

Training & Implementation Support Options

For community, child and family, welfare, social care, social work, health, criminal justice and other human services.

2023



Introduction to the TIP Programme

Trauma Informed Practice Ireland provides a range of training and supports to assist organisations that are seeking to work in a trauma-informed way.

The programme includes

- Core training in trauma informed practice
- Specialised training
- TIP standards
- Assessment supports
- A range of other implementation supports

This programme is provided by the non profit sector, for the non profit sector. Aligned with trauma-informed practice, the training and resources have been developed over the last four years by Quality Matters, in collaboration with experts, service providers¹ and wherever possible, service users.

Every aspect of the programme is underpinned by research and evidence from the fields of psychology, neuroscience, implementation science and research methodologies. Wherever possible, we share the research through the provision of referenced training guidebooks, or provision of literature reviews upon request.

Trauma Informed Practice Ireland is an initiative of Quality Matters, Registered Charity Number 20082673.

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1 Our partners who have inputted on the development of training, standards and assessment processes over the past four years include: Novas, Depaul, Respond, Familibase, East Coast Family Resource Centre, Merchants Quay Ireland, Matt Talbot Adolescent Services, our voluntary academic advisors Dr Frédérique Vallières, Dr Sharon Lambert and the service users of Familibase and Depaul.

Introduction to Trauma Informed Practice

Trauma is the effect a person may experience after an event or series of events, at any stage of their life, that causes harm to their well-being, or may have threatened harm to their well-being.

Research has consistently shown² that the neurobiological and hormonal processes that are triggered by a traumatising event can have a significant negative impacts on a person's physical and mental health, their thinking, learning and communications, emotional experiences and relationships.

Traumatic experiences can increase the likelihood of a person experiencing issues across the lifespan including:

- Suicidal behaviours
- Addiction
- Heart and lung difficulties
- Homelessness
- Incarceration
- Relationship breakdown
- Early school leaving
- Other life challenges

² Please contact traumainformed@qualitymatters.ie for a copy of literature reviews informing any aspect of this programme

There is a multi-faceted relationship between trauma and service access. Increased health and social challenges mean that people with complex trauma histories may engage more frequently with support services. However, trauma can also affect a person's ability to comfortably and successfully navigate services and get the help they need.

The impact of trauma on a person's 'radar for danger' means they may perceive threats more readily than others and may be more likely to disengage from services, or have strong reactions to staff or other service users.

International research and research done in Ireland on this programme demonstrates the impact of a trauma-informed approach can have for services and those who use them.



The core teachings and techniques for trauma-informed practice focus on helping staff to understand the natural, adaptive coping mechanisms people develop as a result of being exposed to harm. Staff are also supported to recalibrate their responses and communications to provide the type of service required by those with high levels of trauma.

While training is a crucial first step for any organisation seeking to work in a more trauma informed way, literature consistently highlights the importance of having supports in place to ensure the successful and sustained transfer of learning from training to practice. Implementation supports for TIP enable managers to create the working environments and processes to ensure trauma informed practice is embedded in everything the organisation does, and that the organisation's commitment to being accessible, welcoming and effective is successful.

Trauma Informed Practice Training

Through core training, participants develop foundational knowledge about trauma. This includes knowing what trauma is and how it impacts our brains, bodies and relationships. Then, participants learn how they can use this knowledge to promote service user engagement and retention.

Anyone who has contact with service users, as well as anyone in management/board roles are encouraged to attend training to ensure that there is a shared language across the organisation in relation to trauma informed practice.

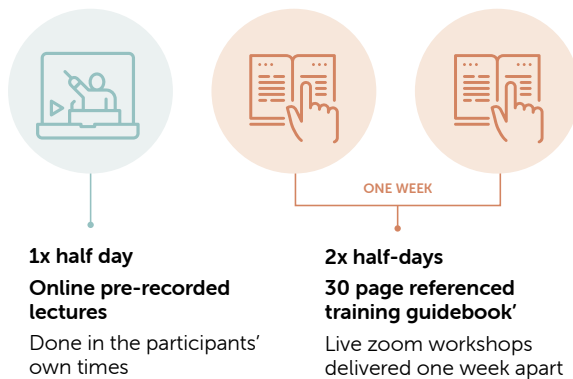
The training suite also includes champions training for those who wish to progress with full organisational implementation, management training, and specialised skills-development workshops for those who have completed core training.



The first step in an organisation's journey to working in a trauma-informed way is to ensure that all staff in all roles are provided with a level of training appropriate to their role.

Core Training: Trauma Informed Practice³

DELIVERED OVER 1.5 DAYS, IT INCLUDES



Who is it for?

This training is for all staff within the organisation and is appropriate for all roles from front-line service providers, support and admin staff to back office and management.

³ This training was developed in partnership with Novas with expert oversight of training development by Dr Sharon Lambert. Dr Lambert receives no royalties or continued payment for the development of the original training.

Learning objectives

Module One: Understanding Trauma

- Understand various types of trauma
- Explore the impact of trauma on the brain and body
- Consider the impact of trauma on behaviour and how this relates to the work with service users

Module Two: Trauma Informed Practice

Workshop One: Preventing Triggering and (re) Traumatisation

- Explore the ways in which individuals and organisations can inadvertently cause harm, retraumatise or traumatise service users
- Explore trauma-informed care definitions, components and the evidence behind the model
- Learn about the six principals of trauma informed practice
- Learn a technique to scan work activities for potentially harmful or triggering factors and apply trauma-informed principals to improve service user experience

Workshop Two: Working with Trauma Behaviours

- Explore in-depth how trauma affects behaviour including trauma reactions, the Window of Tolerance and Trauma Organised Behaviours
- Learn to use the 'trauma lens' to examine 'challenging' situations and behaviours related to trauma, and consider service responses to this
- Practice using a trauma-informed approach to supporting service users with trauma-activated behaviours
- Explore the implications of trauma-informed principals for receiving disclosures of early life difficulties
- Develop a plan for self-care to support capacity to be trauma-informed

Core Training Costs

Please note that this is an indicative guide for pricing. Full quotations can be provided upon request. The table here indicates bulk reductions for 3+ groups of 15 trainees.

TO ESTIMATE YOUR COSTS

Define how many training groups of up to 15 people you require



Use this to identify which cost band is appropriate to you in the table on the right



Multiply the number of groups you require by the per group cost in that band

	Training Groups of up to 15 people	Reduction on full cost of €2,340 per group	Per Group Cost	Per Person Cost
A	1 - 2	0%	€2,340	€156^{.00}
B	3 - 9	10%	€2,106	€140^{.40}
C	10 - 15	20%	€1,872	€124^{.80}
D	16 +	25%	€1,755	€117^{.00}

Additional costs are incurred where in-person training is required. This cost will vary depending on the travel duration.

Results from the programme

4,400 Professionals trained and counting

100% of participants feel more confident in TIP with people who use their service

95% of our participants would recommend this training to a colleague in a similar role and this training ranks as 'world class' on the Net Promoter Score

Testimonials FROM SERVICE MANAGERS

"The collaborative development and implementation of Trauma Informed Practice with Quality Matters has been transformative. It has empowered staff, provided new language and discourse, and ultimately enabled staff to support clients and prevent disengagement"

ÚNA BURNS, HEAD OF POLICY, NOVAS

Testimonials

FROM TRAINING PARTICIPANTS

'Interactive, inspiring and informative'

"This is an important workshop. I just wish I'd known about this stuff earlier"

"One of the best training sessions I've attended. Invaluable insights and practical solutions to everyday scenarios"

'Engaging, well facilitated, effective.'

"Everyone in the (name of national service) should complete Trauma informed Practice training. It makes you think differently. I now try to approach all my interactions with service users and colleagues, assuming everyone around me has experienced trauma which makes it safer for those who have".

Trauma Informed Practice Under Pressure⁴

In this advanced online half-day workshop participants explore poly-vagal theory, neuroception and regulation techniques.

This workshop facilitates participants to develop a more nuanced understanding of the autonomic nervous system, their own stress reactions and strategies for self and co-regulation in challenging situations.

Who is it for?

This course is for people who have previously attended the core trauma informed practice training. Although beneficial for all, it can be particularly helpful for frontline workers who are frequently exposed to challenging or high-stress workplace situations.

Learning objectives

In this workshop participants will:

- Learn about exciting new theoretical developments in psychology and trauma-informed practice, with a focus on the polyvagal theory, neuroception and co-regulation
- Increase awareness of own internal stress reaction and how this impacts their ability to be trauma informed
- Develop techniques to create -calm, focus and presence- the three essential internal conditions to support service users to feel safe in challenging situations
- Apply self-reflection and reaction techniques through case-studies and role plays relating to challenging conversations with clients and colleagues.

COSTS



Individual Training
€90



Group Training
€1,200 up to 15 participants
(additional charge for travel / in person training)

⁴ This training was developed by Quality Matters and Derek McDonnell commissioned by Novas

TIP Managers: Leading Challenging Conversations⁵

In this advanced full day online workshop, leaders and managers explore the traits of trauma informed leaders and assess themselves against this to identify areas for growth.

Participants explore new theories of trauma-informed leadership and draw on established theories in organisational psychology to further explore their key responsibilities as trauma-informed leaders.

Participants gain practical skills in creating psychologically safe work environments, having productive, trauma-informed feedback conversations, and facilitating teams to define trauma-informed standards for their service.

⁵ This training was developed by Quality Matters and Derek McDonnell commissioned by Novas

Who is it for?

It is for people with line management responsibilities, who have previously attended the core trauma informed practice training.

Learning objectives

Following this training managers will have:

- An understanding of the traits of trauma informed leadership as described in literature
- An understanding of new theories of leadership relevant to trauma-informed practice
- An ability to apply trauma theory to staff and team relationships
- An ability to reflect and improve their understanding of trauma and power in professional relationships
- Applied group and one-to-one techniques to support trauma informed practice

COSTS



Individual Training
€130



Group Training
€1,820 up to 15 participants
(additional charge for travel / in person training)

Implementation & Assessment Supports

These supports have been developed to assist services progressing from training towards system-wide TIP implementation. Implementation of system wide change is a generally an iterative process with no rigid sequential order.

There is, however, a logical flow in the initial stages of the implementation particularly in relation to those structures that will put the process in motion namely: developing a steering group, a policy or plan, and the provision of foundational training for staff.



All supports are underpinned by a robust literature review on implementation in trauma informed practice which is available upon request.



Development of TIP Policy and Implementation Plan

We facilitate your team to develop a TIP **policy and implementation plan**. We support your organisation to agree their approach to the following:

- Your vision for TIP
- Oversight structures
- How TIP is integrated into work processes: induction, supervision, meetings, reflective practice
- Champion structures
- Approach to training
- Feedback processes for staff and service users
- Strategic change goals
- Organisational assessments / reviews
- Other TIP related organisational issues

Your input

Two half-day meetings with an oversight or working group (additional meetings may be required if the team needs longer to design systems)

Deliverable

Draft policy and organisational action plan



COSTS

From €2,200

Champions Training

Champions (staff members identified to help lead the organisation's trauma-informed practice efforts from the front-line) and their managers will learn approaches to change management, implementation science and trauma-informed organisational standards. Following training, it is anticipated that Champions will be equipped to identify local plans and actions, with the help of guidance and templates provided through training.

Your input

- Recruiting the champion(s) in line with guidance provided
- Full day training for manager(s) and champion(s)

What Champions receive

- Champions guide
- Trauma informed standards
- Champions action plan for the organisation to begin an implementation process

COSTS



Individual Training

€130 for
Open Training



Group Training

€1,820 up to 15 participants
(additional charge for travel / in person training)

Trauma Informed Practice Assessment

Staff, service users and management are engaged in a process whereby the organisation can measure its performance against trauma informed practice standards. The review is intended to be the basis for the service to develop practical plans as to how they can improve.

Your input

- A nominated contact point and process manager from your service.
- Half day with the nominated contact point and process manager to organise the review
- Two nominated service users to assist with the review and attend a preparatory two-hour training
- A day in the service where we will be working with your teams and undertaking focus groups with your service users
- Commitment for staff to complete two brief online surveys that take less than 10 minute each)
- Staff support to have as many clients as possible to complete an online survey

Deliverable

A brief report containing the results of the TIP organisational assessment highlighting priority areas for work and strengths of the service as measured against trauma informed standards.



COSTS

€2,650 per service site

Tailored Supports

Organisations needing to resolve specific challenges, develop new policies and collaborate on new practices to support their trauma-informed journey are welcome to seek facilitation or development support.

Once we understand your goals or challenges, we can develop a bespoke proposal for you.

We are also happy to develop any research or funding proposals with you that relate to evaluation or exploration of Trauma Informed Practice initiatives.

HOW TO BOOK

To book any of the above training workshops or implementation supports you can contact the Trauma Informed Practice Ireland team at:

✉ traumainformed@qualitymatters.ie

✉ yvonne@qualitymatters.ie

The team will be in touch to discuss your needs, logistics, costs, and to answer any further questions you may have about the training and implementation supports.