

Trauma-Informed Practice for Conflict Management

Stress Hormone Alert:

- Getting upset
- Feeling overwhelmed and out of control
- Can't think straight

Fight:

- Disrespectful language
- Bullying
- Harrassment
- Physical harm

Self-Regulation:

- Deep breathing
- Mindful observation of thoughts, feelings, and physiological reactions
- Multi-sensory self-soothing coping strategies

Effective Behavior:

- Calm tone of voice
- Respectful language
- Nonjudgmental, transparent and empathic communication

Flight:

- Taking off
- Possible physical harm

Freeze:

- Can't speak up
- Give in
- Shut down