


MINNESOTA **NAHRO**

Trauma and the Workplace



Dr. Lisa Sorensen

1

Primary Objectives

- What is trauma?
- Signs of trauma
- Practical steps to reduce the effects of trauma

2

What Is Trauma?

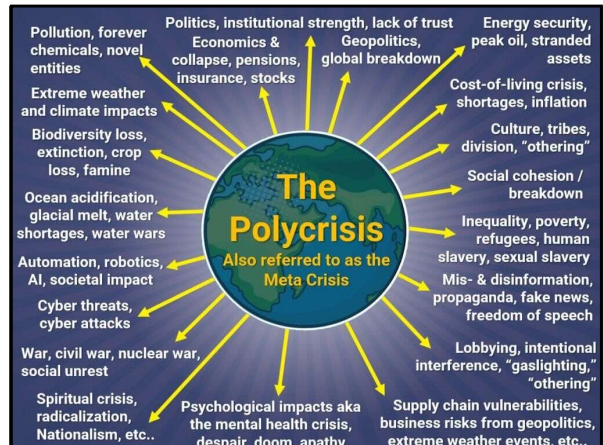
Trauma is an emotional and psychological response to a deeply distressing or disturbing event.

It is a reaction to events that threaten life, safety, or personal integrity.

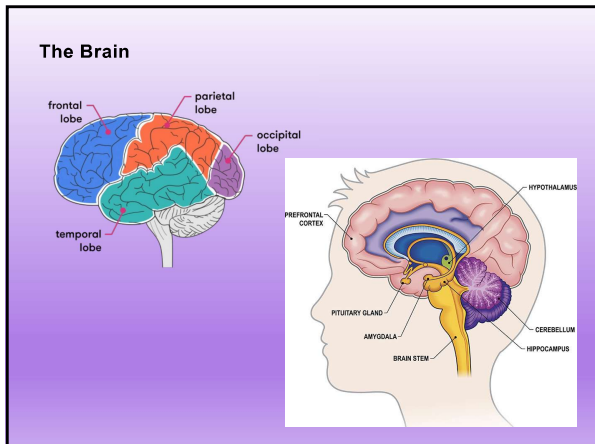
It can shatter a person's sense of security.

- Acute Trauma:** A single, short-term incident.
- Chronic Trauma:** Repeated or prolonged events.
- Complex Trauma:** Exposure to multiple events.
- Vicarious Trauma:** Distress from witnessing or hearing about another's experiences.

3



4



5

The Effects of Trauma on the Body

Possible

- Balance Problems
- Brain Fog
- Low Energy
- Insulin Resistance
- Poor Digestion
- Swollen Lymph Nodes

IBS

SYMPTOMS

- CONSTIPATION
- DIARRHEA
- ABDOMINAL PAIN
- BLOATING

Inflammation

- Dry Eyes
- Excess Mucus Production
- Blood Clotting Problems
- Skin Symptoms
- Low Back Pain

verywell health

6

Signs of Trauma

Hypervigilance	Sleep Disturbances	Regression
Avoidance	Physical Pain	Clinginess
Emotional Numbness	Hyperarousal	Play Acting
Irritability	Fatigue	Disruptive Behaviors
Isolation	Appetite Changes	
Intrusive Thoughts		
Negative Self-View		

7

Signs of Trauma at Work

Reduced Productivity	Hypervigilance	Intrusive Thoughts
Withdrawal	Physical Ailments	Memory Impairment
Absenteeism	Emotional Overload	Reduced Confidence
Avoidance	Sleep Disturbances	
Increased Irritability		Cynicism
		Substance Abuse
		Poor Boundaries

8

Signs of a Customer Experiencing Effects of Trauma

Hyperarousal	Dilated Pupils
Hypo-arousal	Breathing Challenges
Avoidance	Shaking
Emotional Instability	Appearing Exhausted
	Cognitive Difficulties

9

Supporting Those Dealing With Trauma

- Prioritize Safety and Calm
- Active Listening
- Patience
- Allow For Delays
- Validate Their Experience
- Be Flexible/Offer Choices

10

Grounding Techniques

- Hold hands under cold water/ice
- Strong scents
- Diaphragmatic Breathing / Box Breathing
- Give them space
- I'm here, You're safe, I'm sorry this is happening




5 things they see, 4 things they can feel, 3 things they can hear, 2 things they can smell, 1 thing they can taste

11



12