

Trauma-Informed Customer Service Training Video



We recommend reviewing these questions prior to viewing the video so you can jot down notes while you watch.

1. What are the “3 E’s of Trauma”?
2. List two places you can find local data on people’s experiences in Washington County.
3. What types of traumatic events are most common amongst your clients?
4. How do ACEs impact a child’s brain development?
5. What are the 5 Trauma Responses?
6. What is a trauma trigger?
7. What are two strategies you could use to protect yourself against secondary trauma and compassion fatigue?
8. What is one organizational-level strategy that can be used to protect staff from secondary trauma and compassion fatigue?
9. In the “Cue, Story, Response” sequence, why is changing the “Story” important for habit change?
10. What are the “4 R’s of a Trauma-Informed Approach”?
11. Select TWO of the Six Principles of a Trauma-Informed Approach (Safety, Trustworthiness, Peer Support, Collaboration, Choice, Cultural Consideration). For each of your selected principles, provide a specific example of what you could do in your work to improve a client’s experience.