

Trauma Informed Communication

A trauma-informed approach to communication recognises that any formal communication may cause additional distress on people, particularly in relation to circumstances of performance or change which is outside of the control of an individual (e.g probation period; risk of redundancy). The impacts of these can be reduced by effectively and sensitively communicating not only through language but also in terms of practical delivery of the communication.

Examples to consider:

- Committing wherever possible to delivering the communication in person, using empathic communication skills, following up with the written communication where needed;
- Consider the physical environment when meeting to communicate potentially upsetting information i.e is it private, is it comfortable, how is the room set out reduce feelings of intimidation and isolation.
- Committing to not sending such communication outside of hours where there is no support available e.g not sending letters/emails of such nature at 4pm on a Friday where there is no support over the weekend;
- Having a named individual to contact for support who sits outside of any formal process (linked to the clearly defined roles and boundaries)
- Always following up on agreed actions and timeframes to manage expectations and not cause additional unnecessary distress by prolonging the process.
- Aftercare – always ensuring people have access to support after any communication, consider asking about support systems at home, signposting to wellbeing resources and organisations.

The ACE Hub Wales was set up in 2017 to support professionals, organisations, and the community to help create an ACE aware Wales. Their mission is to tackle, mitigate and prevent ACEs by sharing ideas and learning, and to challenge and change ways of working, so together we can break the cycle of ACEs. The ACE Support Hub is funded by Welsh Government and works closely with leaders across public and third sector organisations to develop and deliver the ACEs agenda, including youth justice, housing, local authority, health, education and sporting bodies, as well as the local community. The ACE Support Hub is hosted by Public Health Wales and is part of the World Health Organisation (WHO) Collaborating Centre on Investment in Health and Wellbeing.

For further information please contact The ACE Support Hub

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