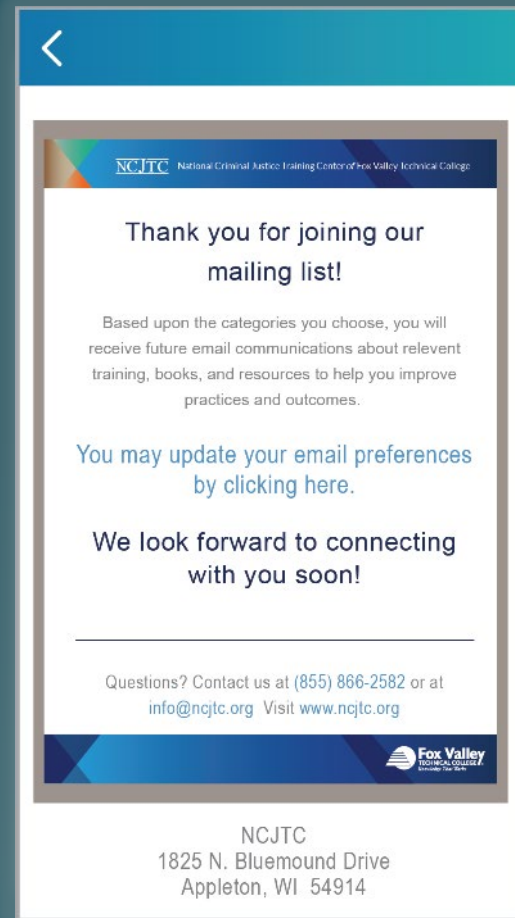
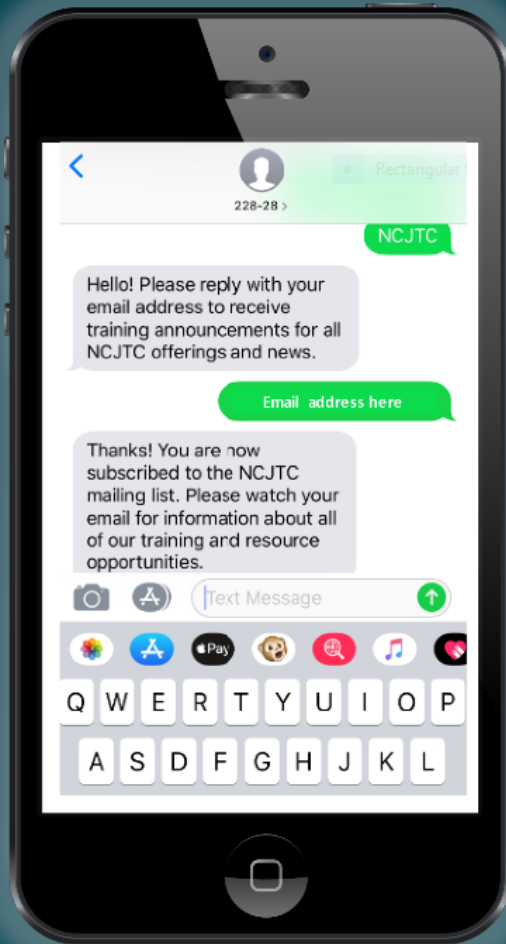


Text to join the NCJTC email list

1) Text NCJTC to 22828

2) You will receive an email

3) Update your preferences



Follow Us on Social Media



facebook.com/NCJTC



twitter.com/NCJTC



linkedin.com/company/ncjtc

Copyright Permissions

This webinar may contain video clips or other copyrighted material, the use of which has not always been specifically authorized by the copyright owner. The presentations for these webinars are created for non-profit educational purposes and constitute “fair use” in accordance with Title 17 U.S.C. Section 107.

The webinar materials provided herein are proprietary in nature and contains sensitive information that is “FOR OFFICIAL USE ONLY”. Dissemination, distribution or photocopying of these materials is strictly prohibited without the express written consent of the National Criminal Justice Training Center of Fox Valley Technical College and the funding agency.

No video, audio or photo memorialization is allowed during this webinar for any reason. Anyone engaging in the recording or memorialization of the presentation materials will be requested to delete/destroy photos or recordings and may be dismissed from the webinar.

No Representations or Warranty

This webinar is designed to provide you with information, tools, and skills that you can apply in your work, not all of which may be applicable in your particular jurisdiction. Laws vary from one jurisdiction to another and are constantly evolving, as is technology.

Any electronic materials provided herein are not intended to be all-inclusive or exhaustive. The use of specific investigative methodologies, hardware devices, software tools, website references, etc. demonstrated in the training is not an endorsement by the National Criminal Justice Training Center of Fox Valley Technical College, the funding agency nor a guarantee that their use is appropriate in all circumstances.

Always check with your supervisors and prosecutor's office and always follow your agency's policy and guidance. Software and other material may be subject to copyright protection and may require licensing or permission before use.

Zoom Webinar Technical Overview



Q&A

Enter your questions into the Q&A box.



Chat

Watch the Chat for messages from the webinar organizers.



Live Transcript

Click to view subtitles or a real-time transcript of the webinar.

Post-Webinar Information

- A recording of this webinar will be available in the coming weeks at www.NCJTC.org.
- Please complete the brief evaluation at the conclusion of this webinar.
- A certificate of attendance will be sent to attendees within 2 weeks.



Healing in Action

August 16, 2022 | Presented by:

Gretchen Schmelzer, PhD & Elsie Boudreau, MSW
Child Welfare Academy, University of Alaska

Grant Funding Acknowledgement

This webinar was provided under award #2018-VO-GX-K001, provided by the Office for Victims of Crime (OVC), US Department of Justice.

The opinions expressed by presenters in their oral or written material are theirs alone, and do not necessarily represent those of the National Criminal Justice Training Center of Fox Valley Technical College or OVC.

Today's Presenters



Elsie Boudreau, MSW
Trainer,
Child Welfare Academy



Gretchen Schmelzer, PhD
Consultant,
Child Welfare Academy



Welcome & Introductions

Our Journey: Healing in Action

Session 1: Webinar
Aug 16, 2022

Session 2: Community of Practice
Sept 7, 2022



Learning Objectives



Understand the impact of repeated trauma on individuals



Learn the 5-phase cycle of healing trauma



Understand how trauma impacts emotional intelligence



Learn models and concepts you can apply with self, clients, team, colleagues



Expectations of You on this Journey:

- Be here: As a virtual participant, be as present as you are able.
- Help each other grow and learn.
- Respect each other; be sensitive; respect confidentiality.
- Take advantage of this opportunity.
- Be willing to commit to action.






Trauma is a Leadership Issue

- We don't tend to think of the workplace as a place where we need to overtly work with trauma
- Adults spend most of their time at work
- Workplaces need to become places where we not only grow and develop, but where we can heal and repair
- Our work and homelife have become inextricably linked

The Purpose of Being Trauma Informed

- Awareness leads to understanding and action
- Impact of trauma on memory and the ability to tell a coherent narrative
- Impact of trauma on belief and capacity to ask for help
- Impact of trauma and secondary traumatic stress on you and the systems you work in, allowing proactive self-care and system change
- How to create a secure, solid environment





Signs and Symptoms of Vicarious Trauma

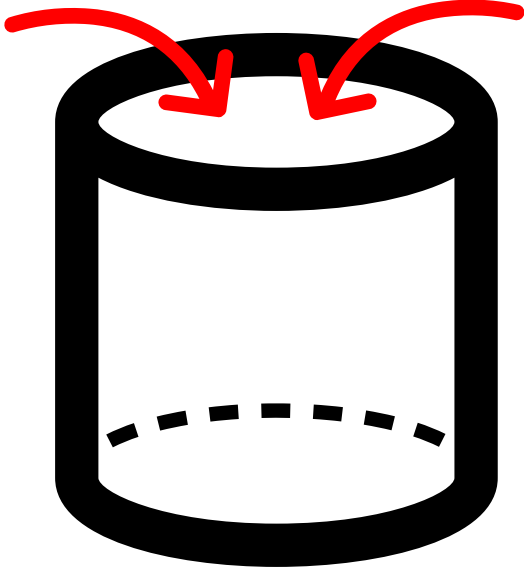
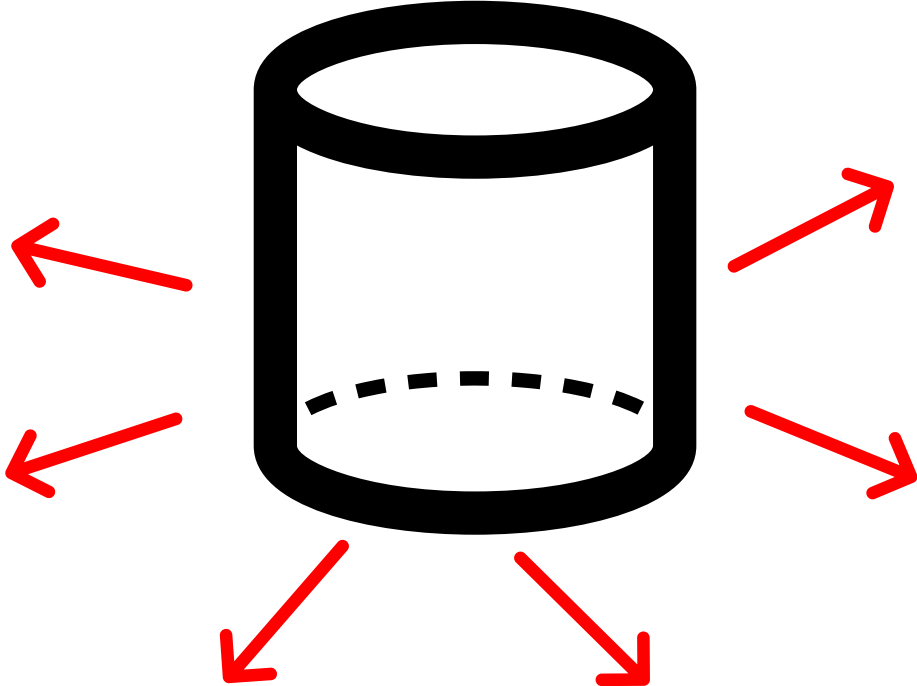
- Hopelessness
- Inability to embrace complexity
- Anger
- Cynicism
- Sleeplessness
- Exhaustion
- Guilt
- Intrusive thoughts
- Nightmares
- Burnout

Let's Start with Healing

- 1) Healing
- 2) Emergence
- 3) Growth

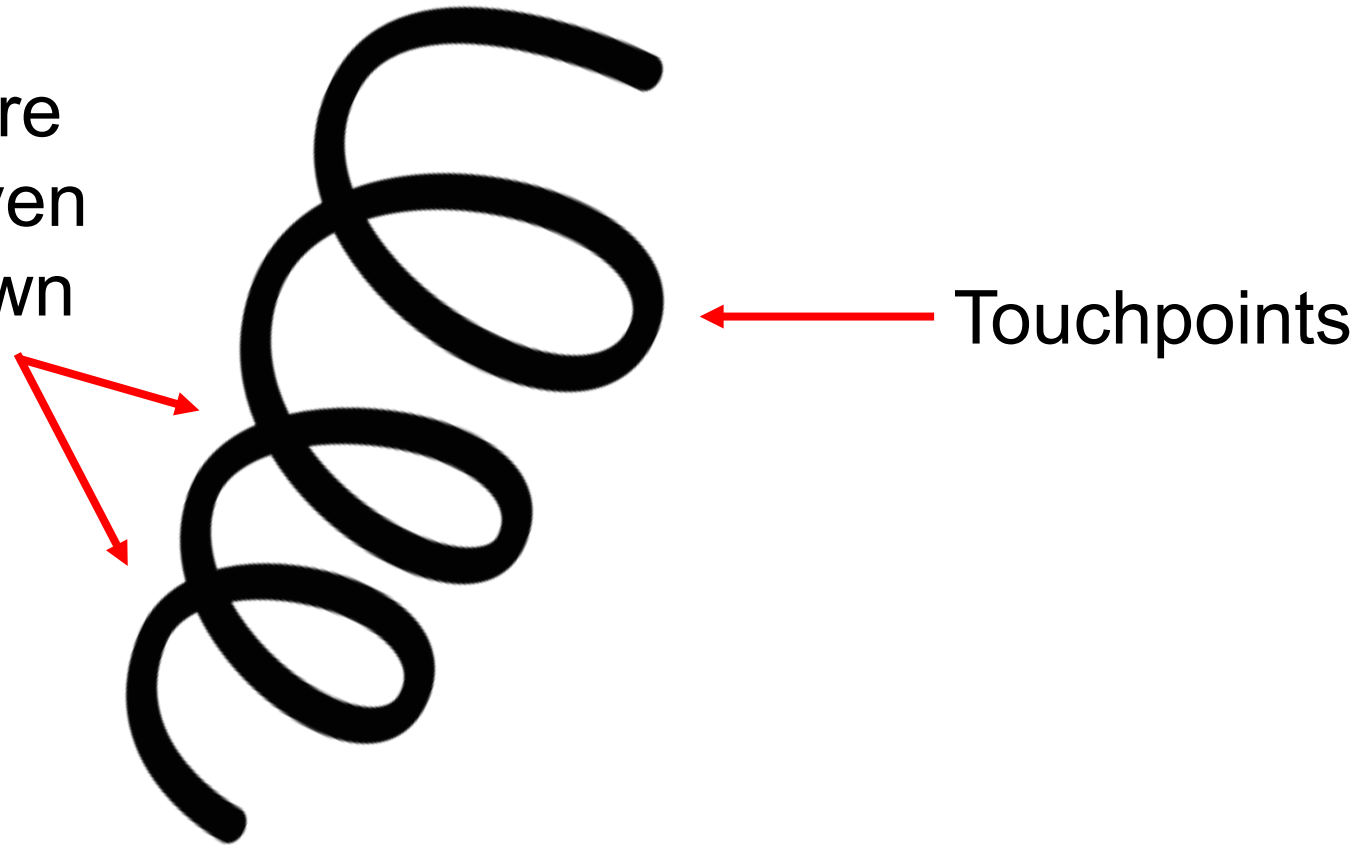


Healing to Support Growth and Change

<i>Technical Change</i>	<i>Adaptive Change</i>
	

Healing and Growth are a Spiral

At some points you are lower on the spiral even though you have grown



Emotional Intelligence (E.Q.)

- Self Awareness
 - Emotional Self-Awareness
- Social Awareness
 - Empathy
 - Organizational Awareness

Goleman, Daniel. (2005). Emotional Intelligence. New York, Bantam



Emotional Intelligence (E.Q.)

- Self Management
 - Emotional self-control
 - Adaptability
 - Positive outlook
 - Achievement orientation
- Relationship Management
 - Teamwork
 - Inspirational leadership
 - Conflict management
 - Influence
 - Coaching/developing others

Goleman, Daniel. (2005). Emotional Intelligence. New York, Bantam





Acute Stress = Fight | Flight | Freeze

- Stress primes our body with energy
- This energy narrows our focus, increases our blood flow and directs all available energy to 'the problem'
- This method of stress response was designed with a 'physical' action-oriented problem in mind

How do We Slow Down?

Breathing

Deep diaphragmatic breathing triggers the relaxation response in the body.

Connection

Find a calmer brain than your – our brains are an 'open loop.' Emotions are contagious and our limbic systems allow us to communicate emotions without words.





Acute Trauma

Trauma is an experience or event that overwhelms your capacity to defend or protect yourself.

The hallmarks of trauma are feelings of helplessness and terror.

What Happens When Trauma Gets Repeated?





Three Forms of Trauma

- ✓ What did happen
- ✓ What you did to survive: your protections
- ✓ What didn't happen

Vicarious Trauma – Secondary Traumatic Stress

- When you hear about first-hand trauma
- When you read accounts of trauma
- When you witness suffering
- Vicarious trauma is another form of repeated trauma
- Many professionals have their own history of trauma
- Vicarious trauma can lead to burnout, compassion fatigue, PTSD, and moral injury
- Hopelessness, inability to embrace complexity, anger, cynicism, sleeplessness, exhaustion, guilt, intrusive thoughts, nightmares, burnout



Intergenerational or Historical Trauma

Trauma that is passed down from a survivor to their descendants.

It is also called transgenerational or multigenerational trauma.

People experiencing intergenerational trauma may experience symptoms, reactions, patterns, and emotional and psychological effects from trauma experienced by previous generations (not limited to just parents or grandparents).





Moral Injury

Moral injury is not a ‘psychological disorder.’

It’s deeper than that—it hits identity, it hits values, spirituality, it hits at your very soul. It is the consequence of violating one’s conscience, even if the act was unavoidable or seemed right at the time.

How Stress/ Trauma Impacts (E.Q.)

- Self Awareness
 - Numbing
 - Hyper-vigilance
 - Trauma impacts capacity for attention and focus
- Social Awareness
 - Low self-awareness makes it hard to understand others
 - Stress narrows focus--makes it hard to see big picture
 - Lack of understanding or trust in others

Schmelzer, (2021)



How Stress/ Trauma Impacts (E.Q.)

- Self Management
 - Hyper-arousal Fight/Flight/Freeze
 - Narrows the window of tolerance
 - Creates a fear of emotions
 - Foreshortened future
 - Rigid defenses/all or nothing behavior
- Relationship Management
 - Lack of trust/empathy impedes teamwork
 - “I have to do it myself”
 - Lower self-management impacts influence
 - Fear of negative emotions impedes conflict management

Schmelzer, (2021)



Trauma-Informed Communication Guide

Outcome	Self	Relationship/Other Person	Context	Approach
<p>Task: Engage with the client and do the work that I need to do.</p> <p>Process; That the client leave the experience with me feeling as respected and as safe as possible.</p> <p>Endeavor to work with the clients in such a way in such a way that you do not the retraumatize the client you work with and the systems you work in.</p> <p>Leave the client believing in the support of systems and other people</p>	<p>Why is doing this work important to me?</p> <p>What are my values or purpose that supports me?</p> <p>What experiences in my history or my current context that might impact me in this interview?</p> <p>How might race, culture, gender (etc) interact with this conversation?</p> <p>What might get in my way of communicating effectively?</p> <p>What do I need to do to manage my emotions and words in a productive manner?</p> <p>How will I know I need to ask for help or extra support?</p>	<p>Why is our meeting important for this person?</p> <p>What experiences in their history or current context that might impact them in this interview?</p> <p>How might race, culture, gender (etc) interact with this conversation?</p> <p>Does this person have a history of trauma that you are aware of?</p> <p>What might get in their way of communicating effectively?</p> <p>What might support them to manage their emotions and be as present at possible during the interview?</p>	<p>What organizational stressors could be impacting this person?</p> <p>Is there anything happening in the nation or world that could be impacting our conversation?</p> <p>What is the history here that might impact our conversation?</p> <p>What kind of environment can I create that will facilitate a secure solid environment for both parties?</p>	<p>What are actions I am going to take in this conversation based on my reflections?</p> <p>Is there preparation necessary?</p> <p>Does anyone else need to be involved or informed?</p> <p>What's the best pace of action?</p> <p>What will I do to increase safety and provide a solid container for our work?</p> <p>Why am I choosing this approach?</p>

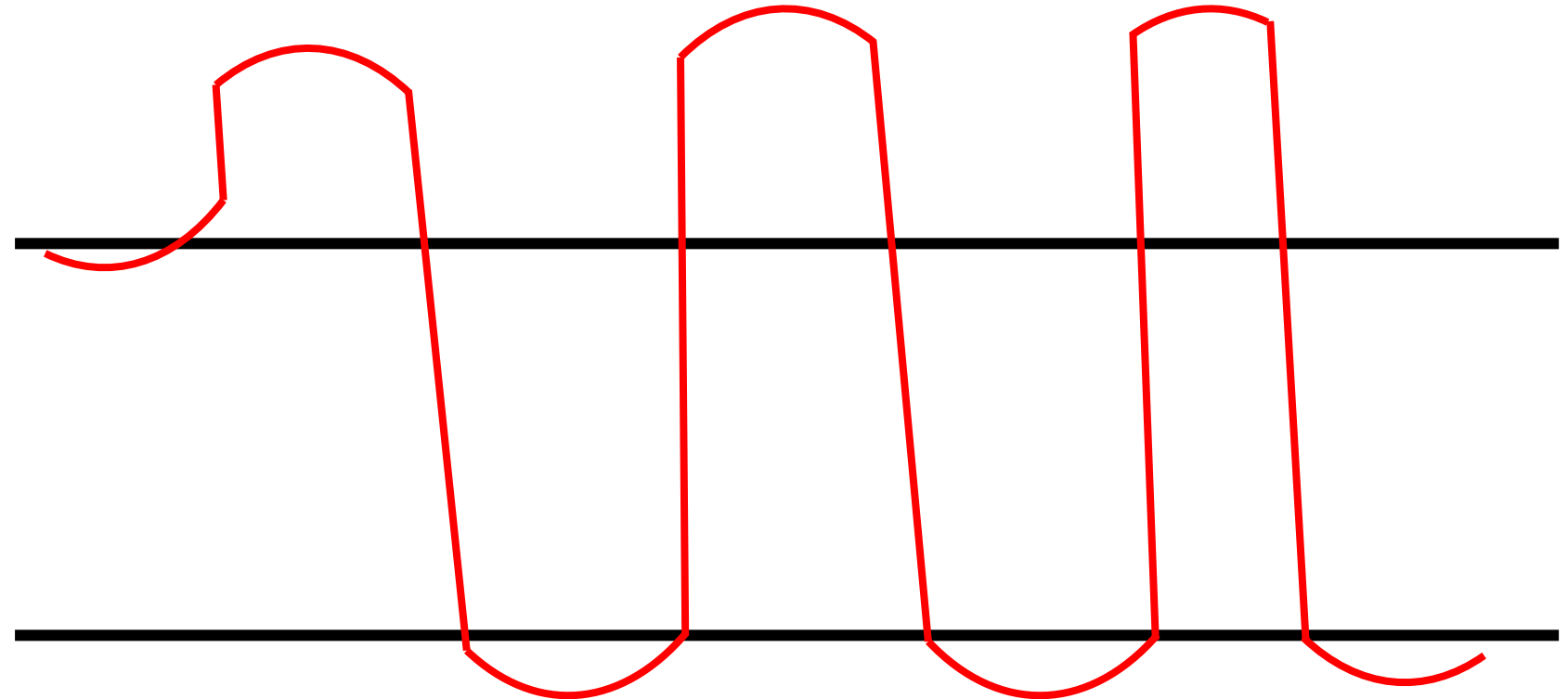
How Trauma Impacts Leaders: Rollercoaster of Extreme Stress

Hyperarousal

- High adrenaline
- Hypervigilant
- High energy
- Overstimulated
- Anxious/panic
- Angry

Hypo arousal

- Exhausted
- Numb
- Apathetic
- Boredom



Gilmartin, K. (2002). Emotional Survival for Law Enforcement: A guide for officers and their families. Tuscon, AZ: E-S Press.

Cultivating the “Window of Tolerance”

Window of Tolerance: the place where I can respond appropriately to stress and call on resilience

Hyperarousal

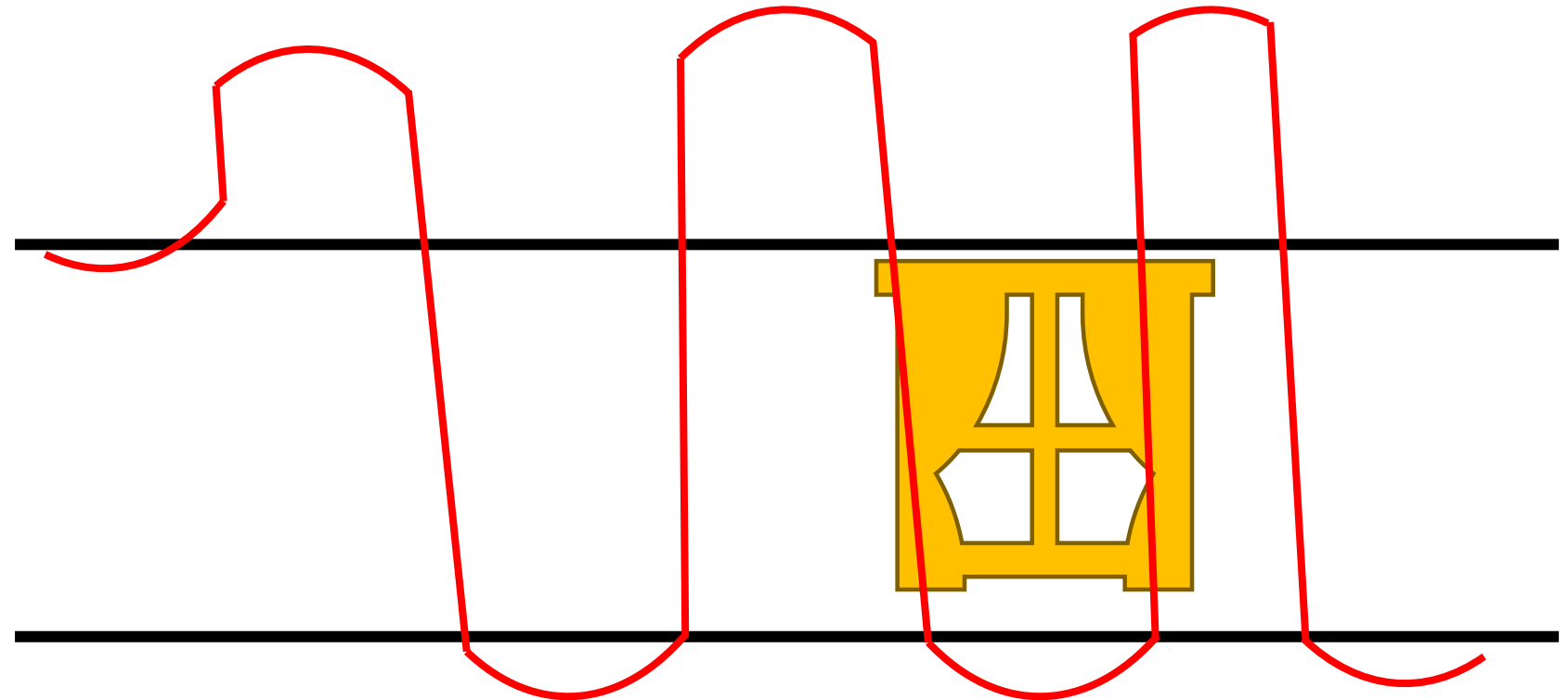
- High adrenaline
- Hypervigilant
- High energy
- Overstimulated
- Anxious/panic
- Angry

What you need: Soothing

Hypo arousal

- Exhausted
- Numb
- Apathetic
- Boredom

What you need: Connect with your body/feelings



Siegel, D. 2010 Mindsight, New York: Bantam

Own the Roller Coaster

- Own the roller coaster. Be aware of the impact on your body and brain - you have choices about what actions you can take.
- Plan your transitions: create a ritual that helps you connect with people and previous aspects of yourself.
- Avoid television, things that make you more likely to sit in 'numb' for too long.
- Attend to your body. Above the line, things that 'soothe' you. Below the line, things that bring you back into a feeling state.





How Do We Heal From Repeated Trauma?

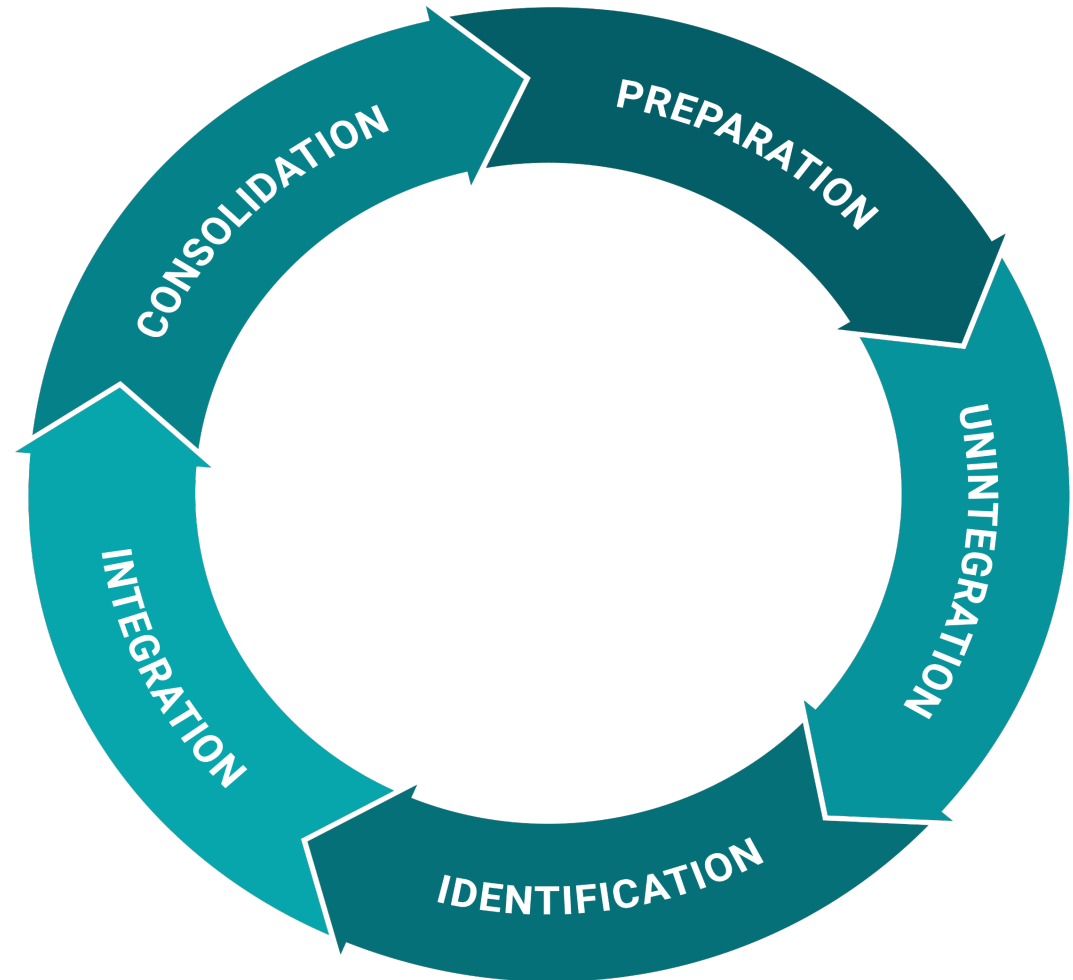
Healing is brave

Healing is possible

No one heals alone

5-Phase Cycle of Healing Repeated Trauma

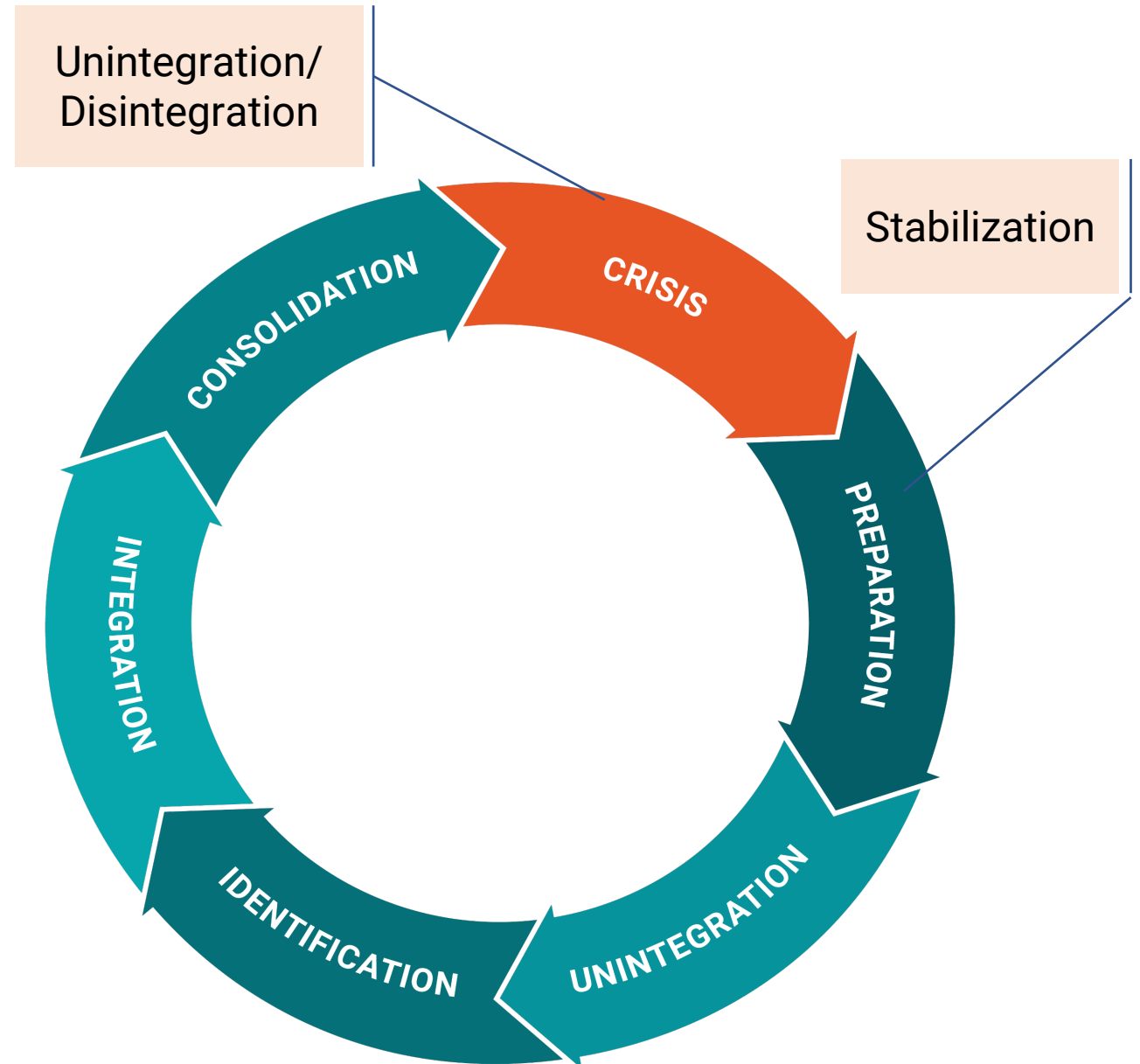
How do individuals, teams and communities recover from trauma?



Schmelzer, G. (2018). *Journey Through Trauma*. NY: Avery.

Crisis

*When a crisis occurs
(at any phase), return
to Preparation*



Schmelzer, G. (2018). *Journey Through Trauma*. NY: Avery.

The 5 Phase Cycle of Healing Through Trauma

Phase of the Cycle of Healing from Trauma	The Work
Preparation	Practice leaning into support and safety/Strengthen your resources or relationships
Unintegration	The area of a controlled coming apart where the experience of safety leads to a loosening of old protections; Emotions can feel overwhelming
Identification	The area of sorting, identifying, and experimenting where you take the pieces that come up in healing. You talk about them, name them, and begin to weave them into a story. This phase is iterative and requires lots of practice.
Integration	The area of weaving the pieces back together, where ‘what did happen,’ ‘what didn’t happen’ and your protections all come together in the same place. Integration is made of up two main parts: mourning and new beginning.
Consolidation	The area of solidifying and stabilizing. This phase is about allowing yourself to live and practice the healing and growth that you have learned—with support and encouragement.

Schmelzer, G. (2018). Journey Through Trauma. NY: Avery.

Building and Sustaining a Trauma Informed Team or Organization

Stages of Healing	Trauma Informed System Growth	Task Inside the System
Preparation	Trauma Aware	<ul style="list-style-type: none">• Recognition and Awareness• Strengthening relationships, resources
Unintegration	Trauma Sensitive	<ul style="list-style-type: none">• Knowledge• Readiness• Infrastructure
Identification	Trauma Responsive	<ul style="list-style-type: none">• Identifying roadblocks• Prioritize actions
Integration	Trauma Informed	<ul style="list-style-type: none">• Implement Changes• Ongoing support, development
Consolidation	Ongoing assessment, adjustment	<ul style="list-style-type: none">• Assessment• Routine adjustment



Healing Conversations to Support Myself and My Teams

- What are some of my strengths I (we) can rely on?
- What are some routines that can support me (us)?
- Who is on my (our) 'team?' and can offer support? How can I communicate with them more effectively?
- What are some practices/activities that help me (us) feel grounded or more effective?
- How do I know it is time to slow down and get ourselves centered— or reconnect with dialogue? (How will we know..)

Works Consulted

Bracken, P. J., & Petty, C. (Ed.). (1998). Rethinking the Trauma of War. New York, NY: Free Associations Books Ltd.

Boyatzis, R., McKee, A., & Johnston, F. (2008). Becoming a Resonant Leader. Boston: Harvard Business School Press.

Brock, R., & Lettini, G. (2012). Soul repair: Recovering from moral injury after war. Boston, MA: Beacon Press.

Cuellar, R., Hendricks, A., Clarke, M., Sprang, G., & the NCTSN Secondary Traumatic Stress Collaborative Group. (2021). Secondary Traumatic Stress: Understanding the Impact on Professionals in Trauma-Exposed Workplaces. Los Angeles, CA, and Durham, NC: National Center for Child Traumatic Stress.

Gilmartin, K. (2002). Emotional survival for law enforcement: A guide for officers and their families. Tuscon, AZ: ES Press.

Goleman, Daniel. (2005). Emotional Intelligence. New York, Bantam

Herman, Judith. (1992). Trauma and Recovery: The Aftermath of Violence- from Domestic Abuse to Political Terror. New York, NY: Basic Books.

Hoge, Charles W. (2010). Once and Warrior Always a Warrior: Navigating the Transition from Combat to Home Including Combat Stress, PTSD, and mTBI. Guilford, CT: Globe Pequot Press.

Levine, P. (1997). Waking the tiger: Healing trauma. Berkeley, CA: North Atlantic Books.

Works Consulted (Continued)

Perry, B. (2007). Stress, Trauma, and Post-traumatic Stress in Children. www.Childtrauma.org

Substance Abuse and Mental Health Services Administration. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. HHS Publication No. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.

Schmelzer, G. (2018). Journey Through Trauma: A Trail Guide to the 5-Phase Cycle of Healing Repeated Trauma. New York: Avery.

Siegel, Daniel J. (2010). Mindsight: The New Science of Personal Transformation. New York, NY: Bantam Books.

Solomon, M. F., & Siegel, D. F. (Ed.). (2003). Healing Trauma: Attachment, Mind, Body, and Brain. New York, NY: W. W. Norton & Company.

Terr, Lenore. (1990). Too Scared to Cry. New York, NY: Basic Books.

Tick, Edward. (2005). War and the Soul: Healing Our Nation's Veterans from Post-traumatic Stress Disorder. Wheaton, IL: Quest.

van der Kolk, B. (2014). The body keeps score. NY: Penguin.

Willis, D. (2014). Bulletproof Spirit: The first responder's essential resource for protecting and healing mind and heart. Novato, CA: New World Library.

Contact Information & Final Q&A



NCJTC General Inquiries

info@ncjtc.org
www.ncjtc.org
(855) 866-2582



Elsie Boudreau, MSW
eboudre1@alaska.edu



Gretchen Schmelzer, PhD
greta.schmelzer@gmail.com

Upcoming TTA Opportunities

Visit www.ncjtc.org to view more upcoming training and technical assistance opportunities.

September 7, 2022 | 1:00 – 2:30 PM CT

✓ *Community of Practice – Healing in Action*

September 8, 2022 | 1:00 – 2:30 PM CT

✓ *Emotional Intelligence*

September 27, 2022 | 12:00 – 1:30 PM CT

✓ *Homicide Survivor Advocacy*

Post-Webinar Reminders

- A recording of this webinar will be available in the coming weeks at www.NCJTC.org.
- Please complete the brief evaluation at the conclusion of this webinar.
- A certificate of attendance will be sent to attendees within 2 weeks.



NCJTC Services & Opportunities

Visit www.ncjtc.org for additional training and technical assistance services, offerings and opportunities.

Watch your inbox for upcoming webinars and scheduled trainings!