

# “Walking the path together”

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Glance card on  
trauma-informed  
care collaboration



# **The Communication Cogs group was established as a direct result of the TARA project**

## **Our rationale:**

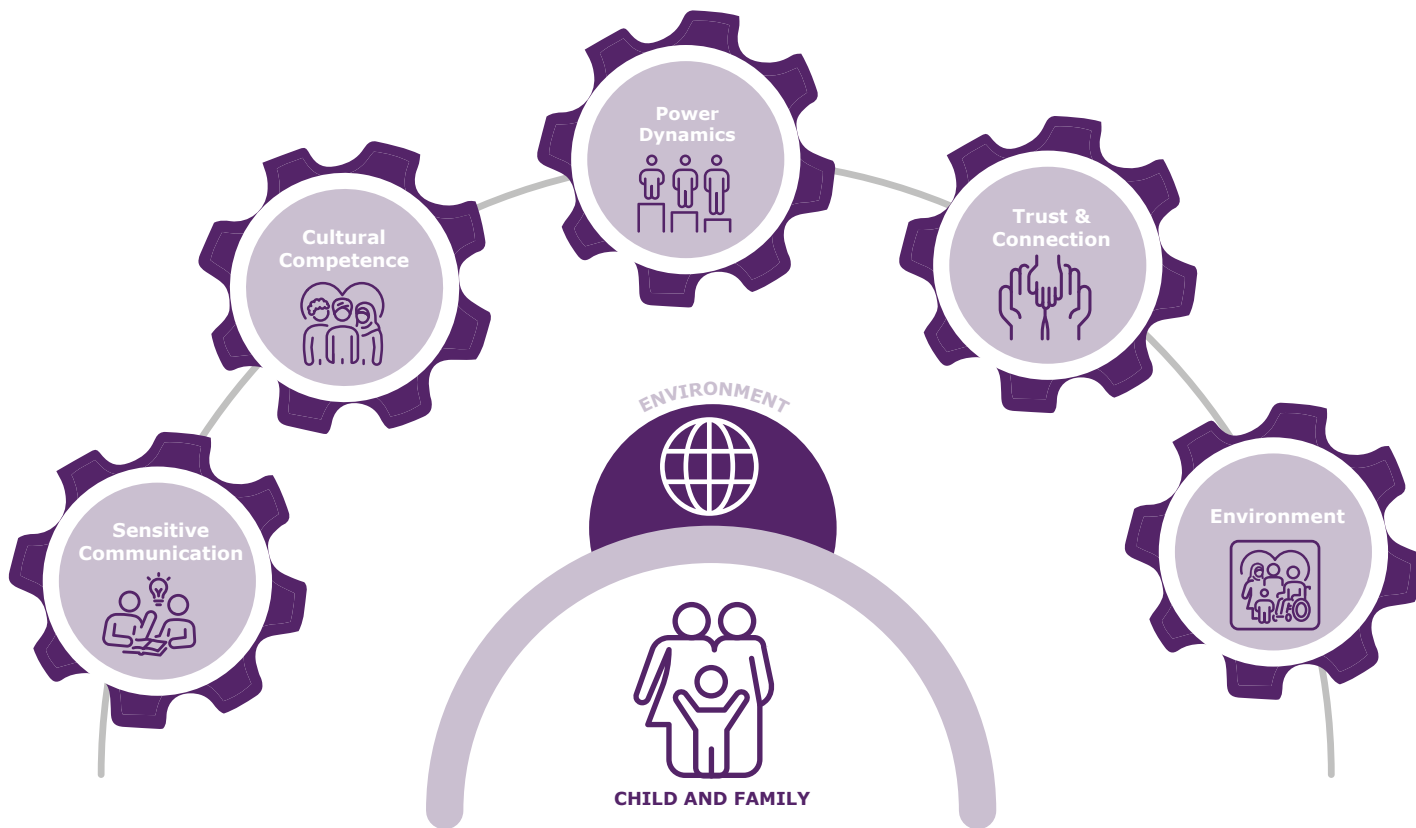
The rationale for developing the glance card was to create a resource that was easy to access in hard copy or digital form, usable during an active conversation or for reflection from time to time. The group wanted to create a simple document that could be quickly glanced at to support communication. The window of opportunity for communication may be small, and every contact matters. Not being listened to can lead to mistrust and, in turn, impact present and future relationships.

## **Our aim:**

To create an easy-to-use resource that highlights, recognises, and addresses communication and its role in building, forming and retaining relationships with families, caregivers, external agencies and within TUSLA.

## **Objectives:**

- Highlight current challenges in terms of communicating with families, caregivers, external agencies and internally within TUSLA.
- Create a resource to support, reflect on, and develop skills to support communication.
- Creating a resource that allows for open discussion and, in turn, impacts on care, respect and strengthened relationships.



# The Communication Cogs

# **SENSITIVE COMMUNICATION**

## **Glance card**

Collaborating with families through respectful, empathetic communication fosters trust, supports shared decision-making, and enables respectful dialogue to improve outcomes.



### **We need to be:**

- Clear, simple and understandable.
- Respectful.
- Considerate.

### **Things to consider:**

- Am I aware of how the person is feeling and what is happening in their life?
- Have I been clear, simple, and can families understand what I am saying?
- Do I need an interpreter?

### **Example:**

**Someone not understanding or feeling heard within a conversation because of the use of professional language.**

# CULTURAL COMPETENCE

## Glance card

We need to be aware of the impact of culture on thoughts, behaviours and beliefs.



### We need to be:

- Open-minded.
- Adaptable.
- Aware of cultural knowledge.

### Things to consider:

- Ask questions and seek understanding
- Am I listening without judgement?
- Do I need an interpreter?

### Example:

**The use of an interpreter to ensure the message is understood, empowering parents to engage.**

# POWER DYNAMICS

## Glance card

Unconscious power can be a barrier to working with families and caregivers. We must be mindful of being fair, to listen and that people are part of decisions of their own lives.



## We need to be:

- Aware of power dynamics.
- Validate the family's experience.
- Open to feedback and responding to it.

## Things to consider:

- If we don't collaborate, we hold the power.
- Ensuring that all the voices in the family are heard and understood.
- How can I empower caregivers?

## Example:

1. When a child /young person in the family is being used as an interpreter with professionals, this can impact power dynamics.
2. Adapting how we present ourselves and how we interact with families.

# TRUST & CONNECTION

## Glance card

When there is trust between families and professionals, it creates a positive working relationship and breaks down who power dynamics.-



### We need to be:

- Aware of the family's trauma – the 4 R's of trauma: **Realise, Recognise, Respond and avoid Retraumatisation.**
- Avoid blame and encourage responsibility.
- Reflective.

### Things to consider:

- Have I clearly explained the purpose of the meeting?
- Is my language clear?
- Have I clearly explained the next steps or agreed actions?

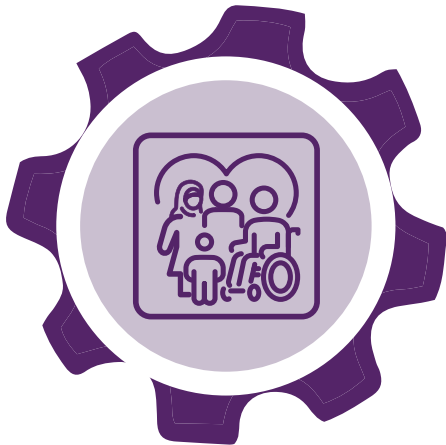
### Example:

**Asking what's happened as opposed to what's wrong?**

# ENVIRONMENT

## Glance card

Take steps to ensure the physical environment promotes a sense of safety and protection, and creates a welcoming atmosphere



## We need to be:

- Safe and Inviting.
- Convenient for all.
- Considerate of confidentiality.

## Things to consider:

- How would a family feel walking into this space?
- Re-traumatisation and stigma.
- Attention to detail.

## Example:

**Checking the space and considering the surroundings before meeting.**



## Acknowledgements

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Design and illustration by Becky Hatchett  
[www.beckyhatchett.me](http://www.beckyhatchett.me)

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