

Reflective Practice and Secondary Traumatic Stress

Agenda

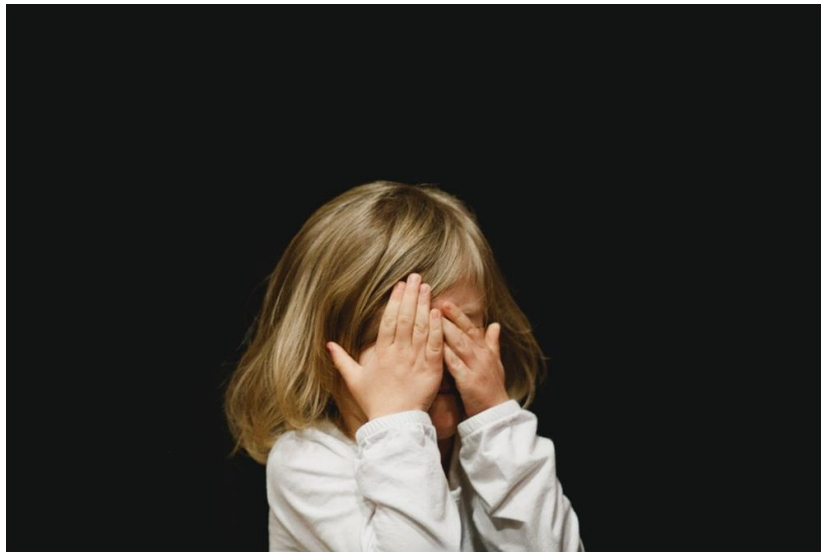
- I. Trauma 101 Refresher
- II. Secondary Traumatic Stress
- III. Reflective Supervision



I. Trauma 101

What is Child Traumatic Stress?

- Witnessing or experiencing an event that *poses a real or perceived threat*
- The event overwhelms one's ability to cope



Acute Trauma – Event



Complex trauma - Event



Chronic trauma – Event/Experience



Historical Trauma – Event/Experience



Traumatic Events

- Physical or sexual abuse
- Abandonment or neglect
- The death or separation from a loved one
- Witnessing domestic violence
- Car accidents
- Bullying
- Scary medical procedures
- Community violence
- Witnessing police activity
- Natural disasters
- Acts of terrorism

Trauma Responses

The impact of a potentially traumatic event *depends* on several factors, including:

- Age and developmental stage
- Perception of danger
- Relationship to offender
- Past experiences with trauma
- Response of caregivers
- Support system

Common Effects of Trauma

- Intrusive Symptoms
- Negative Thoughts or Mood
- Avoidance
- Arousal/Reactivity



Control



Trauma-Informed Lens

~~What is wrong
with you?~~

What
happened to
you?

How might we
support you?



Reflection



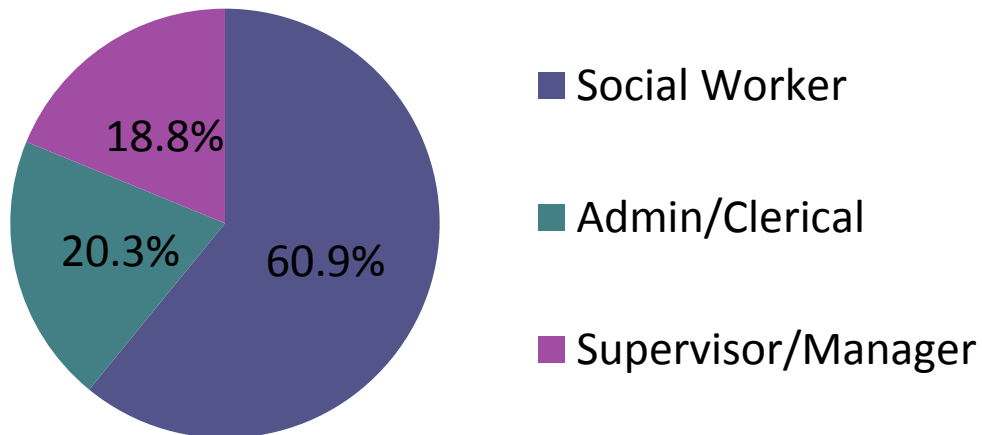


II. Physical and Psychological Safety

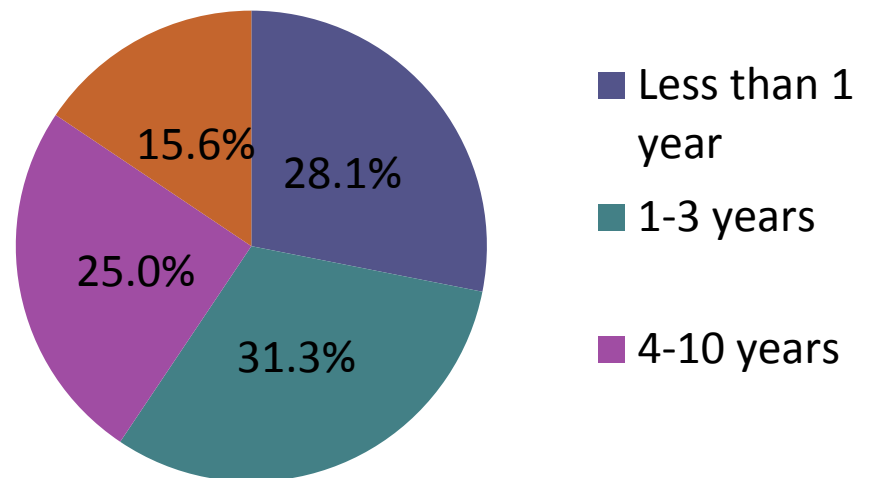
Solano Survey Results

- Response rate: $65/132 = 49.2\%$

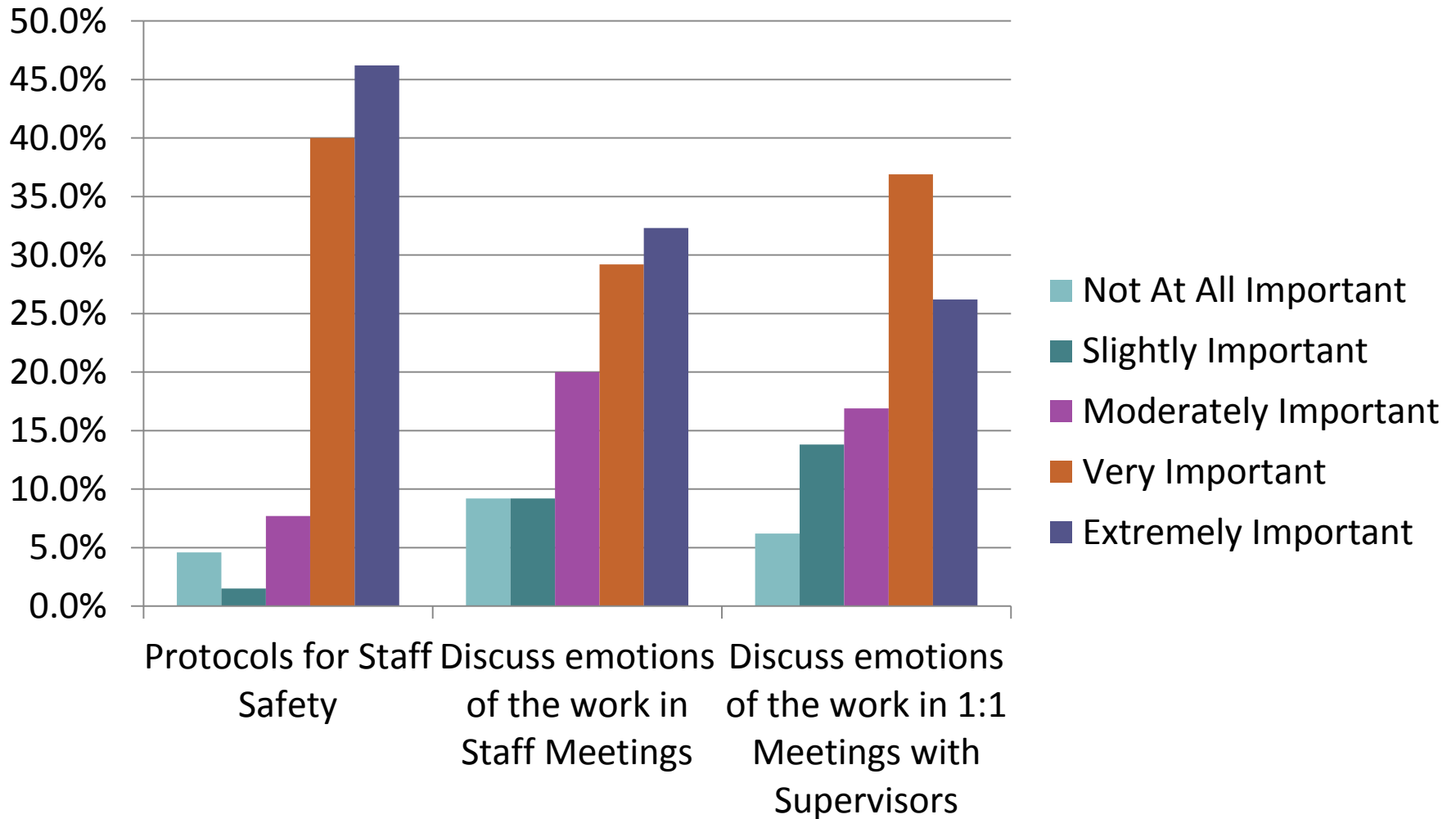
Current Position



Years at Solano County CWS



Physical and Psychological Safety



Impact

Physical Safety

**DIRECT/PRIMARY
TRAUMA**

INDIRECT TRAUMA

**Secondary Trauma,
Compassion Fatigue,
Vicarious Trauma**

**Psychological
Safety**

Stress

Interpersonal

- Compassion Fatigue
- Vicarious Trauma
- Secondary Traumatic Stress

Organizational

- Burnout

STS: The stress of helping or wanting to help a person who has been traumatized



STS Statistics

In a sample of CWS workers:

- **15.2%** met full criteria for PTSD due to indirect trauma exposure
- **45.4%** endorsed intrusive thoughts

- Avoidance (including of certain clients, etc)
- Preoccupation with stories
- Intrusive thoughts or nightmares
- Arousal symptoms
- Feeling isolated/having no one to talk to
- Feeling trapped, “infected” by trauma, hopeless, inadequate, depressed
- Having difficulty separating work from personal life
- Treating own family/kids differently – less patience

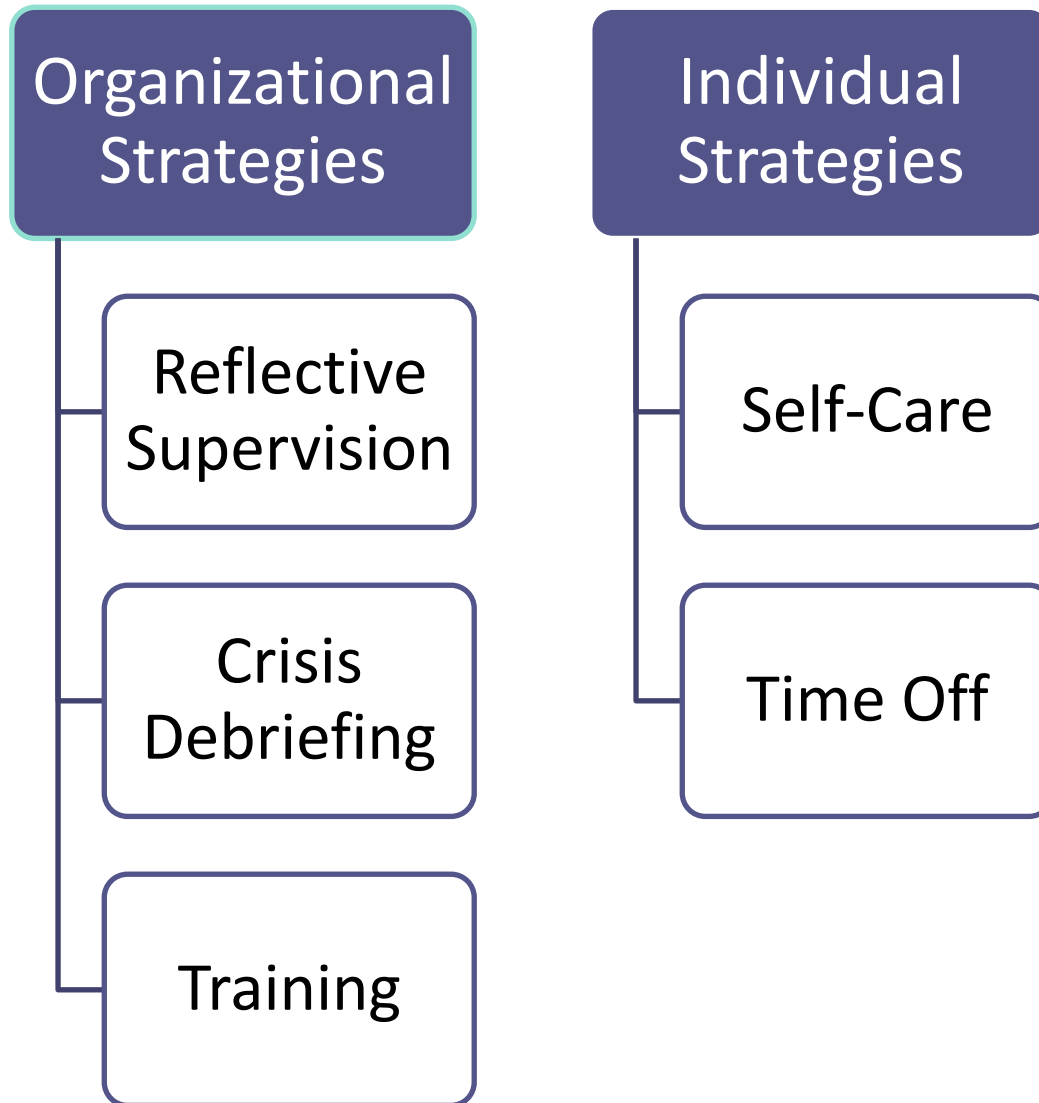


I've experienced at least 3
symptoms





Addressing STS



Integrated Core Practice Model

How do we increase engagement with families?

Understand Trauma

Understand the effects of Primary and Secondary trauma on our staff

Incorporate Reflective supervision to better support staff

A supported workforce is more dedicated and engaged and effective with families

BREAK

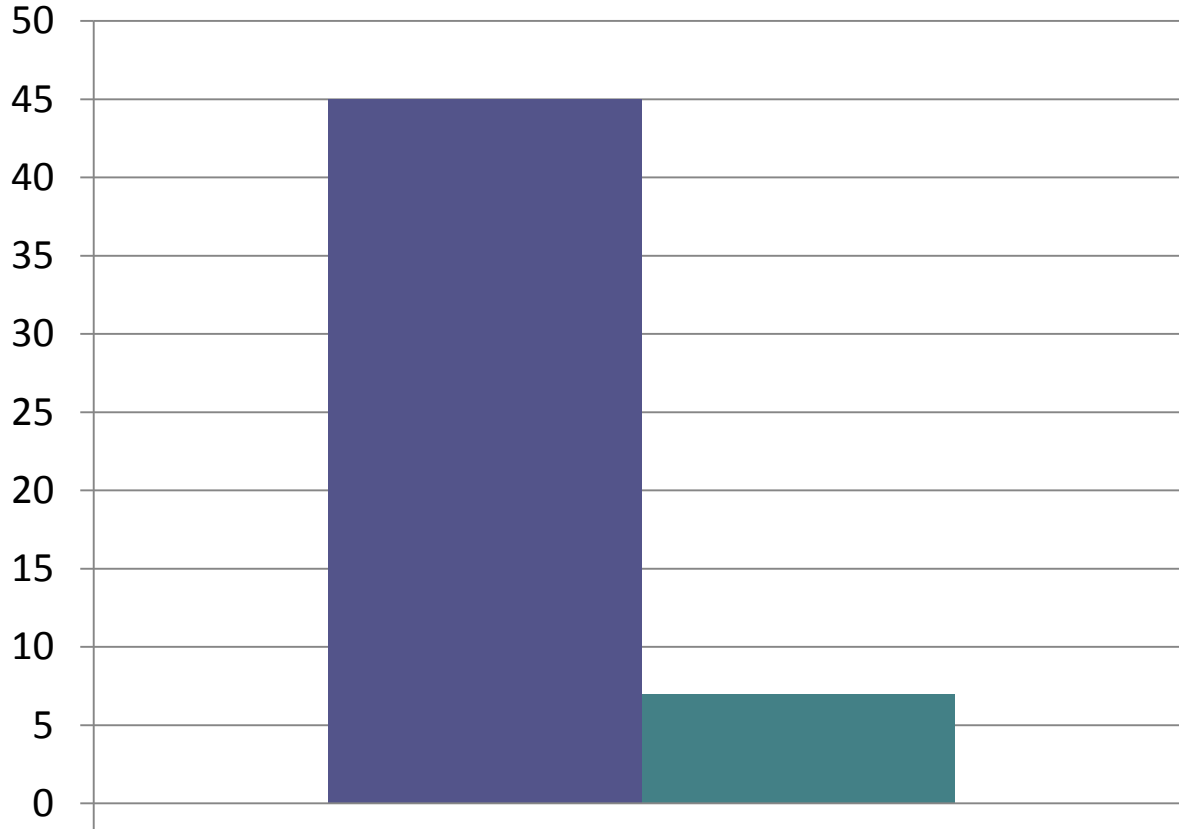




Reflection

Why is this a supervisor
responsibility?

Statistics



- Child Welfare
- Federal workers

Turnover

*United States General Accounting Office (2003)

Your Role



- Supervisors role to ensure **physical** and **psychological** safety of workers.
- Think of the best Supervisor you've ever had.

III. Reflective Supervision

- ✓ Based in **trust** and respect for each other
- ✓ Supervisor can value both **compliance** and **caring** for staff
- ✓ Sharing of emotions and feelings about the work
- ✓ Setting an expectation that this happens every supervision session

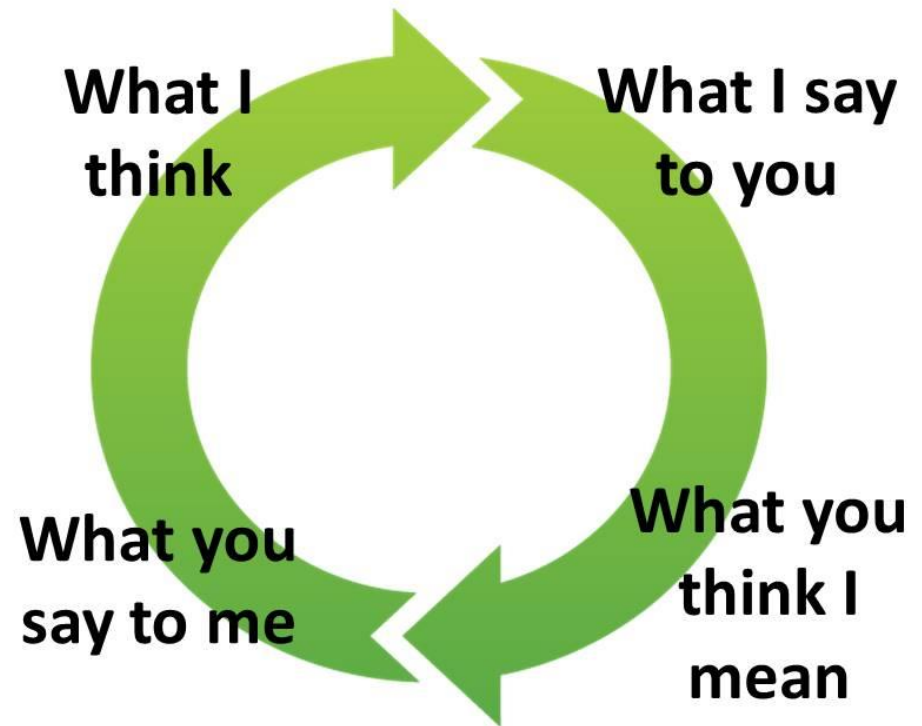
Reflective Supervision

- Not adding more to your plate
- But infusing these principles into your daily practice



Reflective Listening

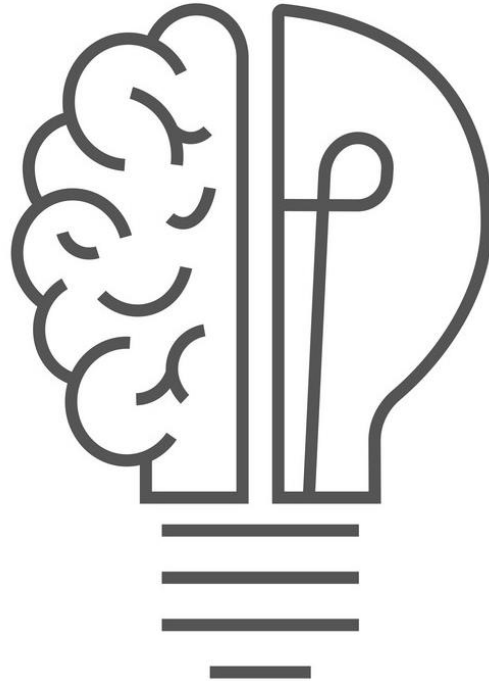
- “It sounds like...”
- “I hear your saying...”
- “It seems as if...”
- Research study:
 - Waiting 3-4 sec.





Demonstration

Discussion



Reflective Questions



BREAK



Reflective Skills

1. Reflective/Reactive Listening
2. Open Ended Questions
3. Emotional Questioning
4. Supervisor Modeling
5. Maintaining Boundaries
6. Compassion Satisfaction

Reactive Listening



2 – Open Ended Questions

- Requires more than a one word (yes/no) answer
- Elicits more of a person's thoughts or feelings

Close Ended	Open Ended
Was that a difficult case for you?	What was that case like?
Did you talk to the family about this decision?	Tell me how you approached the family with this decision.

Vignette



Alisha is your new supervisee. She has been in the field for 6 months and is working with a difficult DV case. Last week, she had an upsetting home visit in which she left crying. She mentioned that she has been thinking about this family on her drive home from work and wants to just stop thinking about them but can't get them out of her mind.

What open-ended questions might you ask to further assess how Alisha is doing?

3 – Emotional Questions

Bringing feelings into the conversation

Pair it with Reflective Listening



3 – Emotional Questions

- When that happened, how did you feel?
- What did that feel like for you?
- You seem very energized when you describe that family. What is it about what happened there that is energizing?
- Is it sometimes a strain to find compassion for this parent/child/family?
- What emotional state are you in when you're interacting with this parent/child/family?
- Does this case press any hot buttons for you? What emotions does it bring up?

3 – Emotional Questions

- What was that like for you?
- What did you like about how you handled that situation?
- What is the skill/knowledge that you wish you had to make that easier for you to deal with?
- What makes this case especially hard for you?
- What types of cases are most difficult for you?

4 - Supervisor Modeling

- “I statements”
 - “I know when I heard that story, I felt ____.”
- Traps:
 - Sharing your process vs. making it about you.
 - Sliming

5 – Maintaining Boundaries



5 – Maintaining Boundaries

Summary of EAP Benefits

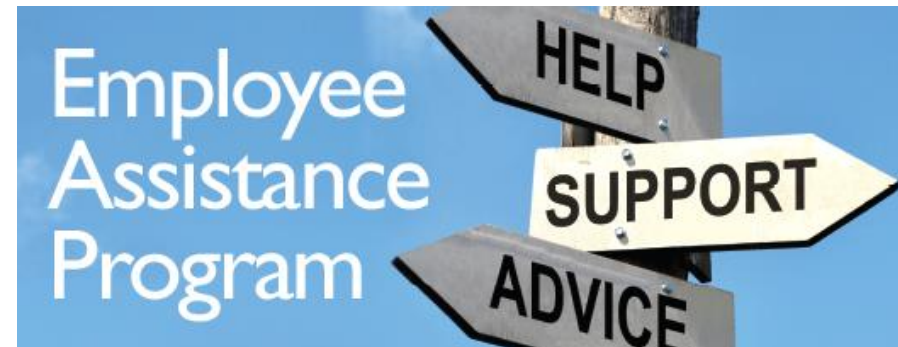
- 24-hour access
- 3 confidential FREE counseling sessions
 - Per incident, per benefit period

Solano:

(833) 954-1067

Website: anthemEAP.com

Enter: PRISM



6 - Compassion Satisfaction

- What is important to you about this work?
- Tell me about your successes this month?



Next Steps

- Coaching Calls
- Use skills in 1:1 supervision with staff

LAST CALL

Questions?

Comments?

Concerns?

Thoughts?

Reflections?

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