

Brain Science Training Institute

Cultivating Resilience:

Trauma-Informed Supervision in Action

Presenters



Kiera McGillivray, LMFT

Kiera McGillivray is a Licensed Marriage and Family Therapist and the Chief Program Officer for School-Based Initiatives with Children & Families First. Kiera is trained in several trauma focused modalities including Eye Movement Desensitization Reprocessing (EMDR), Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), Trauma-Informed Yoga, Trauma Focused Expressive Arts Therapy, and Child-Centered Play Therapy with Neurorelational Emphasis. She is published in internationally peer-reviewed journals on the topics of trauma and child development, and has presented to military personnel, clinicians, educators, law enforcement, and victim service professionals on trauma, children, resilience and ethics. Kiera McGillivray is also a clinical supervisor and co-director of the Brain Science Training Institute.



Shannon Fisch, LCSW

Shannon Fisch is a Licensed Clinical Social Worker in the state of Delaware and is the Director of Operations & Risk Management for Children & Families First. Shannon Fisch received her post graduate certification in trauma from Widener University and her non-profit management certification from University of Delaware. She is trained in numerous evidence based modalities, including Trauma-Focused Cognitive Behavioral Therapy (TFCBT) and Dialectical Behavioral Therapy (DBT). Shannon is an avid volunteer in her profession, previously serving as president, secretary, and treasurer for the National Association of Social Workers - Delaware Chapter. Shannon Fisch is also a clinical supervisor and co-director of the Brain Science Training Institute.

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Trauma-Informed Care

Key Terminology

Trauma is a threat or series of threats that overwhelms our nervous system, and impacts our mental, physical, social, emotional, and spiritual well-being.

Trauma-Informed Management is the ability to integrate trauma-informed care ensuring everyone in the organization feels psychologically safe, while striking a balance between compassion and accountability.

Trauma-Informed Supervision includes safety, trustworthiness, empowerment, choice and collaboration, recognizing cultural and gender differences, and embodying trauma-informed values.

Burnout is a state of physical, emotional, and mental exhaustion caused by excessive and prolonged stress due to the constant demands work and institutional stress.

Trauma-Informed Principles include collaboration, using strengths-based language, acknowledging prevalence and symptoms of adverse experiences, providing compassion, supporting opportunities for choice and control, creating emotional and physical safety, and building trust.

The Why

Most adults will experience **at least one** traumatic event throughout their life.

Mental health concerns have been rising since the COVID-19 pandemic with a **25% increase** in anxiety and depression worldwide.

Those in the social service sector are exposed to stress and are **at risk** for developing **secondary traumatic stress** and **compassion fatigue**.

Concurrent stressors like **racial injustice**, **economic instability**, and **COVID-19** have impacted systems, communities, and families.

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Trauma-Informed Supervision Activity

With the person sitting next to you, read the scenario below. Discuss with your partner what specific steps you would take to address the issue and pick one TIS principle that is the most applicable.

There is a new initiative that the state has introduced. You have heard some feedback that one of your direct reports has been derailing the launching of this initiative. They are putting down the idea in side-bar conversations with peers and stating that it is a waste of time and that it will fade away like all “new” initiatives. However, you and your manager are excited about this new opportunity for your unit. You need to deliver this feedback to your report.

1. What specific steps would you take to address the concern?

2. What is one TIS principle that is the most applicable?

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Values Check Activity

Are Your Actions Telling the Right Story?

1. What are your organizational values?
2. What are 1-2 behaviors that support each value?
3. What are 1-2 actions that may not reflect your values, and you want to work on?
4. What are 1-2 successes of living these values?

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Empathy Mapping

1. Why are you creating this empathy map—what is the situation?
2. Where can empathy and support be improved after completing the map?

Says:

Thinks:

Does:

Feels:

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Next Steps and Takeaways

What are some ways you can maintain accountability while upholding the principles of trauma-informed care?

How can you encourage open communication about mistakes or challenges without compromising the sense of security?

What processes or supports can you put in place to ensure psychological safety and accountability coexist in the workplace culture?

Resources

U.S. Surgeon General's Framework for Mental Health & Well-Being: [Office of the Surgeon General - Framework for Workplace Mental Health&Well Being \(hhs.gov\)](https://www.hhs.gov/ohrt/office-of-the-surgeon-general/framework-for-workplace-mental-health-and-well-being/)

CDC ACEs: <https://www.cdc.gov/violenceprevention/aces/index.html>

SAMHSA's Guidance for Trauma-Informed Approach:
https://ncsacw.samhsa.gov/userfiles/files/SAMHSA_Trauma.pdf

PACEs Connection: <https://www.acesconnection.com/>

Self-Compassion by Kristin Neff

Dare to Lead by Brené Brown

Who Moved My Cheese by Spencer Johnson

Start with Why by Simon Sinek

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Resources continued...

The Deepest Well by Nadine Burke Harris

Trauma Stewardship by Laura van Dernoot Lipsky

How to Be an Inclusive Leader: Your Role in Creating Cultures of Belonging Where Everyone Can Thrive by Jennifer Brown

The Making of a Manager by Julie Zhuo

Radical Candor by Kim Malone Scott

The New One Minute Manager by Ken Blanchard and Spencer Johnson

Contact us!

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