



# An Introduction to Relationship-Based Practice

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# What is trauma?

An event, series of events, or set of circumstances experienced by an individual

That is physically/emotionally harmful or life-threatening

That has lasting adverse effects

On the individual's functioning

On the individual's mental, physical, social, emotional or spiritual wellbeing

# Core Conditions

**W**armth      **A**cceptance      **G**enuineness      **E**mpathy

- Exercising the core conditions results in a trauma-informed 'way of being'
- If you get the core conditions right with body language, tone, expressions and language, then you will gain trust, respect and build rapport quickly

When we use WAGE, we simply ask ourselves and each other;

"What's going on?"  
"What happened to this person?"  
"What is my role in it?"

The core conditions exist in every positive relationship

# The Window of Tolerance

Over-reactive  
Unclear thought  
Emotionally distressed

**HYPERAROUSAL**

**Can't calm down**

The body is in its optimal state  
Can access both reason and emotion  
Mentally engaged

**WINDOW OF TOLERANCE**

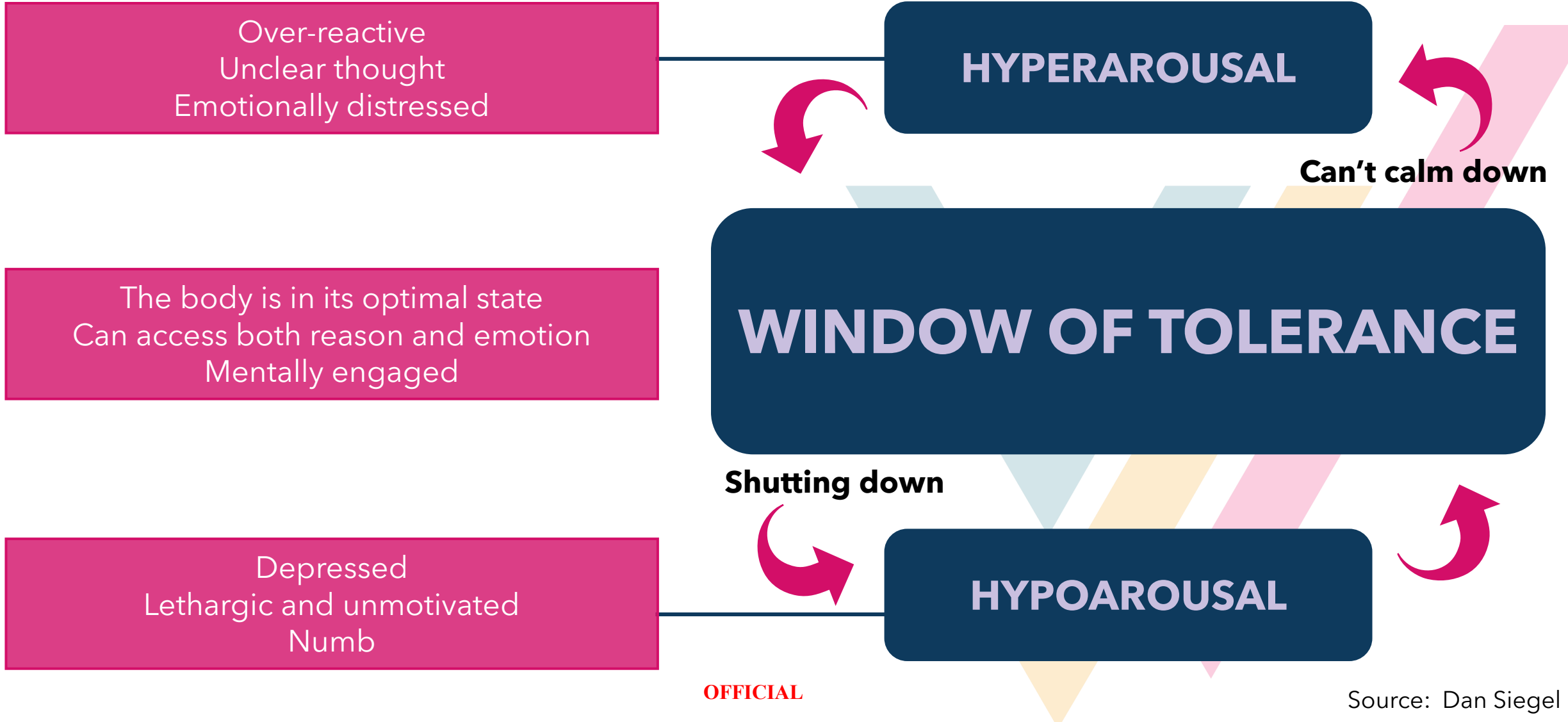
**Shutting down**

Depressed  
Lethargic and unmotivated  
Numb

**HYPOAROUSAL**

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Source: Dan Siegel



# Empathy

vs

# Sympathy

Fuels connection

No judgement

Actively listening

Communicating

Acknowledging feelings

Understanding their perspective

Passing judgement

Drives disconnection

Unasked advice

Noticing only surface level

Ignoring emotions

Understanding your perspective

Rarely can a response make something better, what makes something better is **connection**

It's more important to say "I see you, I hear you, you matter"

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