Being Trauma Informed

3 Elements of a de-escalation mindset

1. Be consistently curious
2. Embrace both/and
3. People are doing their best

8 basic elements of de-escalation

LISTEN for the NEED

VALIDATE the experience

REFRAME emotion to values

Be open to CORRECTION

Be TRANSPARENT about your role

If you can, MEET THE NEED

If you can’t, BE TRANSPARENT

Set BOUNDARIES with compassion
Being Trauma Informed

3 Elements of the Science

1. Map of safety = LOWER level of Vigilance
   The brain is always mapping!

2. Map of threat! = HIGHER level of Vigilance
   Threat to status = threat to self

3. Criticism
   Rejection
   Judgment
   Connection lowers defense reflexes!

Connection lowers defense reflexes!

Flee/defend/shut down

What we can do!

Offer CHOICES

Have SAFE EYES

Set BOUNDARIES with COMPASSION

Be TRANSPARENT

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