

# Trauma-Informed Communication Planning

In the planning phase, how do you

- Communicate vision and urgency
- Solicit ideas and input
- Motivate and engage

Plan

How do you listen for

- Ideas, solutions and leadership
- Resistance, protectiveness, and concern

In the action phase, how do you

- Communicate that ideas and concerns have been heard
- Prepare for change
- Ask for what is needed

Do

How do you listen for

- Clarity or confusion about expectations
- Excitement and success
- Struggles, losses, frustrations
- Ideas for doing things differently

In the study phase, how do you

- Acknowledge successes and struggles
- Invite feedback about how changes are going
- Offer observations about what has been learned

Study

How do you listen for

- Empowerment
- Discouragement
- Necessary adjustments

In the adjustment phase how do you

- Recognize leadership and teamwork
- Maintain energy and motivation
- Clarify necessary adjustments
- Solicit ideas and input

Adjust

