

What is Trauma-Informed Leadership?

A management approach that recognizes and responds to the effects of all types of trauma, creating a supportive environment where both employees and guests can thrive.

Common Signs of Trauma Response

- Difficulty concentrating
- Changes in performance
- Heightened reactions to criticism
- Withdrawal from team interactions
- Physical symptoms (headaches, fatigue)
- Avoiding certain tasks or situations

Practical Steps for Managers

- Build authentic relationships
- Practice active listening
- Model healthy boundaries
- Provide clear communication
- Celebrate diverse perspectives
- Offer consistent support
- Offer referrals to resources as appropriate

Listen & Refer

- You're not expected to be a therapist
- Focus on being supportive
- Know when to refer to professional help
- Maintain healthy boundaries
- Practice self-care

Benefits of a Trauma-Informed Workplace

- Improved team retention
- Reduced workplace conflicts
- Enhanced guest service
- Increased operational efficiency
- Stronger team morale
- Better workplace culture

The 5 Core Principles

1. Safety

- Create physically and emotionally safe spaces
- Establish clear reporting channels
- Ensure private areas for sensitive conversations

2. Trustworthiness

- Set clear expectations
- Maintain consistent boundaries
- Follow through on commitments

3. Choice

- Offer options in scheduling when possible
- Allow flexibility in task allocation
- Empower decision-making

4. Collaboration

- Include staff in decision-making
- Share power and responsibility
- Work together to solve problems

5. Empowerment

- Recognize individual strengths
- Provide growth opportunities
- Build confidence through support

Every step toward creating a trauma-informed workplace makes a difference. Start small, stay consistent, and prioritize both employee and guest well-being.