Hi, We're CalTrin!

Who we are

- The California Training Institute

- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.

- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

What we offer

- Live webinars & small group training

- Virtual, self-paced courses

- Job aids & other resources

CALTRIN
California Training Institute

UPCOMING TRAININGS
mark your calendars!

Visit caltrin.org to view and register for upcoming webinars or workshops

November 25 | Implementing Treatment Foster Care Oregon – Adolescent (TFCO-A)

December 2 | The Culture of You, Me, and We

December 9 | Leading Through Change

December 10 | Psychological Safety & Inclusive Workspaces
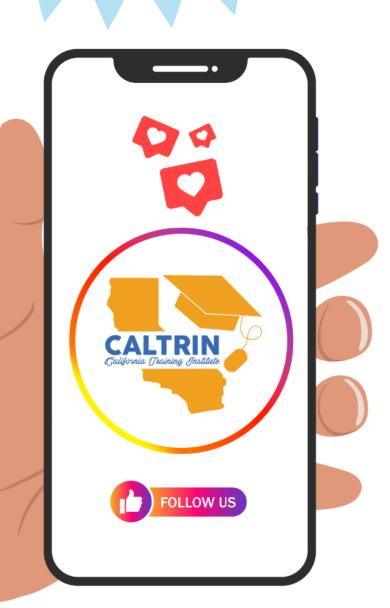
December 11 | Advanced Training on Secondary Traumatic Stress & Empathic Strain
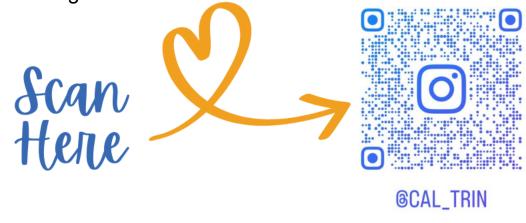
December 12 | Introduction to the ASQ-3

What's New

CALTRIN IS NOW ON INSTAGRAM!

Follow us for updates related to new trainings, featured resources, & more.

Not on Instagram? You can also find CalTrin on Facebook and LinkedIn. Let's get social!

Scan Here

@CAL_TRIN

Before We Begin...

DURING

The notetaking slides and participant guide are in the chat now!

Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.

This presentation is being recorded.

External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

AFTER
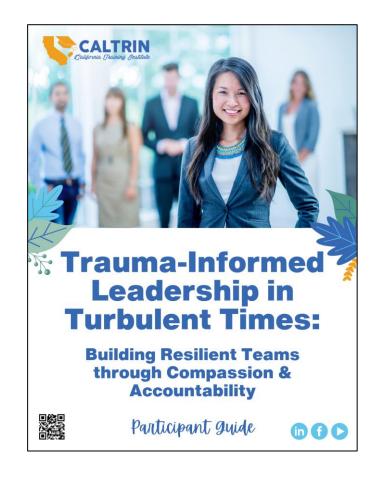
Complete the survey to receive your Certificate of Attendance. CEUs available for LCSWs, LMFTs, LPCCs, and LEPs.

A follow-up email will be sent to all participants within two days.

TRAINING RESOURCES

Fillable PDF Participant Guide

Notetaking PPT Slides

Speaker SPOTLIGHT

- Former Executive Director of the Chadwick Center, a children's advocacy center which houses one of the largest trauma treatment centers in the nation

- Partners with individuals and organizations to cultivate leadership practices rooted in resilience, compassion, and nervous system awareness

- Licensed clinical psychologist with training in multiple evidence-based, trauma-focused treatment practices and a sought-after speaker and consultant on trauma-informed leadership and systems transformation

Lisa Conradi, PsyD

**President & Founder,
Lisa Conradi, LLC**

Trauma-Informed Leadership in Turbulent Times

Building Resilient Teams through Compassion and Accountability

Lisa Conradi, Psy.D.
November 20, 2025

Webinar Objectives

By the end of this webinar, participants will be able to:

- Define the seven core practices of trauma-informed leadership and describe how they apply to leading teams in high-stress environments.

- Apply at least 3 practical strategies to balance compassionate leadership with accountability.

- Develop an action plan for integrating trauma-informed leadership principles into their daily practice.

Why This Work Matters Today

- Navigating a constantly changing socio-political climate
- Rising moral distress, burnout, and turnover in human services
- Leaders as nervous system regulators — stress and calm are contagious

Poll Question #1: How Many Staff do you Supervise/Roll up to you?

- 1-5
- 6-10
- 11-20
- More than 20

Poll Question #2: How Long Have you Been a Leader?

0-2 years

3-5 years

6-10 years

More than 10 years

Grounding and Agreements

Arrival Practice:
Pause-Reset-Nourish (PRN)

- 60 seconds of gentle breath + notice body in the chair

- Reset attention → "I'm here now"

- Nourish → one word you want to carry into today. Note it in your Participant Guide and feel free to share it in the chat.

Group Agreements: Creating Our Space Together

🔒 Confidentiality – what's shared here stays here

⏸ Nervous system care – okay to pause, stretch, step away

🛑 Boundaries – share only what feels right

🌈 Honor diverse experiences – no "right" way to lead or feel

💬 Step up / step back – balance sharing and listening

📝 Multiple opportunities for quiet reflection and note-taking

Anything additional you'd like to add? Type it in the chat.

Leadership as a Ripple Effect

- Our energy sets the tone for teams

- Leadership is co-regulation (stress & calm both contagious)

- What we model → multiplies outward

- A trauma-informed approach helps us understand ourselves and those around us to better co-regulate

What Characterizes Trauma?

- Harmful event or series of events
- Lack of actual or perceived control in the harmful situation
- Violation of trust and safety
- Disruption in the social contract
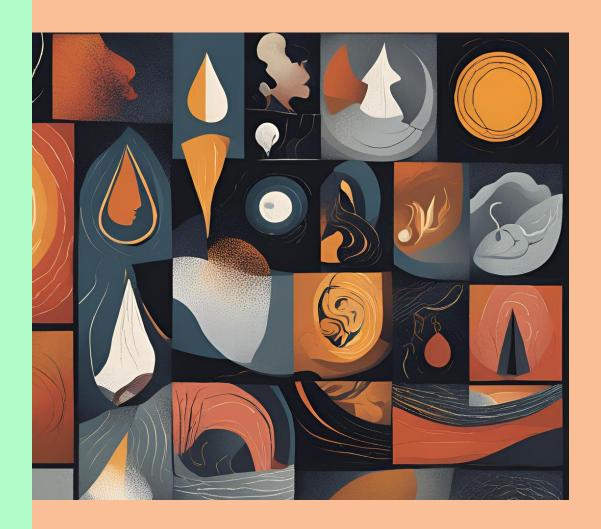
Types of Trauma

Capital "T" trauma – Those specific, identifiable, and hurtful events that create autonomic and powerful responses in our body. These are the types of trauma we serve every day in child and family-serving organizations.

Small "t" trauma – Less memorable but hurtful misfortunes of childhood. Might include bullying, high conflict divorce, etc. All of us have likely experienced a version of this type of trauma.

Stressful events – Events that cause temporary distress but which our bodies can adapt and recover within a reasonable period. Might include parental divorce, moving, etc.

Some adverse childhood experiences are trauma, some are stress.
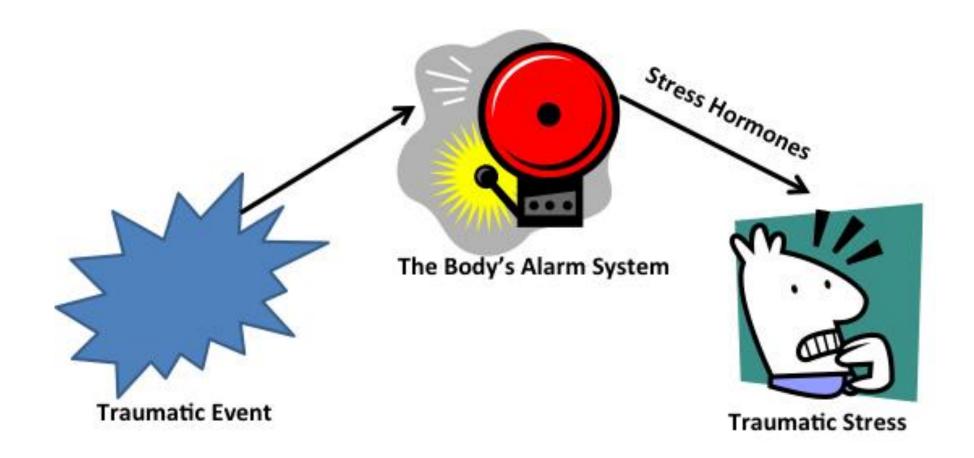
Stress, Trauma, and the Current Workforce

- 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.

Traumatic Stress Response Cycle

Traumatic Event → The Body's Alarm System → Stress Hormones → Traumatic Stress

Source: Georgetown University Center for Child & Human Development. (n.d.). *Stress and the developing brain: The stress response.* Retrieved from Center for Early Childhood Mental Health Consultation website: http://www.ecmhc.org/tutorials/trauma/mod2_1.html

How Stress and Trauma Shows Up in Leadership

- Stress & trauma impact brains, bodies, and decision-making

- Fight/flight/freeze/fawn show up in teams, too

- Leaders can buffer by modeling calm + boundaries

NERVOUS SYSTEM RESPONSES

FIGHT
CONFRONTING THE THREAT

FLIGHT
RUNNING FROM THE THREAT

FREEZE
STOPPING IN RESPONSE TO THE THREAT

FAWN
PLEASING TO AVOID THE THREAT

Positive Ripple Moments

- Think of a time your leadership helped your team navigate a challenge.
  - What did you do?
  - How did it impact them?
- Note that in your Participant Guide
- Opportunity to share via chat

What is Trauma-Informed Care?

Trauma-informed care seeks to:

- **Realize** the widespread impact of trauma and understand paths for recovery;

- **Recognize** the signs and symptoms of trauma in patients, families, and staff;

- **Integrate knowledge** about trauma into policies, procedures, and practices; and

- Actively **avoid re-traumatization**.

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?

Integrates the key principles of trauma-informed care into their leadership style

Balances compassion and accountability

Accountability & Compassion in Leadership

- Accountability without compassion → erodes trust

- Compassion without accountability → erodes integrity

- Trauma-informed leadership requires both

The Four Pillars of Trauma-Informed Leadership

Safety

Trust

Autonomy

Connection and Relationships

Psychological Safety & Trust

Team Psychological Safety:

A SHARED BELIEF HELD BY MEMBERS OF A TEAM THAT THE TEAM IS SAFE FOR INTERPERSONAL RISK TAKING

Amy Edmondson, "The Fearless Organization"

Psychological Safety Is Not:

Being "Nice"

Personality Factor

Another Word for Trust

Lowering Performance Standards

Psychological Safety And Team Engagement

	Low Standards	High Standards
High Psychological Safety	Comfort Zone	Learning and High-Performance zone
Low Psychological Safety	Apathy zone	Anxiety zone

The Benefits of Psychological Safety

- Increases innovation & problem-solving

- Reduces burnout & moral distress

- Improves retention & engagement

- Strengthens resilience in uncertainty

Trauma-Informed Leadership Self-Assessment

Psychological Safety

Poll Question: Team members feel comfortable communicating with each other and/or their leader when concerns arise

Never

Rarely

Sometimes

Often

Always

How Leaders Can Cultivate Psychological Safety in their Teams

- Be accessible and approachable
- Acknowledge the limits of current knowledge
- Be willing to display fallibility
- Invite participation
- Highlight failures as learning opportunities
- Use direct language
- Set boundaries
- Hold people accountable for transgressions

Trust: The Foundation Beneath Safety

- Trust = Choosing to risk vulnerability with confidence

- Built over time through consistent behaviors

- Strengthened by boundaries, reliability, and care

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

Building Trust: BRAVING

- **Boundaries**: You respect my boundaries, and when you're not clear about what's okay and not okay, you ask. You're willing to say no.

- **Reliability:** You do what you say you'll do. At work, this means staying aware of your competencies and limitations, so you don't overpromise and are able to deliver on commitments and balance competing priorities.

- **Accountability**: You own your mistakes, apologize, and make amends.

- **Vault**: You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you're not sharing with me any information about other people that should be confidential.

Brown, 2018

BRAVING, Continued

- **Integrity:** You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.

- **Nonjudgment:** I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgement. We can ask each other for help without judgment.

- **Generosity:** You extend the most generous interpretation possible to the intentions, words, and actions of others.

Reflection: Which of these do you most need to strengthen with your team? Reflect on this after the training.

The Benefits of Cultivating Trust and Transparency

- Team members have clarity on what's expected of them

- Team members understand why the organization has made certain decisions (even if they don't agree with them)

- Team members are less likely to make unfavorable comparisons to others, "why did XX get this, but I don't?"

- Team members know that their leader will do what they say they are going to do

Common Pitfalls

- Avoiding the issue (breeds cynicism)

- Over-accommodating (erodes standards)

- Coming in too harsh (shuts people down)

Trauma-Informed Leadership Self-Assessment

Trust and Transparency

Poll Question: There is a culture of non-judgment and support
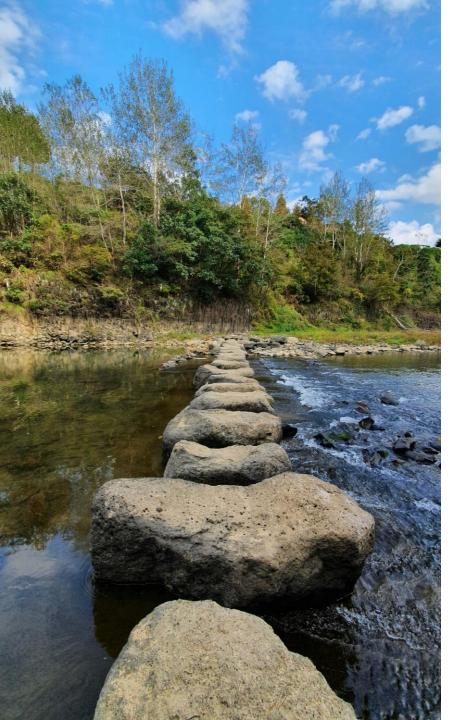
Never

Rarely

Sometimes

Often

Always

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)
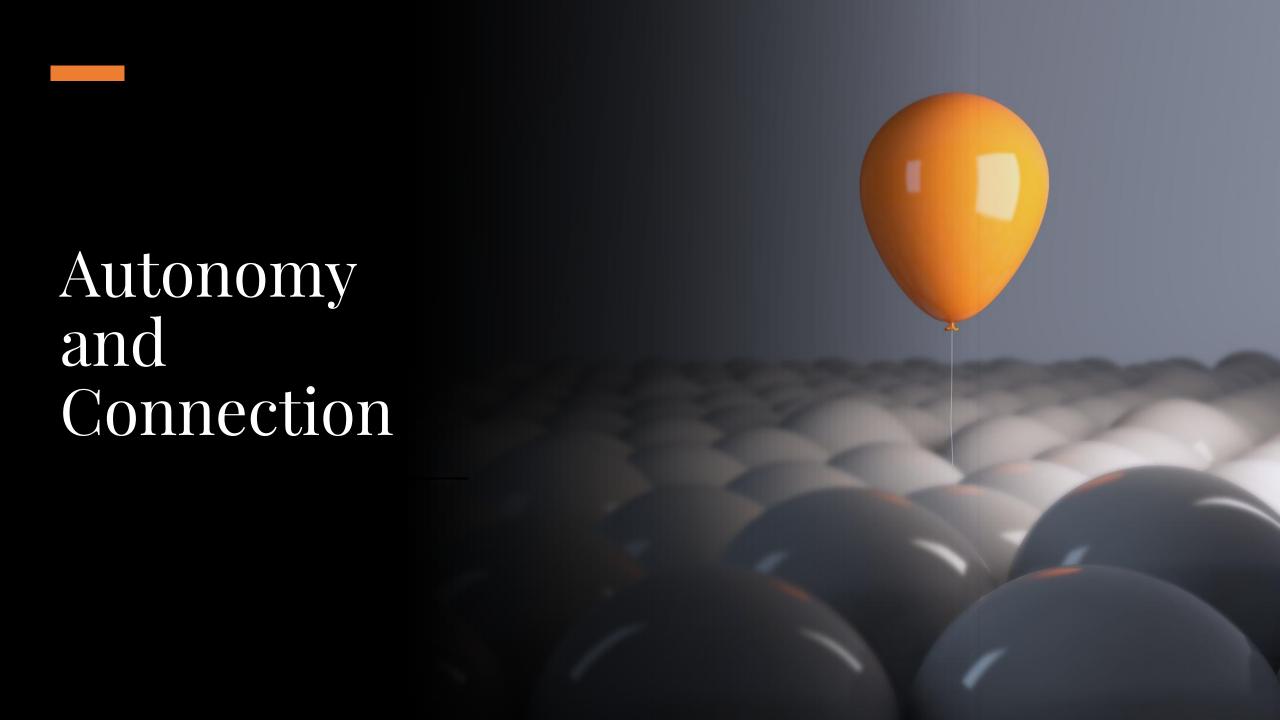
Increasing Trust and Transparency, Cont'd

- 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
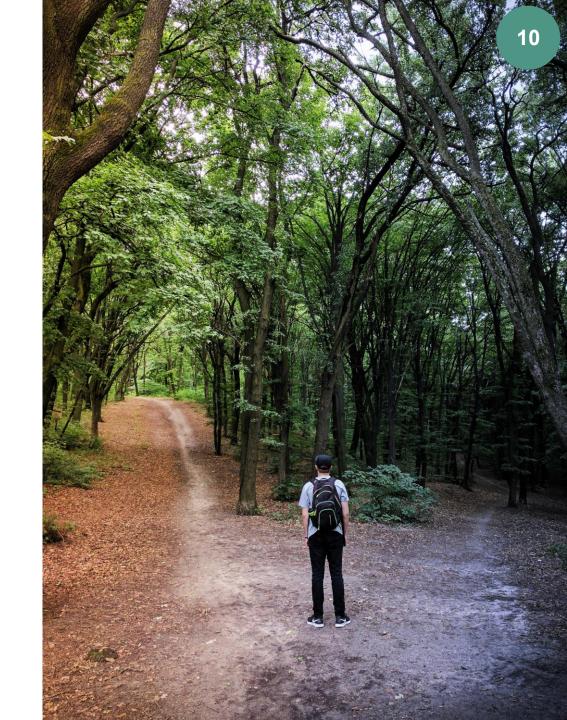
Psychological Safety & Trust You Can Feel

- Foundation of resilient teams

- Trust makes conflict safe & learning possible

- Leaders model it first

Autonomy and Connection

Autonomy: Voice, Choice, & Control

- Autonomy refers to having meaningful influence over your work, decisions, and how goals are achieved

- In trauma-informed leadership, autonomy is not "going it alone" — it's about choice within connection

- Even small choices buffer stress and build engagement

- Leaders model autonomy by protecting it for themselves and creating it for their teams

The Benefits of Championing Autonomy

- Team members feel like they have unique skills that can contribute to the success of the organization
- Team members feel a sense of control over their own successes, and their own challenges
- Team members are more likely to be innovative
- Organizations are more likely to be creative and adaptable

Strategies to Increase Autonomy

- Opportunities for input in strategic planning or other key organizational activities and initiatives

- Help staff determine what they really need to focus on - how does that map onto their role?

- Clarity on what they can and can't control by incorporating "Zones of Control" language

Zones of Control Framework

- Helps us sort:
  - What we can control
  - What we can influence
  - What we need to accept and release

Sorting What's Yours to Carry

Zone of Control – My direct actions/choices

- How you hold space in team meetings.
- How you communicate with others (including important information and updates).
- How you regulate your nervous system when you experience a difficult situation.
- What you choose to model—especially around boundaries and values.

Zone of Influence – Relationships, advocacy, persuasion

- Partnering with others for policy shifts.
- Written letters and offered testimony in larger groups.
- Shared impact stories that highlight the human cost of inaction.

Zone of Acceptance and Release – Systemic realities I cannot shift today

- Laws we're required to follow.
- Institutional decisions made far above your pay grade.
- Cultural changes or resistance you can't change overnight.

Apply it To Your Work

Take a moment to reflect on one real challenge (salary limits, contract terminations, labor dynamics, etc.). Map:

- What's in your **Control**?

- What can you **Influence**?

- What must you **Accept and Release** (for now)?

- Journal this in your Participant Guide with an opportunity to share in the chat

Connection: Belonging and Support

- Connection refers to feeling seen, supported, and valued as part of a team
- Connection is the strongest buffer against stress and burnout
- Autonomy and connection work together to increase engagement and sense of belonging and purpose at work
- Leaders model connection by prioritizing belonging and peer support

The Benefits of Cultivating Connections and Relationships

- Team members feel like they are a part of something bigger and are better aligned with the Mission and Vision of the organization

- Team members are likely to feel more supported, especially after dealing with a tough case

- Organizations are more likely to have better engagement and less turnover

- Organizations can manage concerns regarding burnout and secondary traumatic stress more quickly

Facilitate Opportunities for Social Support

- Social support refers to activities that allow team members to remain committed to the team, especially at times of emotional turmoil (e.g., when conflict arises). Social support can take a number of forms that can include:
  - Being an ally to them when they need someone to help advocate for them or their ideas
  - Reassuring their worth and value to the team-tell them how much you and the other team members appreciate them
  - Listening to their problems and offering guidance – if they ask for it.

Additional Strategies To Build Connections And Relationships

Cultivate meaningful meetings and gatherings for staff

Have team members work together on projects

Build inclusive cultures

Identify staff members "language of appreciation in the workplace"

Incorporate gratitude to each other in the culture of the organization -

Be flexible when you can

Autonomy & Connection in Practice

Autonomy & Connection Look Like:

- Shared decision-making
- Flexibility in how goals are met
- Encouraging voice and feedback
- Prioritizing peer-to-peer support
- Celebrating progress together

Boundaries = Leadership Sustainability

- Protects your energy
- Models resilience for your team
- Creates space for autonomy & innovation

BOUNDARES ARE EXPECTATIONS AND NEEDS THAT HELP YOU FEEL SAFE AND COMFORTABLE IN YOUR RELATIONSHIPS

Nedra Glover Tawwab, "Set Boundaries, Find Peace"

Without Boundaries, We Often Experience:

- Emotional exhaustion
- Resentment or frustration
- Feeling "used up" by the end of the day
- Difficulty saying no, even when over capacity
- Disconnect from our purpose and values

With Healthy Boundaries, We Gain:

- Greater clarity about what's ours to carry
- Increased connection with others, "space vs. spaciousness"
- More consistent emotional regulation
- Increased energy and presence
- Stronger alignment with our values
- Protection from compassion fatigue
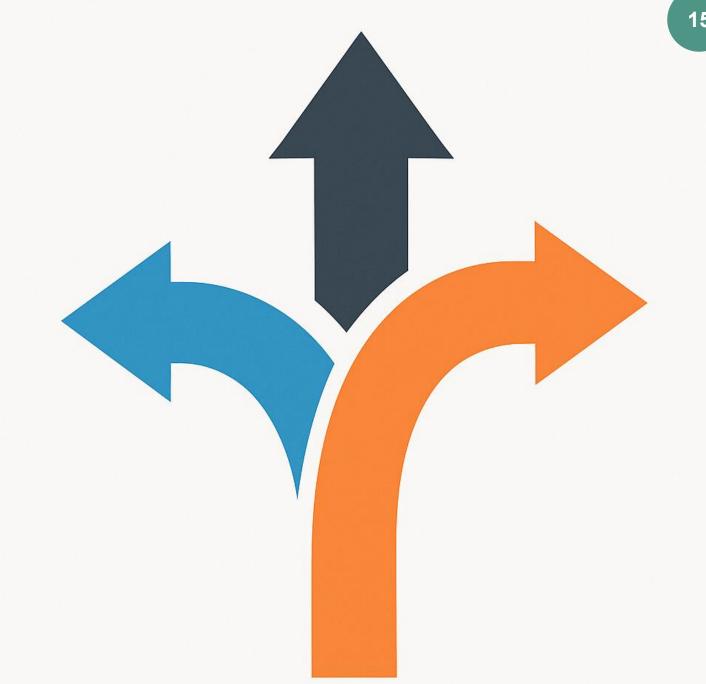
Myths and Truths About Boundaries

| 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."	Leaders with strong boundaries are more resilient, effective, and better able to support their teams long term.
✅ "Boundaries push people away.	

Where Am I Overextending?
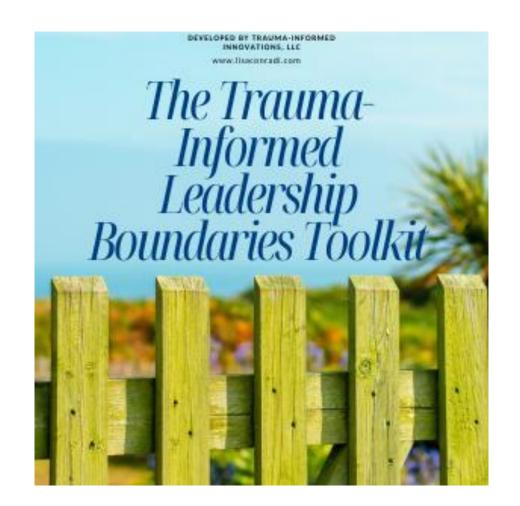
Reflection Prompt

- Where am I overextending?

- Where might I soften or strengthen a boundary?

📝 Journal silently for yourself in the Participant Guide. You'll have an opportunity to share if you'd like.

Free Resource = Assessment + Toolkit

DEVELOPED BY TRAUMA-INFORMED
INNOVATIONS, LLC

www.lisaconradi.com

The Trauma-
Informed
Leadership
Boundaries Toolkit

Poll Question: Team members feel comfortable both setting and respecting each other's boundaries

Never

Rarely

Sometimes

Often

Always

Applying The Four Pillars Of Trauma-informed Leadership:

The BREATHE Approach

B **BOUNDARY SETTING**
Identify and set your own boundaries and create a culture of healthy boundaries for your team.

R **RELIABILITY**
Do what you say you're going to do and if you can't do something, explain why.

E **EMPATHY**
Be supportive and relational, support connections with and among team members.
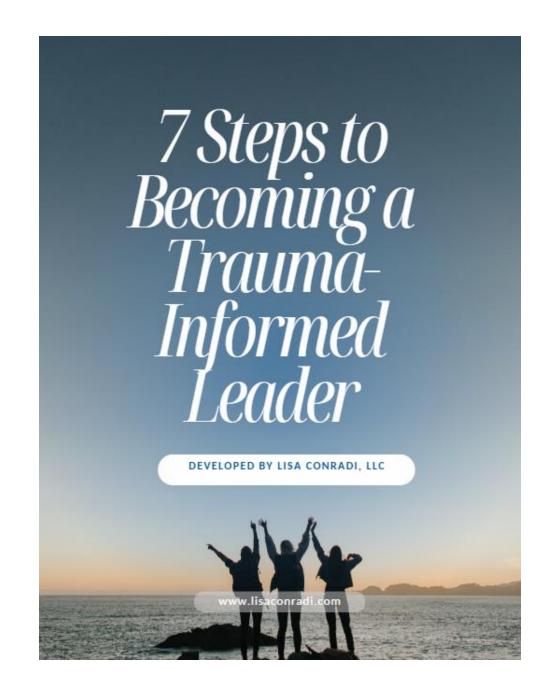
A **ACCOUNTABILITY**
Have the difficult conversations when needed and support your team in doing the same.

T **TRANSPARENCY**
Be transparent about what is happening while still respecting confidentiality.

H **CULTURAL HUMILITY**
Be approachable, friendly, and know that we all are always learning and growing.

E **UNDERSTANDING ERRORS**
Understand that we all make mistakes. It's how you handle it that matters.

Free Resource

7 Steps to Becoming a Trauma-Informed Leader

DEVELOPED BY LISA CONRADI, LLC

www.lisaconradi.com

General Tips on Leading with Compassion and Accountability

- Don't be afraid to create clear boundaries and expectations for job roles and performance

- Engage in courageous and difficult conversations on an ongoing basis

- Create an environment that views mistakes as opportunities to learn (*but still hold people accountable to appropriate consequences*)

- Create opportunities for staff to connect with one another and appreciate each other as human beings

- Provide ongoing and transparent communication regarding initiatives and expectations

- Focus efforts for improvement in your zones of control and influence

- Be aware of your own triggers and trauma and how it may be impacting your ability to fully engage

Action Planning and Commitments

From Insight ⇴ Action

- One personal commitment (this week/month/quarter)
- One team commitment (this week/month/quarter)
- Small + specific = sustainable

☐ **Personal Commitment**

☐ **Team Commitment**

Next Steps

- Complete the "Trauma-Informed Leadership Self-Assessment" and reflect on your responses.

- Review the "BRAVING" worksheet and reflect on your strengths and areas to grow.

Closing Reflection

Closing Reflection

- 2–minute breath practice
- Share one word you're leaving with in the chat
- Questions in the Q&A

Thank you!

This QR code provides a link to resources I've used to inform my work.
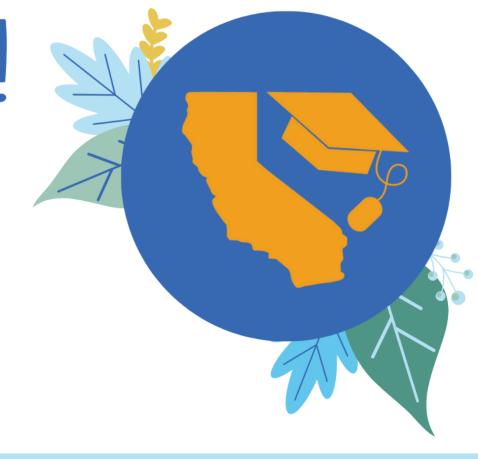
Let's Connect!

✉ lmc@lisaconradi.com

🌐 www.lisaconradi.com

Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
  - LCSWs, LPCCs, LMFTs, and LEPs – complete additional survey section to receive CEUs
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*

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THE FUTURE IS NOW: NAVIGATING CHALLENGES, SHAPING TOMORROW

41st

Annual San Diego International Conference on Child and Family Maltreatment

JAN 24-29, 2026

Town and Country San Diego
📍 500 Hotel Circle North
San Diego, CA 92108

Register Here

Rady Children's San Diego | Chadwick Center for Children & Families