

Reflective Practice & Secondary Traumatic Stress



A top-down view of a desk with a white marble surface. In the top left, there is a white cup of black coffee. Next to it is a black fountain pen. A silver keyboard is visible in the bottom left corner. A black spiral notebook is open in the center. The background is a teal gradient.

Agenda

I. Trauma 101 Refresher

II. Secondary Traumatic Stress

III. Reflective Practice

IV. Reflective Supervision

I.

Trauma 101

What is Child Traumatic Stress?

- **Witnessing or experiencing an event that poses a real or perceived threat**

- **Traumatic events overwhelm a child's capacity to cope**



COMMON EFFECTS OF TRAUMA



Intrusive
symptoms



Avoidance



Negative
thoughts or
mood



Arousal/
Reactivity

**ACUTE
TRAUMA-
EVENT**



**COMPLEX
TRAUMA-
EVENT**



**CHRONIC
TRAUMA-
EVENT/
EXPERIENCE**



**HISTORICAL
TRAUMA-
EVENT/
EXPERIENCE**



Control



II.

Secondary Traumatic Stress

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

***Kitchen Table Wisdom
By Rachel Naomi Remen***

SIGNS OF SECONDARY TRAUMA

Intrusive
Symptoms

Preoccupied with
stories

Intrusive
thoughts/nightmares

Avoidance

Feeling
isolated/having no
one to talk to

Avoiding Clients

Negative thoughts
or mood

Having difficulty
separating work
from personal life

Feeling trapped,
“infected” by trauma,
hopeless, inadequate

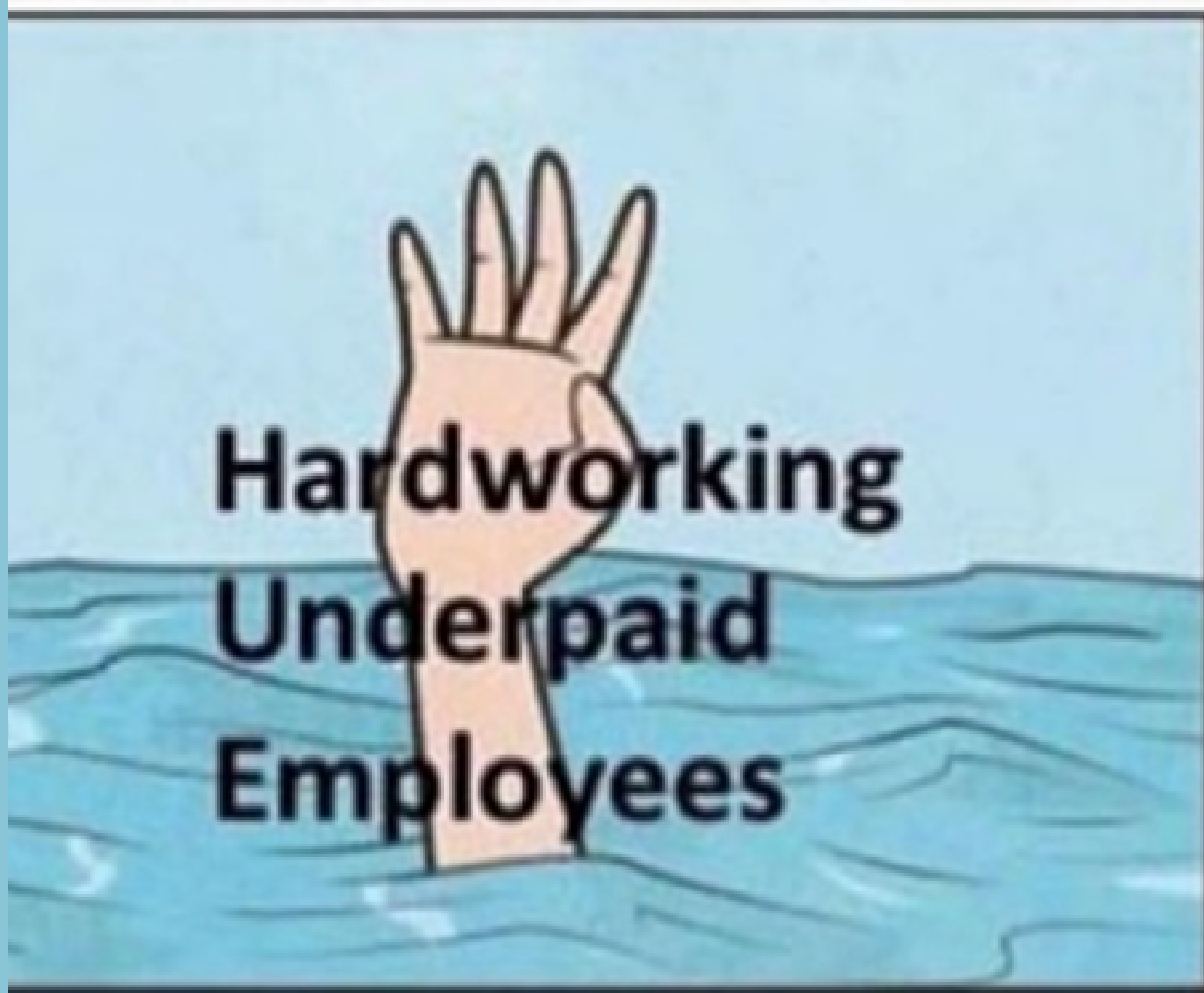
Arousal/Reactivity

Treating own
family/kids differently-
less patient





**I've experienced at least 3
symtoms**



Addressing STS

Organizational Strategies

Reflective Practice

Crisis Debriefing

Training

Individual Strategies

Self-Care

Time Off

Therapy

Why might there be a benefit to exploring emotions and feelings of the work?





BREAK

III.

Reflective Practice

REFLECTIVE PRACTICE

A practice that invites us to slow down and become aware of thoughts and feelings that arise in every-day interactions.



TENANTS OF REFLECTIVE PRACTICE



**Recognizes both
the stress and the
joys of working
with child trauma**



**Allows us to be
patient and
curious with
others**



**Aligns with other
trauma-
informed
practices**

Reflective Practice applies to...

Peer- Peer



Supervisor-
Supervisee



Caseworker-
Client



Leader- Staff



Relationships
outside work



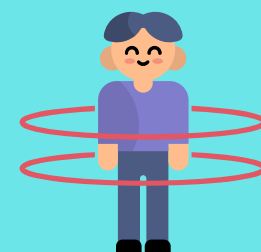
CHALLENGES

REWARDS

**Curious
Questioning**



Boundaries



**Active
Listening**



Modeling



Reflection



SELF-AWARENESS

Self-Awareness



- ✓ Have you acknowledged today that the work you do is hard?
- ✓ Have you taken time to breathe or center yourself in any way today?
- ✓ Have you done a temperature check or quick scan of your emotions today?

REFLECTIVE PRACTICE SKILLS

1 CURIOUS QUESTIONING

Inviting in the WHY

Seeking understanding

Replacing defensiveness
and assumptions



REFLECTIVE PRACTICE SKILLS

"What's it like for you when..."

"I'm curious...."

"Tell me more about..."

"I wonder if...."

REFLECTIVE PRACTICE SKILLS

2

ACTIVE LISTENING

Listening to hear and understand

- Engaged body language
- Not interrupting
- Listening to hear not to fix

Setting up for success

- Remove distractions
- Ensure capacity



REFLECTIVE PRACTICE SKILLS

3

REFLECTION

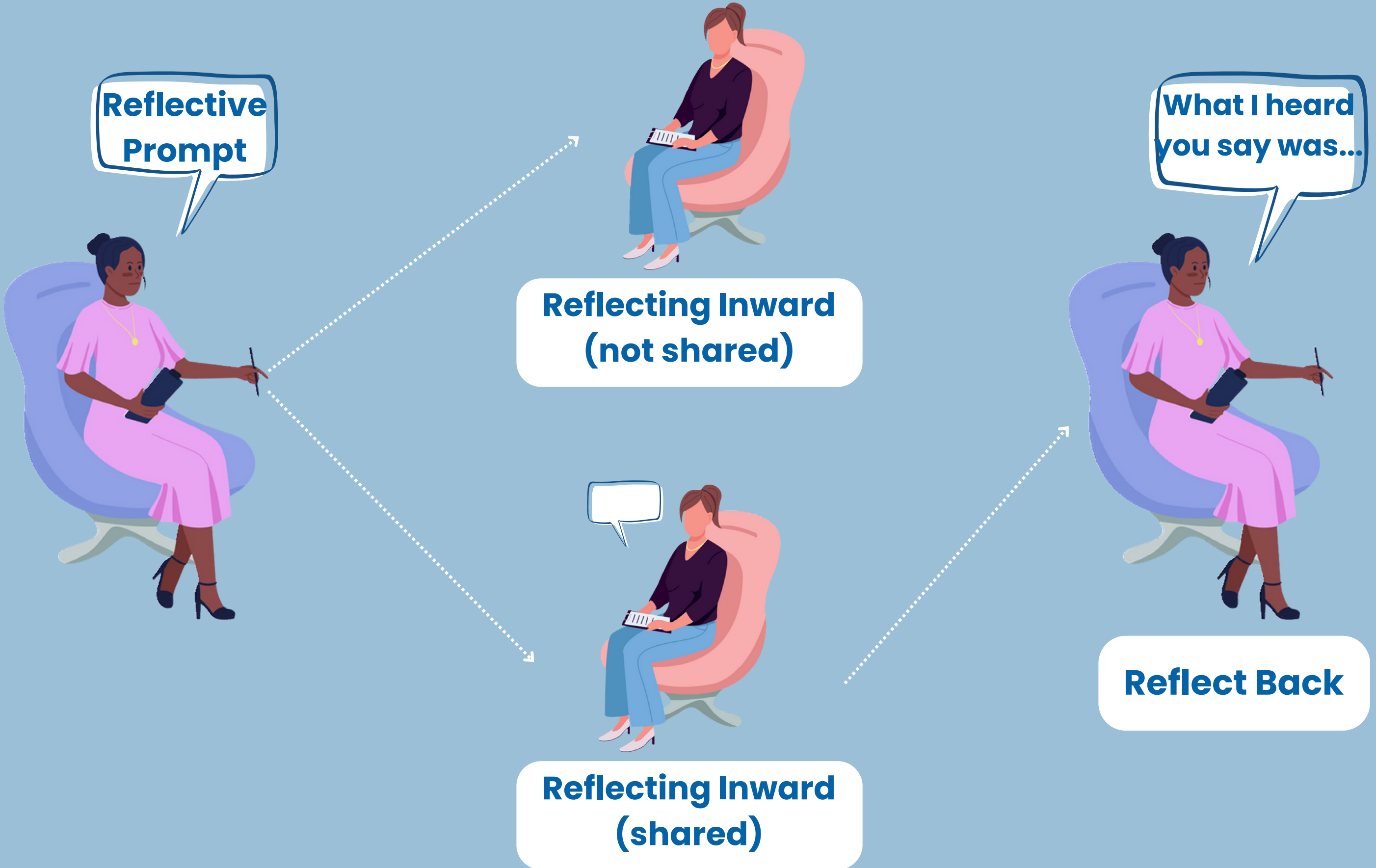
Looking inward to understand the emotion



Conveying the essence of what you heard to the other person.



REFLECTION



REFLECTIVE PRACTICE SKILLS

4

MODELING

Demonstrating the emotional impact of the work by sharing your own thoughts & feelings

"I statements":

"I know when I heard that story, I felt ___."

Traps:

Sharing your process vs. making it about you



REFLECTIVE PRACTICE SKILLS

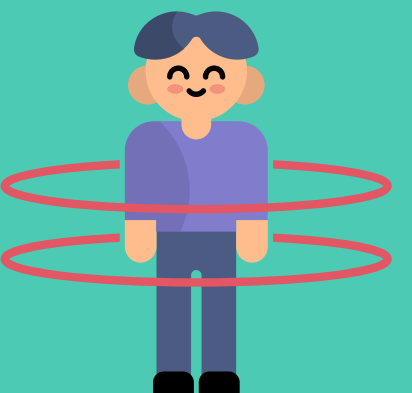
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BOUNDARIES

Keeping the reflection related to the work

Trauma Dumping

Confidentiality



DEMONSTRATION

REFLECTIVE PRACTICE



Interviewing
& Onboarding



Meetings &
Gatherings



Critical
Incidents



Emails &
Messages



Supervision

IV.

Reflective Supervision

Reflective Supervision

Supervisor can value
both compliance and
caring for staff

Setting an
expectation that this
happens at every
supervision session

**TRUST &
SUPERVISION**

What Reflective Supervision isn't...

⊘ "How was your weekend?"

⊘ Reactive

⊘ Crisis Driven

⊘ One time response

⊘ Therapy

⊘ Required

DEMONSTRATION



BREAK

Emotional Rewards Activity



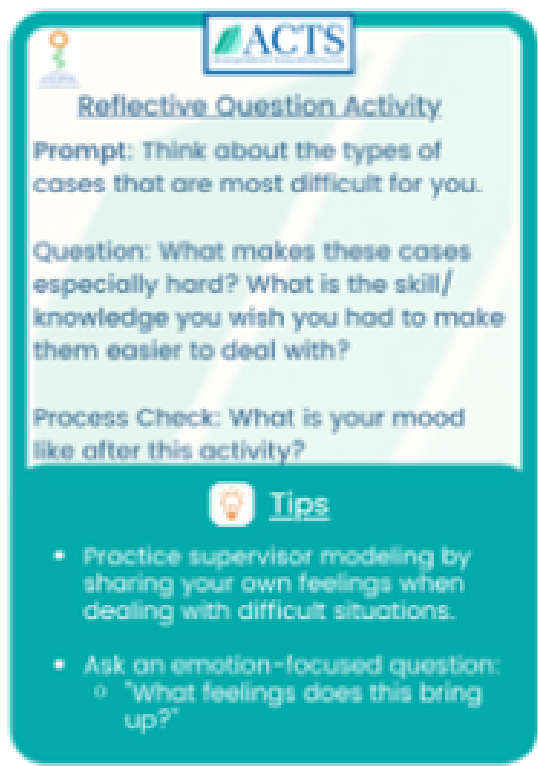
workers, the systems they work in, and the services provided to children and families. We believe that addressing STS is an organizational responsibility. The ACTS project has developed a system-focused strategy to prevent, intervene and address STS through a model of reflective supervision. In this model, reflective supervision is used to help staff recognize symptoms of STS and identify, express, and reflect on the emotional aspects of their work. The ACTS team has developed resources, tools, and trainings for individuals interested in learning about reflective supervision as a way to address secondary trauma.

Addressing Secondary Trauma in Child Welfare through Reflective Supervision



This brief discusses the implementation and use of reflective supervision as a framework to intervene and address secondary trauma within child welfare systems to promote the workforce well-being.

Reflective Supervision Desk Cards



Created for those new to reflective supervision or those looking for added structure. To be used during individual or group supervision to help encourage reflective discussions.

Reflective Supervision Prompts



Provides prompts and questions for supervisors to utilize with staff, including compassion satisfaction prompts.

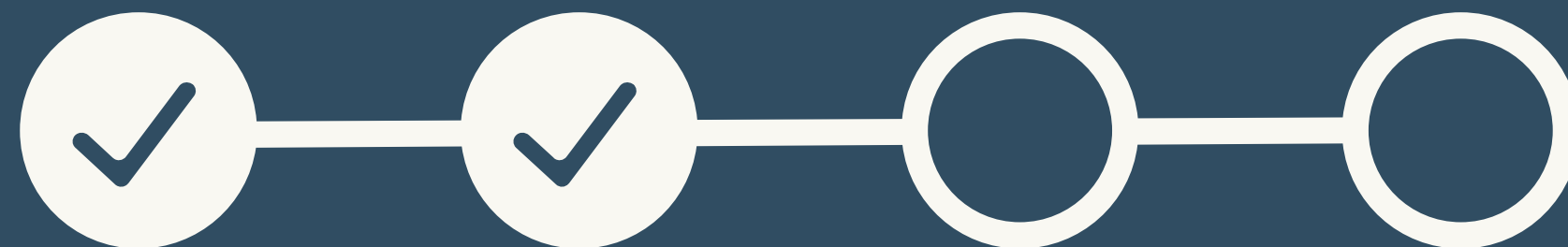
Reflective Supervision Quick Guide



Provides a review of key reflective supervision skills, as well as examples and prompts of how skills can be utilized.

Next Steps

- **PARTICIPATE IN COACHING CALLS**
- **USE SKILLS DURING INTERACTIONS WITH STAFF**
- **WATCH VIDEOS**





Advancing California's Trauma-Informed Systems

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