

A photograph of a lecture hall with several students seated in rows. A young man in the foreground, wearing glasses and a grey sweater, has his right arm raised high. Other students are visible in the background, some looking towards the front. The entire image is overlaid with a semi-transparent blue filter.

Supporting Students In Times of Crisis

Topics will include: trauma informed communication, holistic assessment, supporting students through crisis referral and self-care for student support professionals

Agenda

Introductions

Theory to Practice

- What it means to be trauma-informed
- Trauma of re-explaining

Trauma-Informed Communication (TIC)

- Holistic Assessment/ Developing Compassion & Assessment Skills
- Language (this vs that)

Crisis Intervention Model

- How to integrate crisis intervention skills into your conversations with students
- Crisis Referral Specifics Coaching Skills
- Compassion fatigue & Preventing Burn Out of your staff and faculty
 - Self-Care

Q&A — Brad

Introductions

- You are experts in your student population
- We are not therapists
- We are experts in crisis support services for students

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Theory to Practice

What Does It Mean To Be A Trauma-informed Campus?

Trauma can impact the ability to learn.

Trauma informed approaches shape organizational culture, practices and policies to be sensitive to the experiences and needs of traumatized individuals (McInerney, 2014).

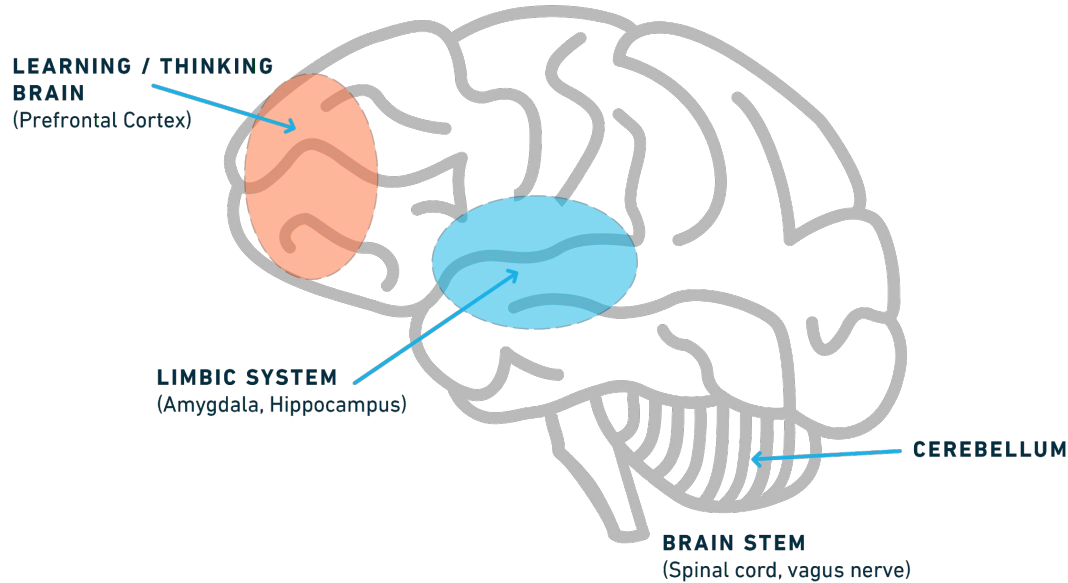


A trauma sensitive school is one in which all students feel safe, welcomed, supported and where addressing trauma's impact on learning on a schoolwide basis is at the center of its educational mission. An ongoing-inquiry-based process allows for the necessary teamwork, coordination, creativity, and sharing of responsibility for all students.

Cole, Eisner, Gregory & Ristuccia (2013)

Survival Mode: Flight / Fight / Freeze

Frontal lobe (Prefrontal cortex) goes offline, Limbic system / mind and lower brain functions take over



ACTIVITY BREAK:

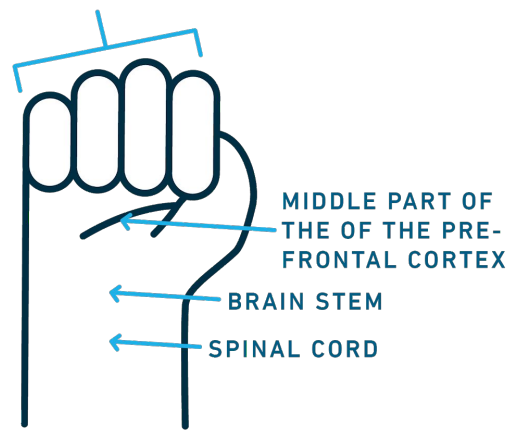
The Hand Model of The Brain

MIDDLE PREFRONTAL CORTEX



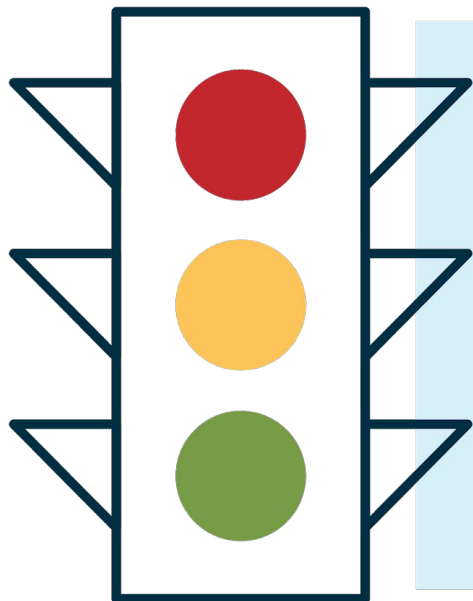
Place your thumb in the middle of your palm as in this figure.

CEREBRAL CORTEX



Now fold your fingers over your thumb as the cortex is folded over the limbic areas of the brain.

Daniel J. Siegel, *Mindsight* (Melbourne: Scribe, 2010), p.15

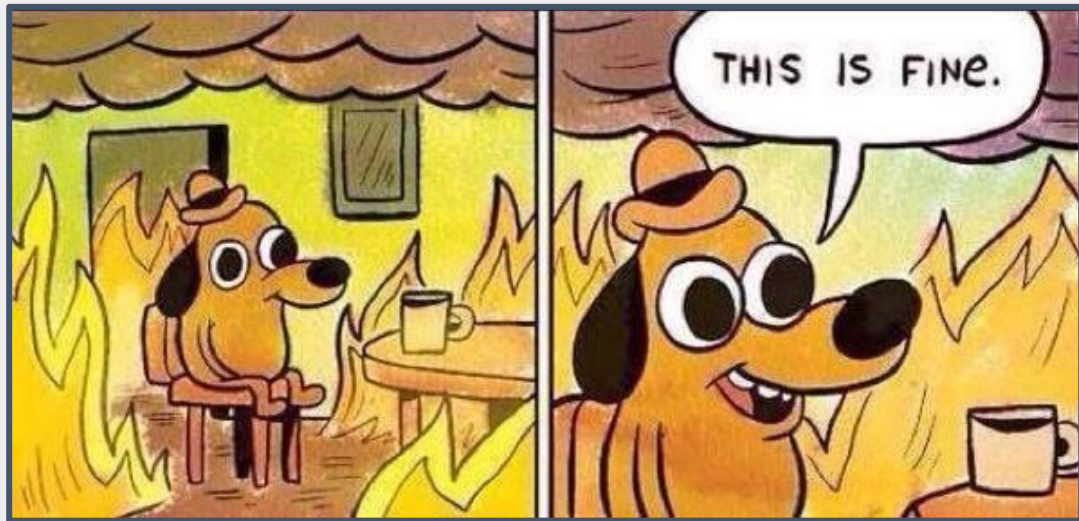


Red: Life Threat — Freeze
Immobility Response

Yellow: Danger — Fight/Flight
Mobilization, Self-Protection

Green: Safe — Relaxed
Socially engaged, Rest and Digest

Trauma Informed Communication



Compassionate and Holistic Assessment

Compassionate and holistic assessment helps you listen to what is important to the student rather than impose your idea on the student. It's not about providing answers but being a companion in their experience.

Trauma Informed Communication

Language (this vs that)

We understand that people are empathetically overloaded so we want to have role clarity, connect students to the appropriate resources, follow up with students, and be sure to access our own personal resources so we can reduce our own compassion fatigue.

Trauma informed questions

What is most important to you right now?

What would be the most helpful thing for us to focus on today?

How would you like me to support you?

How is this affecting you? How is this affecting your family and community?

Not trauma informed

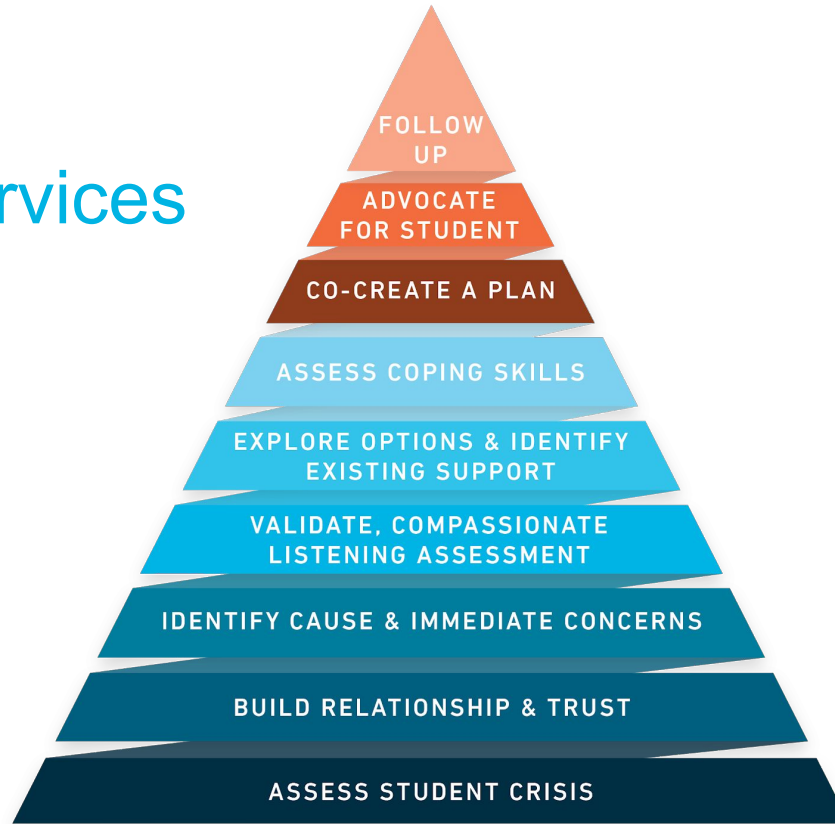
That doesn't sound so bad, you're going to be ok.

Why are you worried about that and not this?

You should just try...

Crisis Intervention Model

Our Crisis Student Services Model

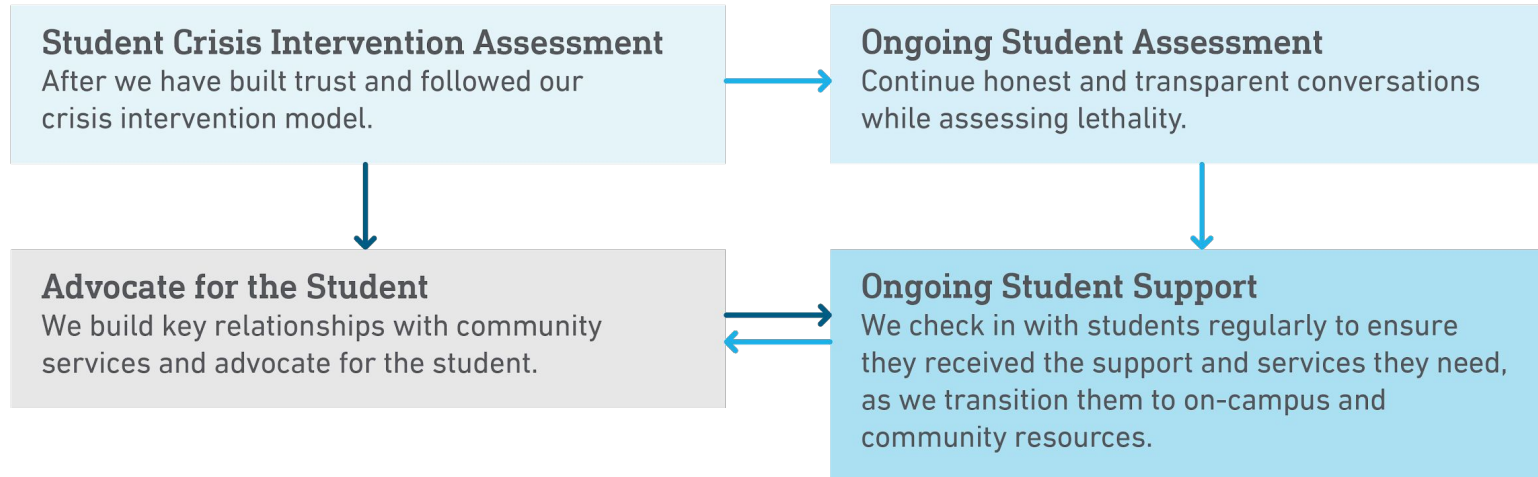


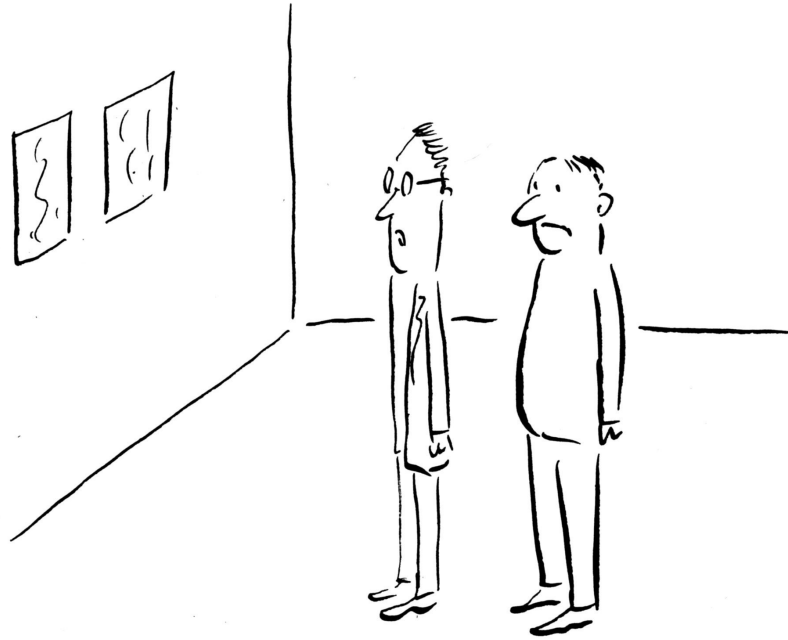
Robert's Seven Stage Crisis Intervention Model, 2005; Visually translated and adapted by InsideTrack.

Crisis Intervention Listening Skills

- Acceptance, genuineness and empathy
- Transparency
- No agenda or goal beyond meeting a student where they are at
- Listen beyond words. Listen for tone.
- Gain trust

Students Who Need Chronic Support





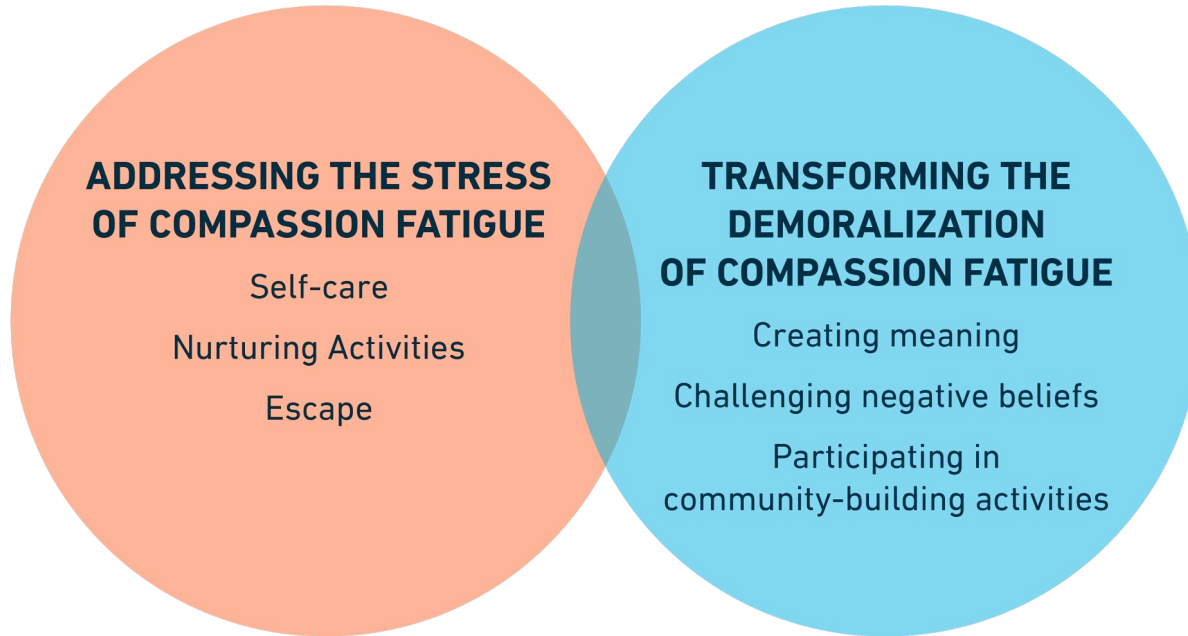
"Normally I would say something mildly encouraging, but right now I am having a bit of compassion fatigue."

Compassion Fatigue

Emotional and physical exhaustion, feeling of being worn out and ineffective at one's work, leads to emotional distress, ineffective professional behavior, depression.

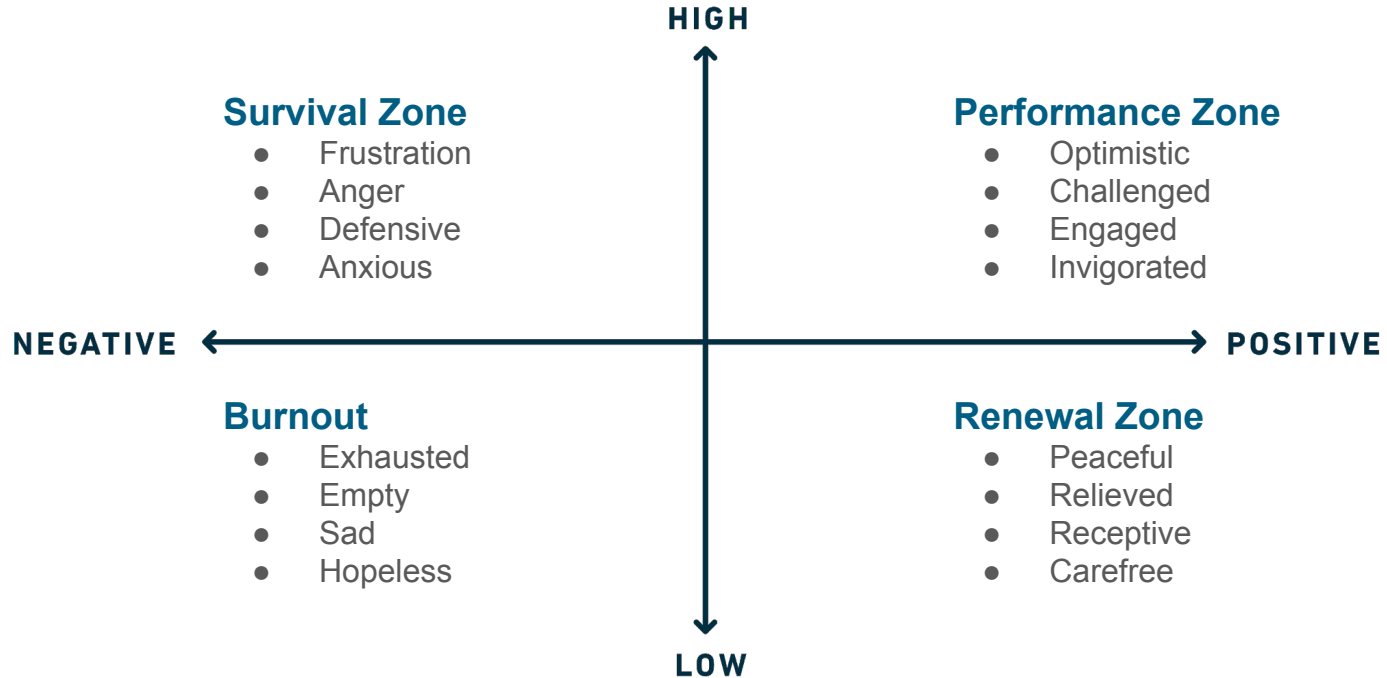
(Charles Figley, 1983, 1995)

Addressing Stress vs Transforming Demoralization



Laurie Pearlman and Karen Saakvitne, 1996

Where Are You Right Now?



Signs of Compassion Fatigue

- Difficulty concentrating
- Apathy, sadness, no longer finding activities pleasurable
- Isolating from others
- Mentally and physically tired
- Bottled up emotions
- Forgetfulness
- Reduced sense of personal accomplishment or meaning in work
- Sleep disturbance

How Might Compassion Fatigue Affect Me?

Compassion fatigue can manifest in many ways, including:

- Sleep disturbances
- Increased illness
- Less ability to feel joy
- Increased irritability
- Crying for no apparent reason
- Apathy
- Decreased concentration
- Workaholism
- Blaming
- Cynicism

How Do We Overcome Compassion Fatigue?

- Self-Talk
- Self-Care
- Organizational Self-Care



LET'S CHAT



ASK US ANYTHING

insidetrack

Partnering with institutions to improve student enrollment,
persistence, completion and career readiness.