

# Trauma Informed Care 2.0

## Conflict Management:

### *Escaping the Drama Triangle*

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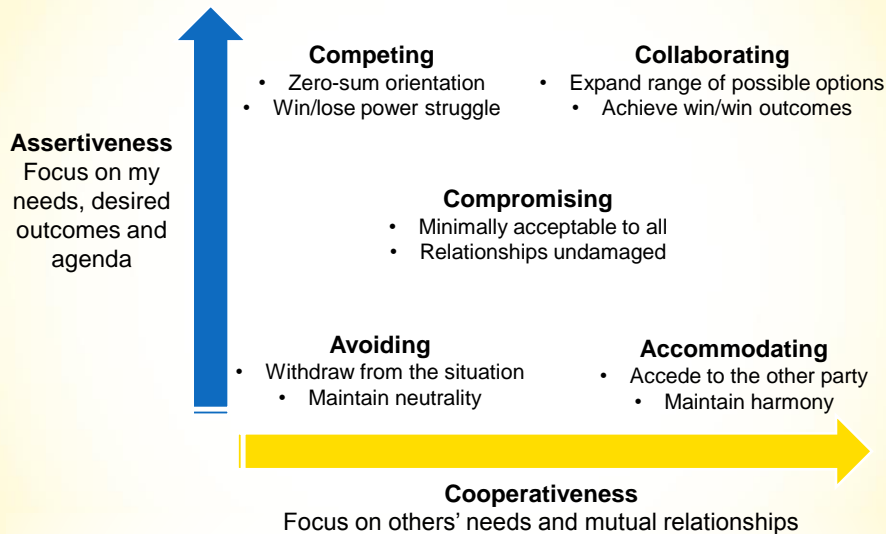


## Objectives

- Participants will explore conflict and understand that it often triggers re-enactment
- Participants will define re-enactment (the drama triangle) as behavior that is rooted in the neurobiological effects of trauma
- Participants will learn empowering strategies to escape the drama triangle, both in clinical and personal interactions



## Thomas-Kilmann Conflict Modes



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## Conflict is Constructive When It:

- Opens up issues of importance, resulting in their clarification
- Results in the resolution of problems
- Increases the involvement of individuals in issues of importance to them
- Causes authentic communication to occur
- Serves as a release to pent-up emotion, anxiety, and stress

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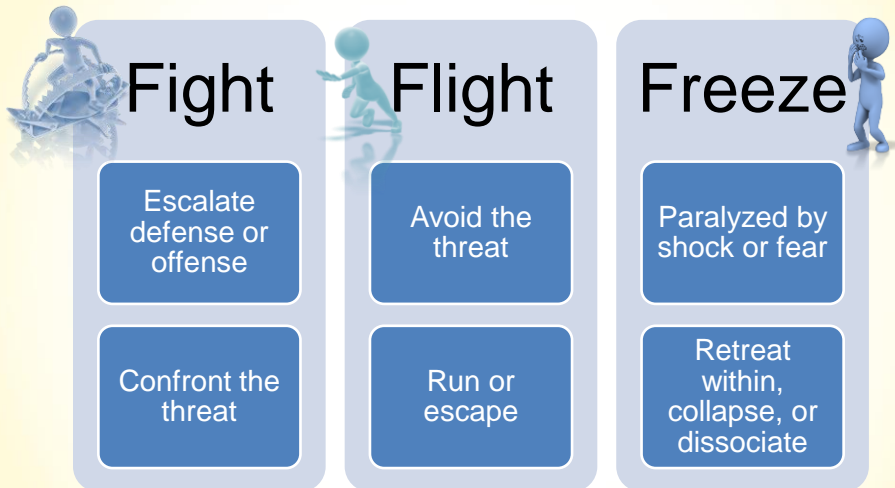


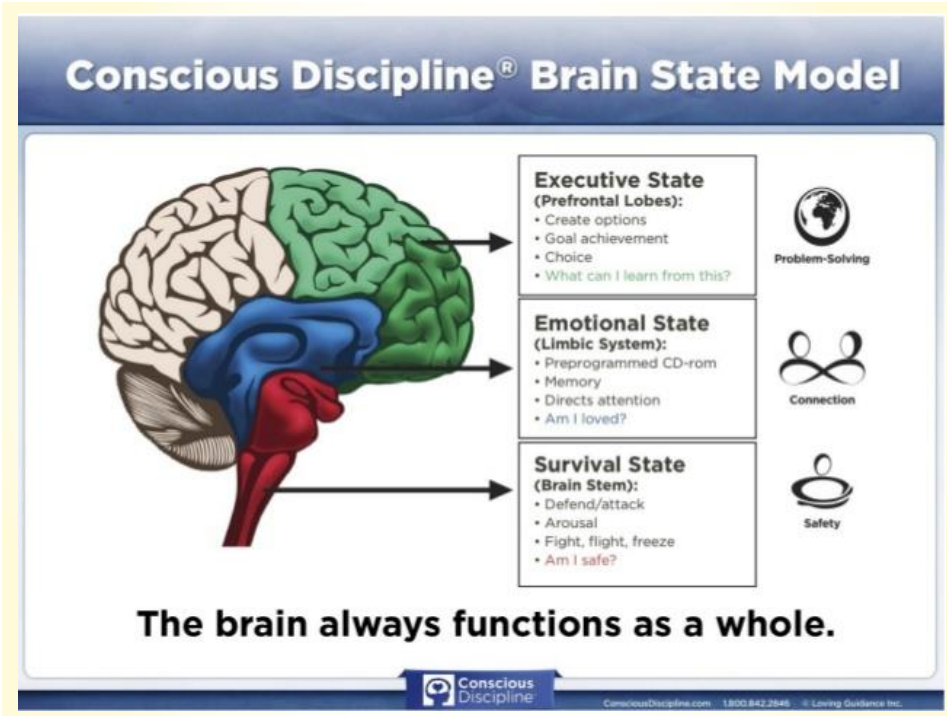
## Conflict is Destructive When It:

- Diverts energy from more important activities and issues
- Deepens differences in values
- Produces irresponsible and regrettable behavior such as name calling and fighting
- Destroys morale or reinforces poor self-concepts
- Polarizes groups and reduces cooperation



## Human Stress Response Behaviors





## Self-Reflection

What are the 3 things I fear the most?

What are the 3 things that trigger my anger?

What are the 3 barriers that trigger my feelings of frustration?

How do I manage my fear, anger and frustration so I don't cause people to feel unsafe?

## What is the drama triangle?

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[https://www.youtube.com/watch?v=ovrVv\\_RICMw](https://www.youtube.com/watch?v=ovrVv_RICMw)

## What is the drama triangle?

- Three dramatic roles: Victim, Persecutor, Rescuer
- Common, unsatisfactory, repetitive, largely unconscious behavior that is often rooted in trauma
- It is possible to play all three roles even in the same encounter
- When we are stuck in the drama triangle, instead of resolving problems, we endlessly repeat them



Karpman, 1972

## Signs of Re-Enactment

### Strong Emotions

Hopeless, helpless

Furious, irritated, angry

Sad, protective, uncomfortable

### Extreme Thoughts

All, always, every time

Never, no way

Disaster, kill, it's all over

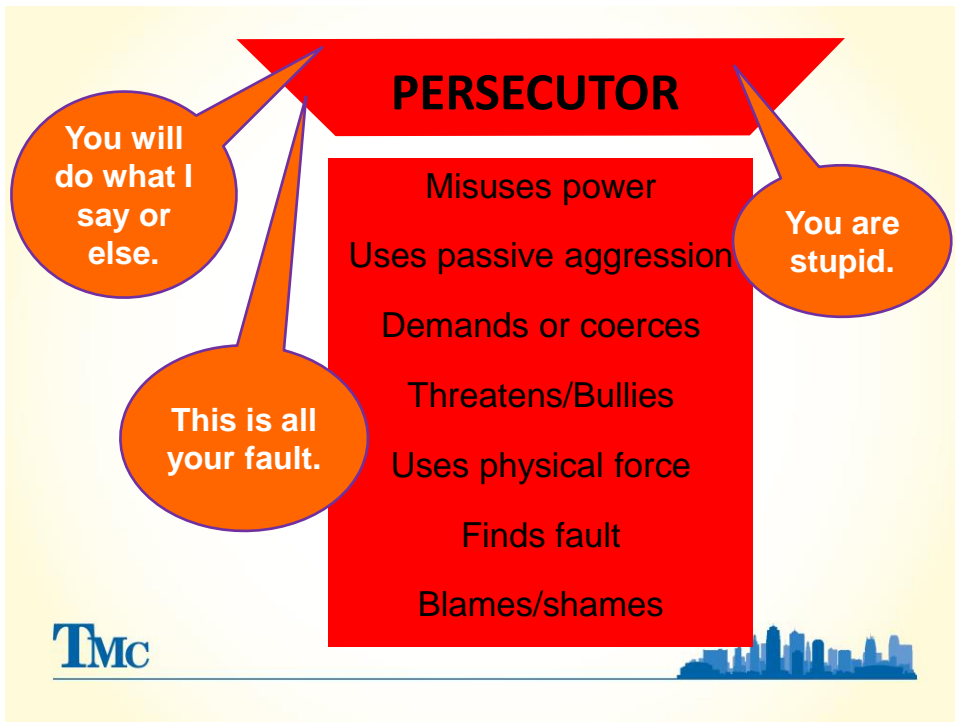
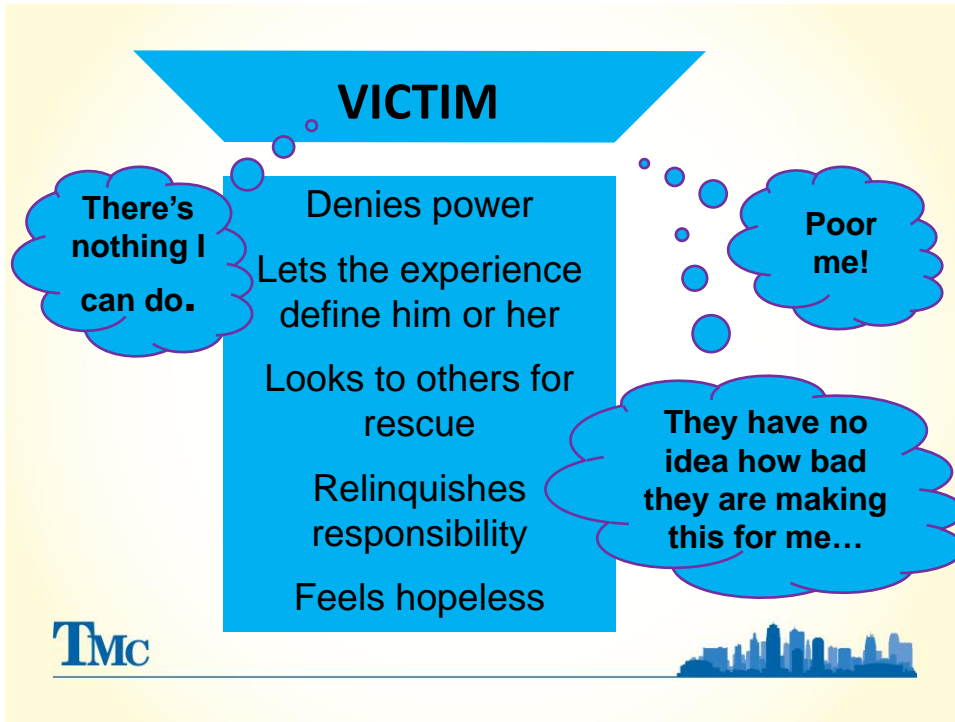
### Physical Response

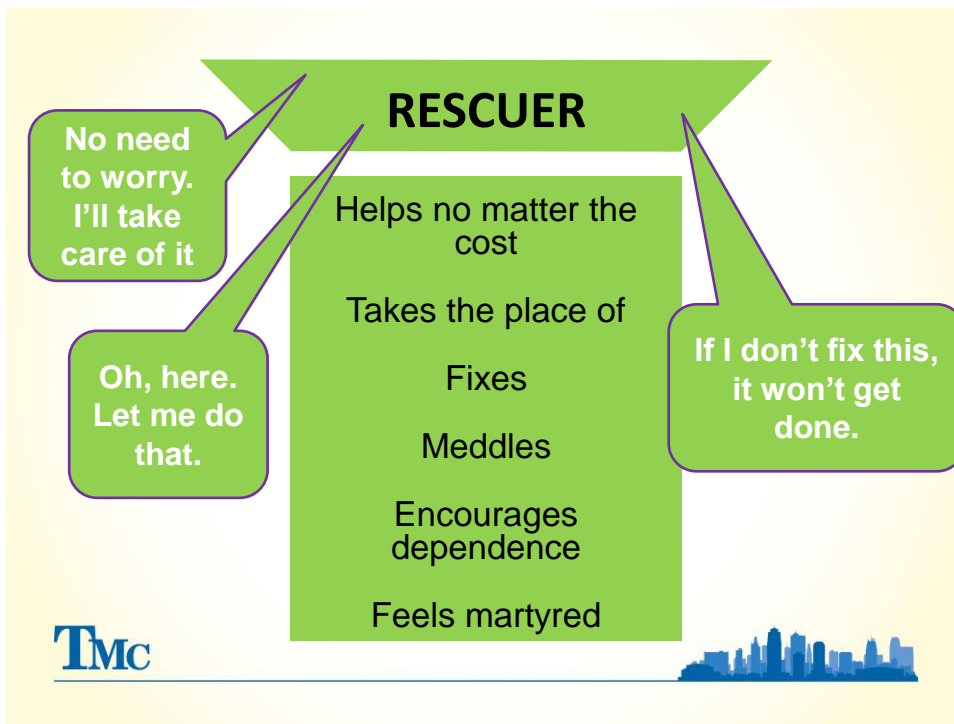
Hot or flushed face

Racing heart

Muscle tension







## Pouring Fuel on the Fire

- Using force (verbal and/or physical)
- Threatening
- Arguing
- Taking away (including The Silent Treatment)
- Lecturing
- Criticizing
- Public shaming
- Using sarcasm or teasing
- Questions used disrespectfully
- Expressing despair
- One-upping



Latham, 1994



## General Effects of Coercion

- Avoid future interaction
- Get even (Fight)
- Escape in the moment (Flight or Freeze)
- Learn coercive behavior (More drama)
- Behave less confidently
- Receive reinforcement for undesirable behavior
- Relationship difficulties and/or failure



## We are most often coercive when we:

- Are hungry, angry, lonely, tired
- Have had a bad day
- Are frustrated
- Get over-excited
- Have just been coerced by someone else
- Encounter our “pet peeves”
- Are used to using undesirable behaviors because of our own past experiences



## Self-Reflection

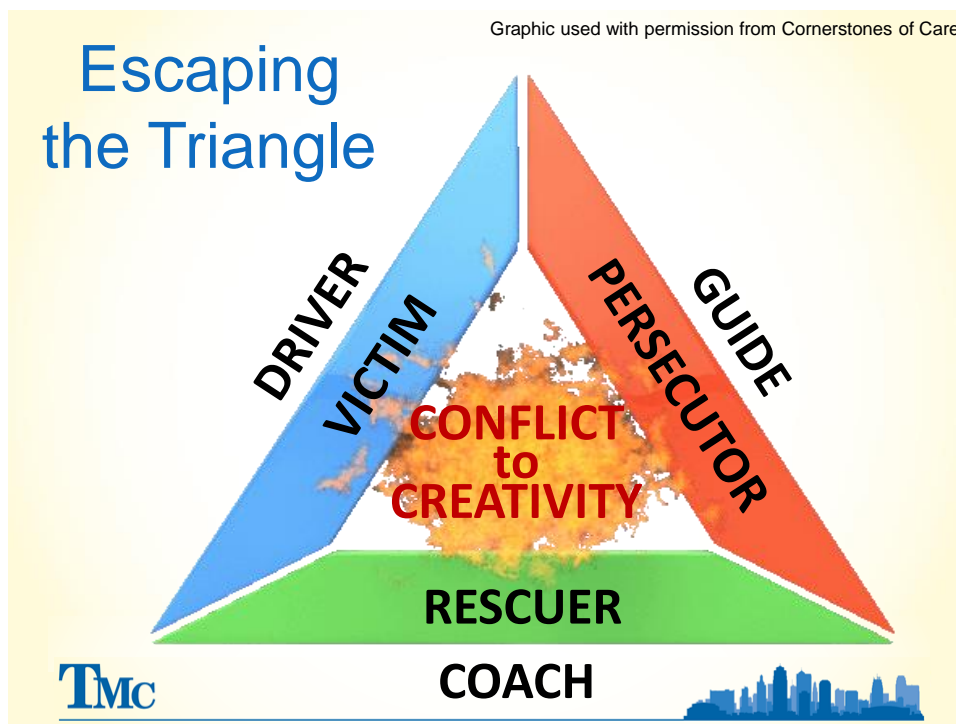
Which role in the re-enactment triangle do you think you are most likely to fall into at work?

What are some of the qualities you have that make you vulnerable to falling into this role?

What behaviors in the people that you serve are most likely to trigger you or push you into one of these roles?


What behaviors in other staff members are most likely to trigger you or push you into one of these roles?

How might a co-worker best intervene with you if he/she feels you are engaged in a re-enactment?




<b>VICTIM</b>	<b>DRIVER</b>
<ul style="list-style-type: none"><li>Denies power</li><li>Lets the experience define him or her</li><li>Looks to others for rescue</li><li>Relinquishes responsibility</li><li>Feels hopeless</li></ul>	<ul style="list-style-type: none"><li>Uses power wisely</li><li>Remains true to self</li><li>Seeks help responsibly, appropriately, &amp; clearly</li><li>Seeks to learn</li><li>Focuses on the future</li></ul>

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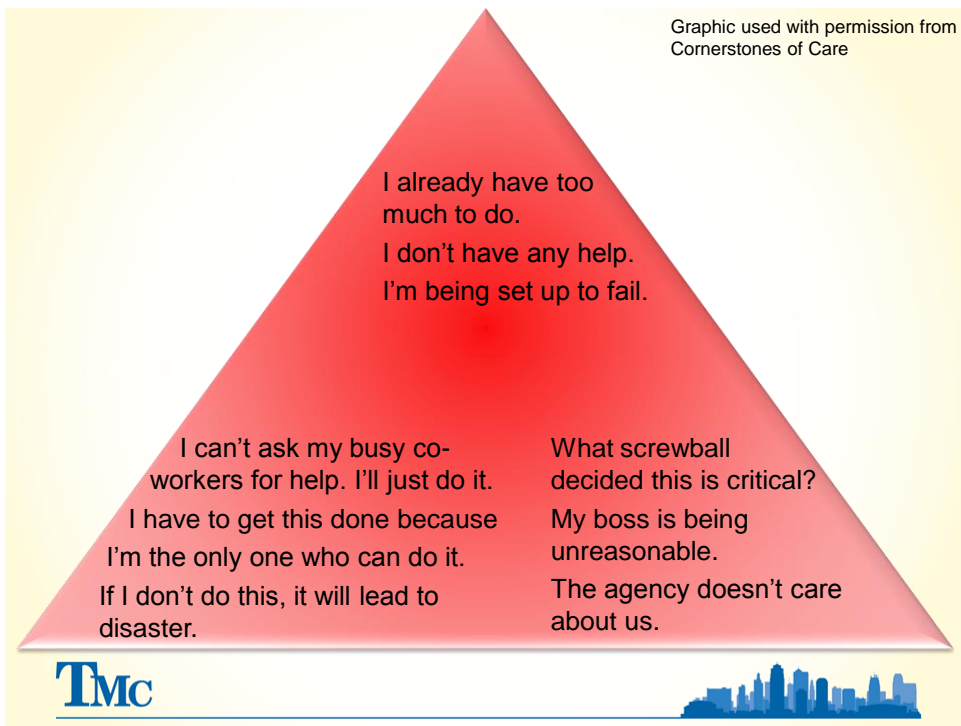
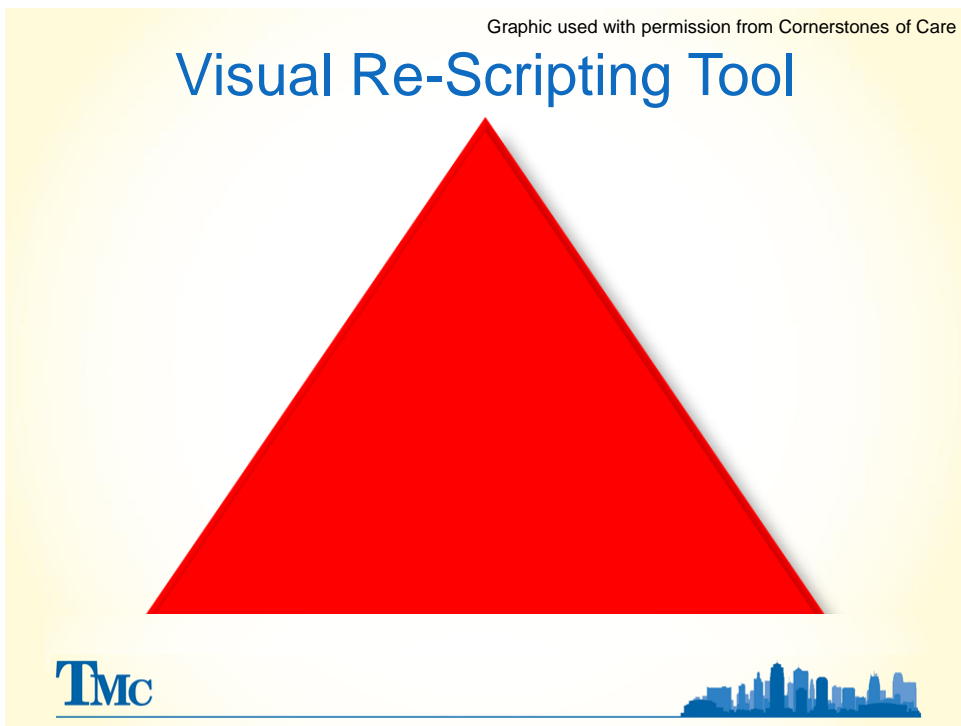


<b>PERSECUTOR</b>	<b>GUIDE</b>
<ul style="list-style-type: none"><li>Misuses power</li><li>Uses passive aggression</li><li>Demands or coerces</li><li>Threatens/Bullies</li><li>Uses physical force</li><li>Finds fault</li><li>Blames/shames</li></ul>	<ul style="list-style-type: none"><li>Empowers others</li><li>Communicates directly</li><li>Respects boundaries</li><li>Models behavior</li><li>Provides expectations</li><li>Offers alternatives</li><li>Commends strengths</li><li>Encourages others to link cause &amp; effect</li></ul>

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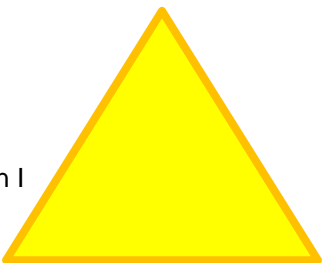






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I'm in charge of my time and energy.  
I can prioritize my to do list.  
What do I need to make this happen?



Am I doing more than I should?  
I'll ask Sue for help.  
That can wait until tomorrow.

I need to let my boss know when I'm feeling overwhelmed.  
I can make suggestions regarding ways we can be more efficient and tools that would help.

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I'm missing important information.  
She's keeping me from learning.  
Why doesn't the trainer call her out?

That is so disrespectful to the trainer.  
Everyone in my class shouldn't have to put up with this! I've got to get her to stop.

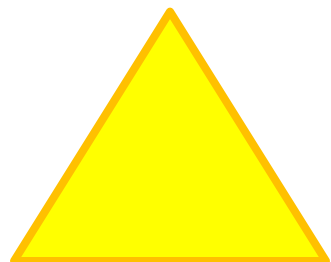
What a jerk!  
I hate all this noise.  
She's so distracting.  
I'm going to let her have a piece of my mind.

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I can learn what's going on with her.  
I can ask for the volume level to be lowered.



How do you think we can resolve this?

I wondered if you are aware of the volume level and how it is distracting ...



## Helping Others

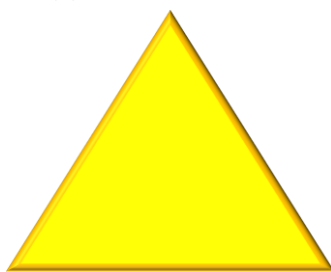


“I really lost it yesterday with Brandon. Nikki and Nora were playing in the backyard with the soccer ball. Brandon took the ball away and threw it over the fence. I was really angry that he would bully them that way. I made him stay in his room the rest of the afternoon. At bedtime Nikki cried and told me it was her fault that Brandon had to stay in his room. She told me that Brandon had asked to play with them and she told him no. She wouldn’t let Nora play either. She wanted the ball all to herself. That’s why he got mad and threw the ball over the fence. I felt bad that I did not handle it better. What should I have done?”



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Why am I feeling this way?  
 What are others feeling?  
 How can we manage triggered emotions?



How can I avoid getting pulled into the triangle?

How can I encourage them to resolve this themselves?





## Steps for Escaping the Drama Triangle

- Remain curious and nonjudgmental
- Evaluate where the power is
- Own your feelings and actions; allow others to own theirs
- Practice alternative behaviors (Driver, Guide, Helper)

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Thank you!

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Additional Trainings:  
[ctii.eventbrite.com](http://ctii.eventbrite.com)

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