

Communicating in a trauma-informed tone and manner: a quick refresher

“What has happened to you?”

“What do you think?”

“What can we do to solve the problem?”

“Please.”

“Thank you.”

“Your commitment really shows.”

“It’s clear you are trying to change.”

“Despite what happened in court last time, you have been able to...”

“I heard that you earned a one month token in AA. I know you worked hard for that.”

“I read in the court report that you followed last month’s visitation schedule without any problems. This will help your child.”

“I’d like to refer you to a doctor who can help us better understand how to support you.”

“Maybe what we’ve been doing isn’t the best way for us to support you. I’m going to ask you not to give up on recovery. We’re not going to give up on you.”

“I can see you are confused”

“I can hear you are frustrated.”

“Sounds like you are saying...”

“Sometimes bad things happen to children when they’re younger. Those are crimes. That shouldn’t have happened. It’s not your fault. There is nothing you could have done to stop it. You deserve to be happy. You can heal from bad things in the past. I can get you someone to talk to who could help. Do you think that might help?”

“Something bad happened. You’re okay now. There is hope for the future.”
