

LEADERSHIP LEGACY

CREATING YOUR
NARRATIVE THROUGH
RESILIENCY AND HAVING
A TRAUMA INFORMED
LENS



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Trauma Informed
Meditator &
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Certified Resiliency
Facilitator

Consultant

Certified Critical
Incident Stress
Management

Psychological
Health and Safety
Advisor (CMHA)

Workplace Fairness
Analyst and
Workplace
Restoration Advisor

Certified Critical
Incident Stress
Management

Trauma Sensitive
Yoga Instructor

AGENDA

- Rocking Chair Test
- Resiliency
- Trauma Informed Lens
- Canadian National Standards – Psychological Health & Safety – where does it fit in?
- Tools to build your Leadership Legacy
- COMMITMENT TO BEGIN YOUR LEADERSHIP LEGACY

ROCKING CHAIR TEST

Step 1 - Ask yourself

What decisions are you presently struggling with?

What decisions are stopping you from having the life that you desire? Personally & Professionally

What is stopping you to have a voice of change in my workplace, in my leadership role?

Step 2 - Now, look back to this moment in your life as if you had not achieved your goal.

Step 3 - Then, imagine yourself having achieved it.

Will I regret not taking that chance?

What is Resiliency?

“...can be defined as the capacity to spring back, rebound, successfully adapt in the face of adversity, and to develop social and academic competence despite exposure to severe stress”

Bessel van derKolk

“A way of thinking and living that gives us the flexibility to change and adapt to new conditions, the key to transformation in our time of extreme.” Gregg Bradden

Solution Focused Conflict Resiliency & Operational Resiliency?

DESIGN APPROACH

Look forward at what might be created – *ENDLESS POSSIBILITIES*.

The development of the solution is not necessarily related to the problem.

Developing thinking and coping skills that supports and promotes that growth through conflict and failure.

MIRACLE QUESTION

If you woke up tomorrow and the conflict, crisis, adversity was resolved in the workplace, What does that *Look Like? Feel Like? What would others say have changed?...about your, others, environment?*

What Is Right With You Is More Than What Is Wrong With You!

What has COVID-19 taught us?

Right now is our time to discover all that is good within us and those immediately around us that we may never have seen before.

While times are tough, THINK about what you'll be able to tell those that come after us about not only surviving but *thriving*.

Resiliency Protective Factors

A – Conditions in you Life that *build resiliency*.

B - Personal, Innate individual qualities that *facilitate resiliency*

WHAT WE DO KNOW?

Resilience can help protect you and help offset factors from various mental health conditions, such as depression and anxiety.

Gratitude & Generosity - Understanding the psychology and biology of how positive emotional constructs matter for promotion of wellbeing and improving stress tolerance.

What It Means To Be Trauma Informed

Trauma Informed means you are aware of the impact trauma has on the brain and the body. Becoming trauma-informed is a proactive opportunity to have a better understanding of the impact of trauma on systems and individuals within your professional environment.

Trauma develops in many ways: direct exposure or indirect exposure such as Secondary Trauma, Vicarious Trauma and Sanctuary Trauma.

Trauma is influenced by cultural experiences as well as various environmental contexts. Trauma can be historical and/or intergenerational.

TRAUMA INFORMED LEADERSHIP

PRINCIPLES

SAFETY & TRUST

CHOICE & VOICE

STRENGTHS & RESILIENCE

PILLARS

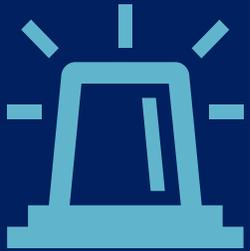
AWARENESS

RECOGNITION

ENGAGEMENT

EDUCATION

UNDERSTANDING THE IMPACT OF TRAUMA



Events

Events or circumstances that cause trauma



Experience

A person's experience of an event determines whether it is traumatic



Effects

The effects of trauma include adverse physical, social, emotional, or spiritual consequences.

Problem Focused vs Trauma Informed

Problem Focused Perspective	Trauma Informed Perspective
Over-sensitive and reactive	Trauma is being triggered resulting in emotions
Aggressive behaviour	Is always aware of potential threats and relies on anger to stay safe
Refusing help	Shame is triggered when help is offered
No motivation	Has depression or PTSD and avoidance is a way to manage discomfort
Avoids people	Way to manage stress and triggers
Disengaged	Could be experiencing dissociation from trauma

The World Health Organization describes workplace stress as the "global health epidemic of the 21st century"

One in 5 Canadians will experience a mental problem or illness in any given year.

On any given week, at least 500,000 employed Canadians are unable to work due to mental illness.

Every year mental illnesses costs the Canadian economy an estimated \$51 billion (at least) annually in absenteeism, disability claims, and medical services used.

WHY IS MENTAL HEALTH A WORKPLACE ISSUE?

Risk Management

Cost Effectiveness

Safety / Legal

Recruitment & Retention

Organizational Excellence & Sustainability

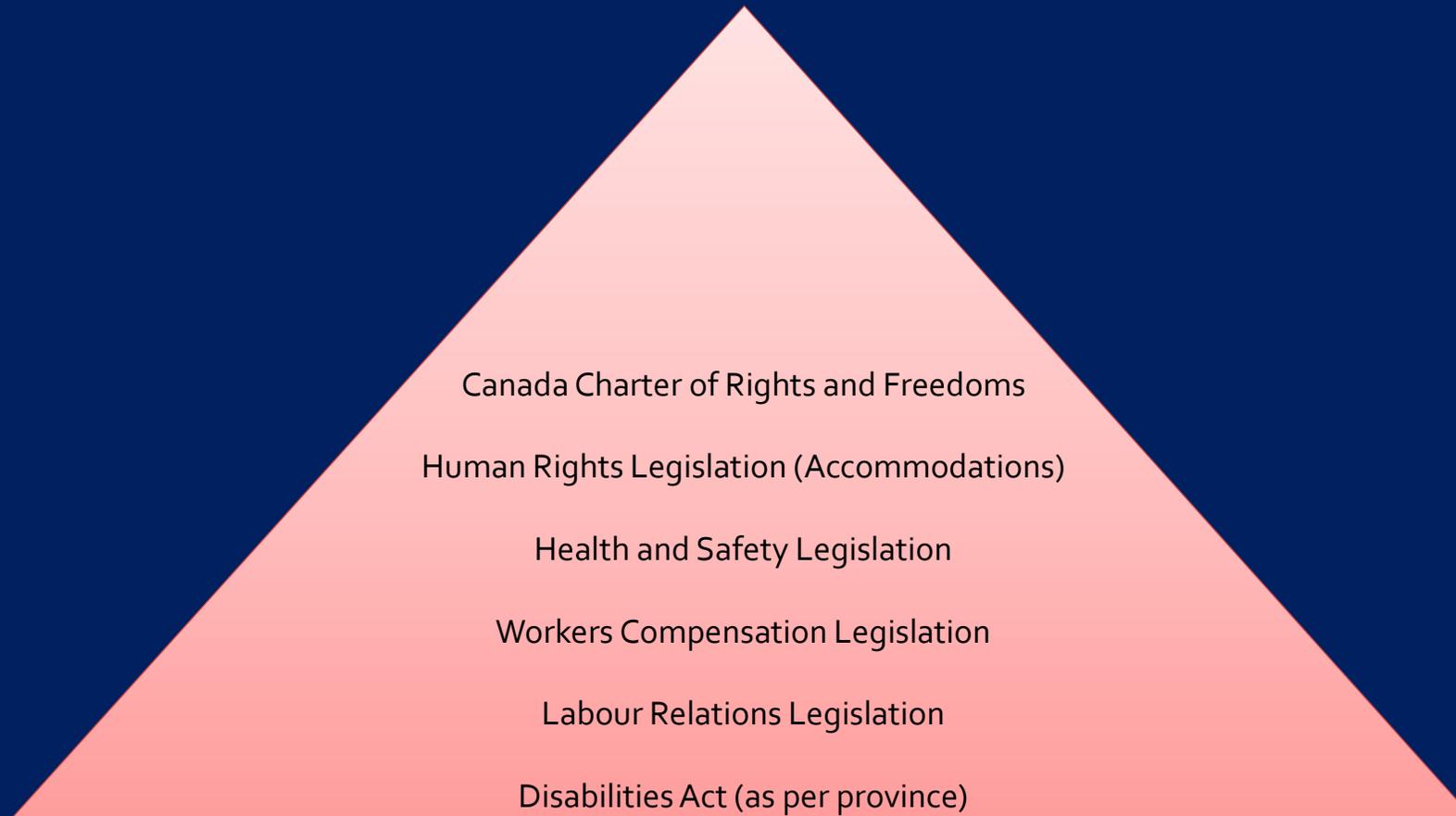
Productivity

Shareholder Return

“There are invisible costs resulting from “poisonous workplaces.”

HIERARCHY OF LAWS

Are you aware of any new legislation or our your policies updated?



As A Leader In the Workplace – Ask Yourself:

1. Is employee psychological health and safety a stated priority in our organizational policy statement?
2. Is our management team familiar with the legal and regulatory requirements and expectations related to workplace mental health and psychological safety, including the National Standard on Psychological Health and Safety CSA Z1003?
3. Is there a system in place to measure the rates of both absenteeism and presenteeism (being unproductive while present at work) in our organization and what percentage of these may be related to psychological health and safety issues?
4. What percentage of your disability claims do you believe are related in whole or in part to mental health issues or workplace conflict issues?
5. Do our policies align with occupational health and safety, labour law, tort law, contract law and employment standards with respect to psychological health and safety?

As A Leader In the Workplace – Ask Yourself:

5. Is there a process in place to encourage frontline managers to provide a psychologically safe workplace through such measures as performance indicators and evaluation methods?
6. Do the leaders and management in our organization recognize and respond to conflict in a timely and effective manner and trained to identify the difference between a mental health problem and a performance issue?
7. Does our organization work to prevent physical, relational or emotional harassment, bullying or aggression and help prevent discrimination by providing employees with a basic level of knowledge about mental health issues?
8. Do we have a return to work policy that takes into account the emotional, psychological and interpersonal challenges and includes having the employee opportunity to provide input on the return to work process?
9. Do we know how to reasonably accommodate those with a mental health disability at work and what resources in our organization and/or community exist for employees struggling with mental health issues?

Canadian National Standards of Workplace Psychological Health & Safety

First of its kind in the World! Mental Health Commission of Canada
CAN/CSA- Z1003-13/BNQ 9700-803/2013.

Provides a framework for addressing mental injury and harm prevention.

Voluntary, No Cost, Systematic approach to address workplace factors that affect psychological health & safety

Psychological Health & Safety in the workplace

80% of businesses in Ontario believe it is important to have a mental health strategy in place. However, only 4 out every 10 businesses actually have a strategy in place.

In Ontario, 35% of small, 65% of medium, and only 75% of large organizations have a mental health strategy in place.

- Psychological Health and Safety in the workplace - Prevention, Promotion, and Guidance to Staged Implementation

The 13 factors of Psychological Health and Safety (PH&S) in the workplace:

1. Organizational Culture
2. Psychological and Social Support
3. Clear Leadership & Expectations
4. Civility & Respect
5. Psychological Demands
6. Growth & Development
7. Recognition & Reward
8. Involvement & Influence
9. Workload Management
10. Engagement
11. Balance
12. Psychological Protection
13. Protection of Physical Safety

What Do You Need To Build Your Leadership Legacy

A **legacy** is the story of some one's life, the things they did, places they went, goals they accomplished, their failures, and more.

Legacies are pathways that guide people in decisions with what to do or what not to do.

TLR SOLUTIONS₄CONFLICT SERVICES

- **Resiliency Assessment / Conflict Coaching**
- **Mediation (workplace, civil, nonprofit, community, interpersonal)**
- **Psychological Health & Safety Assessment and Recommendation**
- **Workplace Fairness Assessment & Workplace Restoration**
- **Consulting Services (Disability Mgmt, Accommodations, Cannabis in the workplace)**
- **Workshops (Resiliency, Trauma Informed Professional) and Professional Development**

Will You Commit To Building Your Narrative That Creates Your Leadership Legacy?

“The courage to be vulnerable is not about winning or losing, it’s about the courage to show up when you can’t predict or control the outcome.”

– Brené Brown

Four
Minute
Books

- You’re 80 years old, sitting on your rocking chair, reflecting on your memories of your professional career, what is the story in your mind of the legacy you want to leave behind?
- Name the Resiliency traits that got you through those stressors, adversity, trauma and how you identified those traits in your staff to create a safe and healthy workplace?
- What is the story other’s will share regarding how your leadership influenced and supported them?

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“Leaders Set Aspirational Direction, While Managers Simply Ensure Day To Day Operations Follow Accordingly”

Credits to CMHA, Crisis and Trauma Resource Institute