

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

# Trauma-Informed Leadership and Workplace Practices

Creating Safety for Employees with Trauma Histories

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



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## Programme Overview

This programme addresses the pervasive impact of trauma on individuals within the workforce. It equips leaders and HR professionals with the knowledge and skills to foster a healing and supportive environment, thereby preventing re-traumatisation and promoting overall well-being.

### Learning Objectives

- ✓ Understand the multifaceted nature of trauma and its diverse manifestations in professional settings, recognizing how past experiences can influence present behaviours and performance.
- ✓ Identify common trauma responses observed in the workplace, learning to respond with empathy and understanding rather than judgment or punitive measures.
- ✓ Develop strategies for cultivating physical and psychological safety, creating an atmosphere where employees feel secure and respected.
- ✓ Explore essential trauma-informed leadership behaviours that promote trust, collaboration, and emotional well-being within teams.
- ✓ Analyze existing organisational policies and processes through a trauma-sensitive lens, identifying areas for adaptation to better support employees.
- ✓ Integrate trauma-informed principles into daily interactions and decision-making, fostering a culture of care and resilience across the organisation.

#### WHO SHOULD ATTEND

This programme is designed for senior leadership, HR professionals, and managers who are committed to creating a more humane and effective workplace.

## Programme Content

### 1. Understanding Trauma and Its Workplace Impact

Trauma, encompassing experiences like childhood adversity, societal disruptions, or domestic violence, profoundly affects individuals. In the workplace, these experiences can manifest as difficulties with focus, increased reactivity, or challenges in interpersonal relationships. This section will illuminate how unspoken past events shape current professional interactions and performance, highlighting the necessity of acknowledging this reality.

 **Activity: Small group discussion on common workplace scenarios potentially linked to past trauma.**

### 2. Recognising and Responding to Trauma Responses

Individuals experiencing the effects of trauma may exhibit heightened stress responses, withdrawal, or difficulty with concentration. Understanding these reactions not as intentional defiance but as survival mechanisms is crucial for effective management. This session will guide participants in observing these signals with compassion and employing supportive communication strategies, thereby de-escalating potential conflicts and fostering trust.

 **Activity: Role-playing exercises demonstrating empathetic responses to observed stress signals.**

### 3. Cultivating Physical and Psychological Safety

A cornerstone of a trauma-informed workplace is the establishment of environments where individuals feel physically secure and psychologically safe to express themselves. This involves clear communication, predictable routines, and a culture that respects boundaries and diverse experiences. We will explore practical ways to foster this safety, ensuring that the workplace itself becomes a source of stability rather than stress.

 **Activity: Brainstorming session on creating psychologically safe team interactions.**

#### 4. Trauma-Informed Leadership in Practice

Leadership plays a pivotal role in shaping the emotional climate of an organisation. Trauma-informed leaders demonstrate empathy, consistency, and transparency, building trust and encouraging open dialogue. This section will detail specific leadership actions that promote healing, such as active listening, offering flexibility where possible, and championing employee well-being, thereby creating a more resilient and engaged workforce.

 **Activity: Case study analysis of effective trauma-informed leadership approaches.**

#### 5. Designing Trauma-Sensitive Policies and Processes

Organisational policies, from grievance procedures to performance management, can inadvertently trigger or exacerbate trauma. This module will guide participants in reviewing and adapting these structures to be more sensitive to the needs of individuals who have experienced trauma. By embedding principles of fairness, clarity, and support into our operational frameworks, we can create a truly inclusive and healing workplace.

 **Activity: Group exercise to identify policy elements that could be trauma-sensitive.**

#### 6. Integrating Trauma-Informed Practices Daily

Sustaining a trauma-informed workplace requires ongoing commitment and integration into daily operations. This final section will focus on practical, everyday actions that reinforce a culture of care and understanding. Participants will learn how to apply these principles in routine communications, conflict resolution, and team interactions, ensuring that the organisation consistently supports employee well-being.

 **Activity: Commitment setting: Each participant identifies one immediate action they will take.**

## Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Conduct baseline assessment of current workplace climate and employee well-being.	HR/Management	Week 1	Utilise anonymous surveys focusing on psychological safety and perceived support.
Develop and disseminate a clear communication strategy about the organisation's commitment to trauma-informed practices.	HR	Month 1	Include messaging from senior leadership emphasizing empathy and support.
Review and revise key HR policies (e.g., grievance, leave, performance management) for trauma sensitivity.	HR	Month 1	Ensure policies are clear, fair, and offer avenues for support.
Integrate trauma-informed communication training into existing leadership development programs.	Learning & Development	Quarter 1	Focus on active listening, empathy, and de-escalation techniques.
Establish confidential support channels or referral pathways for employees needing additional assistance.	HR	Month 2	Partner with external mental wellness providers if necessary.
Schedule regular follow-up sessions to assess progress and address emerging challenges.	HR/Senior Leadership	Quarterly	Gather feedback on the effectiveness of implemented changes and identify further areas for improvement.

## About Manas



### Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

### Manas – Center for Mental Wellness & Counselling

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**Disclaimer:** This document has been prepared by Dr. Priya Dubey Sharma – Founder & Consulting Psychologist (Applied, Organizational & Behavioural Psychologist, PhD, 18+ years), Manas – Center for Mental Wellness & Counselling (UDYAM-MP-10-0120839). Content is for programme overview and educational purposes only. Nothing herein constitutes legal advice regarding POSH Act compliance – organisations should consult qualified legal counsel for specific legal guidance. For clinical or psychological support, please reach out to the Manas Team for personalised guidance, or consult a qualified Psychiatrist or licensed mental health professional. © 2026 Manas – Center for Mental Wellness & Counselling. All rights reserved. Confidential – prepared specifically for the named organisation. For queries: [manu@manas365.com](mailto:manu@manas365.com) | +91 99818 13224