

**DESCRIPTION**

The *Trauma Informed Excellence*®, or 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 and Culture
3. Trauma Specific Treatment
4. Trauma Informed Leadership



**The Trauma Informed Paradigm**

Trauma Informed definition (SAMHSA): “When a human service program takes the step to become trauma-informed, every part of its organization, management, and service delivery system is assessed and potentially modified to include a basic understanding of how trauma affects the life of an individual seeking services. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization.”

Paradigm Shift: A new way of thinking that challenges existing belief structures.

Most organizations fall on a continuum between being unaware and informed about trauma and its impact on clients and staff.

Not Trauma Informed	Trauma Informed
❖ Clients are sick, ill, or bad	❖ Clients are hurt and suffering
❖ Client behaviors are immoral and need to be punished	❖ Client behaviors are survival skills developed to help the client live through the trauma, but may cause problems in the client’s life
❖ Clients can change and stop immoral destructive behavior if they only have the motivation	❖ Clients need support, trust, and safety to make change and heal
❖ Manage or eliminate client behaviors	❖ Recognize staff and program’s potential to re-traumatize. Provide opportunities for clients to heal from their trauma
❖ Staff should come to work every day at their best, and perform to leadership’s expectations	❖ Leaders need to create strong organizational culture to combat the trauma and stress associated with working with clients
❖ System of care should be created to minimize short-term costs and eliminate immoral behaviors	❖ System of care invests in healing trauma, improving outcomes and saving money over the long term

**ONLINE TRAINING:**

**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 paradigm to conceptualize and use in work with clients. Understanding how trauma impacts brain development puts harmful behaviors and destructive thinking patterns into context and gives 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 with clients. Through the application of this Trauma Informed paradigm, staff and teams can minimize re-traumatization of clients 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 traumatized clients
2. Trauma & Social Health – Explores the impact of trauma on the social health of the client
3. Social Resiliency – Looks at the importance of clients' social resiliency and the role of staff and organizations to help clients maintain healthy and safe relationships
4. Trauma & Mind Health – Explores the impact of trauma on the mind health of the client
5. Mind Resiliency – Offers specific strategies that staff can use to improve the mind resiliency of their clients

### **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 their traumatized clients. 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 series goes further than other self-care trainings by addressing the role of team culture in building healthy programs and also 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**

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 for helping organizations, including a set of skills to implement in 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 client 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.

**CONTINUING EDUCATION CREDITS:** Individuals who complete the training may be eligible to earn 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.

- 19 CECs are available for those going through the whole series, including the leadership training
- 13 CECs are available for those not taking the leadership training

**ONLINE TRAINING TECHNICAL REQUIREMENTS:** All training material and quizzes are managed using Coldspring Center’s online Learning Center. To access the training, the learner’s web browser must support cookies and Adobe Flash. Please use Internet Explorer, Google Chrome, Mozilla Firefox, or Apple Safari. iPads are not compatible. Speakers or earbuds are recommended to fully access this content. For learners with hearing impairments, full script of course audio can be provided.

### TIE IMPLEMENTATION OPTIONS

For Organizations taking TIE Online, Coldspring Center will provide monthly progress reports at no extra cost, to help managers monitor their staff’s progress. Each course also includes a short quiz at the end to assess knowledge acquisition. A participant level Quiz Report can be provided upon completion of the curriculum. An optional Pre/Post Assessment to document systems change over time is available. It is implemented before the start of online training and again 6 months after the completion of coursework.

Additional technical assistance is available either in-person, conference calls, or as web-based meeting/webinar support to facilitate TIE Concepts, assess readiness, plan for TIE implementation, implement TIE strategies, and to evaluate TIE progress.

### SERVICES\*:

Services available	Cost	20 or more learners Discount – 20%
Access to the Online Training TIE, 4 training package (online) – Per Person	\$155/person	\$125/person
Pre/Post Assessment	\$500/cohort	
Technical Assistance, Coaching, Systems Implementation Support (optional)	\$150/hour	
Webinar(s) to support implementation, facilitation, skills building (optional)	\$250/hour	

\*This training can also be offered in-person.

### CONTACT US:

Info@ColdspringCenter.org | [www.ColdspringCenter.org](http://www.ColdspringCenter.org) | P.O. Box 18292 | Denver, Colorado 80218 | 720.432.4529  
Coldspring Center