Trauma-Informed Toolbox Strategy Session: Managing the Unusual and Unbelievable

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Checking In...

• What are you noticing that you think of as **unusual**?
• What are you noticing that you think of as **unbelievable**?

Community Care Corner
“My question is: Are we making an impact?”
No feeling is final.

-Rainer Maria Rilke (20th-century German poet)
Individual Strategies and Considerations

Simply **observe and notice** what is happening **without judgment**

Consider: *What is within my control? What choices do I have?*

Find a **North Star** and stick to following it where possible

*(Frenkel et al., 2022; Manning, 2022; Rose et al., 2021)*
Individual Strategies and Considerations

Attend to healthy basics and take good care of yourself

Reflect on past successes and strengths - what can you draw on?

Consider seeking professional support

(Kam et al., 2021; Mackintosh & Armstrong, 2020; Manning, 2022)
Leadership/Organizational Strategies & Considerations

Be proactive about **uplifting supports available**

Honor different needs & ask others what helps – *what are things that would make you feel more seen/cared for/supported/connected?*

**Communicate** clearly, openly, and often
Leadership/Organizational Strategies & Considerations

Notice strengths/skills/capacities, delegate duties, and trust the team

Share progress and celebrate wins big and small

Provide opportunities for peer support and building camaraderie
...kindness matters!

Strive to remember and trust that we are all doing the best we can.
How well are you managing the unusual and unbelievable?

1 = not well  
5 = half-way there  
10 = very well

What will it take to get just one point higher on the scale?
Additional Resources on Managing the Unusual & Unbelievable

- American Hospital Association – [What it Takes to Lead Through Uncertainty and Change](#)
- CDC – [Support for Public Health Workers and Health Professionals](#)
- Clinical Advisor – COVID-19 and Moral Injury
- Healthcare Emergency Preparedness Information Gateway - [COVID 19: Concerns and Opportunities for Healthcare Leadership](#)
- Managed Health Network – [Coping in Times of Uncertainty](#)
- Mental Health Technology Transfer Center Network (SAMHSA) - [Building Resilience Among Physical and Behavioral Healthcare Providers During a Global Health Pandemic](#)
- MN Department of Health – [Ways to Address Health Care Worker Anxieties](#)
- Scripps - [Coping Tips for Health Care Workers During a Pandemic](#)