

Strategies for Trauma-and-Resilience-Informed Systems

Reducing Structural Racism and Bias

Reducing Implicit Bias

Awareness	Know your biases. Take a test at implicit.harvard.edu
Self-regulation	Get your rider back on your horse
Decision-making	Use checklists and clear guidelines for decisions
Perspective-taking	Remember the Cleveland Clinic video
Partnership building	You and your patient are equals collaborating
Don't stereotype	Get to know people who are different from you

Microinterventions Strategies

Make the invisible visible	Name the hidden message, clarify, challenge stereotype
Disarm	Disagree, describe how you feel, interrupt and re-direct
Educate	Appeal to values, clarify intent vs. impact, encourage empathy
Seek support	Self- and collective care, accountability buddies, alert leadership

Fostering Collaboration and Agency

A.R.C.C.

Ask	Respond	Clarify Confirm
Does this plan make sense to you? Do you foresee any issues or challenges? Would you like to discuss other options?	I see you might have difficulty with A. Perhaps we can change the plan via X, Y, or Z?	So to recap, you think X might be a good solution and are going to give it a try. I will follow up with you at our next visit/meeting to see how it is going.

PEARLS

Partnership	"Let's work together."
Empathy	"That sounds frustrating."
Apology	"I'm sorry that happened."
Respect	"You have obviously worked hard on this."
Legitimation	"It makes sense that you feel this way."
Support	"Let's see what we can do."

You can make a difference!