

Building a Trust Agreement *A Trauma- Informed Approach*

Set the Stage

- Explain that the goal is to create a respectful and safe space.
- Emphasize collaboration—everyone's voice matters. Use a whiteboard, digital doc, or shared space for visibility.

Reflect on Trust-Building Needs

- When do you feel safe speaking in a group?
- What behaviors make you feel respected?
- What do you need to feel heard?

Brainstorm Trust-Building Behaviors

- Listen carefully without cutting others off.
- Respect all experiences and points of view.
- Use “I” statements to avoid blame.

Building a Trust Agreement

A Trauma-Informed Approach

cont.

Review & Refine

- Make sure everyone understands and agrees.
- Encourage everyone to share and find common ground.

Display & Implement

- Share where everyone can see it or send it online.
- Give printed copies so it's easy to follow along.

Revisit & Reinforce

- Regularly check in and update as needed.

Commitment to the Agreement

- By co-creating a trauma-informed trust agreement, helps to build safety, respect, and ready to work as a team.

Strategic Sharing-Being Strategic I

Choose (your purpose, what you will share, and the details)

- Keep in mind that you have the power to choose what you share.
- The first choice to make is your purpose for sharing.
- What do you hope to accomplish by sharing a part of your life story?
- What do you hope your audience's response will be?
- What do you want them to learn?
- What action do you want them to take?



Strategic Sharing-Being Strategic II

Connection (Audience and Purpose)

Once you've chosen your purpose and what you are willing to share, the second strategy is to plan how you will connect your sharing with your audience and your purpose.

- Ask yourself, is your sharing appropriate for the audience, time, and place?
- Are they likely to be responsive to your story?
- What do you have in common with your audience?



Strategic Sharing-Being Strategic III

Claim (Meaning and Significance, Emotion, Process of Sharing)

The third way to be strategic is to own your experiences. Sharing becomes powerful when you clearly name your story, the feelings it brings up, and the act of sharing itself. Take time to understand your experiences by explaining what they mean and why they matter to you. This helps you speak with confidence and hope



Becoming Aware of Bias

These are unconscious feelings or beliefs we hold about people based on their race, gender, or other traits—often without realizing it. These biases can influence how we act and the decisions we make, even when we aim to be fair. By becoming aware of them, we can grow and choose to act with more fairness and kindness.

Implicit bias can cause big problems like unfair pay, racial profiling, and differences in health care. In workplaces, it can lead to unfair treatment and keep unfair systems in place. But by understanding and addressing these biases, we can work toward a fairer and more equal future for everyone.

How to Challenge Hidden Bias

1. Stereotype Reset:

Notice your biases and choose to think about fair and different perspectives on purpose.

2. Think Outside the Stereotype:

Think about someone who shows the stereotype isn't true.

3. Seeing People as Individuals:

Focus on what makes each person unique, beyond the group they belong to.

4. Perspective-Taking:

Imagine what life is like from another person's point of view.

5. Contact:

Build meaningful relationships with people from different backgrounds.

6. Emotional Awareness:

Notice your gut reactions and respond with awareness and calm.

7. Mindfulness:

Stay present so you can catch bias before it shapes your actions.

What is Emotional Intelligence?

Emotional intelligence (EI)

Means understanding your own feelings and the feelings of others. It helps you manage your emotions, make good choices, and build strong friendships. EI is important because it helps you get along with people, solve problems, and make smart decisions every day.

Why is Emotional Intelligence Important?



Better Decision-Making:

It means knowing how to manage your feelings and thoughts so you can control urges, think clearly, and make better choices.



Effective Leadership:

Leaders who understand feelings help people trust each other, work as a team, and stay focused by making a positive and flexible place to work.

Why is Emotional Intelligence Important? Cont.

Mental Well-Being:

Understanding emotions and staying calm helps people manage stress and worry. It supports healthy ways to deal with problems at home and at work. People who are aware of their feelings are less likely to feel overwhelmed.

Greater Resilience:

Understanding feelings helps people deal with change and bounce back from hard times. When people notice their emotions, they can handle problems and failure more easily. They often stay positive and see challenges as ways to grow.

Conflict Resolution: Steps to Keep Peace and Find Solutions

Active Listening: Means really paying attention and thinking about what someone says. It helps stop fights because it makes people feel heard and cared for.

Empathetic Listening: Listening with empathy means understanding how others feel. It helps people stay kind and calm during hard or angry moments, making things better. Body language, like looking at someone's eyes, using open hands, and sitting or standing calmly, shows respect and care without words.

The HEARD Method: Hear, Empathize, Apologize, Resolve, and Diagnose. It helps people fix problems by giving simple steps to follow. This method teaches you to listen carefully and watch body language to understand the real problems, stay calm, and talk better to stop fights

Benefits of Conflict Resolution



SOLVING
CONFLICTS
HELPS KEEP
EVERYONE
SAFE.



HELPS YOU
UNDERSTAND
AND HANDLE
FEELINGS
BETTER.



IMPROVED
WAYS TO
SHARE AND
UNDERSTAND.



REACHING
NEW GOALS
BY
WORKING
TOGETHER.



MAKING
WORK A
PLACE
PEOPLE
WANT TO
STAY.

What is Resilience?

Individual and Family Resilience: Is the ability of people and families to stay strong, adapt, recover, heal, and grow when facing hard times and trauma. Having safe, steady, and caring relationships helps build this strength.



Community Resilience: Is the ability of a state or community to build and support safe, steady, and caring places and systems. These help people and families stay strong, adapt, recover, heal, and grow when facing hard times and trauma.

Resilience



Resilience is not something you are born with. You can grow it by practicing habits, attitudes, and skills that help you face problems and build strong relationships.



Focusing on four key areas—**connection**, **wellness**, **positive thoughts**, and **goals**—can help you stay strong and grow after hard times.



**“I am not what happened to me. I am what I choose to become.” –
*Carl Jung***

How to Build and Strengthen Resilience

Embrace	change as a natural part of life.
Make	strong, healthy relationships.
View	challenges as opportunities to learn and grow, not as obstacles.
Take	steady steps toward your goals.
Maintain	calm and keep a clear perspective during tough times.
Grow	confidence and a positive view of yourself.
Learn	and grow from life's experiences.