

DESCRIPTION

The **Trauma Informed Excellence®** (TIE) model was developed to give organizations and systems of care the knowledge and skills to fully integrate the trauma-informed paradigm into their operations. There are four trainings in the TIE series:

1. Trauma-Informed Care
2. Thrive: Self-Care & Culture
3. Trauma Specific Treatment
4. Trauma-Informed Leadership



The Trauma-Informed Paradigm

The Substance Abuse and Mental Health Services Administration (SAMHSA) defines what it means to be trauma-informed as: "A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in people receiving services, families, staff, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization."

Paradigm Shift: Most organizations fall somewhere on a continuum with their knowledge and implementation of trauma-informed practices. This is a paradigm shift, a new way of thinking that challenges existing practices.

Uninformed about trauma	Trauma-informed
❖ People we serve are sick, ill, or bad	❖ People we serve are hurt and suffering
❖ People's behaviors are immoral and need to be punished	❖ People's behaviors are skills developed to help them survive violent and adverse experiences, and at the same time, these behaviors may cause problems in the person's life
❖ People can change and stop immoral destructive behavior if they only have the motivation	❖ People need safety, power, support to face loss, and hope to make change and heal
❖ Manage or eliminate a person's behaviors	❖ Recognize staff and program's potential to re-traumatize. Provide opportunities for the people and communities we serve to heal from their trauma
❖ Staff should come to work every day at their best, and perform to leadership's expectations	❖ Leaders and staff need to co-create a healing-centered organizational culture to counteract the indirect trauma and stress associated with working with the people and communities we serve.
❖ Systems of care should be created to minimize short-term costs and eliminate immoral behaviors	❖ Systems of care invest in building healing-centered teams and programs that prevent re-traumatization for staff and the people receiving services. This will heal trauma, improve outcomes and save money over the long term

ONLINE TRAINING:

Working with the latest technology, we offer on-demand, self-paced trainings that average 30-45 minutes in length. Learners may stop mid-course and return to where they left off. Each course also includes download-able tools and resources. Online training allows for flexible implementation and individual pacing, which leads to improved knowledge retention and integration. We understand that adult learning requires ongoing practice, and we work with organizations to support staff beyond their online trainings, through coaching, practice sessions, and facilitation guides that can be used to encourage continued learning.

Trauma-Informed Care: 5 courses, approximately 5 hours of training

Recent research on the brain and trauma provides those working in the helping professions a new way to think about their work with people they serve. Understanding how trauma impacts brain processes gives context to harmful behaviors and destructive thinking patterns. This context provides staff a roadmap to build relationships and promote healing and growth. This training presents the trauma-informed paradigm in a practical context, giving learners a theoretical foundation as well as tools to apply immediately to their work. Through the application of this trauma-informed paradigm, staff and teams can minimize re-traumatization of people they serve while creating an environment for the individual to regain control of their lives. Courses include:

1. Foundations of Trauma-Informed Care & Physical Resiliency – Covers basic information on trauma, differentiates between trauma-informed care and trauma specific treatment, and explains how staff in various roles can successfully work with trauma-exposed people
2. Trauma & Social Health – Explores the impact of trauma on the social health of the person
3. Social Resiliency – Looks at the importance of people's social resiliency and the role of staff and organizations to help people maintain healthy and safe relationships
4. Trauma & Mind Health – Explores the impact of trauma on the mind health of the person
5. Mind Resiliency – Offers specific strategies that staff can use to improve the mind resiliency of the people they serve

Thrive: Self-Care & Culture Series: 7 courses, approximately 6 hours of training

Building resilient staff, teams, and organizations is foundational to creating trauma-informed services. Helping professionals are at risk of experiencing issues that mirror those of the people they serve who are facing trauma. Exposure to trauma, combined with a stressful work environment, can have dangerous consequences for the physical and emotional health of those who provide services. Knowledge is the best defense against burnout, vicarious trauma, and compassion fatigue. This training goes further than other self-care trainings by addressing the role of team culture in building healthy programs, and by identifying the critical elements of health that enhance productivity and quality of work. Utilizing research in neurobiology, psychology, and business, this training provides skills for individuals and teams to be more effective and efficient at work. Courses include:

1. Introduction – Introduces the training and covers a few key concepts that will be used throughout the rest of the training
2. Stress & Burnout – Examines how to effectively approach the work of helping in the face of stress and burnout
3. Helping Professions Trauma – Examines the dangers that result when trauma overwhelms the staff's ability to manage the work effectively
4. Physical Robustness – Focuses on strategies and approaches designed to improve staff's physical, cognitive, and emotional health, as well as improve the quality of the services they deliver
5. Mind Robustness & Mindsight – Focuses on strategies to improve staff's health and quality of work through building mind robustness and mindsight
6. Mind Robustness & Focus – Offers strategies and approaches for the staff and team, designed to better utilize the brain and maximize cognitive capacity
7. Social Robustness – Provides information on how personal and professional relationships can help improve robustness and resiliency

Trauma Specific Treatment: 2 courses, approximately 2 hours of training

Once staff and teams have an understanding of the impact of trauma and a commitment to minimize the possibilities of re-traumatization, it is important that programs have internal and/or external resources for the assessment and treatment of trauma. Structured and systemic assessment of trauma is necessary to ensure appropriate referrals to trauma treatment and other clinical interventions. This training provides information about how people recover from trauma, and the best practice treatment models currently available. Courses include:

1. Post Traumatic Growth & Assessment – Introduces the concept of post traumatic growth as a foundation for trauma treatment and presents information on best practices in trauma assessment, within both therapeutic and non-therapeutic contexts
2. Research-Based Methods – Provides a general overview of the evolving field of trauma specific treatment and a knowledge base to make appropriate referrals

Leadership: 8 courses, approximately 6 hours of training (Optional)

This training provides leaders with skills and knowledge to propel their agencies, systems, or programs towards excellence. It offers a practical model designed to enhance staff health, and clinical and organizational outcomes. The training presents a trauma-informed approach to leadership, including skills to implement in the supervision of staff and management of programs. The approaches and strategies presented promote healing and growth, and can transform individuals, organizations, and systems of care. Both aspiring and experienced leaders will see their role and work in a whole new light. Courses include:

1. Affective Leadership Concepts – Examines the concepts of stress and emotional contagion as they relate to the work of leading an organization and building a resilient workforce
2. Integrity – Identifies areas for establishing or improving integrity in leader/staff relationships, specifically looking at humility, honesty, trust, and safety
3. Positive Regard – Explores the concept of Positive Regard in a trauma-informed environment. Includes the key components: Positive Outlook, Caring, and Growth Mindset
4. Intellectual Leadership Concepts – Presents foundational key concepts and strategies to focus staff on excellence and improve both participant and organizational outcomes
5. Engagement, Fit & Democracy – Explores Intellectual Leadership and the concepts of engagement, fit, and democracy. These concepts help bring focus so that staff's full cognitive capacity is present for the work of helping
6. Engagement, Values & Vision – Examines the role of shared values and vision as tools that provide the energy and focus to move an organization together toward excellence
7. Accelerators – Presents the concepts of accountability and recognition as accelerators for excellence
8. Trauma-Informed Supervision – Presents the concept of trauma-informed supervision. Supervision can improve emotional and intellectual capacity within organizations, and is critical for changes necessary in the trauma-informed journey

ENROLLMENT

There are two options for managing learner enrollment.

- Coldspring Center can manage enrollment: The partner organization will send an email with the names and email addresses of the learners they wish to enroll to a Coldspring Center project staff, who will enroll the learner(s) within 2 business days (typically, same day).
- Partner organization can manage enrollment: The partner organization will be provided with a URL to the Learning Center and an access code, which they will then provide to any learner(s) that need to be enrolled.

EVALUATION, CERTIFICATES, AND CONTINUING EDUCATION CREDITS

If requested, a training evaluation and final report will be provided at the completion of the training. Individuals who complete the training will earn a certificate of completion, and if eligible, Continuing Education Credits (CECs). Coldspring Center partners with the National Association of Social Workers – Colorado Chapter (NASW-CO) to provide the CECs. It is the responsibility of the organization/individual learner to confirm that their specific licensing body will accept CECs from NASW-CO.

TECHNICAL REQUIREMENTS

Learners will need access to the following:

- Computer or tablet, phones are not recommended
- Browser: must support cookies, and use the most recent version of Google Chrome, Microsoft Edge, Mozilla Firefox, or Apple Safari
- Speakers/headphones/earbuds - for learners with hearing impairments, full script is available

To access courses, training materials, evaluation, and certificates of completion, learners will have an account in the Coldspring Learning Center: <http://coldspringcenter.org/LearningCenter>. Facilitated virtual training is offered using Zoom (unless otherwise agreed upon).

SERVICES

Services Available	Cost
TIE for Leaders, 4 training package (22 courses, 19 hours of training) or	\$325/person
TIE for Staff, 3 training package (14 courses, 13 hours of training)	\$225/person
Technical assistance, coaching, systems implementation support (optional)	\$175/hour

CONTACT US

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