Jewish Federations of North America

Person-Centered, Trauma-Informed Principles in the Workplace

Alana Knoppow, MSW

JFNA Center on Aging, Trauma, and Holocaust Survivor Care

Presenters



Shelley Rood Wernick, MBA (she/her)

Managing Director, JFNA

Center on Aging, Trauma, and Holocaust Survivor Care



Alana Knoppow, MSW (she/her)

Project Manager, JFNA

Center on Aging, Trauma, and Holocaust Survivor Care

JFNA Center on Aging, Trauma, and Holocaust Survivor Care



Grant Making



Training



Coaching



Evaluation



Research

Objectives & Agenda

- Understand the prevalence of trauma among employees and volunteers in the workplace and how trauma relates to interpersonal behaviors
- Understand the principles of the person-centered, trauma-informed (PCTI) framework
- Apply the PCTI principles to promote a work environment free of re-traumatization.
- Hear from two Federation professionals
- Case Studies in breakout groups followed by large group discussion
- Q&A

Disclaimer

Understanding Trauma

Trauma

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as **physically or emotionally harmful or life threatening** and that has **lasting adverse effects** on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.

SAMHSA, 2014

Types of Trauma

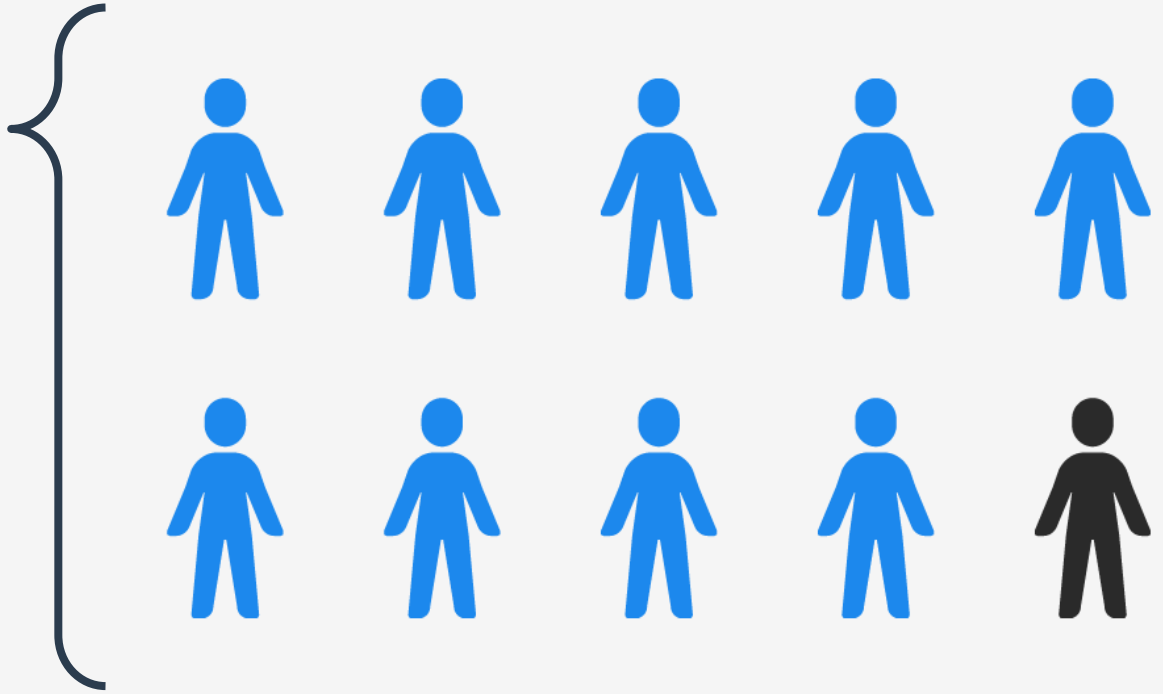
- Childhood
- Adulthood
- Workplace
- Single event
- Ongoing
- Cultural & Historical
- Collective: 9/11, 10/07



Trauma Prevalence

90%

As many as 90% American adults have experienced a traumatic event in their lifetime by age 65



Kilpatrick et al., 2013

Trauma and the Brain

Traumatic events can affect various areas of the brain and lead to lasting changes in neurological response resulting in persistent traumatic stress symptoms.

These symptoms include constant fear, hypervigilance, and difficulties sleeping, concentrating, thinking clearly, and managing emotions.



Sweeton, 2017

Trauma and Behaviors

- Resistance to change
- Feelings of abandonment
- Hypervigilance
- Defensiveness
- Anger and irritability
- Taking things personally
- Extreme aversion to conflict
- Decreased work performance
- Substance abuse
- Self-isolation
- Increased errors and accidents
- Difficulty focusing
- Absenteeism and attrition
- Poor boundaries

Why Address Trauma?



Increased Retention



Decreased Burnout



Improved Relationships



Improved Quality of Work



Improved Engagement

US Attorney General, 2022

Person-Centered, Trauma-Informed (PCTI) Principles

The PCTI Approach

The person-centered, trauma-informed (PCTI) approach is a holistic model of care that promotes the health and well-being of individuals by accounting for **the role of trauma** across the life course and by **resisting re-traumatization**, while also focusing on the **strength, agency, and dignity of the person** receiving care.

SAMHSA's Six Principles of a Trauma-Informed Approach

1. Safety
2. Trustworthiness & Transparency
3. Peer Support
4. Collaboration & Mutuality
5. Empowerment, Voice, & Choice
6. Cultural, Historical, & Gender Considerations

SAMHSA, 2014

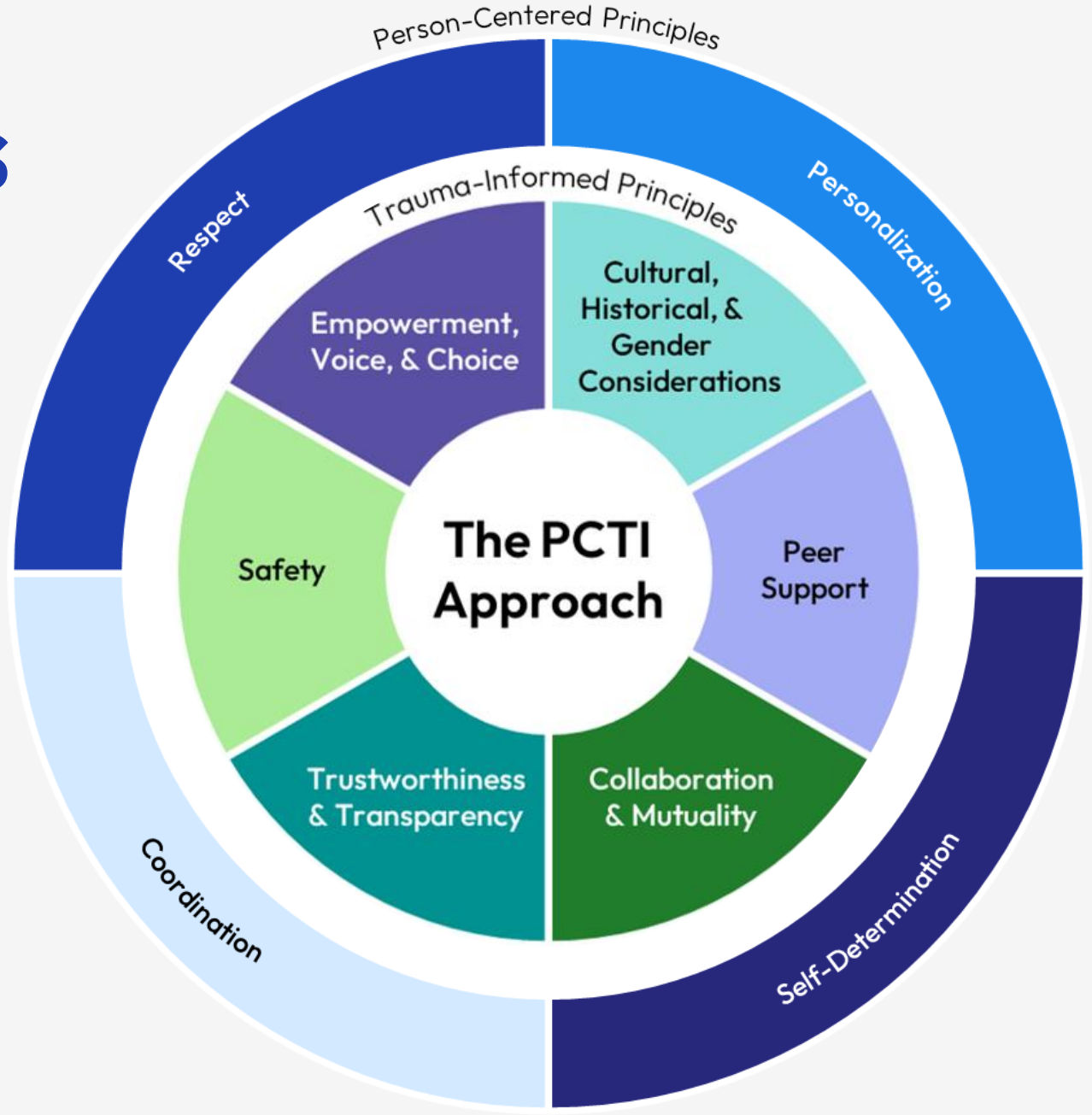
Four Principles of the Person-Centered Approach

1. Personalization
2. Self-Determination
3. Coordination
4. Respect

Center on Aging, Trauma, and Holocaust Survivor Care, 2024

PCTI Principles

The PCTI approach implements SAMHSA's principles of trauma-informed care through the lens of the person-centered principles.



Center on Aging, Trauma, and Holocaust Survivor Care, 2024

PCTI Principles in the Workplace

Common Trauma Triggers in the Workplace

Even in a Healthy Environment

- Current events
- Organizational change
- Giving or Receiving critical feedback
- Boss or coworker leaving the org
- New boss coming in
- Boss or coworkers are late to meetings
- Changes in population demographics

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Meetings

Policy & Procedures

Supervision & Managing Up

Current Events

Examples for Core Functions at Federations

- Planning & Allocations
- Impact Measurement
- Board Relations
- Engagement
- Fundraising
- HR

Testimonials From Fed Pros

Guest Speakers



Leah Buchbinder

Assistant Vice President, Grants
JUF Chicago



Kayleh Levy-Weller (she/her)

Strategic Planning & Grants
Associate, Caring Department
UJA-Federation New York

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Breakout Groups:

10 minutes

Large Group Discussion:

10 minutes

Questions?

Resources

- Center Website Past webinars: Foundations of the PCTI Approach
- PCTI Model
- Psychology Today article
- JEDI event checklist
- Aging@JewishFederations.org

Jewish Federations of North America

Thank You!

Citations

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