

Building Resilience & Responding to Organizational Trauma*

Ensure safety, contain anxiety, and normalize experience

Create process for organization-wide dialogue

Integrate trauma in affirming and meaningful ways

Set priorities to move forward

Act as a role model

Identify suffering and trauma

Contain impacts of traumatization

Offer optimism, confidence, and energy

Provide frameworks for meaning making

Champion organizational strengths

Model kindness and compassion

Ask for outside help when necessary

Core Principles of a Trauma-Informed Culture **

Safety Ensuring physical and emotional safety; “do no harm”

Trust Maximizing trustworthiness, making tasks clear, maintaining appropriate boundaries

Choice Prioritizing survivor choice and decision-making; supporting survivors’ control over their own healing journey

Collaboration Maximizing collaboration and sharing power with survivors

Empowerment Identifying strengths, prioritizing building skills that promote survivor healing and growth

Cultural Relevance Ensuring cultural applicability of services and options; sensitivity to the role of culture in lived experience and decision-making

*Vivian and Hormann, 2013

** Adapted from Proffitt, 2010

My Steps for Starting a Kind & Productive Dialogue about Organizational Trauma

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