

Operationalizing Trauma-Informed Care in Your Organization

Scenario Discussion

Team discussion questions

Question 1: What is the loss that comes with the change in becoming a trauma informed organization?

- Every time there is change there is an element of loss. As we think about the changes our organizations would have to go through to become trauma informed, what are some of the things that people or the organization will lose?
- Easy/comfortable examples to get conversation going is necessary:
 1. Due to changes in the organization Tricia moved her cubical a number of times. She lost the people she sat by and the things that were familiar to her, like what rest room was closest, the copy machine she used. What if she was giving up nice things like being close to a window or close to the break room?
 2. Think about a personal example – becoming a healthier eater. What would you have to give up/lose? Comfort food, the time you eat, etc.
- How do these losses affect our ability to accept change?
- When we talk about trauma informed approaches, people may have to open up, give up their “amour” and become vulnerable.
- Employees’ reactions to becoming trauma informed:
 - What about the people who say “We’ve always done it this way, and now you are telling me that isn’t good enough?”
 - What about the people who learned how to deliver service one way in school and weren’t taught about trauma informed care?
 - What about the people who will be sad that they didn’t know how to be trauma informed earlier?

Question 2:

What are the gains for an organization that becomes trauma informed?

- What does the future look like for clients, employees, and the organization?

What is at stake if your organization doesn’t become trauma informed?

- What will happen to an organization if they don’t become trauma informed?