



# Trauma-Informed Leadership: The Balance of Compassion and Accountability

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# Setting the Stage: Applying a Trauma Lens

## What Characterizes Trauma?

- event or series of events
- Lack of actual or perceived                                  in the harmful situation
- Violation of                                  and
- Disruption in the

## Types of Trauma

- – Those specific, identifiable, and hurtful events that create autonomic and powerful responses in our body.
- – Less memorable but hurtful misfortunes of childhood.
- – Events that cause temporary distress but which our bodies can adapt and recover within a reasonable period.

                                 ≠ **TRAUMA**

# Setting the Stage: Applying a Trauma Lens

## Collective Trauma

## Syndemic Trauma

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## Trauma and the Current Workforce

In our field, we are likely working with families every day who have experience capital “T” trauma.

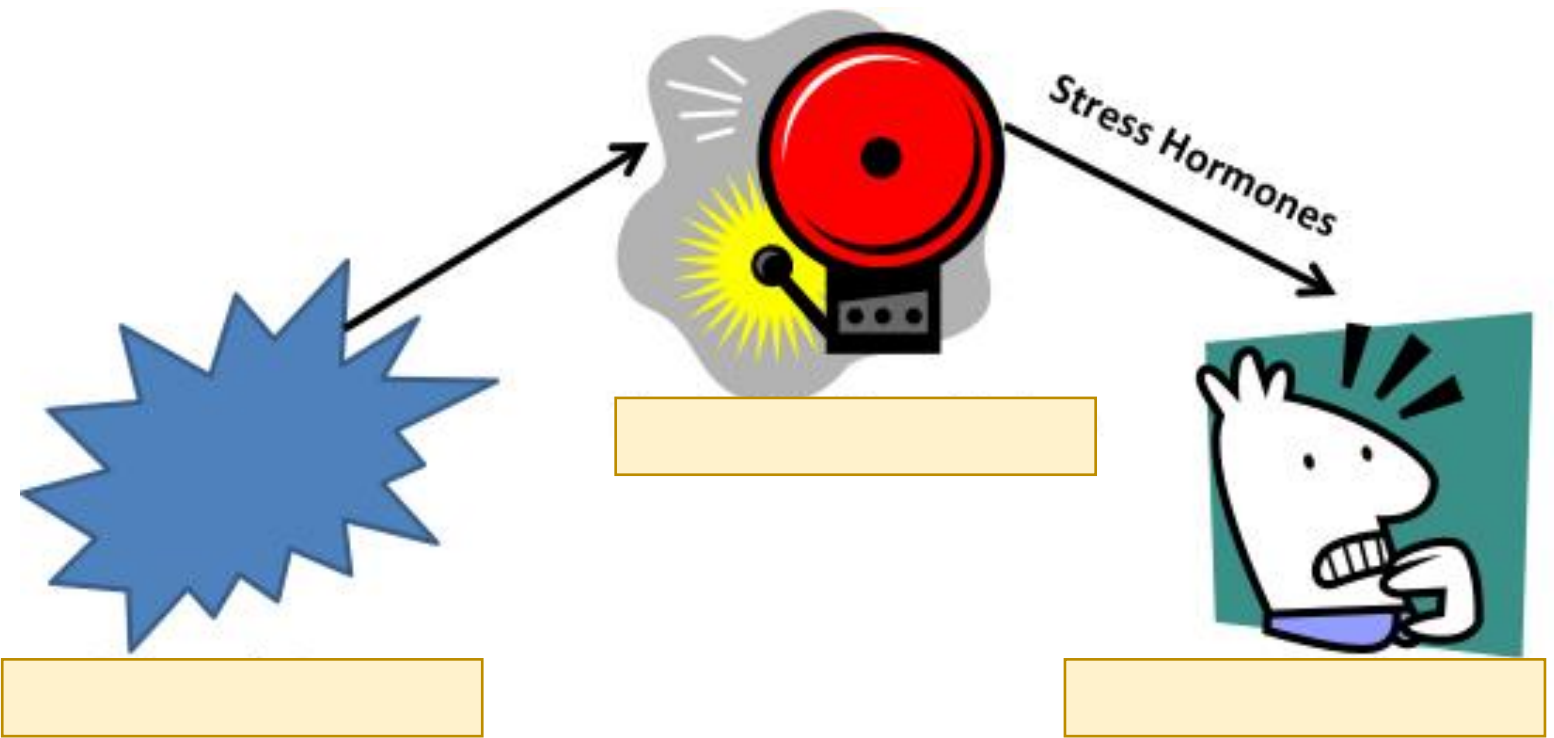
Many of us and our staff have experienced their own capital “T” trauma or small “t” trauma.

These experiences impact how we connect and relate with another, causing tension and frustration.

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## Notes

# Traumatic Stress Response Cycle



**Why is this important?**

A large, empty yellow rectangular box provided for the user to write their answer to the question "Why is this important?".

# What is Trauma-Informed Care?

## Trauma-informed care seeks to:

- \_\_\_\_\_ the widespread impact of trauma and understand paths for recovery;
- \_\_\_\_\_ the signs and symptoms of trauma in patients, families, and staff;
- \_\_\_\_\_ about trauma into policies, procedures, and practices; and
- Actively \_\_\_\_\_.

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## SAMHSA's Key Principles of a Trauma-Informed Approach

Safety

Trustworthiness  
and  
Transparency

Peer Support

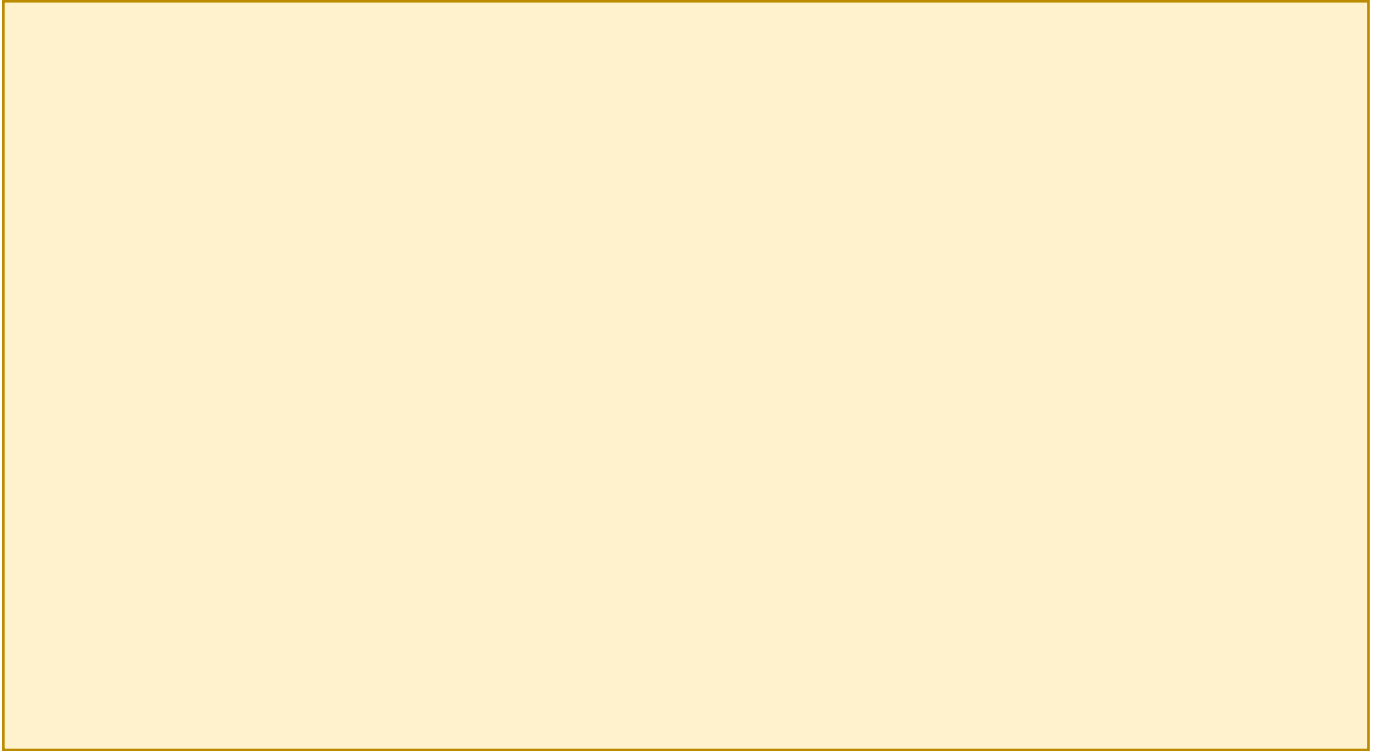
Collaboration  
and Mutuality

Empowerment,  
Voice, and  
Choice

Cultural,  
Historical, and  
Gender Issues

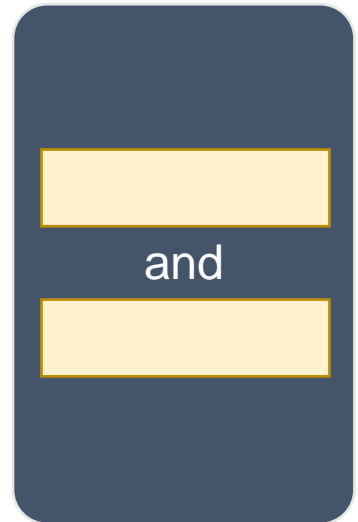
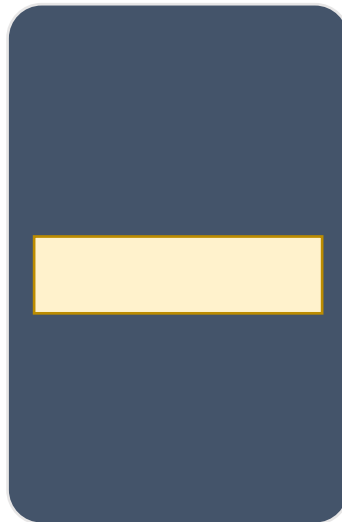
# What Does it Mean to be a Trauma-Informed Leader?

## A Trauma-Informed Leader...



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## The Four Pillars of Trauma-Informed Leadership



# Safety

## Types of Safety

- - Freedom from threats of violence, whether from self or others.
- - The ability to be safe within one's own identity and the sense of feeling safe with other people and in one's community.

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## The Role of Safety in Trauma and Trauma-Informed Leadership

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### Psychological Safety is:



### Psychological Safety is NOT:



# Safety

## Psychological Safety and Team Engagement

	Low Standards	High Standards
High Psychological Safety	<input type="text"/>	<input type="text"/>
Low Psychological Safety	<input type="text"/>	<input type="text"/>

### The Benefits of Psychological Safety

- Encourages
- Promotes
- Enables
- Removes  to
- Supports  pursuing goals
- Mitigates
- Increases

### How Leaders Can Cultivate Psychological Safety in Their Teams



# Trust and Transparency

## The Role of Trust in Trauma and Trauma-Informed Leadership

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### Trust Defined

Choosing to risk making something you value  to another person's actions.

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### BRAVING

**B**

**R**

**A**

**V**

**I**

**N**

**G**

### Notes

# Trust and Transparency

## The Benefits of Cultivating Trust and Transparency



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Empty yellow box for notes related to the meeting icon.



Empty yellow box for notes related to the dog icon.



Empty yellow box for notes related to the community icon.

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## Increasing Trust and Transparency

- ✓ Consistency – checking in, following up
- ✓ Have the hard conversations
- ✓ Question (and encourage staff to question) the “stories we tell ourselves”
- ✓ Doing what you say you will do (being dependable and consistent)
- ✓ Being approachable and friendly (people trust leaders they like)
- ✓ Championing authenticity, empathy, and humanity
- ✓ Showing support for your team members, even when they make mistakes (and admitting to your own)
- ✓ Balancing the need for individual confidentiality with organizational transparency

# Autonomy

## The Role of Autonomy in Trauma and Trauma-Informed Leadership

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### The Benefits of Championing Autonomy



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### Strategies to Increase Autonomy

# Autonomy

## Setting the Stage

### Zone of

- Areas that we cannot change. We might be able to write letters or state our preferences in open forums, but our influence is indirect at best.

### Zone of

- Areas where we can provide direct input, but we do not make the final decision. These are likely areas in which we advocate for staff at our Senior Leadership/Board level or with the various funding sources through ongoing meetings, etc.

### Zone of

- Areas that we have complete power over and should be the areas in which we spend most of our time and energy

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## Notes

# Connection and Relationships

## The Role of Connections and Relationships in Trauma and Trauma-Informed Leadership

### The Benefits of Cultivating Connections and Relationships



### Facilitate Opportunities for Social Support

Social support refers to activities that allow team members to remain

\_\_\_\_\_ , especially at times of emotional turmoil (e.g.,

when conflict arises).

# Connection and Relationships

## Additional Strategies to Build Connections and Relationships



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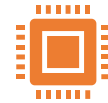
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## Boundaries

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# Next Steps

- ❖ Review the handout, [How to Foster Psychological Safety on Your Teams](#), and note your key takeaways.

- ❖ Review the [“BRAVING” worksheet](#) and reflect on your strengths and areas to grow.

- ❖ Complete the [Trauma-Informed Leadership Self-Assessment](#) for your own reflection and identify one to two areas that you’d like to focus on in the coming months.



# Resources



- ❖ [\*The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth\*](#) by Amy C. Edmondson
- ❖ [\*The Myth of Normal: Trauma, Illness, and Healing in a Toxic Culture\*](#) by Gabor Maté, MD and Daniel Maté
- ❖ [\*Set Boundaries, Find Peace: A Guide to Reclaiming Yourself\*](#) by Nedra Glover Tawwab
- ❖ [\*Inclusion on Purpose: An Intersectional Approach to Creating a Culture of Belonging at Work\*](#) by Ruchika T. Malhotra
- ❖ [\*Dare to Lead: Brave Work. Tough Conversations. Whole Hearts.\*](#) by Brené Brown
- ❖ [\*Teaming: How Organizations Learn, Innovate, and Compete in the Knowledge Economy\*](#) by Amy C. Edmondson
- ❖ [Video: Offering Social Support](#)
- ❖ [Behaviors and Actions of Trauma Informed Leaders](#)
- ❖ [Languages of Appreciation Quiz](#)