

Applying Trauma-Informed Principles
Virginia Department of Social Services
Training Day August 14, 2024
Participant Reflections

Empowerment

- Elevating/incorporating listening practice/skills into our experiences (x 6)
- Professional development resources (time & \$\$) (x5)
- Team building exercises (x 5)
- Shout out spot on shared board in copy room
- Diversifying tasks so staff build their experience and “leadership muscles”

Choice

- Informed consent
- Providing choices to my team members for scheduling needs (i.e. not forcing weekend work) (x 4)
- Offering options, being creative with solutions (x5)
- Giving clients the choice for what resources they want (x3)
- Asking for team ideas (x2)
- Family-led goals (x 2)
- Asking community members what their priorities are & encouraging this in Pro collaborations

Trust

- Staying/being consistent (x4)
- Establishing psychological safety (x3)
- Checking in/showing up (x5)
- Sharing personal life situations & stories to bond and build trust withing the team! (x 3)
- Finishing what I start, following through on proposed ideas
- Keep confidential info in “the vault” (related to peers, as well)
- Communication with transparency (x4)

Safety

- Checking with others, consistently (x3)
- Allowing co-workers to feel comfortable being themselves (x3)
- Encouraging affinity spaces
- Agreement to ask if needing to debrief
- Not repeating conversations (x3)
- Leaving space for silence/reflection

Collaboration

- Community partners (x3)
- STICN (x2)
- Interdepartmental collaboration & teamwork
- Partnering with local governmental agencies (x2)
- SWVA TICN
- Transformational relationships
- Remembering who I've spoken to, what resources they have and always reaching back out
- Saying **yes** as often as I can
- Daily connections with co-workers and regular meeting times with MDT partners and GRTICN
- Working collaboratively and NOT competitively with community partners/agencies (x2)

Hope

- Looking for better days (& supporting the belief in these better days) (x4)
- Highlighting stories of healing & success (x4)
- Highlighting the actions/work of the TICN
- Providing a listening ear without judgement (x2)
- Getting really excited when people get excited about change/trying something new (x2)
- Creating space outside normal meetings to ensure creativity, ex. park, lunch, karaoke

Inclusion

- Community member representation on the board (x3)
- Giving youth the platform to voice concerns (x4)
- Updating signs in English & Spanish, & bathroom signs (x2)
- Making space for others
- Common language
- Encouraging TICN membership in ALL spaces we go and train
- Inviting coworkers out to lunch
- Management suggestion box (x2)
- Maintaining an open heart, mind & ear as much/often as I can

(X_) = Number of people endorsing this comment