

Trauma Care PowerPoint

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Trauma Care Basics

Sharing the love of Christ to those in need.



God's Heart and Our Mission – Engage the World for Christ!

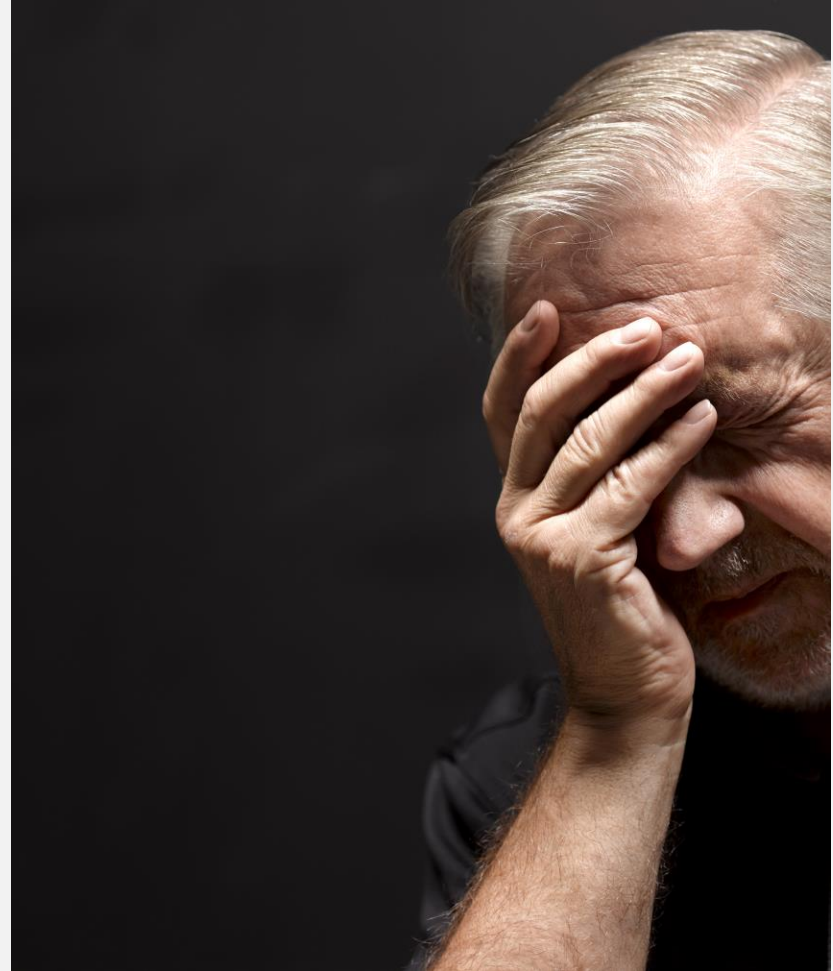
“Rejoice with those who rejoice.
Mourn with those who mourn.”

Romans 12:15

***A mission field is created in
the wake of every crisis***



What is a 'Crisis' ?



What is a 'Crisis' ?

*Anything that disrupts
the normalcy of life.*



**People in our lives
face personal crisis
and stress.**



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Basic Trauma Care Can Help!

People in our lives face personal crisis and stress.



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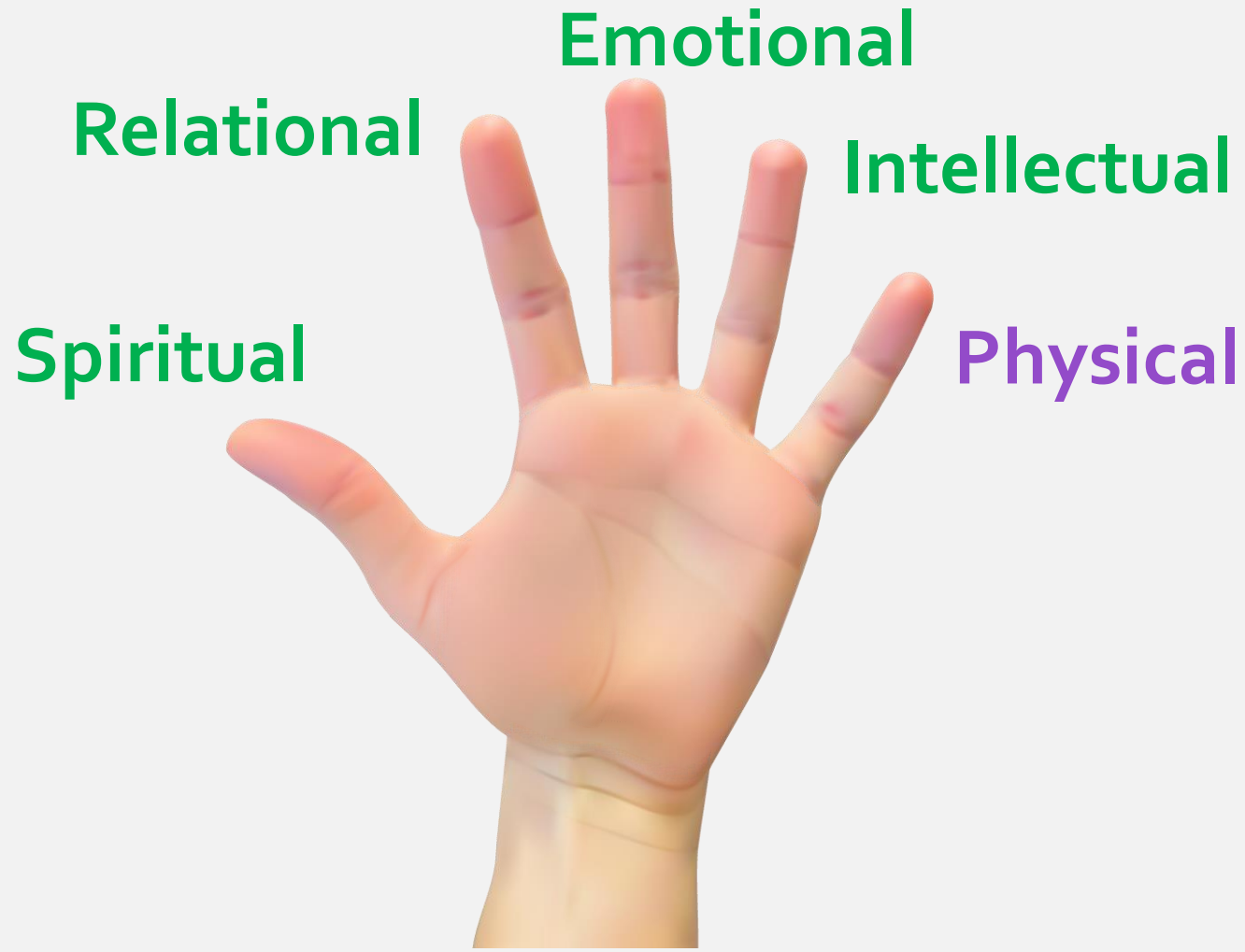
Basic Trauma Care Can Help!

- Job loss/Financial Stress
- A Family Move
- Crisis Pregnancy/Infertility
- Adoption
- Teenage Challenges & Struggles
- Chronic Illness
- Caring for Aging Parents
- Marital Conflict/Divorce
- Death of a child/parent/friend
- Mental Health Difficulties
- Suicide or Attempted Suicide

Contrast **Transactional** vs **Transformational** Ministries

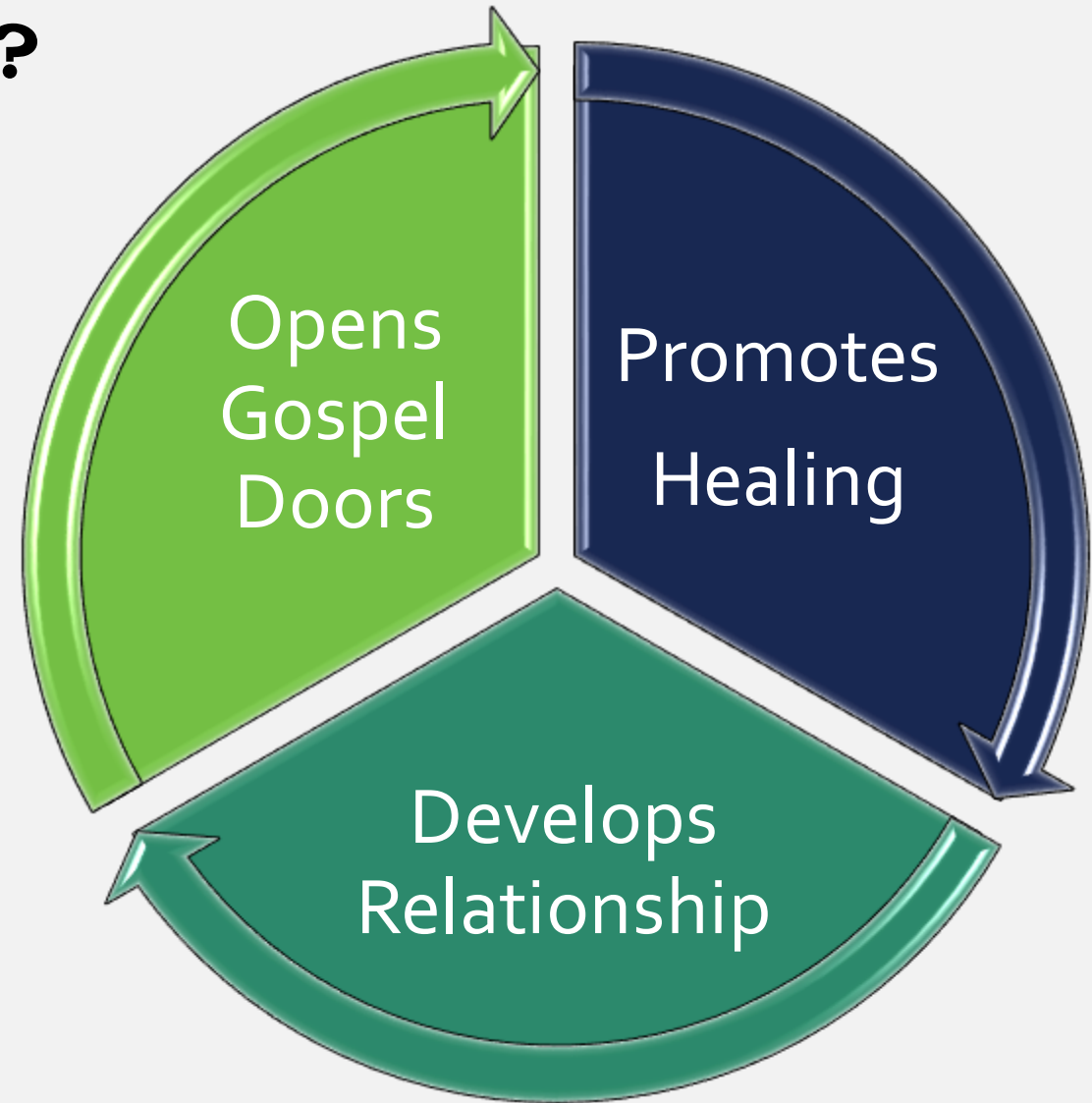


Contrast **Transactional** vs **Transformational** Ministries



What is Basic Trauma Care?

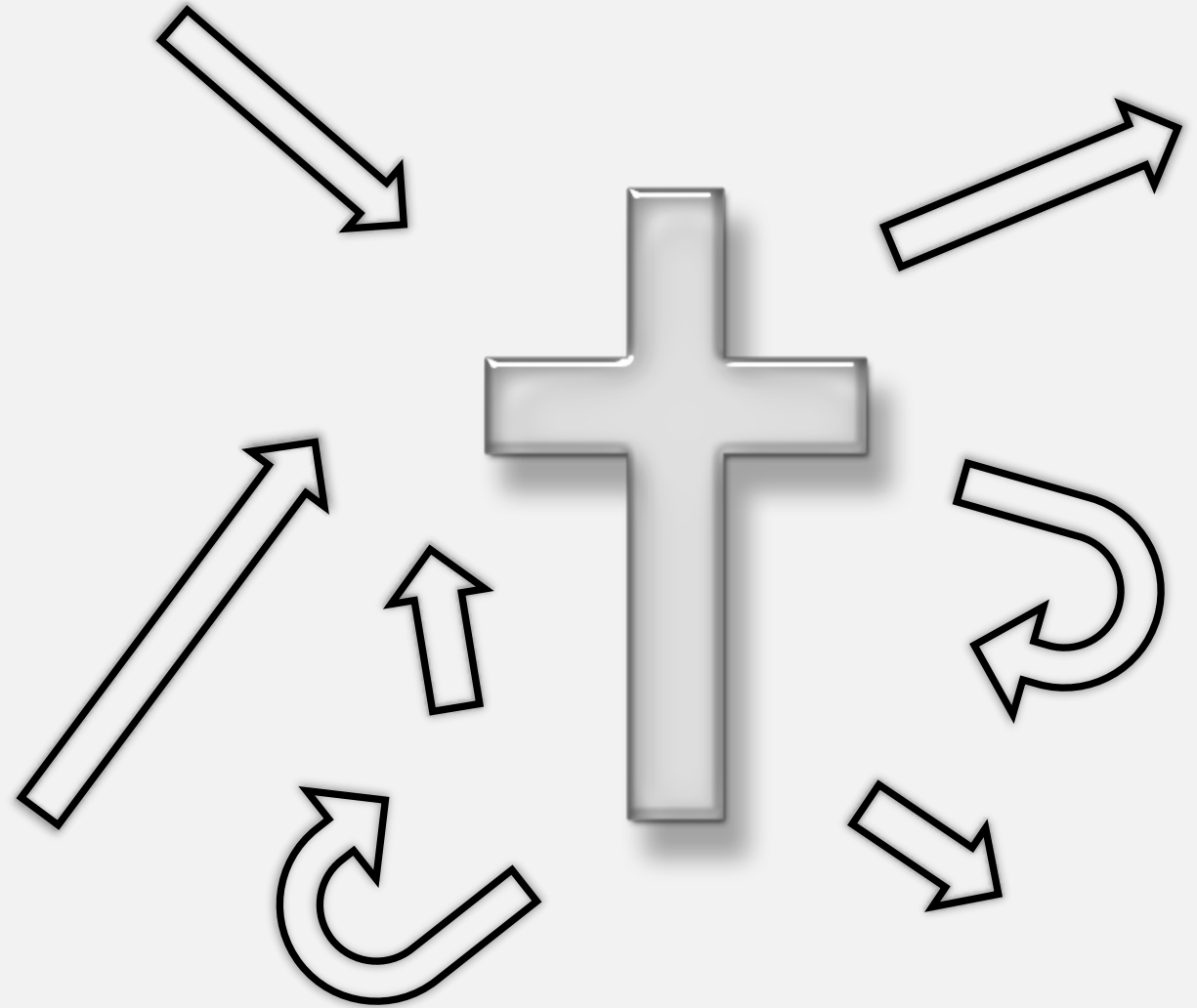
- Helps people cope with and process difficult experiences.
- Develops meaningful relationships.
- Is a caring and effective way to share the Gospel.



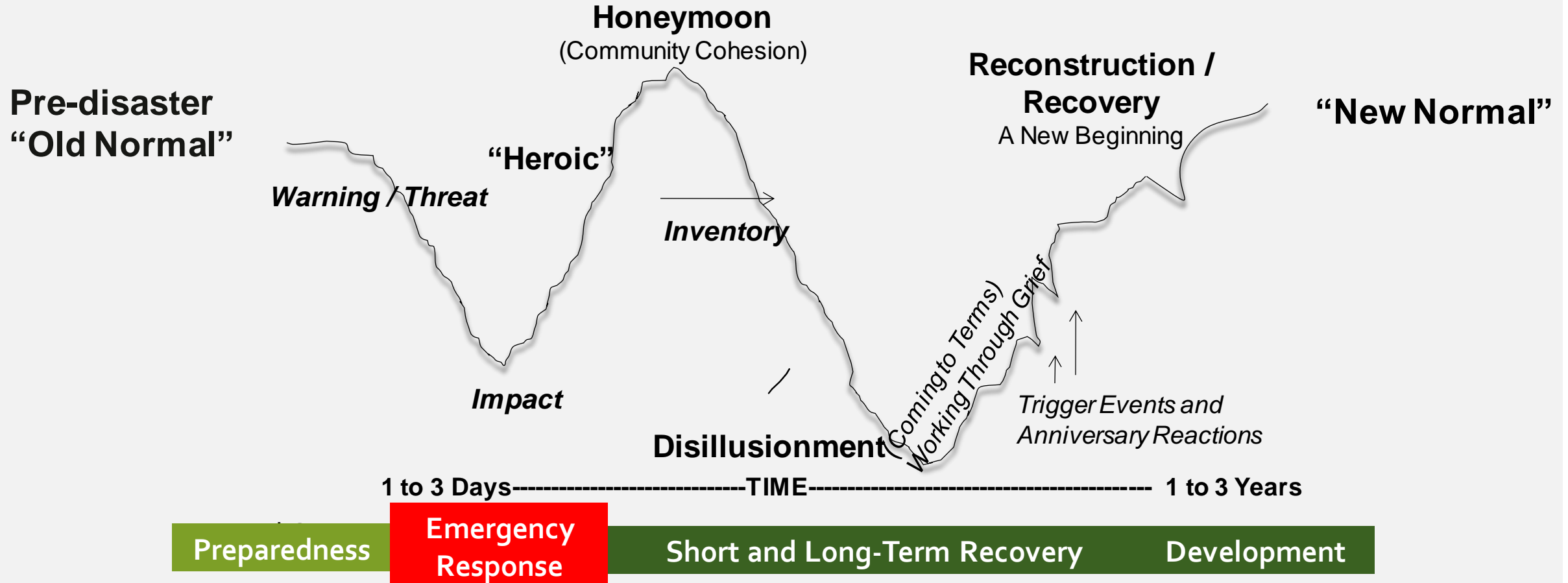
The Goal: Influence Toward Christ

Encourage people to:

- Change their direction
- Increase their speed



Psychological Response to Crisis



Mental Health Matters

If we do not address the mental and emotional effects of crisis and stress, the impact can be serious.

- Physical - Sickness; stress; reduced capacity
- Intellectual - Reduced capacity; indecisive
- Emotional - Depression; anger; fear; anxiety
- Relational - Marriage; family; church body
- Spiritual - Isolation from God; Anger at God

Our thoughts, beliefs and feelings determine our behaviors.

Basic Trauma Care is NOT:

- Counseling
- Therapy
- Clinical Psychology

Or: Us talking very much



Basic Trauma Care is NOT:

- Counseling
- Therapy
- Clinical Psychology

Or: Us talking very much

Basic Trauma Care is:

- Healing Conversations
- Asking Powerful Questions
- Listening to Understand



The Goal of Healing Conversations: Helping people process their experiences

- Invite them to tell their own story
- Help them examine and order their thoughts
- Enable them to identify and manage their feelings



Two Cyclones hit Mozambique within a six-week timeframe



- Thousands of people killed
- Millions of people impacted
- Local pastors struggling to cope and minister

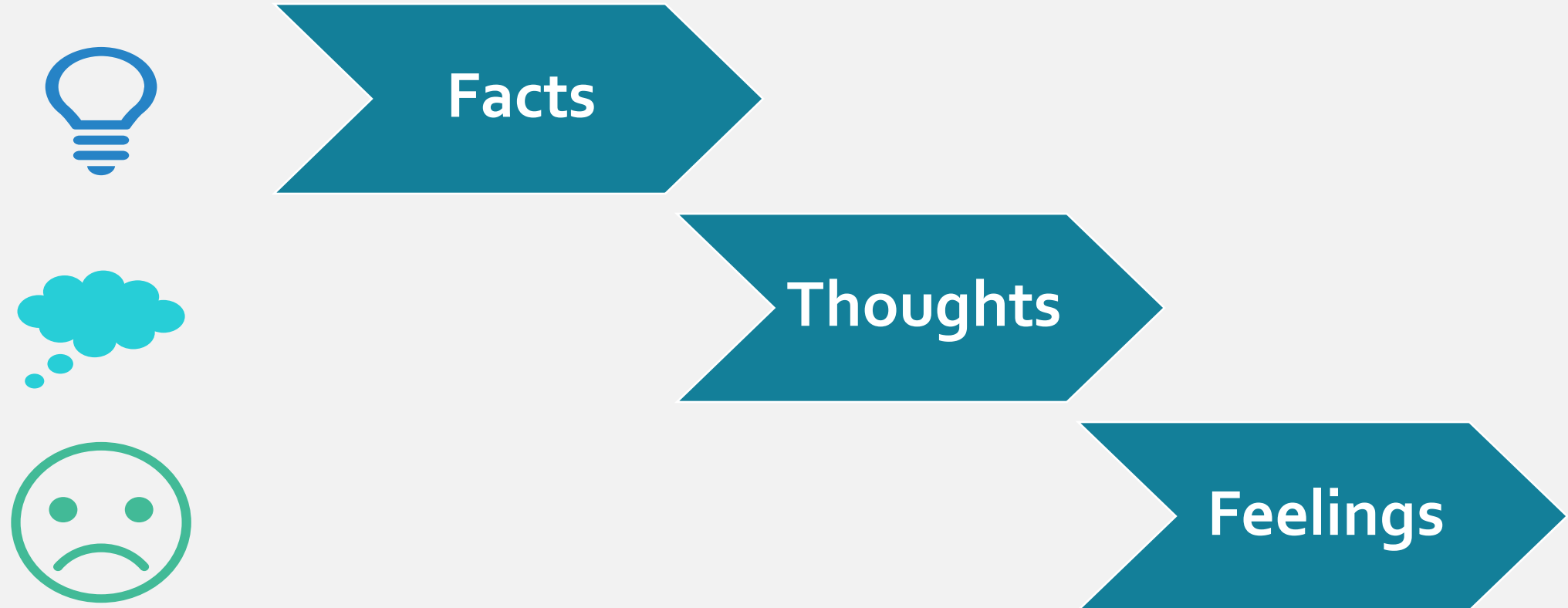
Crisis Response engages with Basic Trauma Care

Healing Conversations happen when we focus on someone else.



Me Conversations
We Conversations
You Conversations

Processing the Crisis



Asking questions that focus on facts, thoughts and feelings help us to engage people in healing conversations.

Powerful Questions... open-ended, inviting people to share their story. They help create insight! Trigger greater awareness.

WHO?

WHAT?

WHEN?

WHERE?

~~WHY?~~

HOW?

Powerful Questions...

- **Invite conversation.** "What happened?" (Fact)
- **Offer a starting place.** "What have the last couple of days been like for you?" (Fact)
- **Clarify the details.** "Who was with you when the accident happened?" (Fact)

Powerful Questions...

- **Help to dig deeper.** “What has been the hardest part of this experience?” (Thought)
- **Provide opportunities to express feelings.** “What is going on inside of you, like what are you feeling inside?” (Feeling)

Powerful Questions Catalyze Insight

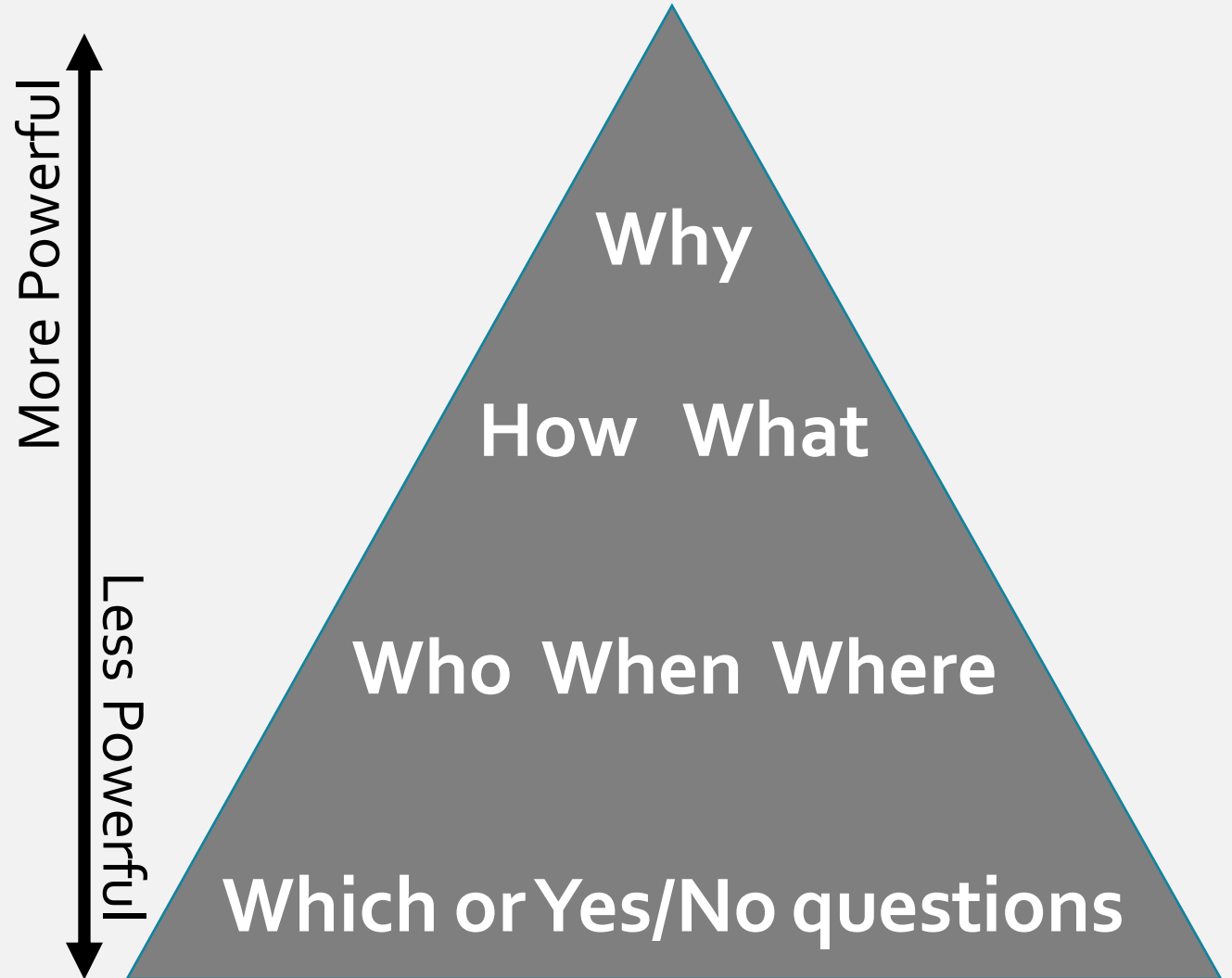
Why do you think this has impacted your family in this way?

How is this impacting your daily life now?

What was it like at your house during the storm?

Who was at home when the storm hit?

Was your house impacted by the storm?



Advice vs. Insight

“You should do this.”

“What options do you have?”



“Have you tried to...?”

“What would be one step forward?”



“What about this...?”

“What has worked for you in the past?”



Processing the Crisis – Natural Disaster



Facts:

What happened to your family during the event?
What has life been like since the event?



Thoughts:

What has been the hardest part of this experience?
What thoughts keep going through your head?



Feelings:

What is this doing to your heart?
How have your emotions changed since over time?

Processing the Crisis – Family Situation



Facts:

Tell me about what happened. Tell me more about that

How has this impacted your family's routines?

Thoughts:

What stands out in your mind as you think back over the last few weeks?

What has been the hardest part for your family/friends?

Feelings:

How is your heart? What emotions are you experiencing?

How would you say this is impacting your family emotionally?



An Opportunity to Practice:

Let's come up with some questions for a friend who is processing a difficult experience:



“Time spent listening is never wasted”

When people are feeling helpless, hopeless, or powerless, we can give them a voice, enabling them to move from "victim" to "survivor."

What Makes it Hard to Listen?

Keys to Listening Well

- Listen to Understand, not to respond!
- Be genuinely curious
- Provide Feedback
- Show that you are listening
- Don't Interrupt
- Allow Silence
- Eliminate Distractions
- Don't sidetrack the speaker.



Pay Special Attention to Body Language

How is our communication received?

_____ % verbal

_____ % paraverbal – tone, pitch, volume

_____ % body language

What signs indicate that the person is feeling defensive and you need to change your approach?

- Hand/arm gestures are small and close to his body
- Facial expressions are minimal
- Body is physically turned away from you
- Arms are crossed in front of the body
- Eyes maintain little contact or are downcast



Be Aware of Your Voice!



Establish rapport by reflecting the person you are talking with.

- Volume
- Intensity
- Inflection
- Speed
- Style

Processing the Crisis – Do's

What would be some good practices you should **DO** as a listener to help someone process crisis?



Processing the Crisis – Do's



Keys to building a relationship based on trust:

- Acknowledge that there is no wrong way to feel.
- Ensure that the person feels safe in sharing.
- Listen! God gave you two ears and one mouth for a reason.
- Establish rapport. Match body language and tone of voice.
- When we really listen, people talk about what is important to them.

Processing the Crisis – Don'ts

What would be some practices that you should **NOT DO** as a listener helping someone process crisis?



Processing the crisis- Don'ts

- Don't "fix" or problem solve.
- Don't ask, "Why?"
- Don't interrupt
- Don't say, "I understand."
- Don't make assumptions.
- Don't tell your story.
- Remember that some people don't like to talk
- Truth- even the right truth- can seem like Platitudes



Conversations in Our Homes



The principles of trauma care still apply!

Self Care – Coping with Secondary Trauma

- Beware of Secondary Trauma
- Spend time with God each day.
- Know your limitations.
- Set healthy boundaries.
- Take care of yourself physically
- Make sure YOU have someone to talk to.

Take care of yourself. Secondary trauma and compassion fatigue are real!

Compassion Fatigue (Secondary Trauma)

Emotional, physical and spiritual exhaustion that reduces our ability to see needs and feel compassion.

“The negative cost of caring.”



Secondary Trauma can cause the same impact as Primary Trauma

- Physical - Sickness; exhaustion; sleeplessness
- Intellectual - Reduced capacity; Indecisiveness
- Emotional - Depression; anger; fear; anxiety; hyper-vigilance
- Relational - Marriage; family; friends; church body
- Spiritual - Anger at God; Isolation from God

Just like primary trauma, our thoughts, beliefs and feelings impact our behavior.

Processing the Crisis – Check-in



Facts:

What have the last few days been like for you?
What are you seeing or hearing around you?



Thoughts:

What has been the hardest part of this experience?
How are things different around you now?



Feelings:

How has this impacted you emotionally?
How is this impacting you every day?

Do's

Self Care Is NOT Selfish!

The time spent charging your phone is time well spent!



Don'ts

- Minimize how you feel
- Neglect your needs
- “Suck it up”
- Blame yourself or others
- Self-medicate
- Push friends/family away
- Take work home
- Complain excessively



How Well Do You Know Yourself?

What does it look like when you're not okay?

What is the best way for others to approach you about this?

How are you doing at caring for yourself?



Every Crisis Creates a Mission Field



How can God use YOU in this opportunity?

**If you have questions or comments related
to this presentation, please email:**

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