

# Your Continuing Education Contact Hour for this Webinar

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  - <https://sswforms.es.its.nyu.edu/>
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Remember: Our system works best with Google Chrome or Mozilla Firefox

# Supervision

TRAUMA-INFORMED CARE SERIES:  
SESSION FOUR

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GWENDOLYN OLTON, MA, RN

CHERYL MARTIN, MA, RN, CASAC

ELIZABETH MEEKER, PSYD

# One Key to Effective Implementation of Trauma Informed Care (TIC) is...

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## Supportive, Effective Clinical Supervision

Does your current supervision include a focus on trauma informed care?

Do you *receive or provide* the amount and quality of supervision that you want?



# Principles of TIC

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**Safety**

**Trust**

**Choices**

**Restoring Power**

**Collaboration**

# Thinking about TIC...

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**What is most important for you to receive from your supervisor or give to your supervisee?**

**Think about both content and process**

# **Whenever a new skill, process, culture is being built...**

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**There will be ambivalence**

**The comfort of what the clinician/program has  
always done vs the commitment to the “new  
way”**

**Let's talk about Elicit-Provide-Elicit**

# Elicit-Provide-Elicit

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A structured format of questioning and information sharing that increases collaboration, empowerment, and efficiency

- ▶ *Elicit* from the person what they already know about the topic at hand. *Elicit* if it is alright for you to share information
- ▶ *Provide* information in a manageable chunk
- ▶ *Elicit* what the person thinks of the information

# Culture of Safety and Trust

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A work environment that values and demonstrates:

- ▶ Care and support for employees
- ▶ Support of healthy boundaries
- ▶ Transparency



# Culture of Safety and Trust: How do we get there?

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- ▶ Reflective listening
- ▶ Honest communication
- ▶ Strength-based attitudes and language
- ▶ Using elicit-provide-elicite
- ▶ Assuming that folks are doing the best they can

# Collaborative, Supporting Autonomy, Offering Choice

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- ▶ **Flexibility, an open mind**
- ▶ **Support of autonomy and an understanding how to activate (restore power) others**
- ▶ **Partnership**
- ▶ **Expectations/rules that are designed to help everyone succeed (fairness)**

# From The Sanctuary Model-

## Sandra Bloom M.D.

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- ▶ Trauma-informed organizations place a priority on teaching/coaching the following skills with staff:
  - Self-soothing
  - Self-trust
  - Self-compassion
  - Self-regulation
  - Limit setting
  - Communicating needs and desires
  - Accurate perception of others

# How can trauma-informed supervision support trauma informed care?

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- ▶ By using a trauma-informed style in supervision
- ▶ By providing ongoing, focused supervision that includes direct observation of staff and/or review of audio-taped conversations.
- ▶ By using an elicit-provide-elicited approach

**As it is with the people we serve, implementing and maintaining a best practice is challenging. Staff benefits from our support and gentle guidance.**

# Supervision Processes

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Training

Providing knowledge is the least impactful practice, although necessary at times

Practice

With the understanding that proficiency takes time and is an ongoing process

Feedback

Offered in the moment wherever possible and always respectful

Mentoring

A relationship that fosters growth and increasing proficiency

# Care of the Supervisee/Clinician

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In a trauma responsive healthcare culture...

Care of the staff is a prerequisite for leadership who want trauma responsive care for those they serve.

It is the responsibility of each staff person to take care of themselves, model self-care and provide a TIC environment for those receiving services

# Supervision that empowers and activates..

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- ▶ **Increases staff satisfaction**
- ▶ **Decreases “burnout” and staff turnover**
- ▶ **Improves the services that are provided**

# Let's Try This - Real Play

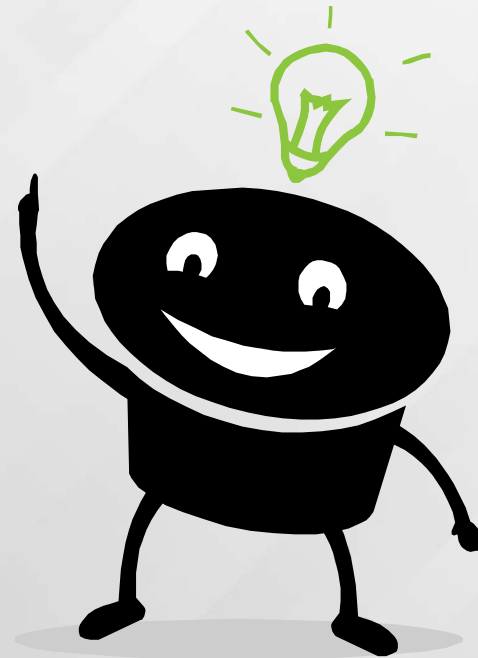
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- ▶ Focus on one thing about your work that does not feel trauma informed
  
- ▶ Focus on one thing about your work that does feel trauma informed



# Thoughts & Questions

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# How to Obtain Your Continuing Education Contact Hour for this Webinar?!

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- ▶ After registering & within 24 hours, log back on to NYU Silver CE Online Portal
- ▶ Go to “Your Registrations” at the top of the page
- ▶ Next to the name of the webinar you attended, you will see “Take Assessment” in **red**
- ▶ Complete assessment
- ▶ Once done, you will be directed how to download your CE certificate
- ▶ For Questions: Call us at 212-998-5973 or email us at [silver.continuingeducation@nyu.edu](mailto:silver.continuingeducation@nyu.edu)

# The Trauma Informed Care Series:

<http://www.ctacny.com/trauma-informed-care-series.html>

- ▶ **Building a Resilient Workforce**
  - September 21, 2016; 12:00pm – 1:00pm
- ▶ **Creating a Path for Resiliency**
  - October 26, 2016; 12:00pm – 1:00pm

# Contact Information

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Gwen Olton, MA, RN

Senior Consultant, Training & Practice Transformation

585-341-2200

[golton@ccsi.org](mailto:golton@ccsi.org)

Cheryl Martin, MA, RN, CASAC

Integrated Health Trainer and Clinical Consultant

585-753-2686

[cmartin@ccsi.org](mailto:cmartin@ccsi.org)

Elizabeth Meeker, PsyD

Director, Training & Practice Transformation

585-613-7645

[emeeker@ccsi.org](mailto:emeeker@ccsi.org)