



Welcome to

The ABC's of Revitalizing Well-Being in Trauma-Exposed Organizations

THE TRAINING WILL BEGIN SHORTLY! WHILE YOU'RE WAITING...

Icebreaker Question
(answer in the chat)
If you could have dinner with anyone in the world, who would it be?

Survey & Certificate of Completion
Available following the training.

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Hi, We're CalTrin

Supporting child abuse prevention in California through **FREE** professional development & extended learning.

Who We Are
CalTrin delivers free science-based training to staff of Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child- & family-serving systems.

What We Offer

- Live webinars & interactive, small-group training
- Virtual, self-paced courses
- Job aids & other resources

And check out our partner project, **The California Evidence-Based Clearinghouse (CEBC)**!



Advancing the effective implementation of evidence-based practices for children & families.
A FREE, searchable database of 500+ programs & resources for implementation.

SCAN TO LEARN MORE



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UPCOMING TRAININGS

mark your calendars!

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



October 6: The Culture of You, Me, & We



October 15: Substance Abuse Disorders, Mental Health, & Recovery: Cultural Elements in Working with Disproportionately Impacted Populations



October 7: Addressing Problematic Sexual Behaviors (PSBs) in Children & Adolescents



October 20: Protective Factor of the Month: Concrete Support



October 14: Trauma-Informed Leadership in Turbulent Times: Creating the Conditions for People & Teams to Thrive



November 4: Protecting Your Peace: Supporting Well-Being & Resilience During Turbulent Times

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Before We Begin...

BEFORE	DURING	AFTER
 Access the notetaking slides now! The link can be found in the chat.	 Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.	 Complete the survey at the end of this webinar to receive your Certificate of Attendance.
 This presentation is being recorded.	 AI assistants are not allowed in CalTrin trainings due to California privacy laws.	 A follow-up email will be sent to all participants within two days.

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The ABC's of Revitalizing Well-Being in Trauma-Exposed Organizations

Presented by Cambria Walsh, LCSW



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Speaker SPOTLIGHT



- **Over 20 years of experience** in health and human services, specializing in trauma-informed care, organizational health, and secondary traumatic stress (STS).
- **Associate with TEND Academy** and co-developer of the TEND Organizational Health Roadmap and TEND Trauma-Informed Practices Training Series.
- **National consultant and contributor** to initiatives including the NCAC STS Blueprint, the University of Kentucky's STS Solutions and Innovations Center, and the CE-CERT model.
- **Founding member of the Secondary Traumatic Stress Consortium**, advancing research and best practices to support workforce well-being and resilience.

Cambria Walsh, LCSW

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Expectations for **BREAKOUT ROOMS**



Camera and microphone on (muted if not speaking)



Be present at all times, even when not speaking



Participate in the conversation



Create space for everyone to speak



What is discussed here, stays here



If your group gets stuck, click the "Ask for Help" icon

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The ABC's of Revitalizing Workforce Well-Being in Trauma-Exposed Organizations

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Learning Objectives

1

Explain the difference between secondary traumatic stress, moral distress, and burnout

2

Identify the individual, organizational, and societal roles in addressing secondary traumatic stress and explain how each level contributes to solutions.

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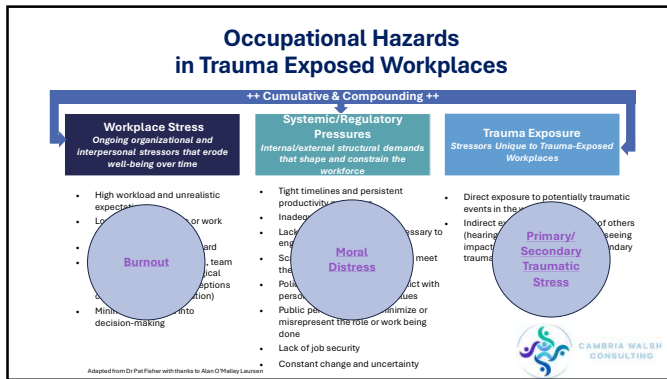
Specify how awareness, building skills and connections are all critical to addressing the impacts of working in trauma exposed workplaces.

4

Identify two ways that peer support and supervisory support can help mitigate secondary traumatic stress



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What is Burnout?

Burnout is the result of long hours, few resources, lack of control and disconnection.

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What is Moral Distress?

Moral Distress: Knowing the ethically right action but being unable to act due to external constraints.

↓

Moral Injury: a deep psychological, emotional or spiritual wound that results from action or inaction that violate a person's moral or ethical code.

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What is Primary and Secondary Traumatic Stress?

Primary Traumatic Stress is the psychological and physiological response a person *may have* when they directly experience or witness a traumatic event.

Secondary Traumatic Stress (STS) is the emotional duress that *may result* when an individual is exposed to the firsthand **trauma** experiences of another.

STS not just experienced by those on the front line, others in the organization can also be impacted.



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Importance of Tri-Focal Approach

Individual

Organizational

Society



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Addressing these Hazards



Awareness



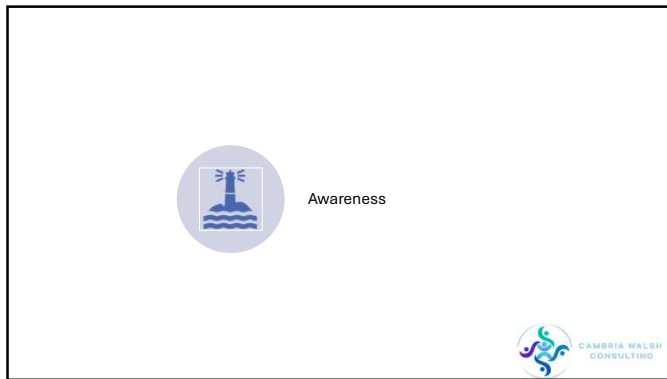
Building Skills



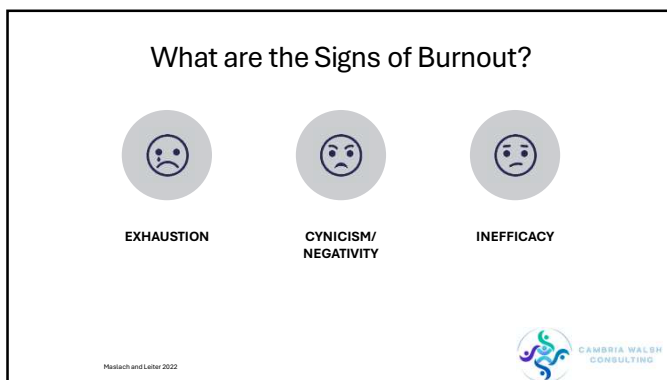
Connections



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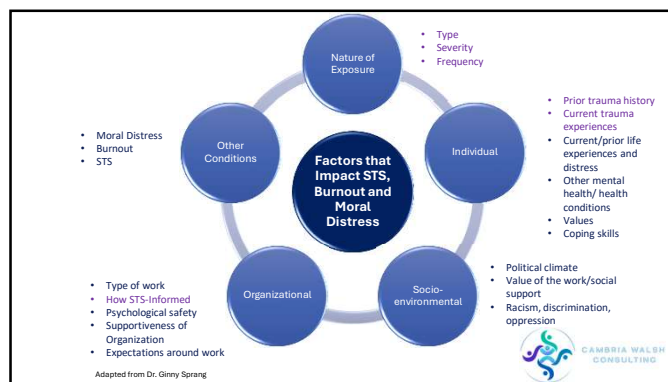
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Signs of Secondary Traumatic Stress

-  Emotional
-  Physical
-  Behavioral
-  Cognitive
-  Relational



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Understanding the Amplification Effects



Jordan works at a Mockingbird Center, helping families navigate parenting challenges, housing instability, food insecurity, and other community resources. Lately, Jordan is hearing more difficult stories involving family violence, immigration concerns, and children's safety.

The center is short staffed, waitlists are long, and many families cannot access the services they need. Jordan often leaves work thinking about families they could not help and wondering if they should have done more.

Over time, Jordan begins replaying difficult conversations at home, feeling emotionally drained and easily frustrated. They are sleeping poorly and finding it harder to stay patient and engaged with families. Jordan also feels increasingly discouraged about the work. They know what families need, but often cannot provide it because of barriers outside their control.

Jordan starts wondering, "What difference am I really making?" and feels guilty for wanting to step back when families still need support.

- Briefly introduce self (name and agency)
- What signs of burnout, moral distress and secondary traumatic stress do you see?
- How are they amplifying each other?

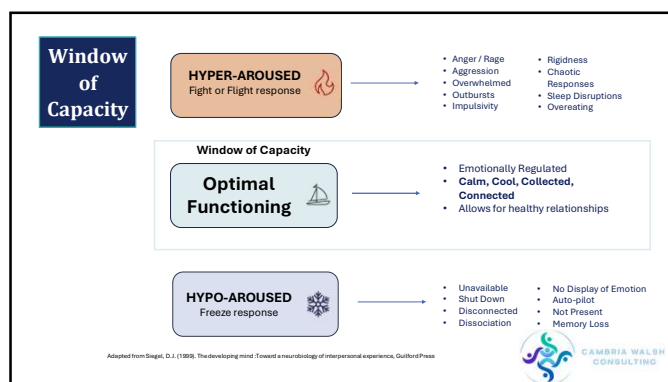


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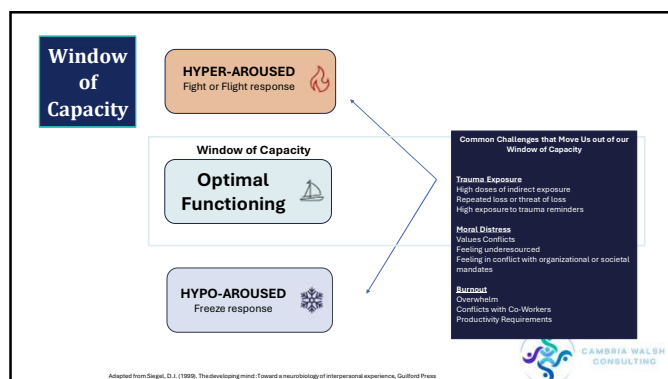
How Do You Use Awareness to Help?



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Awareness

- How do you monitor how you are doing?
- What are your “tells” that things are not going well?

What are 3 signs for yourself that indicate that you are being impacted by your work?



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Awareness

- Pay attention not just to how we are doing, but what is impacting us.
- Realize what stories we are telling ourselves about the work and the workplace.
- Acknowledge what is working and not working for us in terms of the skills we are going to discuss next.



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Addressing these Hazards



Building Skills



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Building Skills

Grounding and Resetting

Transitions

The Stories We Tell Ourselves

Competence

Managing Trauma Inputs



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Grounding Skills



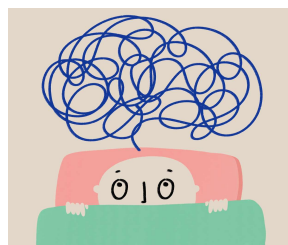
- They can be done quickly and help to reset our nervous systems so that our capacity to handle distress is increased.
- When we can be present we can access our problem-solving capabilities.
- Organizational design needs to allow time to engage in grounding skills.



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Rumination

- Rumination is repetitive thinking about past events or future concerns.
- It feels like problem-solving, but without a focused plan, it keeps us stuck.
- The antidote? Engage in **task-positive activities**



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Transitions

- When trauma-exposure happens we need to be able to set appropriate boundaries to allow ourselves to transition from one encounter or task to another.
- We also need to set boundaries to move ourselves through overwhelm and through morally distressing challenges.



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The Stories We Tell Ourselves



- How do we interpret what is happening and make meaning?
- The Career Sustaining Narrative: what is our why- our reason for doing this work?



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Creating A Why Statement



- **Take a moment to reflect on:**
 - What first drew you to this work?
 - What keeps you coming back, even when the work is hard?
 - What matters to you about the difference your work can make?
- **Using your answers above, fill in one of these sentence starters and share in your group. There are no right answers— only your truth:**
 - I do this work because I believe
 - I keep showing up because
 - My why is rooted in



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Competence

- Intentional Mastery
- Learning Organizations



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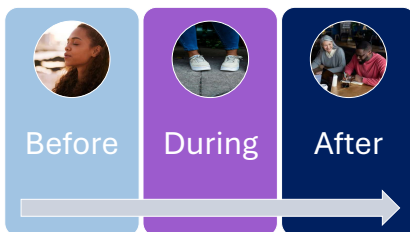
Managing Trauma Inputs

- What are the trauma inputs you have at work?
- What do these look like outside of work?



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Planning for the Trauma Exposure



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How Do You Handle the Trauma Exposure?

Let's think about some of the ways that you prepare, how you stay present and what you do after a difficult encounter.

- What do you do before or on an ongoing basis to prepare?
- What do you do during the difficult encounter
- What do you do afterwards?



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Connections



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Connections

- Support systems at work and outside of work are both critical.
 - We need people who understand our work that we can talk to about it
 - We need people who remind us that there is more to life than what we are faced with all day at work
- People who have positive relationships at work feel more supported and are able to reach out for help when needed



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Support Systems

- Who are the people in your life that bring you joy?
- Who are the people that are there when you have a tough day?
- Who are the people that check-in with you?



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Low Impact Processing

- Self Awareness
- Fair Warning
- Consent
- Limited Disclosure





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Connection and Moral Distress

INDIVIDUAL	TEAM	ORGANIZATION
<i>Notice & name it</i>	<i>Make space to talk about it</i>	<i>Address the conditions creating it</i>
• Recognize moral distress	• Normalize ethical reflection	• Examine policies & workflows
• Identify what is yours to influence	• Use supervision & consultation	• Address staffing & resource gaps
• Practice healthy boundaries	• Create psychological safety	• Create meaningful feedback loops
• Seek support—not just self-care	• Share concerns without blame	• Align practice with stated values
		• Close the loop on concerns



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Organizational Audit

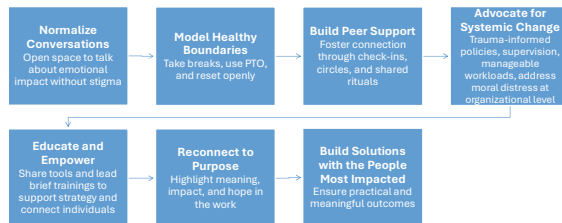


- What is one thing that your organization is doing well around providing support related to either STS, Burnout or Moral Distress?
- What is one area for improvement for your organization around providing support related to either STS, Burnout or Moral Distress?



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What Does an STS –Informed/Healthy Organization Look Like?



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What is Your Organization Doing?

STSI-OA

<https://ctac.uky.edu/stsi-oa>

- 1) Promotion of STS Resilience Building Activities
- 2) Promotion of a Sense of Safety
- 3) STS Informed Nature of Organizational Policies
- 4) STS-Informed Nature of the Practices of Leaders
- 5) STS –Informed Nature of Other Organizational Practices
- 6) Evaluation/Monitoring of STS informed Policies/Practices

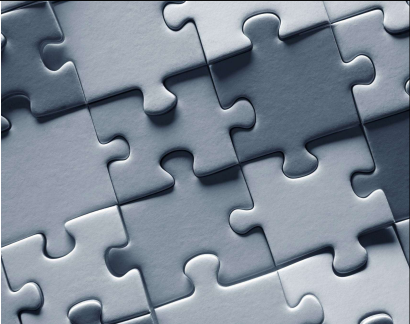
Sprang, Ross, Blackshear, Miller, Vrabie, Ham, Henry, Carlingi et al., 2014



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Closing

- What is one thing you will try in this next week?




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For More Information

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Connect on Linked In



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Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*



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