### Trauma-Informed Principles
- Understanding Trauma & Stress
- Safety & Stability
- Cultural Humility & Responsiveness
- Compassion & Dependability
- Empowerment & Collaboration
- Resilience & Recovery

---

### Quick Tools

**Connect. Then Redirect.**

- **Partnership** “Let’s work together”
- **Empathy** “That sounds frustrating”
- **Apology** “I’m sorry that happened”
- **Respect** “You have gone through a lot”
- **Legitimation** “It makes sense that you feel this way”
- **Support** “Let’s see what we can do”

**A.R.C.**

- Ask “What is your understanding of...?”
- Respond “That is absolutely correct.”
- Clarify “One more thing is ...”

**You can make a difference!**

---

### Quick Tools

**Connect. Then Redirect.**

- **Partnership** “Let’s work together”
- **Empathy** “That sounds frustrating”
- **Apology** “I’m sorry that happened”
- **Respect** “You have gone through a lot”
- **Legitimation** “It makes sense that you feel this way”
- **Support** “Let’s see what we can do”

**A.R.C.**

- Ask “What is your understanding of...?”
- Respond “That is absolutely correct.”
- Clarify “One more thing is ...”

**You can make a difference!**