

# Trauma Sensitive Communication

As a provider, the way you communicate with clients is foundational in building trusting and stable relationships. Using trauma and resilience informed skills helps engage individuals in ways that empower and provide connection.



## Safety

Creating safety goes beyond the physical space we take; it is also about the emotional and spiritual comfort we have. To create safety is to create an environment for someone to trust and be vulnerable.

- Strategies:**
- Set healthy boundaries
  - Be transparent about mandatory reporting and confidentiality
  - Use correct pronouns and correct pronunciation of names
  - Consider how identity and culture can impact perceptions of safety

## Space for Regulation

Co-regulation refers to when two people match and help in regulating each others mood, tone of voice, and behaviors. Co-regulation helps by setting the tone of the interaction and allows us to stay in the moment with compassion and without judgment.

- Strategies:**
- Use reflective language that validates their emotions
  - Offer pauses and breaks from the conversation
  - Model tone and behaviors you want to see
  - Use non-judgmental and compassionate body language

## Connection

Building connection means forming relationships in which there is a sense of collaboration – “working with” and instead of “working on.” Depending on your role, prompting strategies or setting goals can be part of building connection.

- Strategies:**
- Offer choices on when or where to continue the conversation
  - Discuss policy or role limitations and potential solutions
  - Check in consistently and be accountable
  - Highlight growths and strengths as much as possible