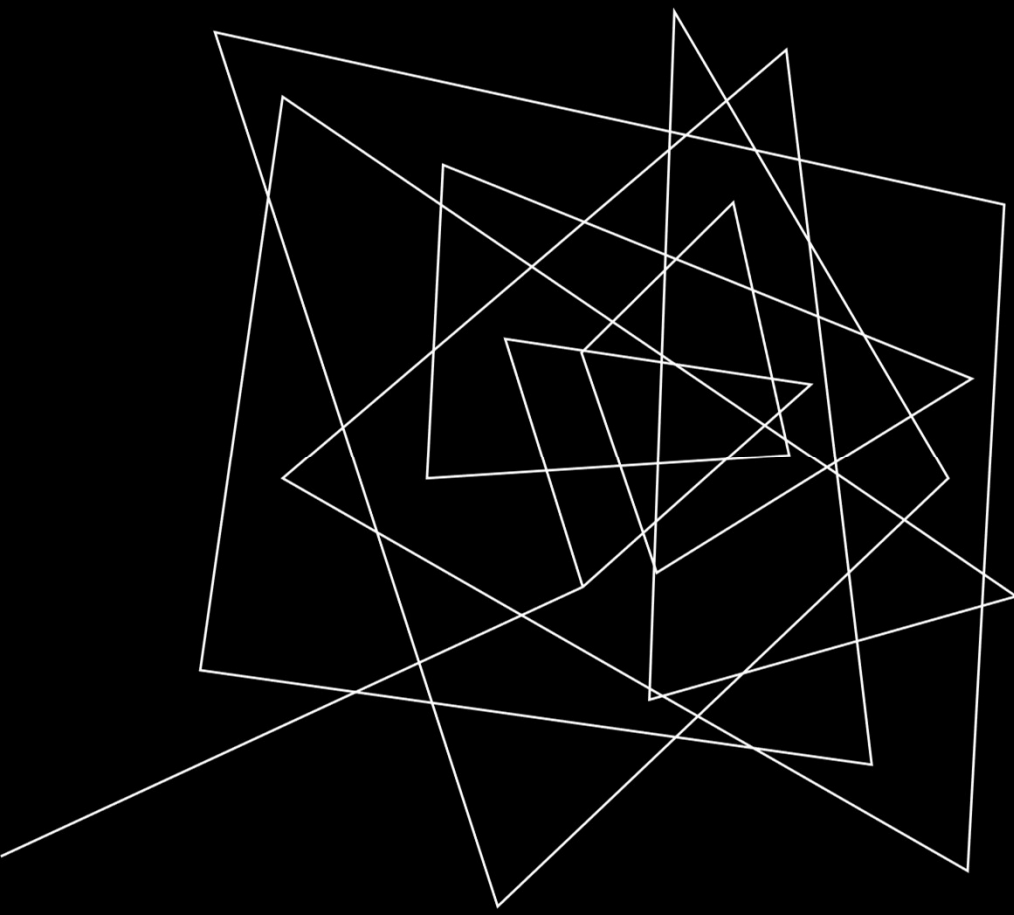
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**THE REALITY IS THAT  
PEOPLE DON'T TEND  
TO QUIT THEIR JOBS,  
THEY TEND TO QUIT  
THEIR LEADERSHIP &  
COMPANY CULTURES**



BRIEF DISCUSSION TIME:

**WHAT WERE THE QUALITIES OF  
THE BEST AND WORST LEADERS  
THAT YOU HAVE SERVED WITH IN  
YOUR CAREER?**

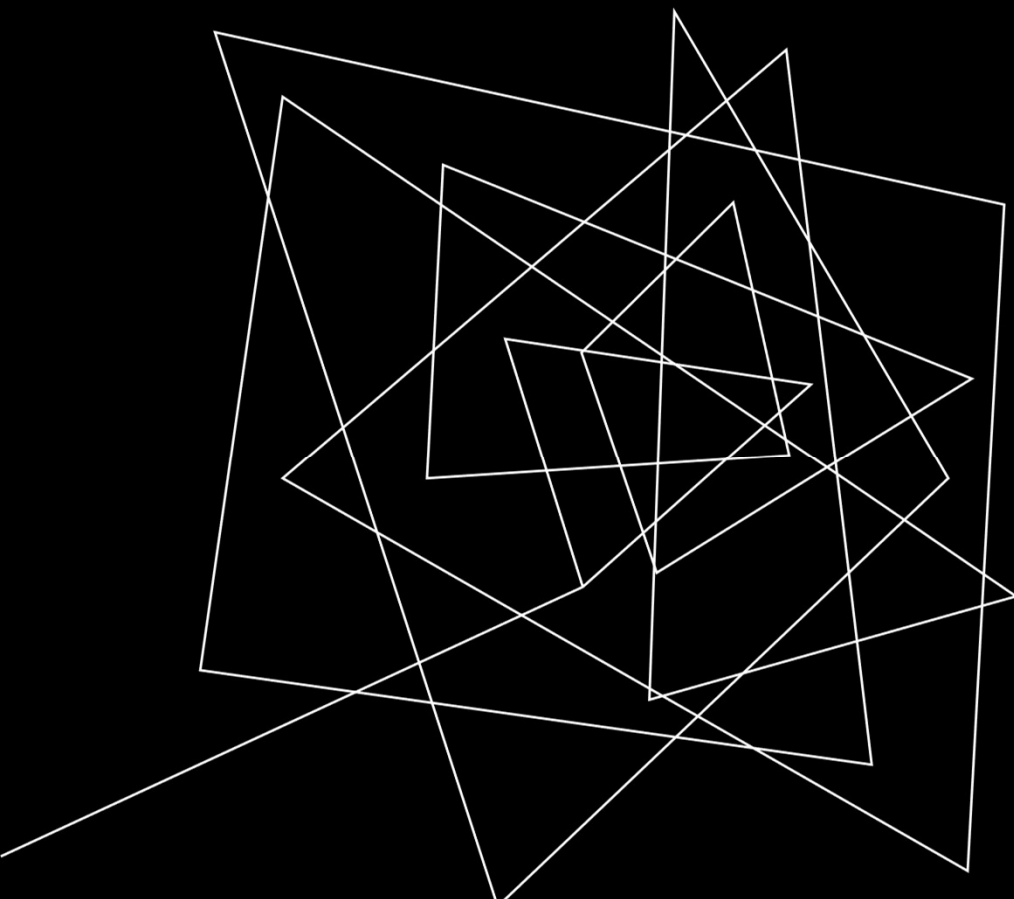


WHAT QUALITIES  
DID YOU IDENTIFY?



**“LEADERSHIP IS ABOUT  
MAKING OTHER PEOPLE FEEL  
SAFE. IT IS ABOUT CHOICE,  
NOT RANK.”**

**– SIMON SINEK, TEDX 2014**



**THE GENERAL PRINCIPLES  
OF TRAUMA-RESPONSIVE  
AND TRAUMA INFORMED  
SUPERVISION:**

**SAFETY  
HONESTY  
RESPECT**

# THINGS WE NEED TO REMEMBER ABOUT OUR WORKFORCE



**THOSE IN THE HELPING FIELDS TENDED TO HAVE HIGHER ACEs SCORES**



**TRAUMA BEGETS TRAUMA**



**THOSE THAT ARE OUR TOP PERFORMERS TEND TO BURNOUT MORE QUICKLY**



**PEOPLE IN HIGHER-ENERGY/MORE DEMANDING ROLES MAY SELECT THOSE ROLES DUE TO THE CONFORTABILITY OF THE IMPACT UPON THEIR CENTRAL NERVOUS SYSTEM**

# OUR WORK IS MORALLY FULFILLING, HOWEVER:



**WE ARE  
EXPOSED TO  
CONSTANT  
DIFFICULT  
STORIES AND  
EXPERIENCES**



**NOT ENOUGH  
RESOURCES TO  
FULLY ADDRESS  
CLIENT NEEDS**



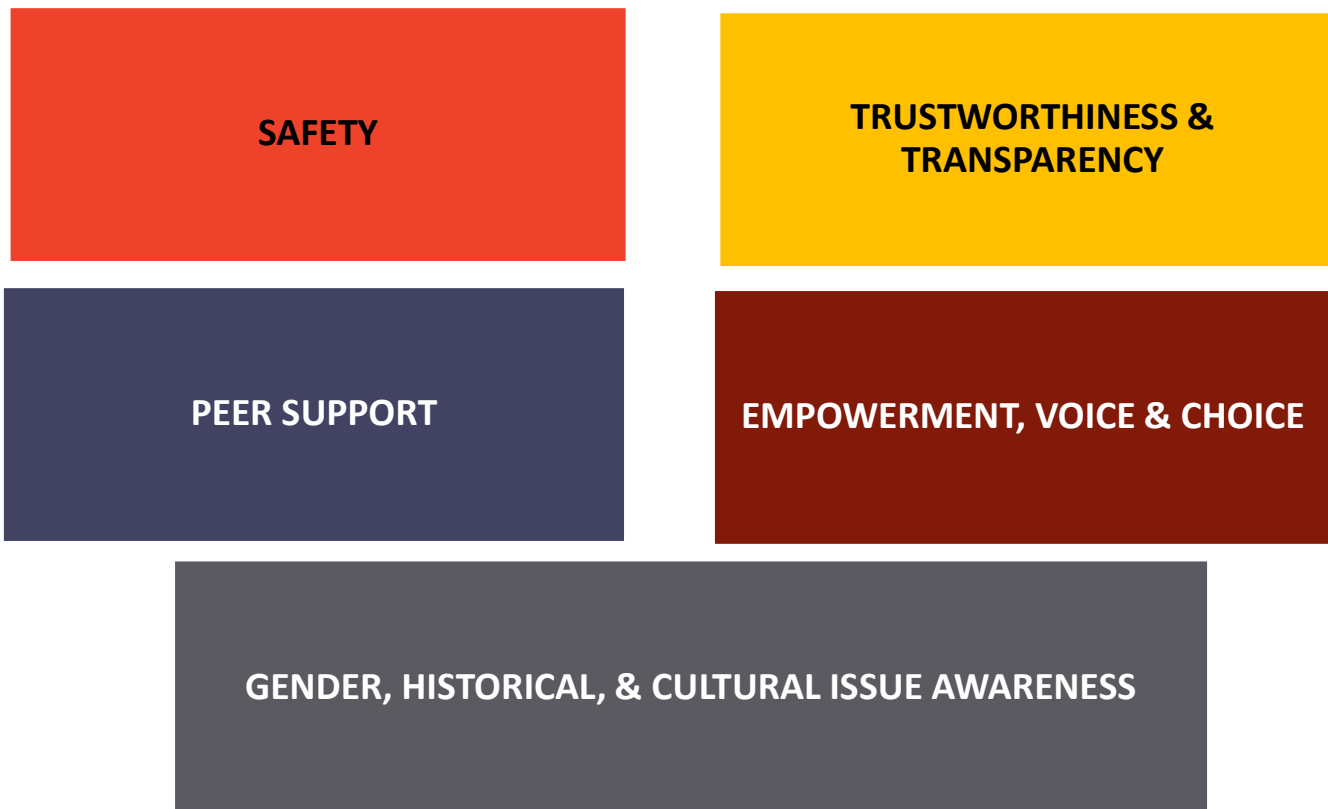
**ETHICAL  
DILEMMAS  
ABOUT**



**THE CONTINUAL NEED  
FOR MOST PROGRAMS  
TO CONTINUALLY BE  
ASKED TO DO MORE  
WITH LESS RESOURCES,  
THE STRESS OF WHICH  
IS THEN PASSED ON TO  
EMPLOYEES**



# THE 6 KEY ELEMENTS OF A TRAUMA-INFORMED SYSTEM PER SAMHSA:



# FOUNDATIONS OF TRAUMA- INFORMED SUPERVISORY RELATIONSHIPS:

A CLEAR DEMONSTRATION OF A PARALLEL  
PROCESS OF TRAUMA-INFORMED AND  
TRAUMA-RESPONSIVE CARE FOR STAFF AS  
WE WOULD FOR CLIENTS/CUSTOMERS



## **FOUNDATIONS OF TRAUMA-INFORMED SUPERVISORY RELATIONSHIPS:**

**THIS INCLUDES HAVING THESE CONSTRUCTS AS  
PART OF YOUR ONBOARDING, POLICIES AND  
PROCEDURES, AND DAILY/WEEKLY PRACTICE  
PROVIDING CLEAR, CALM, AND CONSISTENT  
CARE FOR STAFF**

**ENSURING THAT LEADERSHIP HAVE SUPPORT  
TO BE ABLE TO GIVE TO STAFF AND CLIENTS**

## **LET'S BREAK THIS DOWN EVEN MORE:**

- **ACCESS TO TRAINING AND RESOURCES TO ENABLE PREPAREDNESS TO ADDRESS NEEDS**
- **VOICE AND CHOICE**
- **UNDERSTANDING TRAUMA and BURNOUT AND ITS IMPACTS**
- **PROMOTING AND ENFORCING A CULTURE OF SELF-CARE**

**MOST IMPORTANTLY: CREATING A  
CULTURE OF TRUST**



**THE 8 PILLARS OF TRUST: THE TRUST EDGE,  
DAVID HARSAGER**

**CLARITY**

**COMPASSION**

**CHARACTER**

**COMPETENCY**

**COMMITMENT**

**CONNECTION**

**CONTRIBUTION**

**CONSISTENCY**



**AUTHENTIC LEADERSHIP  
MEANS B.R.A.V.I.N.G. DAILY**

*“Leadership is not about titles  
or the corner office. It’s about  
the willingness to step up, put  
yourself out there, and lean  
into courage”*

*(Brene Brown, 2018)*

**Boundaries**

**Reliability**

**Accountability**

**Values**

**Integrity**

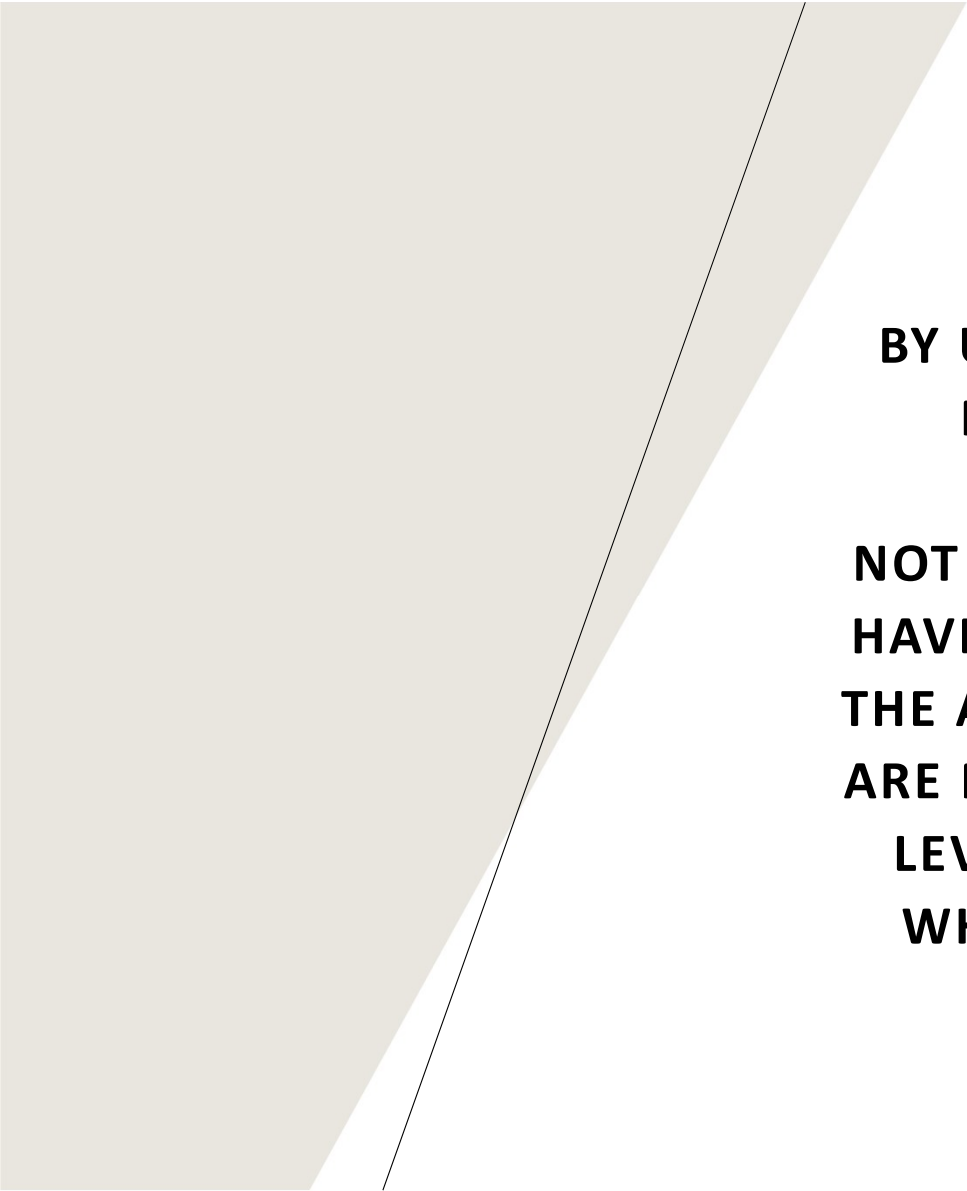
**Non-judgment**

**Generosity**

# THE 5 LEVELS OF LEADERSHIP



5 LEVELS OF LEADERSHIP:  
JOHN MAXWELL



**BY USING THE THEORIES OF TRUST AND PRACTICING TRAUMA-INFORMED SUPERVISION AND LEADERSHIP, NOT ONLY DO EMPLOYEES FEEL SAFE AND HAVE HIGHER LEVELS OF CONNECTION TO THE AGENCY AND THE MISSION, BUT THEY ARE MORE LIKELY TO PERFORM AT BETTER LEVELS, AND CREATE AN ATMOSPHERE WHERE INNOVATION CAN TAKE PLACE**





**THAT SOUNDS SO GREAT FOR THE  
PEOPLE WHO REPORT TO ME, BUT  
WHAT ABOUT ME?**

**LEADERS NEED SUPPORT – THIS IS NOT A SOLO SPORT!**

**WHERE ARE YOU GETTING  
SUPPORT?**

WHERE DOES YOUR  
INSPIRATION COME FROM?

**WHY SHOULD PEOPLE  
CONTINUE TO  
FOLLOW YOU?**



## **THE IMPACT OF INEFFECTIVE LEADERSHIP**

- **INCREASED STAFF TURN-OVER AND INCREASED DISRUPTION FOR CLIENTS/CUSTOMERS**
- **DECREASED MORALE**
- **LACK OF ENGAGEMENT IN THE WORK**
- **NEGATIVE CULTURE**
- **GOOD PEOPLE LEAVING THE FIELD**
- **IMPAIRED JUDGEMENT AND PERFORMANCE**
- **INCREASED MISSED DAYS OF WORK**
- **BURNOUT – WHICH IS WORKPLACE PTSD**



**IT'S THE LITTLE THINGS THAT COUNT:  
CONSISTENCY- BOUNDARIES – RELIABILITY - ACCOUNTABILITY**

- **HAVE YOUR WEEKLY MEETING AND STICK TO THE TIME SO EMPLOYEES KNOW WHEN THEY WILL HAVE SUPPORT**
- **CONTINUAL FEEDBACK**
- **HAVING CHECK-INS ON SELF-CARE AS A PART OF THE CONVERSATION AT EACH MEETING**
- **SIT WITH, NOT AGAINST, YOUR EMPLOYEES WHEN GIVING FEEDBACK**



**IT'S THE LITTLE THINGS THAT COUNT:  
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- **“CLEAR IS KIND” – BRENE BROWN (2018)**
- **ASK ABOUT COMPASSION FATIGUE OFTEN SO THAT IT IS NOT A TABOO OR ‘OFF LIMITS’ SUBJECT**
- **ENCOURAGE PEOPLE TO USE PTO**
- **TRANSPARENCY**
- **OFFER VOICE AND CHOICE AS MUCH AS POSSIBLE**



**IT'S THE LITTLE THINGS THAT COUNT:  
CONSISTENCY- BOUNDARIES – RELIABILITY - ACCOUNTABILITY**

- **DEMONSTRATE GRATITUDE AND GENEROSITY WITH YOUR STAFF**
- **WHEN CORRECTING A SITUATION, FIND SOMETHING TO VALIDATE OR NOTE THAT THEY DID WELL/OR NORMALLY DO WELL IN ADDITION TO THE CORRECTIVE INFORMATION**
- **BE **HONEST** IN EVERY INTERACTION SO THAT STAFF FEEL **SAFE** AND KNOW THAT THEY WILL BE TREATED WITH **RESPECT** IN ANY SITUATION**



**LET'S TAKE SOME TIME TO  
TALK ABOUT SPECIFIC  
QUESTIONS OR PRACTICES  
THAT WOULD BE HELPFUL TO  
THE WORK THAT YOU ARE  
DOING...**



THANK YOU FOR SPENDING  
TIME WITH ME TODAY!

WANT ADDITIONAL INFORMATION OR SUPPORT? CONNECT WITH  
ME AT:

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