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 **

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>Ensuring physical and emotional safety; “do no harm”</td>
</tr>
<tr>
<td>Trust</td>
<td>Maximizing trustworthiness, making tasks clear, maintaining appropriate boundaries</td>
</tr>
<tr>
<td>Choice</td>
<td>Prioritizing survivor choice and decision-making; supporting survivors’ control over their own healing journey</td>
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<tr>
<td>Collaboration</td>
<td>Maximizing collaboration and sharing power with survivors</td>
</tr>
<tr>
<td>Empowerment</td>
<td>Identifying strengths, prioritizing building skills that promote survivor healing and growth</td>
</tr>
<tr>
<td>Cultural Relevance</td>
<td>Ensuring cultural applicability of services and options; sensitivity to the role of culture in lived experience and decision-making</td>
</tr>
</tbody>
</table>

*Vivian and Hormann, 2013
** Adapted from Proffitt, 2010

Responding to Organizational Trauma, NSAC, 2015
Resource Sharing Project
### My Steps for Starting a Kind & Productive Dialogue about Organizational Trauma

1. 
2. 
3. 
4. 
5. 
6. 

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*Responding to Organizational Trauma,*  
NSAC, 2015  
Resource Sharing Project