

Communication with a Trauma-Sensitive Lens

1. *AGREE, rather than ARGUE*
2. *DIVERT, instead of REASON*
3. *DISTRACT, rather than SHAME*
4. *REASSURE, instead of LECTURE*
5. *REPEAT, instead of saying, "I TOLD YOU SO"*
6. **Say**, *"DO WHAT YOU CAN", rather than "YOU CAN'T"*
7. *ASK/MODEL, rather than COMMAND/DEMAND*
8. *ENCOURAGE, rather than CONDESCEND*
9. *REINFORCE, instead of FORCE*
10. *Ask, "WHAT HAPPENED TO YOU?", instead of "WHAT'S WRONG WITH YOU?"*