

# LIVING IN EXTRAORDINARY (STRESSFUL) TIMES WHY RESILIENCY MATTERS

*Presented by:*

*Lori A. Hoffner*



Supporting CommUnity

*Speaker ~ Trainer ~ Consultant*

*Supporting CommUnity, Inc.*

[www.SupportingCommUnity.com](http://www.SupportingCommUnity.com)

[Lori@SupportingCommUnity.com](mailto:Lori@SupportingCommUnity.com)

*Phone ~ 720-353-2863*



**TRAUMA DEFINED:**

Trauma is the Greek word for "wound". Although the Greeks used the term only for physical injuries, nowadays trauma is just as likely to refer to emotional wounds. We now know that a traumatic event can leave psychological symptoms long after any physical injuries have healed.

Merriam Webster



- Psychological trauma is a response to an event that a person finds highly stressful.
- Trauma can cause a wide range of physical and emotional symptoms.

**Different Levels of Trauma**

- Acute trauma: This results from a single stressful or dangerous event.
- Chronic trauma: This results from repeated and prolonged exposure to highly stressful events. Examples include cases of child abuse, bullying, or domestic violence.
- Complex trauma: This results from exposure to multiple traumatic events.

**Top 3 challenges you have faced over the last 12-18 months and how have they affected your work?**

--	--	--

**Top 3 successes/opportunities you have experienced over the last 12-18 months and how have they improved your work?**

--	--	--

**Leadership Response**

“Even if you don’t have the title, remember that someone is looking to you for guidance.” Heather R. Younger

- Know what is plaguing your team
- People do not have to reveal what’s going on with them, but the attitude of *leaning in* does create a help-seeking environment.
- Help-seeking environments creates retention even in difficult times
- Taking care of your team can be draining, remember to take care of yourself

**Creating Psychological Safety**

- Monitor wellbeing frequently
- Multiply feedback channels
- Increase check-in frequency
- Improve decision making transparency

**Adopt practices that prioritize wellbeing, promote transparency, and protect psychological safety.**

## Training Your Staff in Crisis Response

Untrained	Trained
Startle/fear	Startle/fear
Panic	Feel anxious
Fall into disbelief	Recall what they have learned
Lost in denial	Prepared to act as rehearsed
Descend into helplessness	Commit to action

## Staff Support - Resources

<u>Training</u>	<u>EAP/Mental Health</u>	<u>Physical Activity</u>

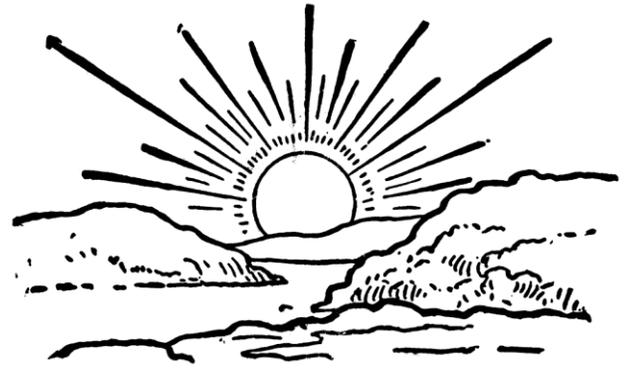
American Academy of Experts in Traumatic Stress

<http://www.aaets.org/article164.htm>

**Notes:**

## Have a system in place for:

- ✓ phone tree
- ✓ Responsibilities of individuals and departments
- ✓ Community contacts
- ✓ No hesitation to call police
  - change in philosophy
- ✓ Crowd Control – internal and external
- ✓ Legal Issues



## Notes:

Adverse Childhood Experiences (ACEs) have a tremendous impact on future violence victimization and perpetration, and lifelong health and opportunity. Working together, we can help create neighborhoods, communities, and a world in which every child can thrive.

Connect youth to caring adults and activities

- Mentoring programs
- After-school programs

<https://www.cdc.gov/violenceprevention/aces/prevention.html>

## Self-Care

- Remember...you can't give what you don't have
  - Self-care is not selfish
- Practicing self-care is your responsibility to your work and the people you care about



THANK YOU FOR WHAT YOU DO!

“Like” Supporting CommUnity, Inc.  Find us on  Facebook or follow [Lori\\_A\\_Hoffner](#)  and leave a comment about this session for a chance to win the resource certificate.