

## Trauma-Informed Resilience-Oriented and Equitable Leadership Community of Practice Charter

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### Background and Overview

Trauma-Informed, Resilience-Oriented and Equitable (TIROE) Leadership is an innovation in which individuals infuse the core values of safety, trust, choice, collaboration, empowerment, peer support, diversity, equity and engagement into their practices, interactions and culture. Diversity, equity and engagement are words that many are currently using to have organizations strive to become more diverse, yet many leaders are uncertain about the steps needed to turn dialogue and intention into action. An organization that prioritizes Diversity, Equity and Engagement (DEE) creates an environment that respects and values individual difference along varying dimensions. That environment has to be led by leaders who understand its importance and have intentions to make a difference.

The goal of this TIROE Leadership Community of Practice (CoP) is to provide a safe space for peer-to-peer learning and open discussions with a group of other organizational leaders across the county who are committed to creating and advancing trauma-informed, resilience-oriented and equitable environments for all staff and clients within their organizations to reduce trauma, avoid re-traumatization, build resiliency and overall, improve the access to and quality to services provided to historically marginalized communities.

### Participant Learning Objectives

By participating in this Community of Practice, participating organizations will be able to...

- Understand and describe opportunities to increase the awareness, knowledge, and skills of the workforce to create a safe and healing environment, which may include changes in policies,

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procedures, and practices that unintentionally cause distress and re-traumatization for both staff and participants.

- Understand how to describe and recognize compassion fatigue within an organization’s workforce and be able to implement organizational strategies for shifting to a culture change of compassion resilience and trauma-informed care.
- Understand and identify opportunities to engage people in trauma-informed, resilience-oriented and equitable conflict resolution.
- Understand the impacts that bias has on leadership practices and be able to describe how to improve and advance equitable leadership through cultural humility and resilience-oriented strategies.
- Understand and describe moral and cultural safety and begin to identify opportunities to improve safety for staff and participants.
- Understand barriers and opportunities for improving organizational change processes with a focus on decreasing trauma, racism, bias, and stigma.

### Time Commitment and Participant Expectations

Leaders accepted into this TIROE CoP will need to participate in all five 90-minute sessions occurring bi-monthly. Additionally, each leader will be asked to submit one case presentation form (shared and described in the next section below) describing their experiences, challenges, and opportunities for improving trauma-informed, resilience-oriented and equitable efforts to better support and serve staff and clients. This will allow participants to gather insightful feedback and guidance from other leaders and experts for how teams can advance TIROE efforts within their organizations.

Participating leaders will also be asked to complete post-session surveys and an end of year evaluation to assist the planning team in regularly improving and updating learning and engagement methods during this CoP and for future CoPs.

### Case Presentations

During each CoP session, a participant will present their “case,” providing an overview of leadership strategies within their organization by describing challenges, successes, and opportunities they have experienced. Case presentations are truly the core of every CoP session and each participant who chooses to present will gain access to unique feedback and questions from a wide range of peers and experts in an all-teach, all-learn modality. The CoP session facilitator will moderate the case presentation and discussion portion of every session to ensure all participants have a change to engage in the peer-to-peer learning.

To submit a case to present during a session, [complete this form linked here](#) and submit to [CiaraH@TheNationalCouncil.org](mailto:CiaraH@TheNationalCouncil.org).

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Curriculum

**CoP Session 1: TIROE Leadership Overview**

Leadership is not just about position but about intention and action to mobilize and influence people towards the vision set forth for the organization. This session will explore the difference between leadership and management, how implicit bias impacts our leadership style and the interactions and policies we employ and strategies that can be employed that are aligned with the TIROE values.

By the end of this session, participants will be able to:

- Explain the TIROE Leadership Model
- Describe how implicit bias may impact leadership interactions and practices
- Assess their strengths and opportunities for growth as it relates to their own leadership style and practices

**CoP Session 2: Supporting Compassion Resilience**

Compassion Fatigue and burnout are huge workforce issues in human service organizations across the country that leaders are grappling with. This session will explore the causes of compassion fatigue and burnout and provide strategies for leaders to employ to support building compassion resilience.

By the end of this session, participants will be able to:

- Define compassion fatigue and burnout
- Describe the causes of burnout and compassion fatigue
- Identify 2 strategies that leaders can employ to support compassion resilience

**CoP Session 3: Leadership Skills for Organizational Change**

Organizational change is a process that many human service organizations must continue to do in order to remain flexible and build its resilience. The leadership of this constant change is important to its success and sustainability. This session will explore the process of organizational change and the leadership skills necessary to support the change needed to create organizational resilience.

By the end of this session, participants will be able to:

- Define organizational resilience
- Describe the organizational change process
- Identify 2 leadership skills needed to support sustainable organizational change

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**CoP Session 4: Fostering a Supportive Environment**

The foundation for all organizations to reach actualization, is safety. In this learning session we will explore the different types of safety, how they look in equitable organizations and ways to address common safety concerns.

By the end of this session, participants will be able to:

- Identify safety considerations for staff and clients.
- Provide context to begin to address moral and cultural safety as part of your organizational culture.

**CoP Session 5: Conflict Resolution and Having Tough Conversations**

Clients and staff who have experienced trauma often respond in their fight, flight or freeze response. Either of these responses can cause conflict and be challenging to manage within an organization. This learning session will explore co-regulation and other strategies for managing conflict and having tough conversations.

By the end of this session, participants will be able to:

- Understand how the experience of trauma impacts a person’s ability to process, respond and learn
- Explain how the practices of regulation, relating and reasoning are important to the process of conflict resolution
- Identify two trauma-informed, resilience-oriented strategies for conflict resolution

CoP Staff and Faculty

Facilitator/Moderator	Linda Henderson-Smith, PhD, LPC	<a href="mailto:LindaHS@TheNationalCouncil.org">LindaHS@TheNationalCouncil.org</a>
Project Manager	Ciara Hill	<a href="mailto:CiaraH@TheNationalCouncil.org">CiaraH@TheNationalCouncil.org</a>
Project Coordinator	Courtney Brown	<a href="mailto:CourtneyB@TheNationalCouncil.org">CourtneyB@TheNationalCouncil.org</a>

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### Participant Frequently Asked Questions

#### **What will you gain by participating?**

The goal of this TIROE Leadership Community of Practice (CoP) is to provide a safe space for peer-to-peer learning and open discussions with a group of other organizational leaders across the county who are committed to creating and advancing trauma-informed, resilience-oriented and equitable environments for all staff and clients within their organizations to reduce trauma, avoid re-traumatization, build resiliency and overall, improve the access to and quality to services provided to historically marginalized communities.

Through this 2.5-month program, participants will have the chance to engage with other leaders in peer-to-peer learning and discussions around improving leadership within their organizations. Each session will consist of a brief didactic presentation on key issues followed by a discussion around an organizational case with actionable recommendations.

#### **Participant learning objectives:**

By participating in this CoP, participants will be able to...

- Understand the impacts that bias has on leadership practices and be able to describe how to improve and advance equitable leadership through cultural humility and resilience-oriented strategies.
- Understand and describe moral and cultural safety and begin to identify opportunities to improve safety for staff and participants.
- Understand barriers and opportunities for improving organizational change processes with a focus on decreasing trauma, racism, bias, and stigma.
- Understand and describe opportunities to increase the awareness, knowledge, and skills of the workforce to create a safe and healing environment, which may include changes in policies, procedures, and practices that unintentionally cause distress and re-traumatization for both staff and participants.
- Understand how to describe and recognize compassion fatigue within an organization's workforce and be able to implement organizational strategies for shifting to a culture change of compassion resilience and trauma-informed care.
- Understand and identify opportunities to engage people in trauma-informed, resilience-oriented and equitable conflict resolution.

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### Are there requirements for participating?

There are no costs associated with participating in this TIROE Leadership CoP series, as it is being funded by the Charlotte ReCAST grant.

- **Attendance** - We ask that the leader commit to attending all 5 of the sessions within the series.
- **Session Participation** - Participants will also be asked to actively engage and participate in each session. Participants will also be asked to maintain an open mind and willingness to uphold the safe space practices established by faculty and facilitators during sessions.
- **Case Presentation** - All participants will be asked to submit one case presentation form describing their experiences, challenges, and opportunities for improving trauma-informed, resilience-oriented and equitable efforts to better support and serve staff and clients. Leaders will be selected to present their case during a session, to allow for dialogue, feedback and guidance from other participants and experts on how they can advance TIROE in the specific case scenario presented.
- **Surveys** - Participants will also be asked to complete post-session surveys and an end of year evaluation to assist the planning team in regularly improving and updating learning and engagement methods during this CoP and for future CoPs.

### How will I receive the materials to prepare for each session?

1-2 days before each session, participants will receive the presentation slide deck along with any additional materials needed before each session. Participants will also receive the recording and survey after each session, along with any other resources reviewed and discussed.

### Will I have a chance to provide feedback and share thoughts after each session?

Yes! Your feedback directly guides our direction and content shared on each session. All participants will be directed to complete a post-session survey after each CoP session to share your feedback with us.

### Is there a cap on the number of participants?

Yes, there is a cap of 50 participants for this CoP opportunity. Applications will be reviewed once the registration closes on **July 2<sup>nd</sup>, 2021** and all applicants will be notified if they are accepted into the opportunity by **July 19<sup>th</sup>, 2021**.

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**When do sessions occur?**

Session	Title	Date/Time
Session 1	TIROE Leadership Overview	September 15, 2021 11:30am – 1:00pm EST
Session 2	Supporting Compassion Resilience	September 29, 2021 11:30am – 1:00pm EST
Session 3	Leadership Skills for Organizational Change	October 13, 2021 11:30am – 1:00pm EST
Session 4	Fostering a Supportive Environment	October 27, 2021 11:30am – 1:00pm EST
Session 5	Conflict Resolution and Having Tough Conversations	November 10, 2021 11:30am – 1:00pm EST

If you have any questions, please contact [CiaraH@TheNationalCouncil.org](mailto:CiaraH@TheNationalCouncil.org)