

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 leaves 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 re-traumatize 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>	<ul style="list-style-type: none"> • Why is doing this work important to me? • What are my values or purpose that supports me? • What experiences in my history or my current context that might impact me in this interview? • How might race, culture, gender (etc) interact with this conversation? • What might get in my way of communicating effectively? • What do I need to do to manage my emotions and words in a productive manner? • How will I know I need to ask for help or extra support? 	<ul style="list-style-type: none"> • Why is our meeting important for this person? • What experiences in their history or current context that might impact them in this interview? • How might race, culture, gender (etc) interact with this conversation? • Does this person have a history of trauma that you are aware of? • What might get in their way of communicating effectively? • What might support them to manage their emotions and be as present as possible during the interview? 	<ul style="list-style-type: none"> • What organizational stressors could be impacting this person? • Is there anything happening in the nation or world that could be impacting our conversation? • What is the history here that might impact our conversation? • What kind of environment can I create that will facilitate a secure solid environment for both parties? 	<ul style="list-style-type: none"> • What are actions I am going to take in this conversation based on my reflections? • Is there preparation necessary? • Does anyone else need to be involved or informed? • What's the best pace of action? • What will I do to increase safety and provide a solid container for our work? • Why am I choosing this approach?