

Building Trauma-Conscious and Person-Centered Rapport with Clients in a Virtual Setting

GUIDING PRINCIPLES OF PERSON-CENTERED ENGAGEMENT



Empowerment-Based

Empowerment-based principles focus on strength-based interactions with individuals. There is also a focus on skill and community development.



Trauma-Responsive

Being trauma-responsive is a principle used that focuses on being person-centered. There is an understanding on how trauma affects each individual, their brain and individual trauma responses



Culturally Relevant

Cultural relevance focuses on approaches that are community led, inclusive of diversity, respectful of the individual and uses empowering and culturally representative communication.



Ethical Standards

Having and using ethical standards ensures the helping professional understands the code of ethics used to make decisions when working with individuals impacted by trauma.

Quick Tips for Virtual Engagement with Clients



Provide options for methods of communication.



Provide meaningful choices in your sphere of control.



Incorporate intentional use of self-disclosure.



Integrate self-soothing tools and skills.



Get creative with technology.



Take time for your own wellness.



Take it slowly. Building rapport may take more time virtually.



Keep consistent check-in times.



Be mindful of verbal and non verbal communication.

Mirroring



Mirroring is a communication skill that allows helping professionals to mindfully repeat back what an individual is feeling through verbal and non-verbal techniques.



Mirroring is an excellent tool to show the client that the professional is listening and understands what is being shared.



When using mirroring as a tool, the professional uses language and tone that is familiar to the individual. Examples may be using similar phrases that the individual chooses to describe their situation and positioning themselves at a similar distance from the camera as the client.

COMPASSIONATE LISTENING



Compassionate listening begins with the intention to be present with the individual who is sharing. It involves taking the focus off of the helping professional and places it on the individual.



Non-adversarial questioning and non-judgmental listening are required when using compassionate listening.



Successful compassionate listening includes the validation of an individual's thoughts, feelings, and experiences. The helping professional can repeat what the individual says to show active listening and can use non-verbal communication to express empathy on camera.

PROJECT
TRUST



Sanar Institute

Reclaim Your Life After Trauma

This handout was produced under Project TRUST 2018-VT-BX-K015, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this program flyer are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.