

# TRAUMA & TOXIC STRESS AT WORK

## THE COST OF TRAUMA

Unaddressed trauma and toxic stress can wreak havoc in the workplace: high employee turnover, low job satisfaction, reduced productivity, poor customer interactions, and more.

### It doesn't have to be this way.

A trauma-informed organizational culture has massive benefits for staff, including:

- improved job satisfaction, employee retention, & attendance
- higher productivity
- improved creativity & problem solving
- decreased employee substance abuse, "burn out", and turnover
- fewer workplace injuries & illness<sup>1,2,3</sup>

## HOW WE HELP

**Alive and Well Communities provides high-quality, evidence-based trainings to help your organization:**

- Understand the science of trauma and toxic stress and its impact on customers, teams and organizations
- Build skills to reduce stress and promote self-care in the workplace and at home
- Develop resilient teams and organizations that enable clients, customers and communities to thrive

This menu features our most popular workplace trainings. We regularly develop trainings beyond what is listed customized to meet your needs.

To learn more, please contact us at [info@awcommunities.org](mailto:info@awcommunities.org).

## TRAUMA 101

*Ideal for all team members, this two-part training build foundational understanding*

### Part 1: What Are Trauma & Toxic Stress?

Trauma and stress impact the way each of us move through the world, including how we show up at work. This training builds a common understanding of trauma and its impact on our brains, bodies, and engagement with the world around us.

### Part 2: Self Care is the Best Care

Interfacing with customers and community members is critical and can take a toll on your own mental health and well-being. To support others, individuals must first be healthy and well themselves. This training imparts the importance of prioritizing your own self-care, strategies for making self-care a daily activity, and ways to increase community care amongst staff to build an organizational culture of care.

### Part 3: Mapping & Addressing Stress in Our Workplace

To effectively address the trauma and toxic stress impacting an organization, we must first unpack the historical and community traumas as well as day-to-day trauma and stressors your clients and staff are facing. Together we map and analyze the unique context of your organization and identify areas to address.

1. Baker, C. et. al. (2015). Development and psychometric evaluation of the attitudes related to trauma-informed care (ARTIC) scale. *School Mental Health*.  
2. Fletcher, Natasha O., & King, Asia N. (2016). *The efficacy of a trauma informed methodology for Hopeworks 'N Camden*. Rutgers Center for Urban Research and Education.  
3. Anda, R. (2006). The Health and Social Impact of Growing Up With Alcohol Abuse & Related Adverse Childhood Experiences: The Human and Economic Costs of the Status Quo.



# TRAUMA & TOXIC STRESS AT WORK *continued*

## WORKPLACE ASSESSMENTS

*Ideal for workplace leaders, particularly in Human Resources, Operations, and/or Facilities*

### **Is Your Physical Environment Trauma-Informed?**

The physical environment can promote or prohibit a sense of safety, calm, and de-escalation for staff and clients. We present best practices in trauma-informed spaces and examine your workplace(s) through this lens

### **Are Your Policies Trauma-Informed?**

Trauma-informed policies maximize employee safety, trustworthiness, choice, collaboration, and empowerment. We present best practices and examine your policies through a lens of being trauma-informed

## CUSTOMERS/COMMUNITY

*Ideal for customers and community members; designed as a three-part series*

### **Workshop 1 – Know Thyself: We’re More than Our Experiences**

Traumatic experiences occur more often than we think. We tend to overlook the impact traumatic experiences and everyday stressors have on us. We help participants understand the impact chronic trauma and toxic stress have on our social, emotional and health outcomes and how to begin viewing individuals through a lens of trauma.

### **Workshop 2 – Self Care is the Best Care**

See description under “Trauma 101”

### **Workshop 3 – Together We Triumph Over Trauma**

Trauma can be widespread, impacting individuals and communities. However, Community Care can limit the impact of trauma. We will learn about the importance of community-care as a way to combat trauma and identify tools and strategies to build supportive communities.

## FRONTLINE STAFF

*Ideal for staff interfacing with the public/customers*

### **Serving Those Who Have Experienced Trauma**

Shifting from, “What’s wrong with you?” to “What happened to you?” can transform how you understand and interact with individuals impacted by trauma. We develop tools to change your internal questions.

### **Trauma-Informed Community Building: 2-Part Series**

Part 1: Explore the prevalence and impact of trauma in the communities with whom they work with an emphasis on historical trauma

Part 2: Learn about models for strengthening community in trauma-affected neighborhoods and begin applying a trauma lens to your work

## SUPERVISORS

*Ideal for supervisors and people leaders*

### **Building Skills for Difficult Conversations**

When engaging with customers or colleagues navigating trauma and toxic stress, finding the right words can feel impossible. This interactive session explores brain functioning and communication in moments of stress. Participants then practice navigating difficult conversations with colleagues and customers.

### **Giving and Receiving Meaningful Feedback**

There will always be moments of concern, conflict, and disagreement in relationship. Developing tools and strategies to give and receive feedback effectively is critical. We will unpack what barriers prevent individuals from giving and/or receiving feedback in a trauma-informed way and practice giving and receiving feedback surrounding difficult, hypothetical workplace situations.