Trauma Sensitive Coaching Overview

Aware of the unique needs of people dealing with trauma. Equipped to recognize trauma symptoms, respond skillfully and prevent retraumatization in our work.

Coaching Tips and Ideas

**Set appropriate expectation for yourself as the coach**

* We can’t fix their world
* We can have a big impact in this moment
* We can help them build resilience, increase their self-efficacy, increase a growth mindset, feel empowered to make healthier choices, connect with support in their community, build a stronger foundation of wellness and feel heard and cared for during the session.
* Baby steps – you have 4 to 8 sessions
  + Try to set 1 small thing they might want to try to do a little differently (if not in 1 session then maybe in 2 sessions)

**Set clear expectations/boundaries with your client**

* Spend more time with the introduction of coaching
* Stress that this is confidential – Ex. DG will only know the date that we talked, not what we talked about.
* I will be your coach for all of the sessions this year.
* Our calls will be 20 minutes in length and I have this 20 minutes set aside just for our call. I understand your schedule changes quite a bit and sometimes you might need to reschedule. Just please let me know before the time of the appointment. You can text me or email me. My email is listed on the calendar. My schedule gets pretty tight sometimes, but I will do my best to fit you in if you need to reschedule. I will always call from this number – you might want to save it in your phone as “coach”.
* Describe the incentive and any guidelines. Ex. “To earn the incentive for the tobacco cessation, we need to talk 4 times and not have more than 45 days between our calls. I’ll help with that deadline in setting up your next session but if you miss our session it will be up to you to pay attention to that 45 day deadline.”
* I am not a counselor. As your coach, we can talk about anything you might want to stop, start or change with your health and wellness. Topics can include things like sleep, dealing with stress, eating healthy, managing weight, use of tobacco, exercise.
* “Which of these topics would you like to talk about first?”
* Where are they while talking with you? What might be another option next time?
  + Ex. Client – “I’m at the cash register right now.” Coach – “We need at least 15 minutes to complete your call. How about if I call you back in 5 minutes so you can step outside for us to talk?”

**Create a safe and structured space/container with the session.**

* Manage the time: Ex. We have about 20 minutes. We have about 8 minutes left.
* Build trust/rapport
* Help the client focus the conversation
* May want to limit open ended questions such as “Tell me what’s been going on since last time we talked”.
* Try instead questions such as:
  + What is 1 good thing that has happened this week?
  + How has your day been? (use 1 specific stressful event as a jumping off point to talk about how they handle stress, what are other options)

**Focus on foundations of wellness** (sleep, stress/coping skills, healthy eating, gratitude, etc)

* Build on strengths/resilience – How are you managing all of this? What kept you going through that time?
  + Pick up on any positive response or statement (ex – Client – “ I like my new boss”. Coach – What do you like about your boss? How is she impacting the store? Impacting you? What are you noticing that you are doing differently? etc)
* Ideas: Consider some basic routines:
  + - Time to bed and time to wake up (for self and kids)
    - Meal time (idea to try eating as a family at the kitchen table)
    - Routine before work –
      * Might include 4 deep breaths before going into work (Smell the flowers/blow out the candle. Count of 4 breathing in through the nose/ hand on belly to expand belly. Count of 7 blowing out. Do this 4 times)
  + What they are eating/drinking (doesn’t add time to their day or another task)
    - (Baby step – such as eating a healthy snack on the drive home from work instead of smoking a cigarette)
* Support/Connection
  + Physician – recommend during at least 1 of 4 sessions with all DG clients
  + Who else could you have these conversations with?

**Resources**

MCWC Self-Care webinar

Summary of ACES (Adverse Childhood Experiences Scale) (7 minutes) <https://youtu.be/y3cCAcGeG8E>

How childhood trauma effects health across a lifetime. Nadine Burke Harris (16 minutes)

<https://www.youtube.com/watch?v=95ovIJ3dsNk>

CDC: Adverse Childhood Experiences <https://www.cdc.gov/violenceprevention/aces/index.html>

<https://www.joiningforcesforchildren.org/what-are-aces/>

Finding Your ACES Score: <https://www.ncjfcj.org/wp-content/uploads/2006/10/Finding-Your-Ace-Score.pdf>

Nickel and Dimed: On (Not) getting by in America by Barbara Ehreneich. (4 minute summary of book) <https://youtu.be/zTpSWogE0FY>

In this now classic work, Barbara Ehrenreich, our sharpest and most original social critic, goes "undercover" as an unskilled worker to reveal the dark side of American prosperity.  
Millions of Americans work full time, year round, for poverty-level wages. In 1998, Barbara Ehrenreich decided to join them. She was inspired in part by the rhetoric surrounding welfare reform, which promised that a job―any job―can be the ticket to a better life. But how does anyone survive, let alone prosper, on $6 an hour?

Resources and Hotlines

Suicide Prevention Lifeline: <https://suicidepreventionlifeline.org/>

Crisis Text Line: <https://www.crisistextline.org/>

Colorado Crisis Services: <https://coloradocrisisservices.org/> (Suggest looking up in your own state)