Evaluation Report

# Trauma-Informed: Having the hard conversations

## March 2023

| | |
|---|---|
| Training session: | **Trauma- Informed: Having the hard conversations** |
| Facilitator: | Dr Carly Cameron, Director Bend Consulting |
| Date: | 7th and 9th March 2023 |
| Region: | Hobart and Devonport |
| Summary: | • 54% of participants rated their knowledge as bad, poor or neutral and 46% rated their knowledge as good or before training<br>• After training 100% of participants stated they had good or excellent knowledge<br>• 100% of participants who completed the survey rated the training as good or excellent<br>• 100% of participants who completed the survey said they are ready to apply what they have learnt<br>• 100% of participants would recommend the training |
| Participants: | 44 (20 in Hobart and 24 in Devonport) |
| Organisations: | 14 |
| Evaluations completed: | 41 |

### Training Overview

This full day session complimented the trauma informed training delivered by Bend Consulting in 2022, although attendance at the previous sessions was not a pre-requisite to attendance.

The training covered the critical elements that enable us to have brave conversations in the workplace, delivered through a trauma informed lens, focusing on knowing ourselves, identifying and meeting others where they are at, cultivating courageous organisational cultures and practices, and how to safely bring authenticity, vulnerability and trust into the workplace. It also identified some of the key obstacles to having hard conversations, as well as practical skills and resources for further support.

The training encompassed theory, group discussions, personal reflection, practical skills and

resources and targeted to housing and homelessness professionals, frontline staff, leaders and managers. There was a focus on building worker agency and the skills required to turn difficult conversations into constructive ones.

### Organisations that participated in training Statewide

Anglicare Tasmania
CatholicCare
Centacare Evolve Housing
City of Hobart
Colony 47
Hobart Women's Shelter
Jireh House Association
Launceston City Mission
Launceston Women's Shelter
Oakleigh Accommodation Service
St Vincent de Paul Society
The Salvation Army
Uniting Vic/Tas
Warrawee Women's Shelter

### Topics included:

- Advantaged Thinking and Trauma-Informed Practice: the theoretical framework
- The First Step: Knowing Ourselves
- Self-awareness and managing emotions
- Meeting Others Where They Are At
- Creating Courageous Cultures in the Workplace
- The role of authenticity, vulnerability and trust at work
- Boundaries
- Common Obstacles to Courageous Culture (and their antidotes)
- What's in the Toolkit? Personal and relational skills
- Staying On-Track "I tried it and it didn't work"
- Embedding the processes that will support the conversations
- The role of self-care

### Learning outcomes:

- Increased ability to successfully undertake difficult conversations in the workplace
- Improved awareness of trauma-based concepts
- Improved self-awareness
- An understanding of the contexts impacting difficult conversations and how to optimise them
- Ability to apply improved professional and emotional boundaries

### About the Trainer

Carly Cameron is the Director at Bend Consulting. Shelter Tas has previously worked with Carly to deliver training sessions that received extremely positive evaluations, where 100% of participants stated they would recommend the training to others.

She has worked for twenty-two years as a psychologist in Australia and the UK in community-based settings, secure psychiatric services, child protection, foster and kinship care and in private practice providing consultation to individuals and agencies regarding trauma-informed practice.

Carly has a passion for delivering high quality evidence-based training and workshops, and has extensive experience working in, and managing teams that work with traumatised children, young people and adults.

She has recently completed a PhD at Murdoch University in the area of attachment and psychopathology. Her specialised area of interest is exploring the link between childhood adversity and the development of psychiatric disorders, with a particular interest in the role of protective factors.

## Background

**Workforce Development Program 2018-23**

Shelter Tas has a 5-year funding agreement with the Department of Communities Tasmania (Housing Tasmania) for the Workforce Development Program (WDP) 2018-2023. The purpose of the WDP is to facilitate specialist professional development and training activities that: continue to build workforce capacity of the housing and homelessness sector; respond to new and emerging sector issues and support Tasmanians who are experiencing, or who are at risk of homelessness.

**Workforce Development Program Milestones**

| Training Summary 2018 to date | Region | Number of meetings/training |
|---|---|---|
| Completed Co-design Milestones | Statewide and Online | 83 |
| Housing Connect Reform | Online | 22 |
| Covid-19 response | Online | 17 |
| Face to Face training sessions | Hobart and Devonport | 21 |
| Tailored 1-hour training sessions | Online | 19 |

| Evaluation Summary 2018 to date | Region | Number or % |
|---|---|---|
| Training participants | Statewide and Online | 941+ |
| Participants rated training as good or excellent | Statewide and Online | 95% |
| Participants would recommend training | Statewide and Online | 93% |
| Participants ready to apply learnings | Statewide and Online | 93% |

| | | |
|---|---|---|
| Participant rated the knowledge as neutral or poor before the training | Statewide and Online | 55% |
| Participants rated their knowledge after the training as good or excellent | Statewide and Online | 100% |

## Consultation

The training was sourced following sector consultation and online survey, the content was authorised by the Workforce Development Reference Group.

## Comments

"Very informative and easy to understand, well presented"
"Very informative and enjoyable - Carly was great!!"
"It was very thorough and in depth and broke down different aspects and views of trauma and communication"
"Very clear and concise presentation and very relevant content"

## Follow-up Recommendations:

- email participants with an example of a 'culture agreement' pro-forma

## Resources

Brene Brown, *Leading From Hurt Versus Leading From Heart*, 4/12/2018, https://brenebrown.com/articles/2018/12/04/leading-from-hurt-versus-leading-from-heart/#:~:text=We%20desperately%20need%20more%20leaders,lead%20from%20hurt%20and%20fear.

Brene Brown, *Dare To Lead*, 2018, Vermilion.

Ed Catmull and Amy Wallace, *Creativity Inc.*, 2014, Random House.