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Trauma-Informed Leadership in Turbulent Times:

Building Resilient Teams through Compassion & Accountability

Participant Guide

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.

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Setting the Stage:
Applying a Trauma Lens

**Stress, Trauma, and the Current Workforce**

According to statistics, 1/3 people in our workforce have experienced 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.

Notes

Traumatic Stress Response Cycle

Stress Hormones
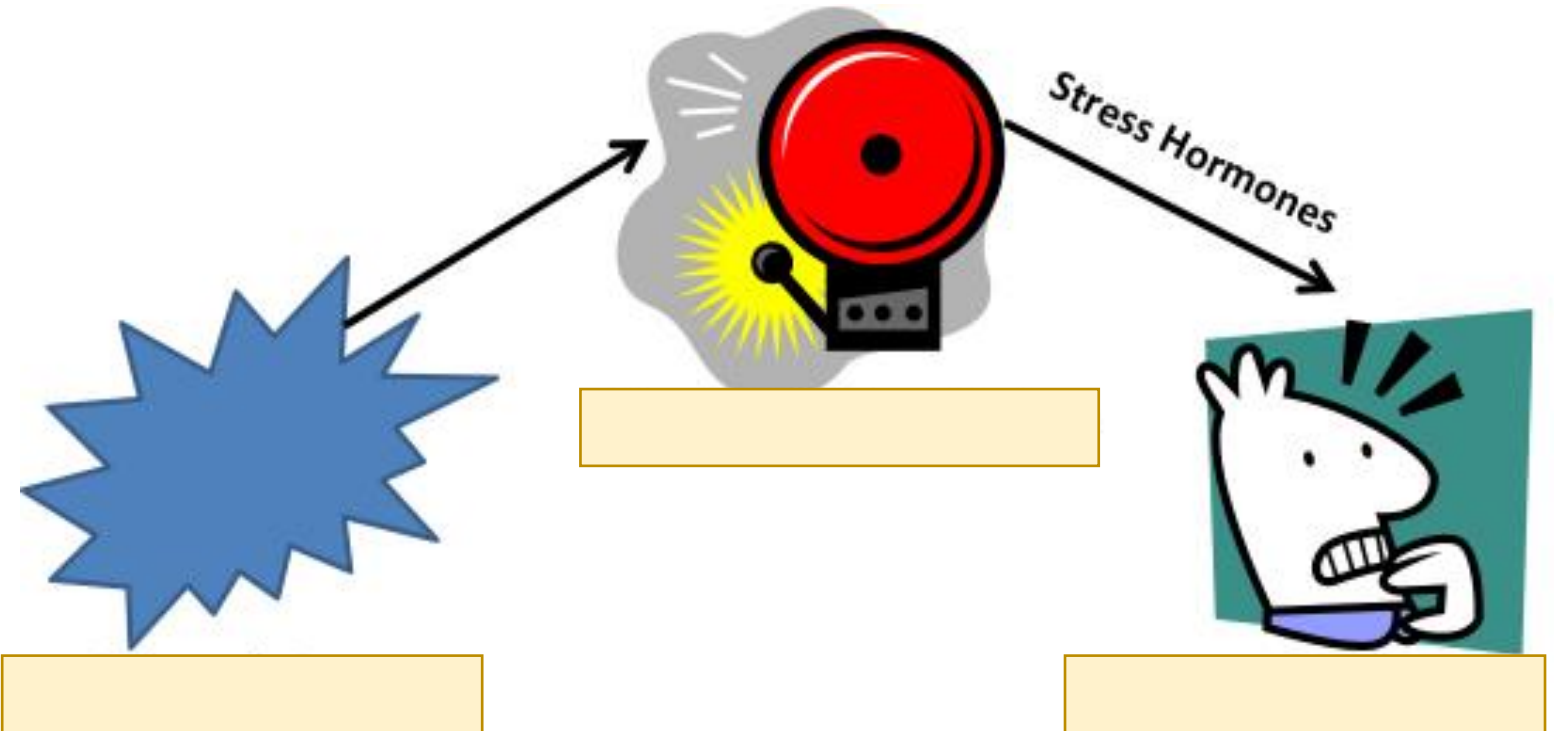
How Stress and Trauma show up in Leadership

Positive Ripple Moments

Think of a time your leadership helped your team navigate a challenge.
- What did you do? How did it impact them?

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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

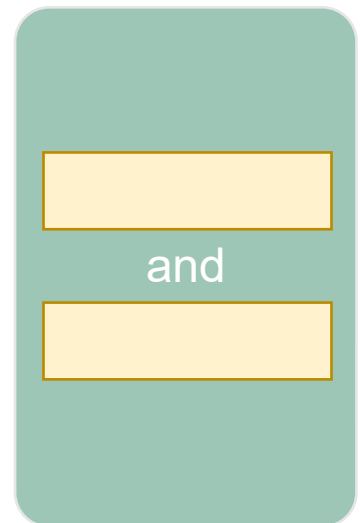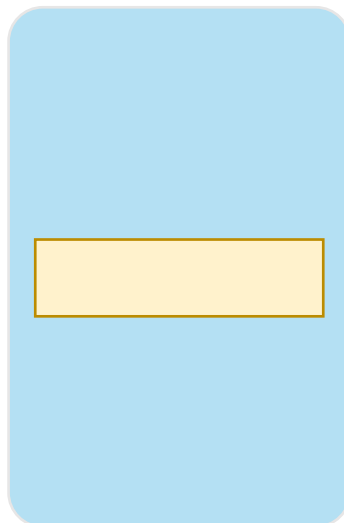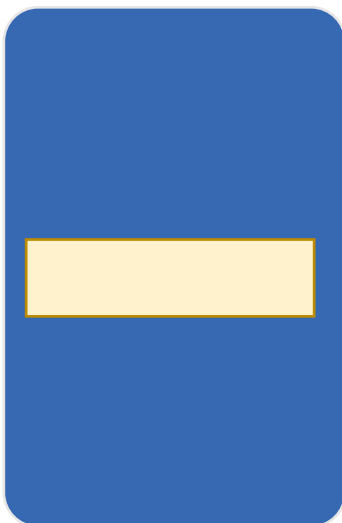|		
Safety	Trustworthiness and Transparency	Peer Support
Collaboration and Mutuality	Empowerment, Voice, and Choice	Cultural, Historical, and Gender Issues

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

A Trauma-Informed Leader…

The Four Pillars of Trauma-Informed Leadership

and

Psychological Safety

Psychological Safety is:

☑

Psychological Safety is NOT:

☒

- -

Psychological Safety and Team Engagement

	Low Standards	High Standards
High Psychological Safety		
Low Psychological Safety		

- -

The Benefits of Psychological Safety

Trust

Trust: The Foundation Beneath Safety

- Choosing to risk _____ with confidence

- Built over time through consistent _____

- Strengthened by boundaries, reliability, and care

- Without _____ → no safety, no innovation, no resilience

BRAVING

The Benefits of Cultivating Trust and Transparency

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Trust

Common Pitfalls

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

Autonomy: Voice, Choice, & Control

The Benefits of Championing Autonomy

Strategies to Increase Autonomy

Autonomy

Zones of Control Framework

Zone of [blank]	My direct actions/choices
Zone of [blank]	Relationships, advocacy, persuasion
Zone of [blank]	Systemic realities I cannot shift today

Apply it To Your Work

Take a moment to reflect on one real challenge.

- What's in your Control? What can you Influence? What must you Accept and Release (for now)?

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Connection

Connection: Belonging and Support

The Benefits of Cultivating Connections and Relationships
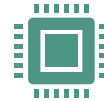
Facilitate Opportunities for Social Support

Social support refers to activities that allow team members to remain

_____, especially at times of emotional turmoil (e.g.,

when conflict arises).

Connection

Additional Strategies to Build Connections and Relationships

Autonomy & Connection in Practice

Boundaries

Without Boundaries, We Often Experience:

☒

With Healthy Boundaries, We Gain:

☑

Myths and Truths About Boundaries

Myths	Truths
✅ 'Setting boundaries is selfish."	Boundaries honor both your needs and others' by creating clear expectations and healthier relationships.
✅ "If I set boundaries, people will be upset with me."	Healthy relationships can tolerate and even grow from clear boundaries. Discomfort is normal but not a sign you're doing something wrong.
✅ "Good leaders are always available to their teams."	Good leaders model sustainable work by setting limits on their availability—this encourages others to do the same.
✅ "Boundaries mean saying "no" to everything."	Boundaries are about descerment—deciding what to say "yes" to and where "no" protects your time, energy, and values.
✅ "Once I set a boundary, it will always hold."	
✅ "Boundaries push people away.	Leaders with strong boundaries are more resilient, effective, and better able to support their teams long term.

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Wrap Up

Reflection Prompt: Where Am I Overextending?

- Where am I overextending?
- Where might I soften or strengthen a boundary?

General Tips on Leading with Compassion and Accountability

From Insight → Action

Note one **personal** commitment and one **team** commitment (this week/month/quarter):

Next Steps

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.

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Closing Reflection Thoughts:

Resources

- CalTrin Replay: *Pause, Reset, Nourish: A Framework to Foster Wellness in the Midst of Challenging Work*

- SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach

- Trauma-Informed Leadership Self-Assessment

- The BRAVING Inventory

- Free Self-Assessment + Boundaries Toolkit

- BREATHE Framework

- My Peaceful Toolkit: Products I Love to Help Me Maintain My Peace

- Video: Offering Social Support

Connect with Dr. Conradi!