

# Training Course: Developing a Trauma Informed Organisation



## *Trauma Informed Training Aims:*

- Enable organisations to focus on developing a “trauma informed” organisational culture encouraging the development of learning organisational approach embedding the principles of good reflective practice and the development of a nurturing organisational culture.
- Developed and delivered to support Executive and Board level Directors and SLT Senior Leadership Teams to implement the delivery of a “trauma informed” organisational approach.
- The success of this training has been transformational and can help to contribute to and develop important strategic priorities such as staff recruitment, development and retention.
- Enabling organisations to ensure they are responsible in supporting their staff’s continued professional development, a learning culture developing a culture that supports staff mental health and well-being.



## *Trauma Informed Organisational Training Package*

This training package supports organisations who work with children and young people with complex emotional and mental health needs. Staff working with children young people and their families on the front line are at risk of staff burnout, compassion fatigue and work-related stress/staff sickness. This training programme is designed to support organisations who care for children and young people including: public sector services such as Social Services and Local Authority groups as well as Schools and Education provisions, Charities and Commercial residential care, adoption and foster care services.

This training programme supports organisations to learn about how to create a healthy and reflective organisational culture and values system informed by a leadership team who fully understand the emotional and psychological impact of working with complex children and families.



## *What do we mean by "Trauma Informed"?*

- Organisations and local authorities who are on the front line working with traumatised children and their families are at risk of staff experiencing secondary trauma leading to high rates of staff turnover, staff sickness and work related stress.
- Working with children and families with complex emotional, social and mental health needs can be emotionally and psychologically draining. A "trauma informed" approach can help organisations to recognise and identify ways of training, supporting and managing staff
- Staff development and resilience are vital in enabling organisations to develop a culture of reflective practice. A "trauma informed" strategic approach enables an organisation to adopt the right person centred ethos and philosophy from its most senior leaders to the staff working on the front line.
- Staff working in the caring professions are at great risk of compassion fatigue, secondary trauma including physical and emotional exhaustion, and a reduced ability to empathise and support others. All of which endanger staff's engagement and impacting on staff sickness and staff retention.
- Organisations need support to develop a culture of learning, development, openness, a "non-blame" culture and empathy all of which can negate the effects of vicarious trauma and can prevent burnout from occurring.
- Trauma informed organisations benefit from having an enhanced reputation, improved outputs, increased staff retention and staff morale and loyalty.
- In a sector where the most important asset are it's people, it makes both moral and economic sense for organisations to take organisational culture and staff wellbeing seriously.



*"The expectation that we  
can be immersed in  
suffering and loss daily  
and not be touched by it  
is as unrealistic as  
expecting to be able to  
walk through water  
without getting wet."  
-Dr. Rachel Remeny*



## *Course Content:*

### *Day 1: Trauma and Adversity: Understanding the impact of Developmental Trauma, Loss and Broken Attachments*

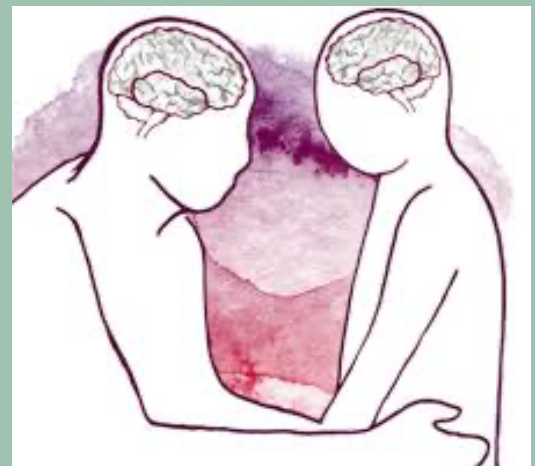
- This interactive workshop enables staff, Senior Leaders, Executive Director level staff to understand the impact of attachment and trauma on children and their families and the systems that support them.
- Understanding the impact of security and safety using a biopsychosocial model and considering the neuroscientific evidence of trauma and adversity on developing baby's and children's brains.
- Psychoeducation on understanding developmental trauma and its impact on social, cognitive and emotional development and the development of mental health difficulties in the context of early trauma.
- Developing an understanding of the emotional, social and cognitive deficits caused by early attachment difficulties and developmental trauma.
- Introducing "vicarious trauma"- outlining how this can impact on the systems that support these complex children.
- Understanding the impact on staff well-being and staff morale.  
Consideration of staff mental health.
- Development of some self-assessment ideas at an organisational and professional level, helping organisations to begin to develop some self-reflection.
- Reflection on organisational values and culture and how these can support staff and children.



## *Day 2: Systemic Trauma – developing a Trauma Informed Organisation*



- Developing an understanding of a Trauma Organised service, thinking about organisational values and culture "How do we do things around here"
- Identifying service and organisational culture and values and thinking about how these impact on staff mental health and well-being & staff retention.
- Understanding the impact of a traumatised ("trauma infused/soaked") system.
- Considering the impact of trauma work and how this can impact on staff, service development and organisational culture.
- Looking at trauma organised reactions and responses in our approach to staff support, training and development. Recognising behaviours that indicate a trauma infused culture.
- Why services find themselves stuck in a reactive, shame/blame culture
- The development of a working together philosophy, taking care of each other, personal development and self care.
- How to develop a service which promotes a culture of staff well being: caring for and nurturing staff.
- Developing systems that support adopting a "trauma informed" culture
- Governance, reflective practice and developing structures that support developing a "learning culture".



*Day 3: Staff Support,  
Staff Well being and  
Reflective Practice:  
Creating safety and safe  
practice to develop  
resilience and emotional  
well-being*



This is a staff development day designed to offer staff who have been working so hard through the challenging times of the pandemic an opportunity to regroup.

Support staff have been impacted enormously by the need to continue being keyworkers to support their pupils over the last year. Organisations have had to adapt like never before to a COVID landscape and ensure that children and families continue to experience their unwavering support.

All of this has had a significant impact on staff morale and staff burnout leading to high levels of anxiety and exhaustion. This day supports staff to focus on the importance of understanding their emotional well-being, recognising indicators of stress and anxiety and supporting staff to develop self-care and self-soothing techniques. The aim of the day is to offer some opportunities to develop good staff team building and the building of resilience skills. This is a positive day and helps staff to leave the stresses of the last year behind and focus on their strengths and their goals for the future.

- Identifying staff stress and burnout
- Helping staff to feel valued emotionally and to talk about emotional well being in the workplace.
- Identifying trauma informed values as a member of staff and as an organisation.
- Living our values - "walking the walk"
- Supporting staff emotional well being
- How to adopt a learning culture, reflecting on successes and challenges
- Developing and embedding good reflective practice and emotional well being maintenance.
- Fostering reflection and developing emotional resilience
- Supervision and Support - "looking after me so I can look after you"
- Using mindfulness and sensory based approaches to develop emotional regulation skills.



# *Supervision and Ongoing Consultancy Package*



Reflective Practice is the foundation of professional development; it makes meaning from experience and transforms insights into practical strategies for personal growth and organisational impact.

Organisations that want to offer a therapeutically informed environment need to echo the principles of safe therapeutic practice.

This training day considers the importance of supervisory and reflective practice in organisations. It thinks about concepts such as “Looking after me (teacher) so I can look after and support you” (Child).

It considers why adopting a supervision framework is vital to improved staff service delivery, supports staff retention, improved staff engagement and supporting emotional well being of staff. This day supports organisations to think about the importance of supervision and reflective practice, understanding its function, how to adopt a supervision structure. How to develop a culture of learning from mistakes and developing improved practice. How to avoid the development of a blame culture.

It explains what supervision and reflective practice is and why it is needed when working with children with complex emotional needs. It considers why it is vital to safe practise and the wider organisational culture.



# *Psychological Consultation Morning/Day:*



Wendy can offer a full morning (9.30-12.30) to offer Clinical/Therapeutic supervision, consultation and therapeutic support to staff to ensure the embedding of good reflective practise.

This time can also be dedicated to offering drop in sessions for staff to book in to promote reflective practise, embedding of therapeutic approaches and to support emotional well being.

This can be especially helpful for Senior staff supporting their teams ensuring a confidential and supportive space to reflect.

## Costings:

Please feel free to contact me to discuss an organisational training package to support your organisation's needs.

I am passionate about supporting organisations to establish trauma informed practise. I am also able to develop bespoke training to support your staff's needs.



# About



## Training Style

- Wendy combines an interactive, creative, playful and personable training style while delivering a clear psychologically, trauma informed theoretical framework, enabling people to apply a trauma informed approach easily into their day to day working practice and organisational approach.
- Wendy can adapt her training for staff working directly with children (key workers) and families, through to Senior Leadership and Executive Board teams. Her experience of working across all levels of an organisation enable her to deliver a systemically informed and person-centred approach.
- Delivering training in a versatile way enabling people to engage personally and professionally, while helping attendees to think about how to transfer this knowledge back to their own work setting.
- A skilled trainer and author of her own unique "trauma informed" organisational programme designed to support small and large scale organisations to adopt a Trauma Informed Organisational approach.
- Inspired and influenced over the years by her ongoing clinical supervision with Dr Kim S Golding (MBE, Clinical Psychologist, author and Trainer), Dr Karen Treisman, (CBE, Clinical Psychologist).
- Wendy has based her organisational training programme on the work of authors such as Sandra Bloom author of the Sanctuary Model and Karen Treisman's recent Organisational Trauma Informed approach.
- With a passion for delivering DDP and PACE informed therapeutic parenting packages, Wendy can help organisations to think about how to apply these models to their work with children and families with complex trauma



Dr Wendy Coetzee is a Consultant Clinical Psychologist with over 25 years experience of working in children's mental health; specialising in delivering and developing attachment and trauma informed training programmes for a multitude of children's organisations: Schools, Healthcare professionals, Residential Care, Social Care, Charitable Organisations, Birth parents, Foster Carers, Kinship Carers, Adopters and families on the edge of care. Wendy has a passion for supporting organisations that support children with complex trauma and their families.

Wendy has worked in both the NHS/CAMHS for over 20 years and in the commercial sector for a national children's residential care company.

Wendy was a Clinical Director in a large national children's residential care organisation where she successfully pioneered and established the development of a brand new "attachment and trauma informed" therapeutic psychology service (managing her own team of Clinical, Counselling and Forensic Psychologists). Her experience of working in trauma organised systems has enabled her to develop a training programme to support Senior Management and Board level staff to challenge and influence the development of a "trauma informed and infused organisational culture" from Board level through Senior Management (SLT) to staff on the front line.

Wendy's passion for training, supporting and developing others has been an ongoing theme throughout her career; awarded an "Innovation in Practice" award by the British Psychological Society Children and Young People's faculty for developing and pioneering a specialist trauma and attachment service.

The Foundations  
Consultancy,  
Warwickshire  
Tel: 07799 764752  
wendy@thefoundations  
consultancy.co.uk