

Trauma Informed Leadership

**“I've learned that people will forget
what you said, people will forget what
you did, but people will never forget
how you made them feel.”**

Maya Angelou

**[Click here to access
Trauma Informed Leadership Policy
for Leicestershire County Council](#)**

**[Click here to access
Trauma Informed Practice
Policy Guidance
for Leicestershire
County Council](#)**

Trauma Informed Leadership



**Compassionate
leaders**

**Role model how
the vision
translates into
practice**

**Build Trust
and respect**

**Initiates and
maintains
change at all
levels**

**Motivated
and driven**

**Ensure safety and
“do no harm”**

**Role model
reflective practice**



Trauma Informed Leadership

Train and educate staff
on trauma-informed care
and how this applies to
their work

Educate yourself:
keep learning
about trauma
and its impact

Encourage self-care
It's ok to not be ok
Connect employees
with support available

**Foster a safe and supportive
environment**
Bring your team together regularly
No one's name is unknown or
mispronounced
Staff can bring their whole true self
to work

Regular check-ins
formal and informal
moments for connection

To learn more click on the icons



Trauma Informed Leadership

Thing to consider on one-to-one



Create a safe environment that promotes trust

Listen to Understand



Value open communication

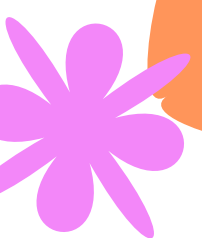
Respect diversity



Challenge beliefs and assumptions

Build self-esteem and confidence

Help others understand how their work relates to the achievement of organisational vision and goals.



PEOPLE



PROMOTE



PROTECT



PROVIDE



PARTNERSHIP

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Thing to consider on one-to-one



Ask open questions that usually start with words like:
‘What, How, Where and When’

Allow **silences** and time for reflection

Be cautious of using **“why”** as this might trigger a **defensive response**

Don’t interrupt

Reflect back what the other person said
Validate feelings

- Tell me more**
- Tell me about the impact it had on you?**
- I wonder..**
- What else?**
- What is the most important for you to talk about?**
- What are you enjoying (going well) about your work?**
- How can we work together to resolve this issue?**
- I wonder what was the thinking behind that?**
- Observe and listen to non-verbal signs**



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Before one-to-one:

Do you have a confidential space where you will not be interrupted?

Do you have flexibility in relation to time, if you need to have a longer conversation?

How are you feeling?

Do you have time to make a drink, or something that will help you to feel grounded?

How do you manage recording?

Are you able to give full attention to your supervisee?

During one-to-one

Start with a check-in: well-being should be discussed at the start

Show interest in supervisees personal life and any significant events that might be impacting on work.

Questions that can encourage reflection
Tell me more