Tools for Transformation: Becoming Accessible, Culturally Responsive and Trauma-informed Organizations

Understanding and Transforming Our Own Responses

Take a moment to think about a time when you felt frustrated, angry, ineffective, or stuck in an interaction with someone.

Reflection Questions:
- What happened?
- What are you aware of feeling in the moment?
- What did you find most challenging?
- What do you think the other person might be feeling?

Sources of Our Responses
- Our reactions to another person’s experiences of abuse and violence
- Our reactions to another person’s coping strategies
- Our response to another person’s internal experiences
- Our responses to another person’s responses to us
- The interaction of our own history and style with that of another person (Saakvitne, et. al. 2000)

Understanding Our Responses
- Have you ever had this kind of response before?
- If this a common response or a response that feels like it is getting in the way of your work, what other supports might you need to understand it and transform it?
- Supports that can help us understand our responses: supervision, employee assistance program, therapy or counseling, family and friends, co-workers, self-reflection, or other things that help us pause or reset

Transforming Our Responses
- In the process of reflection, is there curiosity about new possibilities, hopes, unconsidered resources and opportunities?
- Looking back, is there something you could have done differently?
- Looking forward, is there relationship repair to do?
- What might your next step be?