

Additional Resources

Fostering a Trauma-Informed Environment

Steps to Become More Trauma-Informed

Topic	Practical Actions You Can Take
Trauma-Informed Care	Reference SAMHSA 6 Guiding Principles when implementing a new member facing program or service.
Impact of ACEs	Shift thinking from “what’s wrong with you” to “what happened to you”. Remember that nearly all people have experienced trauma and view behaviors and interactions from that lens.
Harm Reduction	Encourage engagement in activities that have less risk for harm.
Addiction & Recovery	Review verbal and written communications and intentionally replace outdated language and references with person first language.
Power of Personal Narratives	Think about my own personal narrative and how sharing that may help deepen my relationships at work. Find a safe person and a safe time to share my story; create a safe place for others to feel comfortable in sharing their story with me.
Motivational Interviewing	Practice using open-ended questions, affirming statements, reflective listening and summarization when engaging others.
Positive Psychology	Encourage the use of a gratitude journal to focus on the present moment; print the PERMA grid as a reminder of Positive Psychology foundation.
Boundaries & Self-Care	Tune into my own self-care needs; engage in one new self-care activity this week.
De-escalation	Pay more attention to my para-verbal communication styles and modify as necessary; increase awareness of the signs of escalation.
Stages of Change	Match recommendations to support behavior change to an individual's stage of change.
Person-Centered Care	Take time to review my own word choices and make deliberate attempts to use words that describe a person’s condition instead of describing them as their condition; adjust care planning expectations for your team to allow for more listening and less standard goal statements