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SPANISH INTERPRETATION AVAILABLE!

INTERPRETACIÓN AL ESPAÑOL DISPONIBLE!

Today's training will be in both English and Spanish.

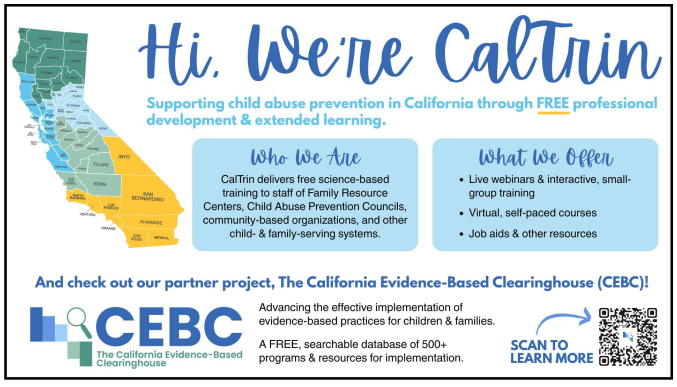
La capacitación de hoy será en español y ingles.

Click the "Interpretation" icon in your toolbar; select "Spanish."

Seleccione el ícono "Interpretation" de las opciones al debajo de su pantalla. Elige la opción "Spanish."



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UPCOMING TRAININGS

mark your calendars!



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

- **September 15**: Knowledge of Parenting & Child Dev
- **September 16**: The Ripple Effect of Social Media on Youth Well-Being
- **September 22**: HOPE 101
- **September 29**: The ABCs of Revitalizing Well-Being in Trauma-Exposed Organizations
- **September 30**: (QPR) Suicide Prevention Gatekeeper©
- **October 6**: The Culture of You, Me, & We

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Before We Begin...

BEFORE

Access the notetaking slides now! The link can be found in the chat.

This presentation is being recorded.

DURING

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

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

AFTER

Complete the survey at the end of this webinar to receive your Certificate of Attendance.

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

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CALTRIN
California Training Institute

Trauma-Informed Care Foundations: Understanding Trauma, Adaptation, & Healing

Presented by Lisa Conradi, PsyD

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CALTRIN California Training Institute

Speaker SPOTLIGHT



Lisa Conradi, Psy.D

- Founder of Lisa Conradi, LLC and former Executive Director of the Chadwick Center at Rady Children's Hospital–San Diego.
- National leader in trauma-informed care, leadership, and systems transformation.
- Licensed clinical psychologist, speaker, and consultant with over 20 years of experience.
- Author of numerous publications on child trauma and creator of #MyPeacein50

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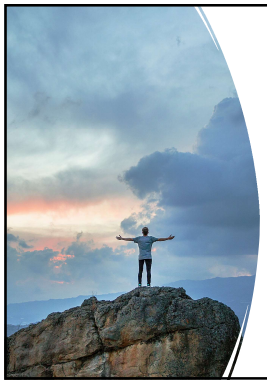
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Trauma-Informed Care Foundations: Understanding Trauma, Adaptation, and Healing



Lisa Conradi, PsyD
President and Founder
Lisa Conradi, LLC

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Presentation Objectives

Participants will be able to:

- Describe how stress, adversity, and trauma influence human adaptation and explain how these experiences can shape behavior, relationships, and engagement across the lifespan.
- Identify the six guiding principles of trauma-informed care and describe practical ways they can be applied in child-, family-, and community-serving settings.
- Recognize the impact of trauma on both clients and the workforce, including the differences between trauma exposure, secondary traumatic stress, and burnout, and identify strategies that promote resilience and well-being.
- Identify practical actions they can take within their role to strengthen safety, trust, and trauma-informed practices in their everyday work.

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Icebreaker

In one word, what brought you here today?

Type it in the chat.

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Quick Polls

Which best describes your primary role?

- Direct service provider
- Supervisor or manager
- Organizational leader
- Administrative or support staff
- Other – type in the chat

Which setting best describes where you do your work?

- Child welfare or family services
- Family Resource Center or community-based organization
- Education
- Healthcare or behavioral health
- Other

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Quick Polls, Continued

When you hear the word "trauma", which best reflects your current understanding?

- A single overwhelming event
- A wide range of difficult life experiences
- Experiences that can shape how people adapt and respond
- I'm still figuring it out

Which aspect of trauma-informed care feels most challenging in your work?

- Creating emotional and psychological safety
- Building trust and connection
- Supporting staff well-being
- Responding to challenging behaviors
- Sustaining trauma-informed practices over time

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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. Write it down and feel free to share it in the chat.



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Group Agreements: Creating Our Space Together

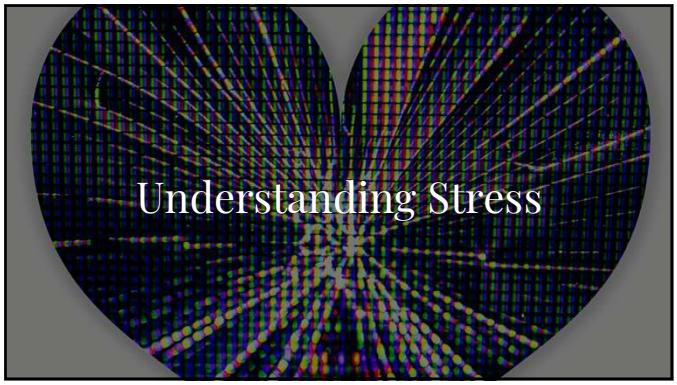
- **Be prepared to reflect.** Have a pen and paper nearby for journaling or note-taking. You are welcome to capture anything meaningful to you.
- **Participate in a way that feels right for you.** You are invited—but never required—to share your insights after reflection sessions. You can share in the chat, out loud, or in a private chat to me that I can share with the group. If you don't feel like sharing, that's 100% fine. Listening is participating, too.
- **Honor personal boundaries.** Everyone gets to decide what to share (or not share). Let's respect each other's limits without judgment or pressure.
- **Practice confidentiality.** What's shared in this space stays here. Please don't repeat personal stories or experiences outside the group.
- **Remember: we're impacted differently.** There's no "right" way to feel. Let's honor the diversity of responses in the room—with curiosity, not assumptions.
- **Care for your nervous system.** It's okay to step away, stretch, or pause if you feel overwhelmed. Your well-being comes first.

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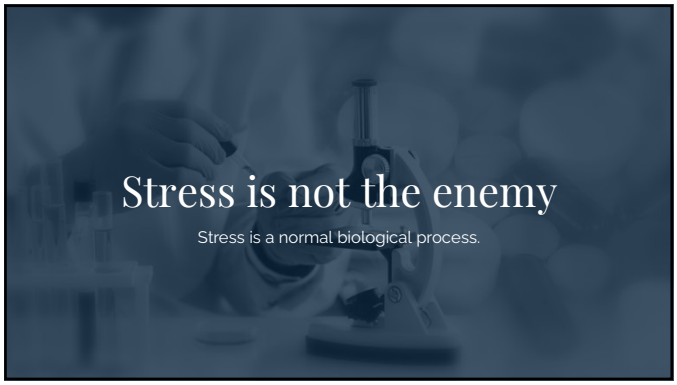


An Overview of Trauma, Stress, and Adaptation

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The Stress Response Cycle



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Behavior Makes Sense in Context

- Stress & trauma impact brains, bodies, and decision-making
- Under pressure, we may…
  - Fight → become more controlling, critical, argumentative
  - Flight → avoid, withdraw, leave
  - Freeze → disengage, struggle to decide
  - Fawn → over-accommodate, avoid conflict, abandon boundaries
- This applies to staff. It applies to MDT partners. And it applies to us as leaders.

NERVOUS SYSTEM RESPONSES

FIGHT	FLIGHT
CONFRONTING THE THREAT	RUNNING FROM THE THREAT
FREEZE	**FAWN**
STOPPING IN RESPONSE TO THE THREAT	PLEASING TO AVOID THE THREAT

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Our Thinking Changes Under Stress

As stress and activation increase, our brain shifts how it works.

LOWER STRESS
More Capacity



- Broad attention
- See the big picture
- Flexible thinking
- Consider multiple options
- Reflect before responding

Activation Increases

HIGHER STRESS
Less Capacity



- Narrowed attention
- Increased threat detection
- Reduced cognitive flexibility
- Familiar responses become automatic

What This Can Look Like

- **Attention narrows.** We focus on what feels most urgent or threatening.
- **Threat detection increases.** We scan for danger—even when none may be present.
- **Cognitive flexibility decreases.** It's harder to see other perspectives or options.
- **Familiar responses are easier to access.** We default to what we know from past experience.

Therefore... Under stress, we don't simply "think worse." We shift into a more protective, automatic mode that once helped us survive—but it may not always fit what the situation requires now.

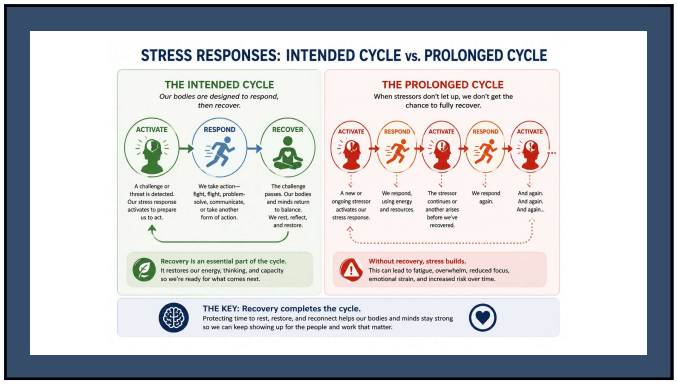
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We Become More Likely to Do What We Already Know

Under pressure, we don't necessarily become our "worst selves."

We often become our **most practiced selves.**

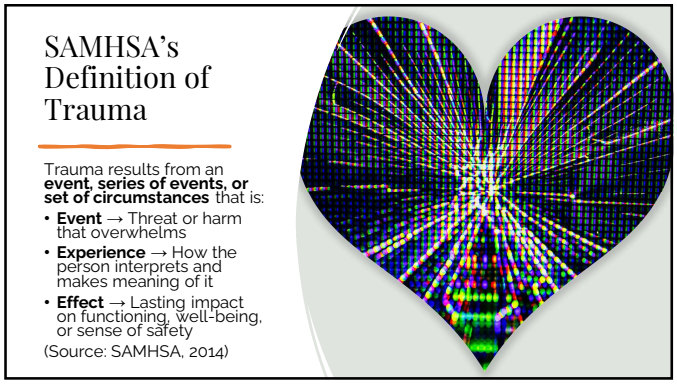
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STRESS RESPONSES: INTENDED CYCLE vs. PROLONGED CYCLE
THE INTENDED CYCLE
Our bodies are designed to respond, then recover.
ACTIVATE
RESPOND
RECOVER
A challenge or threat is detected. Our stress response activates to prepare us to act.
We take action—fight, flight, problem-solve, communicate, or take another form of action.
The challenge passes. Our bodies and minds return to balance. We rest, reflect, and restore.
Recovery is an essential part of the cycle. It restores our energy, thinking, and capacity so we're ready for what comes next.
THE PROLONGED CYCLE
When stressors don't let up, we don't get the chance to fully recover.
ACTIVATE
RESPOND
ACTIVATE
RESPOND
ACTIVATE
A new or ongoing stressor activates our stress response.
We respond, using energy and resources.
The stressor continues or another arises before we've recovered.
We respond again.
And again. And again. And again...
Without recovery, stress builds. This can lead to fatigue, overwhelm, reduced focus, emotional strain, and increased risk over time.
THE KEY: Recovery completes the cycle.
Protecting time to rest, restore, and reconnect helps our bodies and minds stay strong so we can keep showing up for the people and work that matter.

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When Stress Accumulates...
Ongoing demands and challenges can add up over time.
SUSTAINED WORKLOAD
High volume, tight deadlines, and constant demands on your time and energy.
REPEATED UNCERTAINTY
Changing priorities, unknowns, and unpredictable situations.
EXPOSURE TO DISTRESS
Hearing, seeing, or holding the pain and challenges of others.
INSUFFICIENT RECOVERY
Not enough time or opportunity to rest, recharge, and restore.
ORGANIZATIONAL CHANGE
Restructuring, new initiatives, or shifts that create added pressure.
COMPETING RESPONSIBILITIES
Balancing multiple roles and priorities that pull you in different directions.
THE CUMULATIVE EFFECT:
Stress builds. Your body stays on high alert. It becomes harder to think clearly, regulate emotions, be patient, and show up as your best self.
STRESS LOAD
TIME
Recognizing the signs early and building in recovery helps keep stress from becoming overwhelming.

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SAMHSA's Definition of Trauma
Trauma results from an **event, series of events, or set of circumstances** that is:
• **Event** → Threat or harm that overwhelms
• **Experience** → How the person interprets and makes meaning of it
• **Effect** → Lasting impact on functioning, well-being, or sense of safety
(Source: SAMHSA, 2014)

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Trauma Prevalence: Why This Matters

Widespread Impact
- 61% of adults report at least one Adverse Childhood Experience
- 2/3 children report at least one traumatic event by 16

ACE Study – Higher ACE scores are linked to increased risk for:
- Chronic health conditions
- Mental health concerns (depression, anxiety, PTSD)
- Substance use and risky behaviors

Workforce Relevance
- Individuals seeking human services are more likely to have experienced trauma
- Trauma exposure contributes to challenges with trust, regulation, and engagement in services

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Types of Trauma

- Acute Trauma - Single overwhelming event (e.g., natural disaster, accident)
- Chronic Trauma - Repeated, prolonged exposure (e.g., abuse, violence, systemic oppression)
- Complex Trauma - Multiple traumas over time, often interpersonal and occurring early in life
- Historical & Intergenerational Trauma - Cumulative, collective trauma passed across generations (e.g., colonization, racism, forced migration)



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Impact of Stress and Trauma on Brain, Body, and Behavior



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Long-Term Health and Relational Impacts of Trauma

- Health and Development – Higher risk of chronic conditions, mental health challenges, and substance use
- Daily Functioning – Difficulty with concentration, memory, and decision-making. Related to challenges in school, work, and maintaining stability
- Relationships & Connection – Struggles with trust, boundaries, and attachment. Heightened sensitivity to rejection or conflict. Risk of intergenerational trauma.

Key Takeaway: Trauma is not just about *what happened in the past* – it can shape health, behavior, and relationships across the lifespan.

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Human Beings Adapt

When we encounter challenge, uncertainty, rejection, instability, or threat, our brains and bodies look for ways to preserve safety, connection, predictability, and belonging.



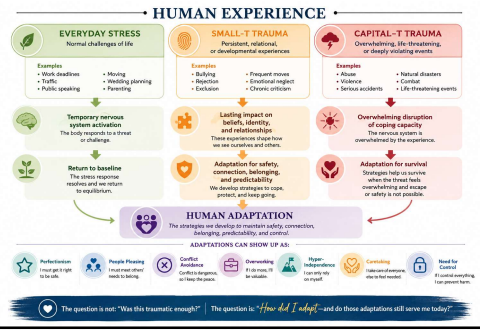
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Human Adaptation

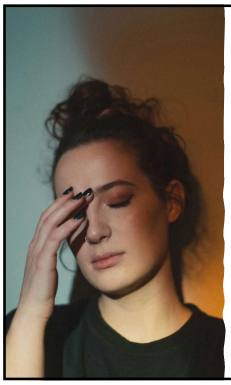


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Stress, Trauma, and Adaptation



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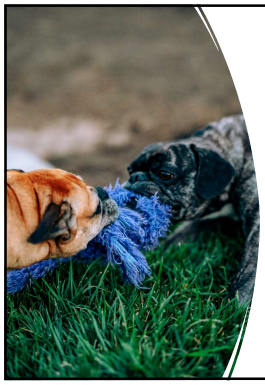
How Does This Show Up in Our Work?

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How Stress and Trauma Show Up in Our Work – Client Experiences

- Difficulty trusting staff and systems
- Strong emotional reactions (anger, fear, withdrawal)
- Avoidance of services or sudden disengagement
- Trouble concentrating, following through, or remembering details

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How Stress and Trauma Show Up in Our Work – Staff and Teams

- Compassion Fatigue or Secondary Traumatic Stress
- Burnout and moral distress
- Conflict or miscommunication under stress
- Emotional "numbing" or over-identifying with clients

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How Stress and Trauma Shows Up in Our Work - Organizations

- High staff turnover
- Rigid policies that may re-traumatize
- Inconsistent communication and transparency
- Difficulty sustaining morale and trust

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Key Takeway: *Trauma and stress can shape interactions, teams, and entire organizations. Recognizing the signs helps us respond with compassion and care.*

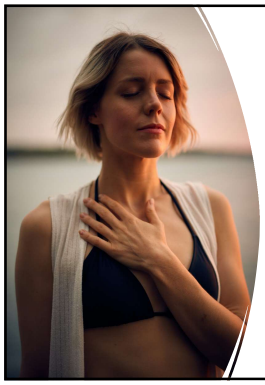
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Chat Prompt

What's one behavior you've seen that might be better understood through a adaptation lens?



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60-Second Grounding Exercise

- Place one hand on your heart, one on your belly.
- Take 3 slow breaths, noticing rise and fall.
- Look around:
  - Name 3 things you see, 2 things you hear, 1 thing you feel.

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Trauma-Informed Care Principles



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What is Trauma-Informed Care?

Trauma-Informed Care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize.

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SAMHSA's Trauma-Informed Approach: Key Assumptions

All people at all levels of the organization or system have a basic **realization** about trauma and understand how trauma can affect families, groups, organizations, and communities as well as individuals.

People in the organization or system can **recognize** the signs of trauma.

The program, organization, or system **responds** by applying the principles of a trauma-informed approach to all areas of functioning.

A trauma-informed approach seeks to **resist re-traumatization** of clients as well as staff.

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Why Trauma-Informed Care Matters for Everyone

- Workplace Burnout & Well-Being
- Secondary Trauma & Compassion Fatigue
- Trauma Among Professionals & the General Population
- Service Quality and Retention



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SAMHSA'S PRINCIPLES OF A TRAUMA-INFORMED APPROACH

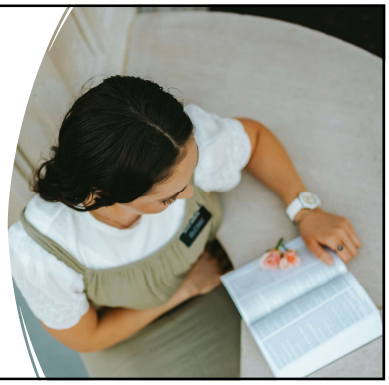
- Safety
- Trustworthiness and Transparency
- Peer Support
- Collaboration and Mutuality
- Empowerment, Voice, and Choice
- Cultural, Historical, and Gender Issues

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Journaling Prompt

Which Trauma-Informed Care principle feels most important in your role?

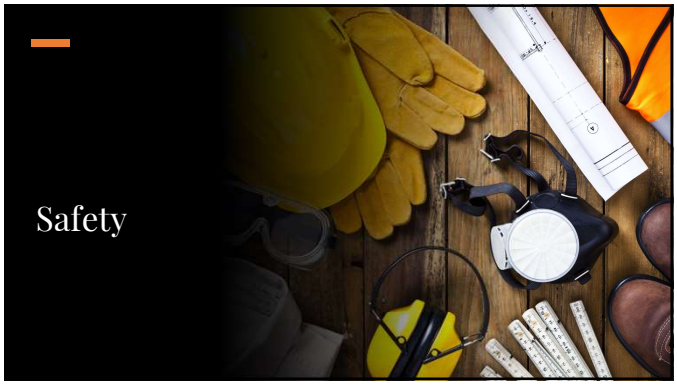


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Practical Applications of Trauma-Informed Care

Safety Boundaries Empowerment Trust

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What is Safety?

- Feeling physically, emotionally, and psychologically protected.
- Requires predictability, clarity, and respect in interactions and environments.

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Why Safety Matters in Trauma-Informed Care

- Individuals who have experienced trauma and adversity may:
  - Have valid fears about their own safety or the safety of loved ones
  - Have difficulty trusting others to protect them
  - Be hyperaware of potential threats
  - Have problems controlling their reactions to perceived threats

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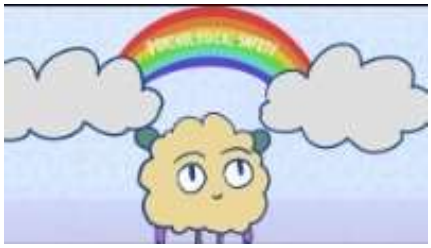
Trauma Reminders

When faced with people, situations, places, or things that remind them of these events, individuals may re-experience the intense and disturbing feelings tied to the original trauma

These "trauma reminders" can lead to behaviors that seem out of place in the current situation, but were appropriate – and perhaps even helpful – at the time of the original traumatic event

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Video: What is Psychological Safety and Why is it Important?



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How to Cultivate Safety with Clients:

- Create predictable routines; explain what will happen next.
- Use calm voice and body language.
- Design environments that reduce triggers (lighting, privacy, noise).



51

How to Cultivate Safety on Your Teams

- Promote psychological safety — staff can speak without fear of punishment.
- Be consistent and transparent about policies and decisions.
- Model respect in meetings and communication.



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Chat Prompt:

What's one practice you use (or could use) to help someone feel safe in your role?

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Boundaries



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What Are Boundaries?

- Clear, consistent limits around roles, responsibilities, and expectations.
- A balance of compassion with self-protection.



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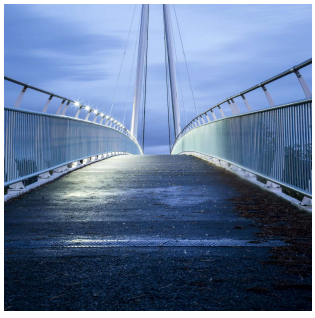
Why Do Boundaries Matter in Trauma-Informed Care?

- Trauma can blur or violate boundaries.
- Healthy boundaries build trust, reduce stress, and prevent re-traumatization.

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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



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With Healthy Boundaries, We Can:

- 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



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How to Cultivate Boundaries with Clients

Respect personal limits on disclosure or participation.

Clearly state confidentiality and service boundaries.

Normalize saying "no" or asking for breaks.

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How to Cultivate Healthy Boundaries with Teams

Encourage staff to set limits on workload and availability.

Leadership models healthy boundaries (not emailing at midnight).

Protect staff from role creep by defining clear responsibilities.

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Journaling Prompt:

- Think of a recent situation where you had to set a boundary. How did it affect your ability to stay present and connected?

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Empowerment

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What is Empowerment?

- Restoring voice, choice, and control to people who may feel powerless.
- Highlighting strengths and resilience, not just needs.

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Why Empowerment Matters in Trauma-Informed Care

- Trauma often takes away autonomy.
- Empowerment fosters healing, resilience, and engagement.



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How to Cultivate Empowerment in Clients

- Offer meaningful choices (e.g., order of tasks, treatment options).

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How to Cultivate Empowerment in Staff and Teams

- Involve staff in decisions that impact their work.
- Recognize professional expertise and lived experience equally.
- Encourage innovation and autonomy while providing support.



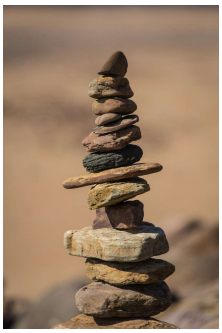
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Journaling Prompt

- What's one small way you could offer more choice or voice in your role this week?

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Trust

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What is Trust?

- Reliability, honesty, and transparency in relationships.
- Following through on what you say you'll do.

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Why Trust Matters in Trauma-Informed Care

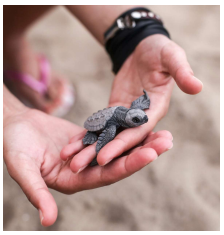
- Trauma often involves betrayal or broken trust.
- Trust is essential for engagement, retention, and healing.



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How to Cultivate Trust in Clients

- Be transparent about what you can and cannot do.
- Follow through on commitments consistently.
- Share information openly and honestly, even when the answer may not be what someone wants to hear.
- Example: "I don't have that answer yet, but I'll find out and let you know by the end of the day."



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How to Cultivate Trust in Staff and Teams

- Leadership shares decisions and rationale, not just outcomes.
- Admit mistakes and repair ruptures quickly.
- Build consistency in supervision, feedback, and recognition.

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Journaling Prompt

- Who is someone in your work who trusts you — and what did you do to build that trust?



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Chat Prompt

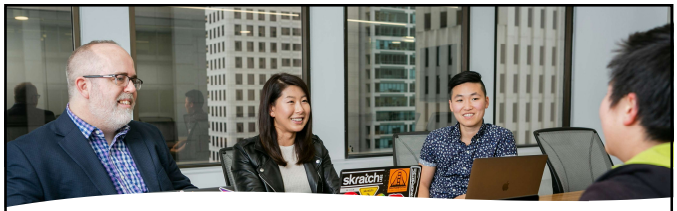
Which of these four areas—safety, boundaries, empowerment, or trust—do you already practice regularly?

Which feels like an area for growth?

Type it in the chat



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Workforce Well-Being and Organizational Culture

- Trauma doesn't only affect clients — it impacts staff and organizations, too.
- Exposure to client trauma can lead to secondary traumatic stress, compassion fatigue, and burnout.
- Organizational culture can either buffer stress or amplify it.

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Getting Stuck in Our Existing Culture



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Common Challenges

- High caseloads and limited resources.
- Moral distress from working within systemic barriers.
- Stigma around asking for help or admitting overwhelm.
- Staff turnover when well-being isn't prioritized.



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Protecting Staff Well-Being

- Normalize conversations about stress and resilience.
- Encourage use of grounding, reflection, and peer support.
- Provide access to supervision and Employee Assistance Programs (EAPs).
- Emphasize collective care rather than only "self-care."

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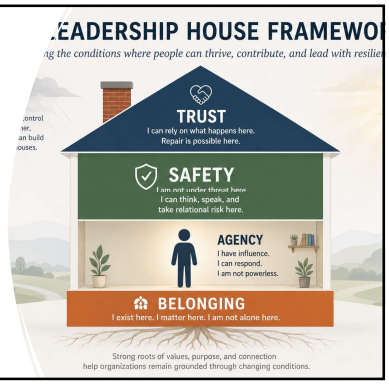
What Does it Mean to Be a Trauma-Informed Leader?

A trauma-informed leader creates conditions of safety, trust, and accountability by understanding how stress and trauma influence behavior and decision-making—and by putting practices in place that support regulation, boundaries, and shared responsibility, beginning with themselves.



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The Leadership House Framework



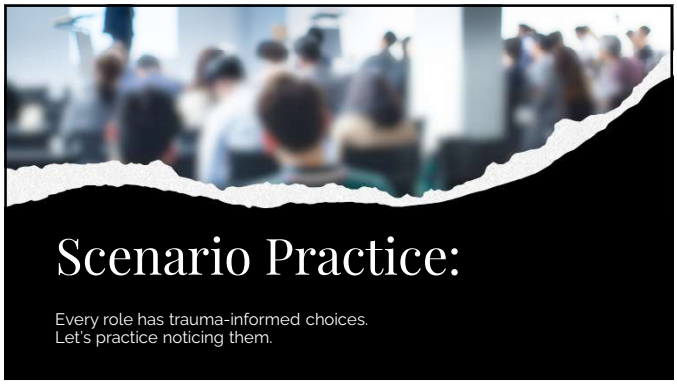
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Practical Trauma-Informed Practices for Any Role

- Clear communication and expectations.
- Creating predictable routines.
- Offering choices wherever possible.
- Pausing before reacting.
- Normalizing breaks and self-care.



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Scenario Practice:

Every role has trauma-informed choices.
Let's practice noticing them.

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Scenario #1 Practice

- A client misses their third appointment and arrives upset, saying, *"No one here cares about me anyway."*

In the Chat:

- How might you respond in the moment?
- What would a trauma-informed response look or sound like?

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Scenario #2 Practice

- A colleague snaps in a meeting: *"We're wasting time; nothing ever changes here."*

In the Chat:

- How could you respond in a way that supports both the colleague and the team?



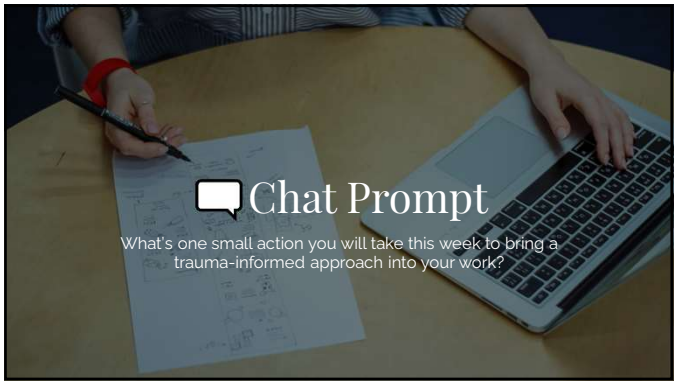
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Key Takeaways

- Trauma is common, not rare – Many clients and staff carry trauma histories
- Trauma-informed care is a shift in perspective – From "What's wrong with you?" → "What happened to you?" → "What's strong with you?"
- Core principles guide our work
- Impacts are long-term and relational – Trauma shapes health, behavior, and relationships across the lifespan
- Healing happens in relationship – Every interaction is an opportunity to build trust, resilience, and hope.

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Chat Prompt

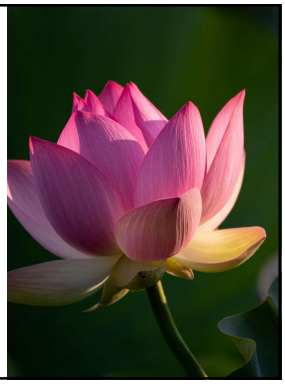
What's one small action you will take this week to bring a trauma-informed approach into your work?

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A Weekly Curiosity Practice

At the end of one workday this week, think about one interaction that stayed with you and ask yourself:

- What might this person have been trying to protect?
- What adaptation might have made sense in their circumstances?
- How could I respond in a way that increases safety, trust, or choice the next time we interact?



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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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