

Know How to Say No Making Negative Findings in a Trauma-Informed Way

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<https://youtu.be/DyupP2LxbZI>

**We like Yes, but No is an important
part of life!**

- Describe an experience of an awkward situation at a review where you wanted to say “No,” but under the circumstances at the review, the Board made a “Yes” finding instead?

Table Discussions

Trauma is an emotional response to terrible event(s) in which the mind is overwhelmed and the ability to cope effectively is compromised.

But for our purposes, it can be more broadly defined as **very difficult or unpleasant experiences that cause someone to have mental or emotional reactions.**

A Brief Description of Trauma

- ❖ **How** we make the finding is just as important as making the finding!
- ❖ We cannot 100% control what triggers people.
- ❖ To minimize reactions, we can manage our own intensity, words, calmness, and state the facts (not opinions) objectively.

Implications