

"TRAUMA-PROOFING THE REVIEW"

WHAT HURTS? WHAT HELPS?

RECIPE FOR STRESS	
THREAT	EXPERIENCE
NOVELTY	Something new and you have not experienced before
UNPREDICTABILITY	You don't know what is going to happen
THREAT TO THE SENSE OF SELF	Your competence as a person is called into question
SENSE OF CONTROL	You feel as if you have little or no control over the situation

WHAT HURTS?	WHAT HELPS?
When not being treated with respect and dignity.	Convey respect, greet in a friendly way, use their name, say “please” and “thank you,” etc.
Noisy, chaotic, everyone talking at once.	Calm, orderly, and 1 person talks at a time.
When people don’t listen.	Reflective listening, do not interrupt, politely ask to move on, if necessary.
Asking questions that convey the idea that “something is wrong with you.”	Asking questions for the purpose of understanding and clarifying.
Regarding a person’s difficulties as personality defects, defiance or being obstinate.	Recognizing that symptoms may be a person’s way of adapting or coping with trauma.
Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental.	Interactions that express kindness, patience, reassurance, calm, and acceptance without necessarily agreeing.
When they try to coerce/manipulate/guilt me to cooperate.	Ask what they are willing to do, etc.

(Adapted from “National Council for Community Behavioral Healthcare”)