

✓ **Checklist**

Trauma informed training

Understanding trauma and its impact helps staff

- Recognise trauma reactions as emotional and psychological responses to distressing events.
- Understand that customers may also have faced multiple traumas that impact their mental, emotional, and physical health.
- Recognise that experiencing trauma can affect behaviours, communication, decision making processes and the ability to trust.

Benefits for businesses providing trauma informed training to staff

- Makes services more inclusive and accessible to a wider range of customers, including those who may otherwise feel excluded.
- Customers are more likely to return when they feel heard, respected, and supported.
- Staff feel better equipped to minimise conflict and de-escalate situations.
- Fosters a more positive work environment, reduces burnout and staff turnover, and promotes a stable, supported and engaged workforce.

Building trust and rapport

- Make customers aware that you provide a safe and supportive environment.
- Communicate with empathy and understanding in a non-judgemental way to prevent stigma and re-traumatisation.
- Be clear, consistent, and transparent about the services offered.

- Offer choices wherever possible to empower the customer to feel in control of their decisions.
- Maintain professional boundaries, while still offering understanding and support.

Staff wellbeing

- Staff may also have experienced trauma, and this can affect their interactions and responses to situations.
- Recognise that supporting customers who have experienced trauma can have an emotional impact on staff.
- Implement feedback and support mechanisms to allow staff time for reflection, collective learning, and access to additional support, if needed.

Continuous learning

- Depending on the size of the business, implement a foundational induction training package on trauma informed working, at a level that is appropriate to the size of the business and size of staff team.
- Designate specialist staff members trained to act as champions and points of contact for colleagues.
- Provide conflict resolution and de-escalation training.
- Promote induction and refresher training on trauma and homelessness to ensure a continuously empathetic and informed approach.