



## Trauma-Informed Business Care Guidelines

### What is happening?

### NOT What is wrong with you?

Trauma informed care and management are an essential part of creating and maintaining a healthy culture:

- Trauma can **IMPACT** the way we view ourselves and the world around us
- Trauma can **IMPACT** our emotions, behaviors, learning, and the ability to interact with others

The impact of **TRAUMA (PTSD)** can mirror the symptoms of **ADHD**, including:

Hypervigilance, inattention, detachment, irritability, anger outbursts, distractibility, restlessness, impatience, impulsivity, a limited sense of future, and difficulty concentrating.

### Consideration for Business Leadership amid the pandemic COVID-19

1. **Present:** Being present is being fully engaged, involved, and attentive to what is happening with your body, mind, and heart. It is participating, observing, and sensing simultaneously.
 

**Self-** How are you caring for self? Are you aware of the current impact on your body, mind, and heart? Can you spend some time connecting with self, assessing your current condition, and moving to meet your needs?

**Family-** How are you caring for your family? Are you engaged, involved, attentive? What are you noticing? How can you recognize and attend to the current needs?

**Work-** How are you “showing up” at work? Are you participating, observing, and sensing the needs of those you lead? Are you engaging?
2. **Proactive:** Being proactive means acting ahead of anticipated events, needs, and changes. To be proactive, take action, embrace your responsibilities, and control your responses.
 

**Self-** Do you know you? What do you need to do to care well for self during times of high stress? What are your vices? How can you best position yourself NOW for continued success in the future?

**Family-** Consider each member of your family. How do they respond during times of high stress? How can you anticipate their needs and proactively take action?

**Work-** What changes or events are you anticipating? What steps do you need to take NOW to prepare? What can you communicate to your team to embrace your responsibilities? Are you assessing your expectations and controlling your responses?
3. **Passion:** An observably strong and barely controllable emotion.
 

**Self-** Are you remaining true to your passions? Are you revisiting your “why”?

**Family-** Consider what your family truly means to you? Is your love and care observably strong?

**Work-** Is your passion evident to your team? Are you regularly reviewing and recommitting to your vision, expectations, and goals?

DECREASES Attachment/Safety	INCREASES Attachment/Safety
<b>Comparisons</b> “You think that is bad, John knows 3 people with Coronavirus.”	<b>Normalize</b> “It is normal to feel...”
<b>Minimizing</b> “What are you complaining about? You got a <i>Coronacation</i> .”	<b>Empathize</b> “I am so sorry that happened. It must be very difficult for you.”
<b>Platitudes</b> “When I was a senior in high school, we really had it bad, we weren’t worried about missing prom, we were worried about being drafted to war.”	<b>Ask questions</b> “What is the worst part about social distancing/Coronavirus for you?”
<b>Reframing too soon</b> “Don’t worry, you will find a new job soon. I bet you will like your new position better!”	<b>Sooth senses</b> Play music, dim lights or use a lamp, diffuse essential oils or use a calming air freshener, display peaceful pictures or photographs, have sweet “treats” available
<b>Business as usual</b> “We are behind because of the loss in work time; we need to stay busy.”	<b>Create containers</b> Allow space to decompress, connect, acknowledge the pressure and situational stressors.