



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



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3

Elements of the Science

1

The brain is always mapping!

2

Threat to status = threat to self

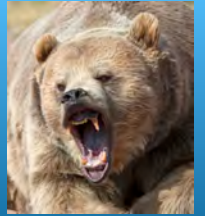
3

Connection lowers defense reflexes!

Map of safety = LOWER level of Vigilance

Map of threat! = HIGHER level of Vigilance

**Criticism
Rejection
Judgment**



Flee/defend/shut down

Offer CHOICES



Be TRANSPARENT



WHAT WE CAN DO!



Have SAFE EYES



Set BOUNDARIES with COMPASSION

Follow Through

letsCOLLABORATE!