

TRAUMA INFORMED ENGAGEMENT

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UNDERSTANDING TRAUMA

- Trauma is more common than most realize.
- Trauma may be defined differently among diverse groups or individuals within a group.
- Trauma has many forms.
- Trauma may or may not be recognized.

FORMS OF TRAUMA

- Acute Trauma—Single episode
- Chronic Trauma—Prolonged repeated episodes
- Complex Trauma—Experience of various types of trauma over a prolonged period, often beginning in childhood.

TRAUMA INFORMED PRACTICES

- Develop an attitude of empathy.
- Take nothing at face value.
- Create an environment of trust and safety.
- Explain what, when and how before touching.
- Ask permission to ask questions.
- Take the time needed to engage the person.

TRAUMA INFORMED PRACTICES

- Believe that people want help.
- Know that those who experience trauma have rarely had someone genuinely care for them so be patient.
- Suggest instead of instruct.
- Be willing to learn from the individual—don't be the expert.
- Speak in terms that are well understood—know your audience.