

# When you've been on the receiving end of communication from your institution, what has worked and what has not?

**being able to use the same zoom link access a meeting has helped me**

**video updates are nice**

**resending a zoom link for a regular meeting every week**

Timing- emails need to be sent out BEFORE an event not an hour after it started

have appreciated whole team meetings about subjects. What hasn't worked is ignoring the problem

**emails are dead to me**

**hearing it directly from someone I know/trust has helped**

When it seems that people with a lot of "on the ground" information are not consulted I am leary of the actual decision

Communication is very important.

**I appreciate when I am given the thinking, reasoning behind a decision.**

University president started hosting check-ins virtual and in-person and email being monitored for student concerns

**Hearing information that may be difficult with care and compassion from leadership**

**Prompt responses, and offering a variety of communication methods**

Headings in emails; action item/response needed/etc so I can prioritize emails and not get overwhelmed

**Text messages and emails reminders**

Sometimes I look at the email and see who is bearing the brunt of this burden, whether it is a new initiative or something else.



# When you've been on the receiving end of communication from your institution, what has worked and what has not?

**Worked:** Being involved with or made aware of the conversation or situation prior to the final decision

**Worked:** Getting advance notice of the meeting agenda and a reminder of anything we're supposed to think about or prepare ahead of time

**Worked:** Multiple ways to see/process information (email, social media post, video, link to related docs)

what has worked:  
offers of support/collaboration from others

**What has not worked:** Receiving details about a situation via students instead of team members.

**Not worked:** Being directly impacted by decisions without input, consult or consideration

**Worked:** Receiving some type of advance notice (call, email) about announcements.

**Not worked:** people not doing the on-the-ground work making decisions that directly impact or change the experience of those who are

**Feeling overwhelmed** when leaders overly share about stuff that doesn't really impact me or the groups of students I serve.

**Not worked:** Not being included in decisions that affect an underrepresented population.

PHENND operates very democratically (in the old space Hillary would just announce big news from her cubical for us all to comment on). This is great, being the lowest-stakes person, I feel part of decision making and that my contributions

**Not always aware of what decision making looks like from the Penn to PHENND level through NCCP. Wait to learn things from Hillary as the gatekeeper**



# When you've been on the receiving end of communication from your institution, what has worked and what has not?





Which trauma informed principles do you want to make sure show up in your communications?

Collaboration -- sharing power and creating space for empowerment

Safety/Trustworthiness - Keeping an overall ethos that exudes grace... so many of us are facing challenges that we need to give a lot of grace.

All of them! I think safety is the one that I want to prioritize most but as the presenters mentioned they're all so interconnected

**Ability to set up safe space**

Recognizing people's comfort and discomfort with sharing their space/video.

Choice and Control and Trustworthiness

**Choice and Control is the one that stuck out to me the most.**

Choice/Control - Encouraging folks to engage in whatever ways that are comfortable. If you're having connectivity issues, put your comment in the chat.

Providing full and accurate information about what's happening and what's likely to happen next.

Cultural humility & responsiveness. Trying to be critically conscious of folks experiences with trauma and healing

Collaboration too - we're all navigating this new space so it's important to collaborate on what this new kind of learning looks like

**defined space for everyone to have a voice**



In the position that you hold, what step(s) can you take in your communication to ensure that information is shared in a trauma informed manner?

Letting people I work with know about my capacity/explicit boundary setting

Asking students how they want to be communicated with/what is most comfortable for them

Proactive and open communication - even to communicate that there are no new updates + acknowledging uncertainty.

Sharing info clearly and concisely. Checking in with everyone multiple times when giving instructions.

Make sure that I am clear and answer any other questions that people have

Making sure that our 4 staff members are all on the same page before sending out a communication, and CCing all on each important communication.

Share information in multiple ways to recognize everyone learns information differently



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# Which trauma informed principles do you want to make sure show up in your communications?

**Be honest, esp. when you don't know the answer**

**Be flexible and understanding**

**In person or phone communications are more open to dialogue, vs. email which can seem to close off further discussion**

**There is no straight line to a solution. We may need to have more than one plan to look at different scenarios.**

**Being patient with one another as we adjust to new processes.**

**Be cognizant of how you are communicating news to people, and whether email vs. phone call vs. Zoom is more appropriate.**

**Have a plan A, B, C, D... Consider the alternatives to be as prepared as you can be**

**Make room for communication on lots of levels - with higher-ups, with peers, one-on-one, in a bigger group, etc.**

**Collaboration.  
.. we have so much to learn from each other.**



Which trauma informed principles do you want to make sure show up in your communications?

**Safety and trust are imperative.**

**choice & control**

**Honesty**

**safety**

**support, collaboration, and empowerment**

**My go-to approaches with teachers are collaboration and empowerment.**

**Safety, cultural humility and responsiveness, and empowerment**

**Freedom to be transparent in a safe setting.**



# How can you communicate to your peers/colleagues/students in a safe and trustworthy way?

By sharing information in a timely manner, first hand.

**REPEAT**

Having sources available to show where you got the information

**Appropriate self-disclosure. Be transparent, but sometimes a need-to-know basis is required.**

text messages are helpful - think low hanging fruit - whatever is easiest

Meeting people where they are at

Acknowledge and appreciate time spent doing activities that may require more emotional energy than normal tasks

**Ask clarifying questions**

Expressing how much you appreciate the time they are taking to work with you

Break things down into small achievable steps

circling back to people and going the extra mile, calling parents

This sounds simple, but just be honest. And if you are always honest then people trust you

being honest about your availability and boundaries between work hours and the rest of your life

Being accessible via multiple forms of communication so students can reach you in a way that feels most comfortable to them

Use apps/software they feel comfortable with



# How can you communicate to your peers/colleagues/students in a safe and trustworthy way?

Time to process-scheduling 2x as much time as you think you will need

Allow people to stay off camera or off mic, don't ask them to turn their cameras on if they enter with it off.

Provide time for feedback or question after announcements have been provided.

**Ask for consent.**

Keep the timeframe for discussion open. We don't want to say demand a specific "discussion time" because people may not be ready to talk at that moment.

Trying to pre-plan and spread out communication and using different styles, so that days aren't totally jam packed with video calls

Agree upon how people should communicate with chat, camera on/off, etc. before starting the session.

Provide reminders electronically and verbally to help people stay organized.

Try to use pictures instead of having a blank black screen for each participant. You can add a picture of yourself, or something like (favorite anime character, or picture that means something to them

Use different communication channels to convey an idea/get clarification on an idea.

Make outreach consistent so it's not always connected to a task.



How can you communicate to your peers/colleagues/students in a safe and trustworthy way?

**Sending check-in emails either to groups or specific students**

**Being honest with students about what you know, and what you don't know so that you never unintentionally give false or incorrect information**

**Present clear timelines for projects. If you don't know all the answers to inform the timeline (because the world is so uncertain), be transparent about that.**

**I try to be transparent and communicate at various stages of the process rather than wait until the end. Even if the message is I'm still figuring it out.**

**context--are there upcoming deadlines/life situations in individuals lives? Is it a sensitive time? Considering what medium of communication I'm using and if it works for those receiving**

**Ask questions about portions of the plan which are unclear. It is easy to skip steps, be less detailed, etc. when you are lacking face-to-face time**

**Be transparent when you don't have all of the information or think that an answer may change, but do so in a reassuring manner.**



**Genuine concern for people**

When you've been on the receiving end of communication from your institution, what has worked and what has not?

Scheduling meetings last minute does not work. Always important to be mindful of people's time

lack of empathy does not work. lack of asking questions does not work.

lack of timeliness does not work. communicating something with very little time to respond/mentally prepare isn't helpful.

Lack of transparency has not worked.

Not worked: unclear or vague communication | 24/7 zoom calls

Willingness to listen and act.

What works is recognizing each person's strength and moving towards a "flat" decision-making process.

Inconsistency in responses does not work

Worked: personal check-ins | phone calls instead of zoom calls when possible | direct communication

Clear and consistent follow-ups and expectations

Surprise decisions affecting one's role without any consult did not work.

The power structure can be limiting if the administration/leadership stakeholders are unable to understand the depth of becoming trauma informed and the amount of self reflection necessary for change.

Choice of varied modes to communicate

Failure to communicate.

Not feeling 'safe' to give an honest response,

Patience and understanding with outside interference during meetings