

Trauma-Informed Company Training: Facilitator Guide

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Introduction

This facilitator guide is a teaching tool designed to be used in conjunction with the [Trauma-Informed Company Training](#) developed by the [Global Business Coalition Against Human Trafficking](#) (GBCAT) in partnership with [Futures Without Violence](#). The training contains information, resources and activities that human resources teams may use to contextualize and reinforce the learning outcomes of training.

ABOUT THE TRAUMA-INFORMED COMPANY TRAINING

This training has been developed for **businesses that aim to employ survivors of human trafficking in their operations**. The training is specifically intended for **people managers** who oversee the work of new employees who may have experienced trauma. The training provides background and practical recommendations for people managers to better support survivors of human trafficking in the workplace.

While focused on the needs of individuals who have experienced trafficking, the training can be applicable to survivors of other forms of trauma as well. A business that understands and respects the needs of trauma survivors and fosters an environment in which survivors feel safe, supported, integrated, and empowered will find that these benefits create a better place to work for all.

The training contains an introductory section and three modules:

- » **Introduction:** What is this training about, and why is it an important learning opportunity for people managers?
- » **Module 1:** What is a trauma-informed workplace?
- » **Module 2:** Why is a trauma-informed workplace critical for survivors of human trafficking?
- » **Module 3:** How to get started on adopting trauma-informed practices at work

The training is an introductory course, with no prior knowledge of human trafficking or trauma required.

About the Facilitator's Guide

This guide is intended for **facilitators** to support the delivery of the trauma-informed company training or workshop, whether delivered in person or online. Facilitators may include corporate leaders who oversee survivor employment programs, Human Resources team members, or external consultants in the training.

This guide provides high-level remarks, speaking notes and tips to facilitate discussion among training participants. The content will be delivered via the recorded version of the training – which can be accessed [here](#). As such, the guide does not provide slide-by-slide speaking notes.

While facilitators should familiarize themselves with the training presentation and guide, as well as the resources listed, the training has been designed so that **expertise in trauma issues is not required to facilitate a meaningful discussion with participants**. To prepare, both the training and the facilitator guide should be reviewed alongside GBCAT's [Business Guide on the Empowerment and Employment of Survivors of Human Trafficking](#).

Notes on Training Facilitation

Facilitators should consider several key elements when delivering the training:

1. **Terminology:** Facilitators should note that individuals who have experienced human trafficking and other forms of exploitation may identify as “victim” or “survivor” or neither of these terms. Strive to use person first language – a person who experienced human trafficking – which centers on their personhood, not their survivorship.
2. **Sensitivity and Confidentiality:** Facilitators should be aware that certain participants may have direct experience of trauma and may be reminded of past experience of violence and related emotions. All information shared regarding an individual's experiences should be kept confidential. Facilitators should emphasize while delivering the training the creation of a safe space in which individuals are free to take care of themselves as appropriate and where participants commit to not sharing individual comments made during the training. Facilitators should also be prepared to refer participants to appropriate support programs.
3. **Training Materials:** For an in-person session, a LED projector, screen, computer, white board or Easel, and presentation remote control will be needed to deliver the training program. Also prepare pens, paper and sticky notes for the activities listed below.
4. **Training Audience:** To promote participation, the session should be limited to no more than 10-15 individuals.
5. **Instructional Time:** It is estimated that the training should take 2 hours to complete, with an hour dedicated to watching the introduction and each module, and an hour dedicated for group discussion and deliberation of the case studies presented during the training.

Training Delivery

WELCOME

- » Before launching the training recording, facilitators will introduce themselves and provide details of the company survivor employment initiative / scheme.
- » Facilitators will describe the impetus behind the survivor employment initiative / scheme and the company's commitment to preventing human trafficking and supporting the long-term healing and recovery of those who have experienced human trafficking.
- » Facilitators will explain that this training has been designed specifically for People Managers who oversee employees who have experienced trauma. It aims to provide supervisors with the tools to understand trauma and to better support individuals who have experienced trauma, building from evidence-based good practices.
- » Facilitators will acknowledge that some individuals may not believe it is appropriate for people managers to get involved in employees' "personal lives." However, the facilitator will convey that it is important to note that employee well-being is essential to a successful workplace. This does not mean people managers should pry into personal lives, rather work to create a supportive environment in which all workers can thrive.
- » Facilitators will explain that the training has been pre-recorded, but that there will be opportunities to contextualize the content for the organization and to have in-group discussions at specific points during the training.
- » Facilitators will acknowledge the sensitivity of this content and that some individuals may have direct or indirect experiences with violence and trauma. Facilitators should be prepared to share support information such as hotline information and/or the names of local victim advocacy organizations so individuals may utilize this support as needed (see below). Facilitators should place the name and numbers of support services on a whiteboard or Easel which is made available during the duration of the training.
 - United States: [National Human Trafficking Hotline](#) | 1-888-373-7888 (TTY: 711) |*Text 233733 | [Live Chat](#)
 - European Union: https://ec.europa.eu/anti-trafficking/citizens-corner-national-hotlines/national-hotlines_en
- » Facilitators will also take time to establish ground rules in efforts to promote a safer and open environment for discussions. These can include: take care of yourself; what is said in this space, stays in this space; one mic, one voice; give space, take space; speak for yourself/don't speak for others; be present; assume good intentions; and ask for clarification.

Introduction to the Training

Facilitators should launch the recorded training. The first ten slides provide an overview of the content of the training and why it is an important learning opportunity for people managers. No input from facilitators is required.

Section	Role of Facilitator	Relevant slides	Discussion Questions
Introduction: What is this training about, and why is it an important learning opportunity for people managers?	<p>Show recorded introduction.</p> <p>At the end of the recorded introduction, re-emphasize the importance of People Managers in supporting employees who have experienced trauma by creating a physical and socio-emotional environment in which they can flourish.</p>	Introduction: 1 – 10	N/A

Module 1: What is a Trauma-Informed Workplace?

Module 1 is an introduction to the impacts of trauma and trauma-informed workplaces.

- Section 1.1 provides an overview of trauma and how it relates to survivors of human trafficking.
- Section 1.2. describes the key elements of a trauma-informed workplace and the six principles underpinning it.
- Section 1.3. highlights different traumatic responses (fight, flight, freeze and fawn) and describes how People Managers can best respond to each of these situations.

While the recorded version of Module does not require specific interventions from facilitators, the recording can be paused at various intervals (as described below) to facilitate discussion among participants, in particular for the case scenario exercises.

Section	Role of Facilitator	Relevant Slides	Discussion Questions
Introduction to Module 1: What is a Trauma-Informed Workplace?	Show slides explaining the content and learning objectives of Module 1.	1 – 3	N/A
Module 1.1: Introduction to Trauma	Show slides for whole of section 1.1.	4 – 8	N/A
Module 1.2: What is a Trauma-Informed Workplace?	Show slides for whole of section 1.2.	9 – 11	N/A

Module 1.3: Responding to Signs of Trauma in the Workplace	<p>Show first two slides of section 1.3.</p> <p>Reiterate that people managers can help create a supportive and successful workplace by understanding these potential responses and drawing from the six principles of trauma-informed practice to help alleviate these responses.</p> <p>Remind People Managers that they are not alone in supporting individuals who have experienced trauma in their recovery. Describe any company governance structures, policies and initiatives that have been implemented to make the workplace more trauma-informed.</p> <p>Flag that it is important for people managers to not make assumptions but approach potential trauma responses with care.</p> <p>Pause the recording and ask participants how to respond in each of these situations.</p>	12 – 14	<ul style="list-style-type: none"> • <i>How have you seen these four responses play out within the workplace?</i> • <i>What might individuals experiencing these responses need in the moment?</i> • <i>What role can a people manager play in providing support?</i>
Resume the recording for an explanation of each of the responses.	14-17	N/A	
Show the case study scenario and pause the recording.	18	<ul style="list-style-type: none"> • <i>What behavioral, physical and / or emotional signs of potential trauma is Sofia displaying? Sample answers: making mistakes, missing deadlines,</i> 	

Open the discussion and solicit participants' responses.

closing herself off when she was once open, outbursts

- *What type(s) of traumatic response might Sofia be experiencing? **Sample answers:** Fight: feeling threatened and yet at another colleague; Flight: closing herself off to others*
- *Have you witnessed a similar situation in the past? Do you recall how it was handled? What ended up happening?*

Resume the recording for an explanation of the case study and a summary of the Module 1 key takeaways.

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Module 2: Why is a Trauma-Informed Workplace Critical for Survivors of Human Trafficking?

Module 2 outlines the benefits of trauma-informed workplaces for survivors of human trafficking.

- Section 2.1 describes three key benefits of trauma-informed workplaces and illustrates these through case studies.

Section	Role of Facilitator	Relevant Slides	Discussion Questions
Introduction to Module 2: Why is a Trauma-Informed Workplace Critical for Survivors of Human Trafficking?	Show slides explaining the content and learning objectives of Module 2.	1-3	N/A
Module 2.1: What are the Benefits of a Trauma-Informed Workplace for Survivors of Human Trafficking?	Show the first four slides of Module 2.1. For the Preventing Re-Traumatization case study Scenario, pause the recording, and either read the scenario out loud or offer participants the chance to read it	4 – 7 7	N/A <ul style="list-style-type: none"> • <i>How does this approach help to prevent re-traumatization?</i> <p>Sample answers: <i>Centered her safety and recognized that she may be fearful of a reprimand; Focused first on her well-being;</i></p>

themselves. Initiate the discussion to the question.

Was transparent about when the discussion would take place

Resume the recording for the case study explanation, explanation of building trust and next case study

7 – 9

N/A

For the Building Trust case study Scenario, pause the recording, and either read the scenario out loud or offer participants the chance to read it themselves. Initiate the discussion to the question.

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- *How does Rachel's approach help to build Sofia's trust?*

Sample answers: *Reiterated the focus on her well-being; Affirmed that she is not in trouble; Shared resources and options; Did not push Sofia to share anything*

- *Is there anything else Rachel could do?*

Resume the recording for the case study explanation, explanation of survivor empowerment and resilience and case study

9 - 10

For Survivor Empowerment and Resilience case study, pause the recording, and either read the scenario out loud or offer participants the chance to read it themselves. Initiate the discussion to the question.

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- *How does Rachel support Sofia's empowerment and resilience?*

Sample answers: *Acknowledged that asking for help is hard; Provided Sofia with options; Made Sofia the decision maker while offering support so she is not alone; Stressed that Sofia is valued*

Resume recording for explanation of the case study.

Module 3: How to Get Started on Adopting Trauma-Informed Practices at Work

Module 3 offers practical tips for people managers to support employees who have experienced trauma and to adopt trauma-informed supervision practices. Facilitators should encourage people managers to reflect on their own management styles during this module and to make changes where necessary.

Section	Role of Facilitator	Relevant Slides	Discussion Questions
Introduction to Module 3: How to Get Started on Adopting Trauma-Informed Practices at Work	Show slides explaining the content and learning objectives of Module 3.	1-3	N/A
Module 3.1: What is Trauma-Informed Supervision?	Show the first three slides of Module 3.1.	4-6	N/A
	<p>Pause the recording to describe your company’s approach to prioritizing the confidentiality of employees and remind participants of relevant contact persons in the organization.</p> <p>Highlight any examples of relevant communication or guidance about the company’s survivor employment scheme.</p>	6	
	<p>Resume the recording for the explanation of safety.</p> <p>Pause the recording to describe any measures which have been taken by the company to ensure a greater degree of employee safety.</p>	7	N/A
Module 3.2: Key Areas for People Managers to Provide Trauma-Informed Supervision			

Resume the recording for the description of trauma-responsive supervision.	9 - 13	N/A
<p>Open a 10 min discussion on participants' management. Ask the group to reflect on what they do well and brainstorm any potential areas for improvement.</p> <p>Facilitators may use the details on slides 10-13 of the presentation document to seed the conversation with a reference check-list of strong leadership practices, project management practices, employee supports, and personnel management practices.</p> <p>Ask participants how they can be supported to make these changes and how the organization can strengthen its trauma-informed approach.</p> <p>At the end of the session, ask participants to commit to at least three individual actions they can make. Ask to share commitments using sticky notes on a whiteboard and share out with the group.</p>	14	<ul style="list-style-type: none"> • <i>What do you think you/the company already does well?</i> • <i>What changes can you make now to be more trauma-informed?</i> • <i>What additional help or support might you need to take a more trauma-informed approach to people management?</i> • <i>How might we strengthen our approach at the organizational level?</i> • <i>Is there an opportunity to share some of the recommendations you developed with senior leadership to have these implemented within the business? How would you do so?</i>
Resume the training for key takeaways and useful resources	15	<ul style="list-style-type: none"> • <i>Facilitators close with any relevant reference materials or programs that they can use to implement the recommendations of the training in their workplace.</i>

CLOSE AND FOLLOW-UP

- » Facilitators will thank participants for their engagement and remind them of the crucial role they have going forward as people managers.

- » Facilitators will remind participants of the internal and external resources they have available to support them.
- » Facilitators should send a follow-up e-mail to participants with:
 - PDF of Trauma-Informed Company Training Deck
 - Details of main contact person in HR and / or other departments for People Managers for questions about training, employment scheme or managerial relationship
 - Names and numbers of local support organizations
 - List of additional resources and further reading including:
 - GBCAT Business Guide to the Empowerment and Employment of Human Trafficking Survivors – available [here](#)
 - Futures Without Violence Resources on Promoting Employment Opportunities for Survivors of Human Trafficking and Workplaces Respond to Domestic and Sexual Violence – available [here and here](#).
 - SAMSHA’s Concept of Trauma and Guidance for a Trauma-Informed Approach – available [here](#)
 - U.S. Department of State’s “International, Regional, and Sub-Regional Organizations Combating Trafficking In Persons” section of the Trafficking in Persons Report [here](#)

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ABOUT GBCAT

GBCAT is a business-led initiative supported by global businesses committed to preventing and reducing the incidence of human trafficking and other forms of slavery in their operations and global supply chains, and supporting survivors of exploitation. BSR provides executive leadership and secretariat support for GBCAT, [BSR™](#) is an organization of sustainable business experts that works with its global network of the world’s leading companies to build a just and sustainable world. For more information about GBCAT, visit: <https://www.gbcats.org/>.

ABOUT FUTURES WITHOUT VIOLENCE

Futures Without Violence is a health and social justice nonprofit with a simple mission: to heal those among us who are traumatized by violence today – and to create healthy families and communities free of violence tomorrow. For more information about Futures Without Violence, visit: <https://www.futureswithoutviolence.org/>.