



Trauma Invested Communication

Things to keep in mind prior to engaging in an interaction:

- Have you established a Culture of Safety?
- Are you walking into the interaction with positive intent?
- Are you *defining* or *describing* your situation?

Pre-requisites for positive communication

- We are clear on purpose, intent, and desired outcome
- We are in a regulated and positive mindset
- We have communicated the goal clearly
- We have assigned a designated time and place for the talk—no surprises or mystery
- We have examined and discussed the possible “windows” for having an effective and productive conversation

6 Steps for Effective Communication

1. Listen
2. **Reassure**
3. **Validate**
4. Respond
5. **Repair**
6. Resolve



Repair: A statement that shows in no uncertain terms that you truly care about what happened and are invested in making it better. **A repair is a legitimate investment in resetting to connection.**