

Relational Leadership: Trauma-Wise Principles and Coaching for Staff Engagement

Room Code: 3005



Leah Gilliam, LCSW

Program Administrator of Collaborative Practices

Bill Hill

Director of Learning and Development

Scott Watters, LPC

Trauma Wise Consultant

Some concepts in this resource are informed by or derived from an intervention called Trust-Based Relational Intervention® (TBRI®), developed by TCU's Karyn Purvis Institute of Child Development (KPICD). For more information about TBRI® visit child.tcu.edu



KARYN PURVIS INSTITUTE
of
CHILD DEVELOPMENT
—| EST. 2005 |—

TBRI® is an evidence-based, attachment-rich, trauma-informed intervention designed to equip caregivers and professionals with the knowledge and skills to meet the complex needs of children who have experienced adversity, early harm, toxic stress, and/or trauma.

Where We Started



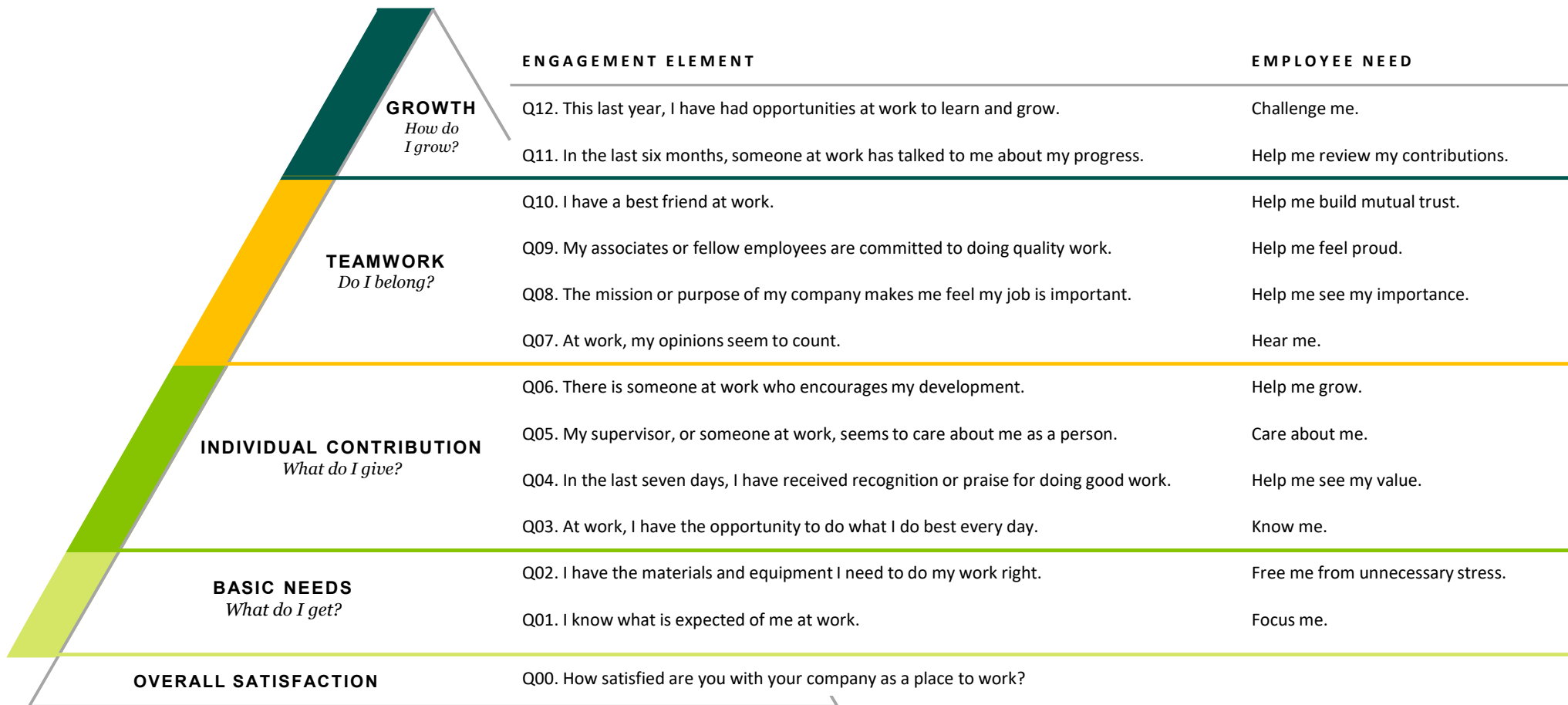
GALLUP®

CLIFTONSTRENGTHS®

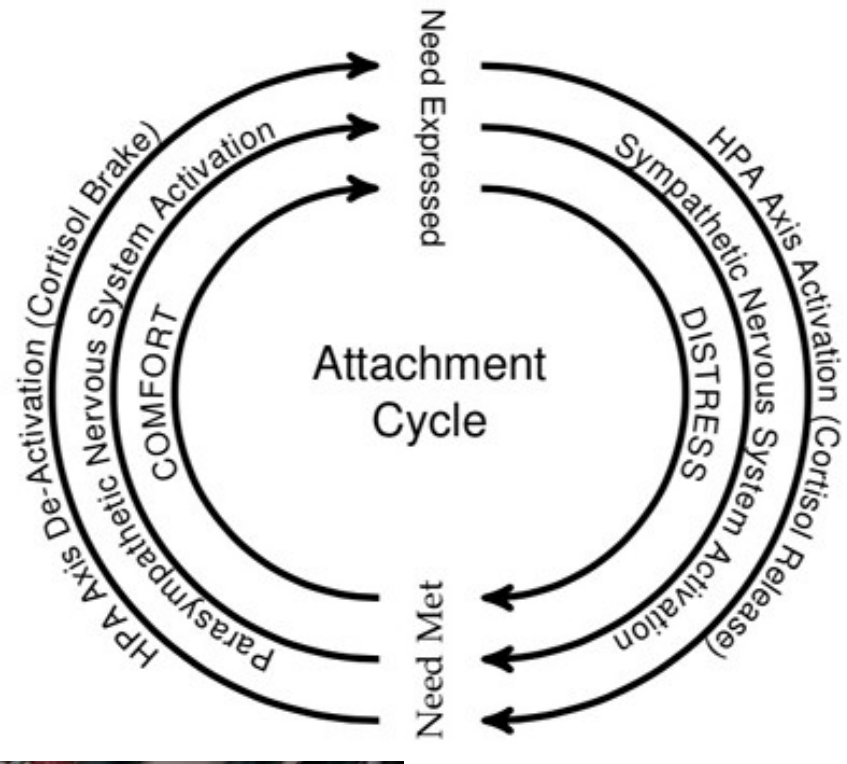


BOSS^{to}»» Coach

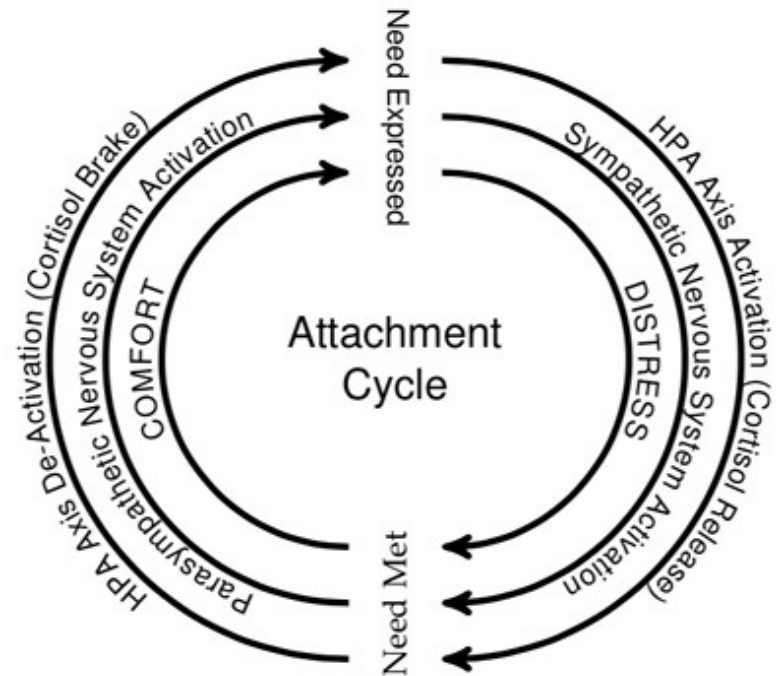
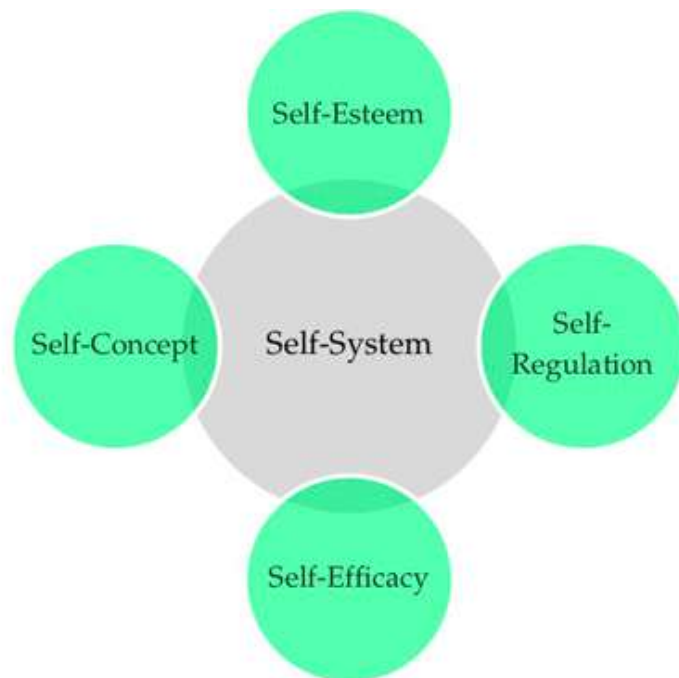
The Items That Matter for Engagement — Gallup's Q¹²



Attachment Cycle

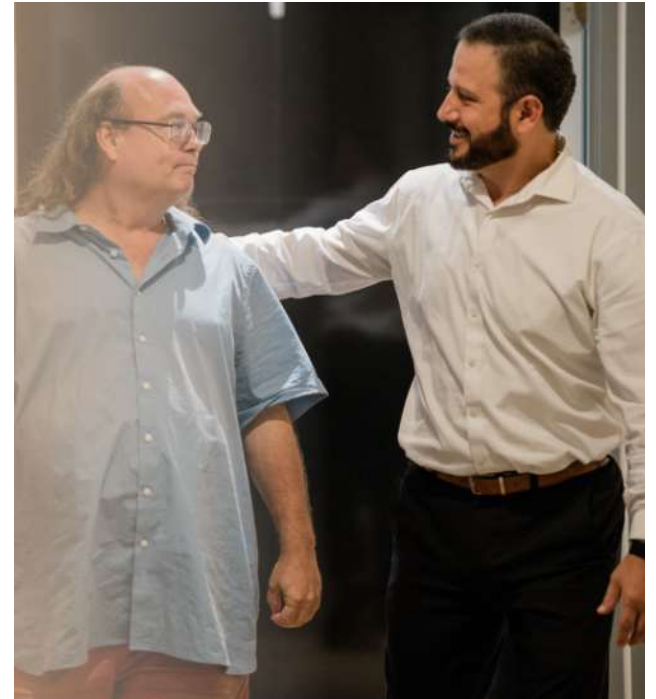


Attachment Behavior



It's the Relationship, Not the Technique

Research consistently shows that the quality of the relationship between manager and employee accounts for significantly more positive change than any specific management technique or intervention.



The Challenge: Meet the Needs of 2,000 Employees with Your Leaders



The Three Pillars of Trauma-Wise Practice



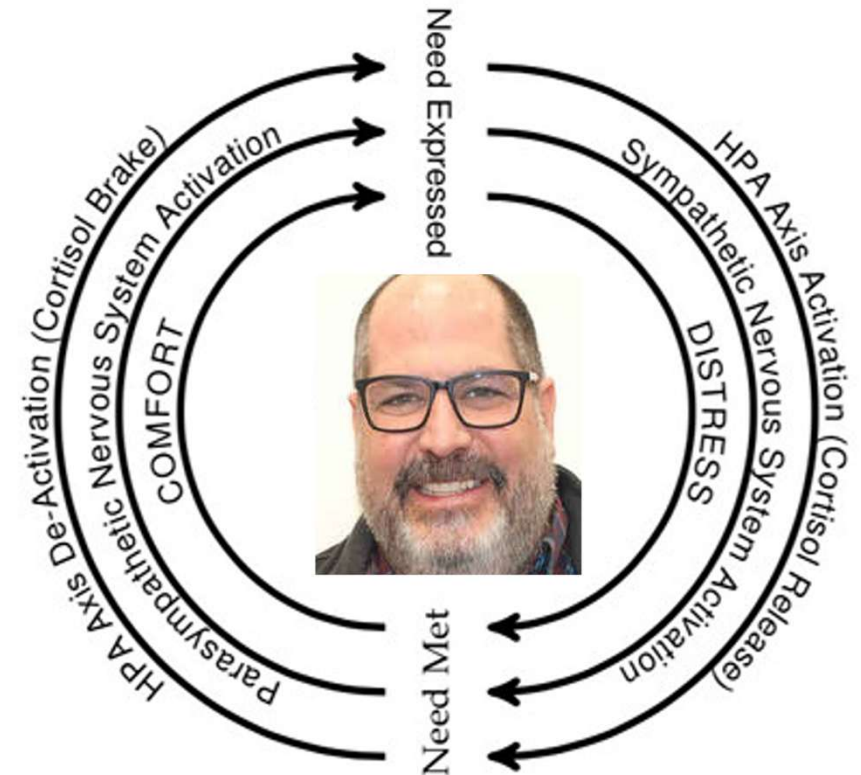
Pillar Discussion



Clear
is UNCLEAR
IS UNKIND.
kind.

~ Brené Brown

Pillar Discussion



Pillar Discussion



Coaching in Practice: What It Looks Like

- Regular Coaching Conversations
- Setting Clear Expectations
- Leveraging Unique Strengths
- Meeting Employee Needs



Measuring the Impact: Spring 2026 Q12 Results

Biggest Movers Since 2023

Q11: Progress Conversations +0.47

- Reflects our coaching conversations focus

Q04: Recognition +0.36

- Leaders recognizing effort weekly

Q07: Opinions Count +0.20

- Coaching created space for voice

Measuring the Impact: Spring 2026 Q12 Results

Biggest Movers Since 2023

Q00: Overall Satisfaction +0.21

- Highest satisfaction score in four survey periods

Q12: Learn and Grow +0.21

- Growth opportunities tied to cohort-based development

Measuring the Impact: Spring 2026 Q12 Results

50%

Engaged Employees
Up from 45%

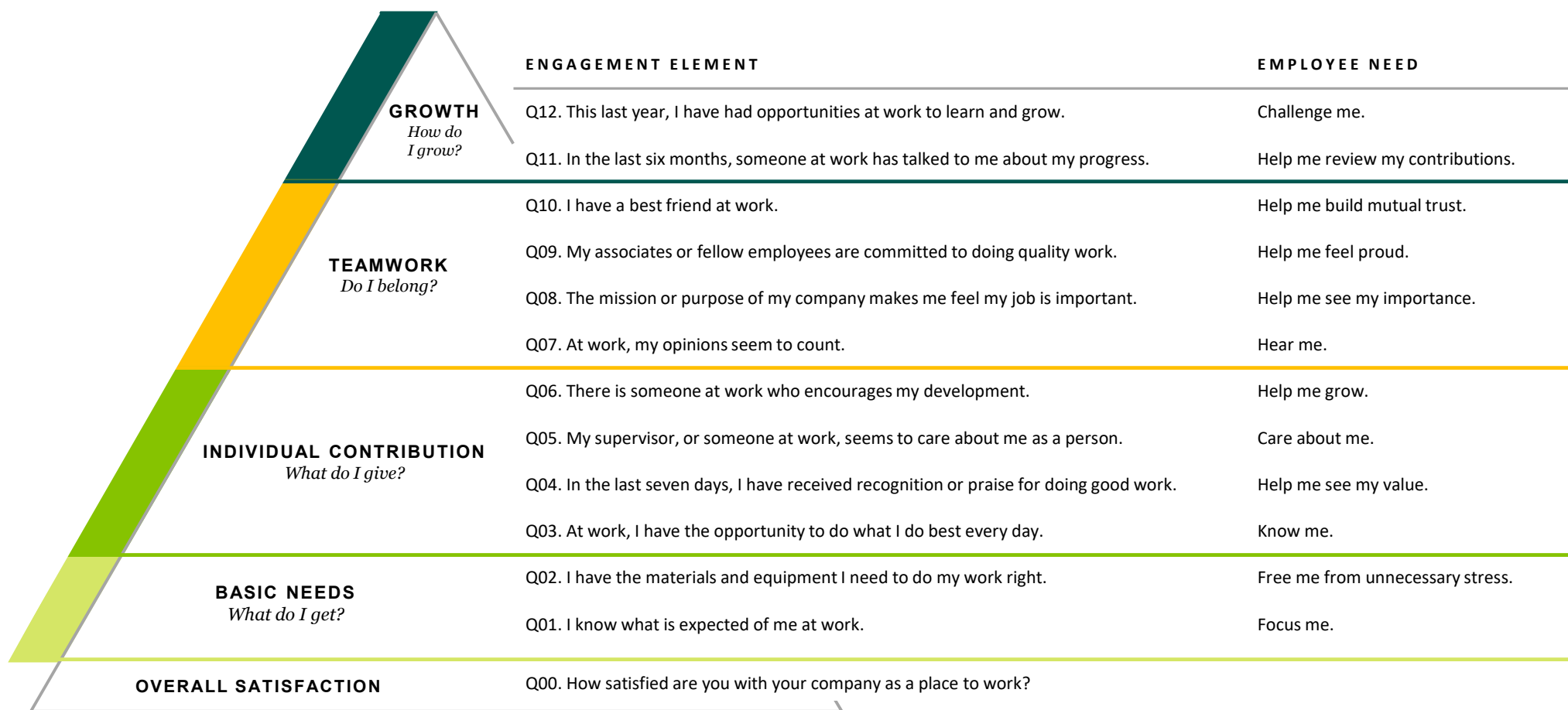
6%

Actively Disengaged
Down from 11%

8.33:1

Engaged-to-Disengaged Ratio
Grand Mean: 3.87 → 4.08

The Items That Matter for Engagement — Gallup's Q¹².



Where We Are Going



Questions?



For more information on any of our services, visit:

www.MHMRtarrant.org

[Facebook.com/MHMRtarrant](https://www.facebook.com/MHMRtarrant)

Email: Communication@mhmrctc.org

