

7 Commitments & Norms

1. Emotional Intelligence (EQ)	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Knowing how to regulate and express one's emotions while also having the ability to manage interpersonal relationships with empathy and respect <p><u>Trauma-Informed Behavior:(Norm Driven Behaviour)</u></p> <ul style="list-style-type: none"> ➤ Thinking before speaking ➤ Knowing when to walk away and take a breath ➤ Having compassion for oneself and others ➤ Practicing self-awareness and vulnerability 	<ul style="list-style-type: none"> Am I having an emotional response to a topic or discussion? Do I take responsibility for sharing my feelings in an intelligent way? Am I timely in addressing my feelings and using my safety plan? How can I be helpful (without engaging in a reenactment)? How am I feeling right now and what do I need?
2. Social Learning	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Learning and teaching one another through observation and modeling trauma-informed concepts Changing the patterns of thinking and behavior, through the understanding and practice of trauma-informed concepts and tools Learning from one another thorough evaluation of successes and challenges <p>Trauma-Informed Behaviors:</p> <ul style="list-style-type: none"> ➤ Listening reflectively ➤ Continuing education on trauma-informed evidence-based practices ➤ Seeking internal and external expertise 	<ul style="list-style-type: none"> Do I use and embody trauma-informed tools (SELF, 7 Commitments, etc.) in my day to day interactions at work? Do I model what I have learned from previous training? Can I identify the 7 Commitments and tools when I see them used? Do I view destructive or violent incidents as opportunities to learn?
3. Social Responsibility	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Keeping oneself accountable for embodying the 7 Commitments Conducting oneself with intentionality, mindfulness, and ownership at all times Remembering "I am we" and "we are I" <p>Trauma-Informed Behaviors:</p> <ul style="list-style-type: none"> ➤ Using "We" or "Our" vs. "I" or "yours" ➤ Behaving ethically in all interactions ➤ Engage in problem-solving, solution focus behaviors rather than complaint-focused behaviors 	<ul style="list-style-type: none"> Am I fully engaged or am I distracted by other things (phone, computer, etc.)? Am I practicing social responsibility in my interactions with others? Have I been supportive of my colleagues' efforts? Am I willing to give up something in order to achieve goals?
4. Non-violence	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Creating a culture of safety and trust Promoting a workplace where safety and trust is a priority for all staff members and treating others with respect Resolving conflict at the source <p>Trauma-Informed Behaviors:</p> <ul style="list-style-type: none"> ➤ Using non-violent communication ➤ Stopping social violence (i.e., gossip) ➤ Being a safety ally 	<ul style="list-style-type: none"> Do I participate in gossip during or outside of meetings? Do I participate in excluding or aligning against other staff? Do I contribute in creating safety at our agency? Do I feel unsafe? If yes, Do I need to access my safety plan?

5. Open Communication	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Communicating with transparency Having direct, and empathetic communication with everyone involved Acknowledging the “elephant” in the room Trauma-Informed Behaviors: <ul style="list-style-type: none"> ➤ Speaking honestly in an emotionally regulated way ➤ Practicing carefrontation and conflict resolution ➤ Being an active listener 	<ul style="list-style-type: none"> Do I promote direct communication with my words and actions? Is my communication kind, clear, helpful, insightful, and necessary? Do I create silos by communicating indirectly through gossip?
6. Growth and Change	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Identifying and processing loss associated with change Planning for the future using a trauma-informed lens Trauma-Informed Behaviors: <ul style="list-style-type: none"> ➤ Incorporating feedback to generate self-growth ➤ Contributing to positive growth ➤ Acknowledging losses to move forward 	<ul style="list-style-type: none"> Do I acknowledge loss and, am I ready and willing to move forward? Am I reflecting on my personal and team growth by actively encouraging and supporting change? Do I believe in the potential for positive change among staff, leadership, and clients within my organization?
7. Shared Governance	
<i>Norm Description</i>	<i>Reflective Questions</i>
<ul style="list-style-type: none"> Creating a decision-making process using the 7 Commitments by seeking active participation from different levels and teams within the organization Creating a timeline using the 7 Commitments and trauma-informed tools Communicating effectively with all affected Trauma-Informed Behaviors: <ul style="list-style-type: none"> ➤ Contributing feedback and ideas for solutions ➤ Sharing disagreements in an emotionally regulated way ➤ Reflecting on abuses of power (your own and others) 	<ul style="list-style-type: none"> Am I willing to engage in action rather than complaining? Do I feel I can openly question or disagree with decisions made by administrators, managers, or other staff? If I disagree with a decision that is made, I am able to openly discuss it or question it in an emotionally regulated way?

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