

Framework for a trauma informed response

LIVES

Step:	Stands for:	Things to cover:	Examples of statements / conversation starters:
L	Listen	Listen to the person closely, with empathy, staying out of judgement, don't rush them.	<i>"I gather what you have to tell me is very important, I'm here to listen"</i>
I	Inquire	Assess and respond to their various needs and concerns – emotional, physical, social and practical.	<i>"How can I help you right now?"</i>
V	Validate	Show them you understand and believe them. Assure them they are not to blame.	<i>"That sounds like it was a distressing experience for you, it's not your fault, you are not responsible for their behaviour"</i>
E	Enhance Safety	Discuss how they feel about returning to the workplace, or whether alternative arrangements need to be considered.	<i>"There are a lot of options available for you, to help you feel safe, would you like me to talk through some with you?"</i>
S	Support	Support them by helping to connect to the organisation's support services.	<i>"What would help the most if we could do that right away?" "Would you feel more comfortable with talking with our Employee Assistance Program or your GP?"</i>

Source: Adapted from the World Health Organisation

Further information

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